



Supply and Installation of Laptops and Tablets at RBI under Rate Contract 2019-20

[Event number – RBI/Central Office/DIT/7/19-20/ET/86 on MSTC e-commerce web portal]

Department of Information Technology, Central Office, Reserve Bank of India (RBI) intends to empanel vendors for supply and installation of Laptops and Tablets, under a Rate Contract. The services of the empaneled vendors shall be utilized by all the RBI offices, departments, sub-offices and training establishments across India.

2. The detailed Request for Proposal (RFP) containing eligibility criteria, required supporting documents and other terms and conditions is available at MSTC e-commerce web portal. The bids should be submitted online at the website MSTC e-Procurement Portal for RBI (<http://www.mstcecommerce.com/eprochome/>) latest by 03:00 PM on September 19, 2019. The interested vendors must register themselves on the MSTC portal for participating through e-tendering process.

Chief General Manager
Department of Information Technology
Mumbai
August 30, 2019



**Reserve Bank of India
Department of Information Technology
Central Office
Mumbai**

Request for Proposal (RFP)

FOR

SUPPLY AND INSTALLATION OF LAPTOPS AND TABLETS

AT

RESERVE BANK OF INDIA

UNDER

RATE CONTRACT: 2019-20

TENDER DOCUMENT

Supply and Installation of Computer Systems at Reserve Bank of India under Rate Contract 2019-20 through E-Tendering process.

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1. Introduction

The Department of Information Technology, Central Office, Reserve Bank of India, 14th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, and Mumbai - 400001 invites tenders from eligible Original Equipment Manufacturers (OEMs), System Integrator, or Authorized Distributor/ Reseller for supply of Computer Systems under Rate Contract 2019-20.

The Purchase Order for the items mentioned in the document may be placed centrally by DIT, CO based on the requirements indicated by respective Offices or alternately, the purchase orders may be placed by respective Regional Offices / Central office Departments / Training Establishments as mentioned in [Annex XIII](#). In either case, the respective office of Reserve Bank of India will be responsible for making the payments for the items supplied or services rendered.

2. Schedule for Bidding Process

Date of release of tender Document.	August 29, 2019
Nature of the tender	Supply and Installation of Laptops and Tablets under Rate Contract for the year 2019-20
Pre-Bid Meeting	NA
Bid Closing Date	September 19, 2019; 03:00 PM
Technical Bid Opening Date	September 19; 03:05 PM DIT, Reserve Bank of India, 14 th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai- 400001. Only one representative per vendor shall be permitted for technical bid opening. Venue may likely to be changed on unavailability.
Commercial Bid Opening Date	September 24, 2019; 03:00 PM
Earnest Money Deposit (EMD)	₹1,00,000/- (Rupees One Lakh Only) to be paid by way of Bank Guarantee (BG). Bank Guarantee should be submitted at the address of Communication as given below.
Address of Communication	Chief General Manager-in-Charge Reserve Bank of India, Department of Information Technology, Central Office, 14th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai- 400001
Contact Persons	1) Shri Jitendra Kumar Yadav, Manager (email: jkyadav@rbi.org.in , +91-8507732312) 2. Dolfred J Pereira (email: djpereira@rbi.org.in , Ph:+91-9969075761)

3. Eligibility Criteria

- i. Bidder must be a registered corporate in India under the Companies Act, 1956 or Companies Act, 2013. The documents for the incorporation as a Company should be submitted.
- ii. Bidder should be OEM or System Integrator or Authorized Distributor/Reseller/Partner. The documents in this regard should be submitted.

- iii. The Bidder/OEM should not have been banned/blacklisted by any Government department / PSU/PSE or banks/FIs for non-implementation/delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.
- iv. The bidder should have reputed background and should be established in Computer Hardware and peripherals business for at least last three financial years with an average turnover of at least ₹70 crore (Rupees Seventy crores). Documents to be submitted in this regard.
- v. Bidder should have executed supply of computer hardware to at least three organizations (Banks/Financial Institutions/ PSU) from January 2016 onwards preferably covering all the states/cities as mentioned in [Annex VII](#), total supply amounting not less than ₹6 crore (Rupees Six crores). Documentary evidence should be submitted.
- vi. The Bidder should have all India presence with **their own offices** at least in the metropolitan cities of **Mumbai, Chennai, New Delhi and Kolkata** and should have arrangement to provide speedy and quality service at RBI Offices and Departments in as per [Annex XIII](#). In case, the vendor do not have its own office at some of the locations and wishes to provide support services through partner/Franchise at those locations, a letter from the partner/franchise should be enclosed stating that they will be providing support services to RBI offices for purchases under Rate Contract. In cities where the bidder has his own office, bidder should ensure that the purchase order execution, after sale service, etc. should be provided through their local office.
- vii. Bidders should have ISO 9000 Certification. The OEM of the products quoted should also have ISO 9000 Certification. Relevant document should be submitted.
- viii. RBI's past experience with vendors and track record of company in respect of Rate contract during last 3 years (i.e. regular delay in delivery of items, delivering items not as per terms & conditions and specifications of Rate Contract, refusing to accept the Purchase Order etc.) would be evaluated and the vendor with whom RBI's experience has not been satisfactory during last three years will not be considered for Technical and Commercial Bid Evaluation.

4. E-Tendering for Technical and Commercial Bidding

- i. The bids should be submitted online at the website MSTC e-Procurement Portal for RBI (<http://www.mstcecommerce.com/eprchome/>) as per the Section-1 and terms and conditions of the tender document/RFP. The bidders will have to upload the duly signed and scanned documents along with **scanned copy of EMD Bank Guarantee** as part of technical bid. The original hardcopy of the EMD should reach us at the address of the communication before opening of the technical bids. It must be ensured that all the documents are uploaded while submitting the tender online. The vendors are requested to note that they cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of tenders.
- ii. RBI will follow a two-stage evaluation and selection process. In the first stage (Technical Bid Evaluation), only the documents submitted by the bidder will be opened and evaluated based on eligibility criteria and other terms and conditions. Only those bidders who have submitted all the required forms and documents and comply with the eligibility criteria will be considered for commercial bid evaluation. Bids that do not comply with the eligibility criteria and other terms and conditions in the tender document will not be commercially evaluated.
- iii. The bidders are requested to note that it is mandatory to have a valid digital certificate/signing and encryption certificate issued by any certifying authority approved

by Govt. of India to participate in the online bidding. The bidders are requested to ensure that they have the same, well in advance and if any assistance is required for the purpose, bidder can contact MSTC e-Procurement team.

- iv. RBI will open the bids on scheduled dates mentioned in the RFP in the presence of Bidders' Representative who choose to be present on the date, time and address mentioned in Section 2 above, or as amended by RBI. The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity Card to represent them at the time of opening of the bids. One representative will be allowed to represent each Bidder. The Bidder's representatives who are present shall sign the register evidencing their attendance. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of RBI.
- v. Reserve Bank of India will not be responsible for any delay due to any reasons.

5. Technical Bid

Technical bid should be complete in all respects and contain all information asked for, except prices. The Technical bid should include all components asked for in [Annex XI](#). For example, Technical bid should mention that Three (03) Years Warranty Period is included in the Commercial bid, without mentioning the actual amount in the Technical bid. The suggested format for submission of technical offer is as follows:

S. No.	Documents for Technical Bid	Annex
1	Covering letter	I
2	Company profile and required ISO certifications	II
3	Manufacturer's Authorization Form (MAF)	III
4	Details of Support Centers	IV
5	Authorization Letter/ Board Resolution for an Authorized Representative	V
6	Certificate from the company for not being banned or blacklisted since its incorporation	VI
7	Supply of computer hardware to at least three organizations (Banks/Financial Institutions/PSU) from January 2016 preferably covering all the states/cities	VII
8	Warranty compliance statement	VIII
9	EMD in the form of Valid Bank Guarantee	IX
10	Performance Bank Guarantee	X
11	Technical Offer with Specifications. This table should not contain any price information.	XI
12	Commercial Bid	XII (Not to be submitted with Technical Bid)
13	List of Offices and Departments	XIII
14	Generic E-mail ID and Escalation Matrix	XIV

6. Commercial Bid:

The Commercial Bid should give all relevant price information as per [Annex XII](#). The Bids must be filled in completely. The Commercial offer must not contradict the technical offer in any way.

Vendors shall be required to supply upgraded versions at the same cost during the validity of the Rate Contract.

7. Bid Prices Validity Period:

The bid prices for the items mentioned in this Rate Contract should hold good for a period of 180 days from the closing date of the tender. Any offer falling short of the validity period is liable for rejection. Thereafter, the empanelled vendors along with the L1 prices for each of the item shall be valid until the period of Rate Contract.

8. Earnest Money Deposit

Bidder should submit Earnest Money Deposit (EMD) of ₹1 lakh (Rupees One lakh) in form of Bank Guarantee in favor of Chief General Manager-in-Charge, Reserve Bank of India, Department of Information Technology, Central Office, Mumbai. The original hardcopy of the EMD should reach us before opening of the technical bids. The irrevocable Bank Guarantee drawn on a Scheduled Bank shall be in form acceptable to the Reserve Bank of India as per [Annex IX](#). The EMD shall remain in force up to December 31, 2019 and no interest shall be paid on this deposit. The EMD of unsuccessful bidders will be returned to them within a month of selection of vendors. The EMD of the empanelled vendors would be returned after the submission of Performance Bank Guarantee (PBG) by them within thirty days of finalizing of the Rate Contract 2019-20. EMD will be forfeited in following circumstances:

- i. Successful bid, if withdrawn, is liable for forfeiture of the EMD;
- ii. Withdrawal of the bid by any bidder after opening of the bids but before notification of award/finalisation of Rate Contract;
- iii. Failure of selected Bidder/ vendor to submit the Performance Bank Guarantee within 30 days from the date of Purchase Order. In such instance, RBI at discretion may cancel the order placed on the selected Bidder without giving any notice.

9. Performance Bank Guarantee (PBG)

The empanelled vendors shall submit the Performance Bank Guarantee (PBG) for ₹10 lakh (Rupees Ten lakh) within thirty days of finalizing of the Rate Contract 2019-20. The validity of the PBG shall for a period of two years i.e. up to June 30, 2021.

10. Order Cancellation and Invocation of PBG:

Reserve Bank of India (RBI)/Purchaser also reserves the right to cancel the order and initiate the process for invocation of Performance Bank Guarantee (PBG) in the event of one or more of the following circumstances:

- i. Delay in delivery and installation beyond a period of seven (07) weeks from the date of purchase order;
- ii. Breach by the tenderers of any of the terms and conditions of the tender;
- iii. If the Vendor goes into liquidation voluntarily or otherwise.;
- iv. The failure in executing three consecutive purchase orders by any of the RBI Offices, departments;
- v. Exceptionally long, delay in supply of products, without any satisfactory reason.

In addition, RBI reserves the right to delist the vendor from the existing Rate Contract and debar the vendor to participate in RBI Rate Contract Tender upto next three years.

11. Manufacturer's Authorization Form (MAF)

Vendors, other than sole agents in India of the manufacturers, must upload a letter of authority/MAF as per [Annex III](#), from their manufacturers that they have been an authorized reseller.

12. Alternative offers not to be submitted

Each offer should specify only a single solution for each item, which is cost-effective and meets the tender specifications, and should not include alternatives. Any vendor submitting the alternate offer instead of the required item shall be rejected during the technical evaluation process itself.

13. Costs and Currency

- i. The offer must be made in Figures and Words in Indian Rupees;
- ii. Cost of the products/items to be mentioned in Commercial Bid at [Annex XII](#) must be exclusive of taxes.
- iii. Bidders quote must include prices for Three (03) years on-site comprehensive warranty covering all parts and labour, including Battery, Power adaptor, etc. This period will start from the date of successful installation and acceptance of all the goods by Reserve Bank of India.
- iv. Supplier is required to take transit Insurance to cover equipment up to delivery and installation of the equipment at the respective bank's location. Please note the Bank will not reimburse transit Insurance premium.
- v. Vendors shall supply upgraded versions of the items at the same cost during the validity of the Rate Contract.

14. Preliminary Scrutiny:

Reserve Bank of India will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. Reserve Bank of India may, at its discretion, waive off any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and Reserve Bank of India reserves the right for such waivers.

15. Clarification of Offers:

To assist in the scrutiny, evaluation and comparison of offers, Reserve Bank of India may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the vendor is required to give presentation on the systems offered.

16. Technical Inspection and Performance Evaluation

Reserve Bank of India reserves its right to carry out a technical inspection and performance evaluation (benchmarking) of IT products offered by short-listed vendors.

17. Verification

The Reserve Bank of India reserves the right to verify any or all statements made by the vendor in the tender document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

18. No Commitment to Accept Lowest or Any Tender

Reserve Bank of India shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. Reserve Bank of India reserves the right to make any changes in the terms and conditions of purchase. Reserve Bank of India will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

19. Award Criteria**i. Technical Evaluation:**

First, the Technical Evaluation will be done as per the documents submitted by the vendor. The list of documents is mentioned in Table 5.1. Reserve Bank of India will create a short-list of technically qualifying vendors. In case, RBI does not get sufficient number of model/product, RBI reserves the right to include or exclude that model/product from Rate Contract 2019-20 without notifying to the bidders.

ii. Commercial Evaluation:

The Commercial Bids of the Technically Qualified vendors only will be opened at a later stage. If there is a discrepancy between words and figures, the amounts indicated in words will prevail.

The vendor, whose commercial Bid for a particular item has been determined to be the lowest evaluated bid, will be called L1 for that item only and hence will get empanelled for that item. Other vendors will be ranked L2, L3, L4 etc. for that item in an increasing order of their commercial Bids. The Bank will ask the L2, L3, L4, etc. the chance to match L1's offered bid for that particular item. All the vendors who offer to provide that item at L1 price will also be considered for empanelment for that particular item. This process will be repeated for all the items so that there are enough vendors at L1 prices for various items.

However, RBI reserves the right to include or exclude any item in the Rate Contract.

20. Signing of Contract

The successful bidder(s) shall be required to enter into a contract with Reserve Bank of India, within 30 days of the award of the tender or within such extended period as may be specified. The Empanelment of Vendors under the Rate Contract will be till June 30, 2020. However, RBI reserves the right to extend the contract for further years as per the requirement with same terms and conditions of the Contract. RBI also reserves the right to discontinue the contract at any time without assigning the reason.

21. Locations to be covered

The equipment (items mentioned in the tender document) being procured will be installed at the Bank's Offices/ Department as per [Annex XIII](#). The Bank reserves the right to add or substitute any location.

22. Delivery and Installation Period:

The Bank would like to have the following time schedule for completion of the activities from the date of placement of orders. Delay in delivery and installation may invite penalties for the vendors.

Delivery	06 Weeks
Installation and Operationalization	01 week

23. Billing by the empanelled vendors:

The Purchase Order as well as the payment of bills shall be done locally by the respective Offices/ Departments. Though the Purchase order may contain items exclusive of taxes, the invoice/bill submitted by the empanelled vendors must clearly indicate applicable taxes separately.

24. Payment Terms:

- i. If Purchase Order value is more than **Three (03) lakhs** (excluding taxes like GST, Octroi, etc.), 90% payment will be made to the vendor as per Purchase Order (PO) issued by respective offices on satisfactory installation of the product in the Rate Contract or within two weeks of delivery if delay in installation is attributed to the Bank and balance 10% (excluding taxes like GST, Octroi, etc.) on expiry of warranty period or on submission of Bank Guarantee of equivalent amount issued by a Scheduled Bank, valid till the end of the warranty period.
- ii. If the Purchase Order value is **less than Three (03) lakh** (excluding taxes like GST, Octroi, etc.), 100% payment will be made to the vendor as per the PO issued by respective offices on satisfactory installation of the product or within two weeks of delivery whichever is earlier if the delay is attributable to the bank.

25. Completeness of the Contract:

The contract will be deemed as incomplete if any component of the hardware, software, network devices, etc., or any documentation / media relating thereto is not delivered, or is delivered but not installed and /or not operational or not acceptable to the purchaser/RBI after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the warranty period will not commence. The Warranty period will commence only on acceptance (based on acceptance test) of the products under Rate Contract by the purchaser / RBI.

26. Warranty:

- i. Three years on-site comprehensive warranty covering all parts and labour (including Battery/Power adaptor etc.) from the date of acceptance of the systems by Reserve Bank of India at the respective locations (**as per Annex VIII**). During the warranty period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor. Vendors are required to indicate the consumable parts for each line item offered by them. If no such list is submitted then it will be presumed that nothing is consumable.
- ii. Please note that Fuser Assembly, Drum and Printer-head under printer category will have 03 (Three years) warranty irrespective of whether they are consumable or not.
- iii. The Battery of Laptops category items and “active pen” for hybrid laptop/detachable laptop should have three-year warranty by default.
- iv. All items should be repaired by next working day. In case of any deviations, specific exemption may be sought on case-to-case basis from the respective Offices/Departments placing the Purchase Orders.
- v. The empanelled vendors shall be fully responsible for the manufacturer’s warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / vendor or any defect that may develop under normal use of supplied equipment during the warranty period.
- vi. Warranty shall not become void even if Reserve Bank of India and/or purchaser buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty of the OEMs will not apply to such hardware items installed. Besides the above, the vendor will have to conform to the terms and conditions of warranty in the Rate Contract.

27. Penalty for downtime:

In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, there will be a penalty as specified in the table below.

	Item	Amount (for each)
1	Tablets, MS Surface, Laptops, etc.	₹1000/- per day

In case the vendor fails to pay the imposed amount within seven days, a fresh notice will be issued by ROs/CODs/TEs concerned by registered post/email/fax. In case the amount is not paid within seven of such notice, the department/office which has placed the order would be well within its right to recommend invocation of the PBG under advice to the vendor.

28. Repeated Failure:

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Vendor at no cost to Reserve Bank of India. However, in case of failure of HDD of PC/Laptop during warranty period the vendor will help the user to recover the data.

29. Liquidated Damages (LD) for delayed supply:

If the vendor fails to deliver contracted product(s), install/activate, and operationalize all of the equipment or fails to complete the work or does not perform the service(s) within the time schedule as mentioned in **Para 22** above, the Bank, without prejudice to its other remedies under the Contract, may deduct from the Purchase order value, as liquidated damages, a sum equivalent to 0.5 percent of the total Purchase Order Value (excluding taxes like GST, Octroi, etc.) for each and every calendar day of delay, subject to a maximum limit of 10 percent of the Total Purchase Order Value (excluding taxes like GST, Octroi, etc.). Such penalty will be deducted by the purchaser (RBI) from the bills of the vendor by respective offices OR from the Security Deposit (PBG/ BG). The Bank may also consider termination of the Contract with the vendor as per provisions of termination clause mentioned in the contract.

For any Purchase Order containing two or more items, the penalty for delayed supply shall be for the items, which are not delivered as per schedule, and not for the whole Purchase order.

30. Indemnity to Bank:

The Empanelled Vendors should furnish a photocopy of the Agreement with their respective OEM in respect of hardware and software products offered. Further, the empanelled vendors shall keep Reserve Bank of India indemnified against any losses or damages because of any violation of patents, trademark etc., by the vendor in respect of the products supplied.

31. Guarantees:

The products under the Rate Contract must conform to the highest quality and standard. In case of software, the vendor should guarantee that the software supplied to the purchaser is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered. All the required quantity of an item in schedule of requirement must be of the same brand and same model number. Part numbers also must be same for all pieces of an item. The Vendor should not substitute any internal components or subsystems of equipment

by similar items from a different manufacturer. All the equipment and peripherals should be supplied with the relevant interface cables.

Bidders should quote only “**Commercial/Business products**” and not any product from “**Home/consumer category**”. The Product and its datasheet should be in public domain. The drivers of the quoted products should be in public domain.

32. End of Life:

The Empanelled Vendors shall propose only those products, which would not be declared end of life until June 30, 2020. Further, those products should also not go End of Support before June 30, 2023. However, in cases where the OEM decides to phase out any particular model, the vendor is required to substitute the product with another product (model with equivalent or better configuration at no extra cost or changes to RBI). The vendor must inform well in advance about such changes. In case no substitute model is available, the OEM shall give the notice for discontinuation in writing at least one month prior to such discontinuation. In case of software, the vendor shall supply the latest version available at the time of delivery at no extra cost to RBI.

33. Installation of Laptops/tablets/convertible

The Empanelled Vendors are required to install the items supplied by them. Backup from the devices are to be copied to the new device purchased. Vendor is also required to install all the licensed software available i.e. antivirus software, MS Office, Windows OS (Enterprise Edition License), Adobe, etc available at RBI before acceptance by the Bank at no extra cost to RBI.

34. Compatibility of equipment supplied:

All the items supplied by the empanelled vendor shall be compatible with the latest version of Operating System.

35. Publicity:

Any publicity by the vendor in which the name of Reserve Bank of India is to be used should be done only with the explicit written permission of Reserve Bank of India. Any breach of this clause may invite action from RBI.

36. Authorization of signature:

The person who is signing the contract on behalf of the company should be authorised signatory as per their Board Resolution. Copy of the board resolution should be submitted as per [Annex V](#).

37. Force Majeure:

The Empanelled Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of Reserve Bank of India in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify Reserve Bank of India in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise

directed by Reserve Bank of India in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Reserve Bank of India and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of Reserve Bank of India shall be final and binding on the vendor.

38. Resolution of Disputes:

Reserve Bank of India and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Reserve Bank of India and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

39. Language of Tender:

The Tender prepared by the Bidder, as well as all correspondence and documents relating to the Tender exchanged by the Bidder and the Bank and supporting documents and printed literature shall be in English language only. The agreement signed will be both in English and Hindi; and in case of any contention with regard to any of the terms of the agreement, the interpretation arising out of the agreement executed in English language shall prevail.

40. Extension of Deadline for submission of Bid:

RBI may, at its discretion, extend this deadline for submission of bids by amending the bidding documents that will be intimated through RBI website, in which case all rights and obligations of RBI and Bidders will thereafter be subject to the deadline as extended.

41. Modifications and Withdrawal of Bids:

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.

42. Contacting RBI:

From the time of bid opening to the time of Contract award, if any bidder wishes to contact RBI for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact RBI with a view to canvas for a bid or put any pressure on any official of RBI may entail disqualification of the concerned bidder from Rate contract.

43. Jurisdiction:

All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of the Courts in Mumbai only.

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Annex – I

(Letter on the Vendor's letterhead)

The Chief General Manager-in-Charge
Reserve Bank of India
Department of Information Technology, Central Office
Central Office Building
Shahid Bhagat Singh Marg, Fort,
Mumbai. 400001

Dear Sir,

Sub: Your RFP/Tender for Supply and Installation of Tablets/Laptops/Convertible at Reserve Bank of India under Rate Contract 2019-20

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the supply of the following items as detailed in your above referred tender. (Include all the items for which bid is submitted)

Item No.	Item Description	Make & Model

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures.

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

We enclose Bank Guarantee for **₹1,00,000/- (Rupees One Lakh only)** favoring Reserve Bank of India issued by ----- Bank, --- Branch, and payable at Mumbai, towards Earnest Money Deposit.

Yours faithfully,

Authorised Signatories
(Name & Designation, seal of the firm)
Date:

Annex II

Company Profile and required ISO Certification

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sr. No	Item	Details
1	Name of Company	
2	Date of registration of the Company	
4	Postal Mailing Address	
5	Name, designation, Tel, Mobile, email of 2 officials authorized to make commitments to the Bank	1
		2
6	Turnover and profit after tax of the company in Rs (not of group) Financial Year : 2015-16 Financial Year : 2016-17 Financial Year : 2017-18	Turnover
		:
		:
		:
		:
8	GST Number	
9	PAN Number	
10	Whether direct manufacturer or authorized dealers	

Signature

(Name & Designation)

Date :

Annex III

Manufacturer's Authorization Form (MAF)

No. _____ dated _____

The Chief General Manager-in-Charge
Reserve Bank of India
Department of Information Technology, Central Office
Central Office Building
Shahid Bhagat Singh Marg, Fort,
Mumbai. 400001

Dear Sir,

**Supply and Installation of Computer Systems at Reserve Bank of India –
Rate Contract 2019-20**

We _____ who are established and reputable
manufactures of _____ having factories at _____ and
_____ do hereby authorize M/s. _____ (Name and
address of Vendor /Dealer) to offer their quotation, negotiate and conclude the contract with
you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender
and the contract for the equipment and services offered against this invitation for tender offer
by the above firm.

Yours faithfully,

Authorized Signatories
(Name & Designation)

Date :

For and on behalf of M/s _____

(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and
should be signed by a competent person of the manufacturer.

Annex IV: Details of Support Centers**Name of the Vendor** _____

Note: In case the vendor do not have its own office at some of the locations and wishes to provide support services through partner/ Franchise at those locations, a letter from the partner/franchise should be enclosed, duly signed by the competent official on their letterheads, stating that they will be providing support services to RBI for purchases under Rate Contract, mentioning the names of locations for which such arrangement has been made.

Sr. No.	Place/Office location	Postal Address	Contact details with Name, Designation, Mobile, email id etc.
1.	Agartala		
2.	Ahmedabad		
3.	Belapur		
4.	Bangalore		
5.	Bhopal		
6.	Bhubaneswar		
7.	Chandigarh		
8.	Chennai		
9.	Dehradun		
10	Gangtok		
11	Guwahati		
12	Hyderabad		
13	Jaipur		
14	Jammu		
15	Kanpur		
16	Kochi		
17	Kolkata		
18	Lucknow		
19	Mumbai		
20	Nagpur		
21	New Delhi		
22	Panaji		
23	Patna		
24	Pune		
25	Raipur		
26	Ranchi		
27	Shillong		
28	Shimla		
29	Srinagar		
30	Thiruvananthapuram		
31	Aizwal		
32	Imphal		

Signature
(Name & Designation)

Annex V: Authorization Letter

(On Company's Letterhead)

Authorisation letter / Board Resolution from the Company regarding the Authorised Representative for signing of documents and bids related to this RFP

Annex VI

(On Company's Letterhead)

Certificate from the company for not being banned or blacklisted since its incorporation

Annex VII

Supply of computer hardware to at least three organizations from January 2016 preferably covering all the states/cities (Total Supply amounting not less than ₹6 crore). Documentary evidence to be uploaded

Name of the Vendor _____

Sr. No.	Name of the Client	Desktops			Laptops			Printers			Client's Contact person details Name Email id Tel. No. Address
		Make, Model	Qty	Amt	Make, Model	Qty	Amt	Make, Model	Qty	Amt	
1											
2											
3											

Signature

(Name and Designation)

Date:

Annex VIII

(On company's letterhead)

Warranty Compliance Statement

The Chief General Manager-in-Charge
Reserve Bank of India
Department of Information Technology,
Central Office
Central Office Building
Shahid Bhagat Singh Marg,
Fort, Mumbai. 400001

Dear Sir,

**Subject: Supply and Installation of Laptops/tablets at Reserve Bank of India –
Rate Contract 2019-20**

This bears reference to our quotation Ref. _____ Dated _____.

2. We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.

3. For the preventive and corrective maintenance support offered to you, both during the warranty and post warranty period we shall ensure that the downtime shall be as prescribed in the para 25 of the tender document. In case we fail to meet the above standards of maintenance, there will be a penalty as specified in the table below. These penalty charges will be deducted from the Performance guarantee.

Sr. No.	Item	Amount (for each)
1	Laptops/Tablets/Convertible	Rs.1000/- per day

4. Further, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

Signature

(Name & Designation)

Date :

Annex IX: Earnest Money Deposit Bank Guarantee

The Chief General Manager-in-Charge
Reserve Bank of India
Department of Information Technology, Central Office
Central Office Building
Shahid Bhagat Singh Marg, Fort,
Mumbai. 400001

Dear Sir,

**Supply and Installation of Laptops and Tablets at Reserve Bank of India –
Rate Contract 2019-20**

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai (hereinafter called the 'Bank') has invited tenders for the Supply & Installation of Computer Hardware and Peripherals on Rate Contract on the terms and conditions mentioned in the tender document.

1. It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of ₹10,00,000/- (Rupees Ten lakhs only) as Earnest Money Deposit.
2. M/s. _____, (hereinafter called as Tenderer), who are our constituents intend to submit their tender for the said work and have requested us to furnish guarantee to the 'Bank' in respect of the said sum of Rs. 1,00,000/- (Rupees One lakh only)

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Bank) do hereby agree with and undertake to the Reserve Bank of India, their Successors, Assigns that in the event of the Reserve Bank of India coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof in which conclusion shall be binding on us as well as the said Tenderer, we shall on demand by the Reserve Bank of India, pay without demur to the Reserve Bank of India, a sum of ₹1,00,000/- (Rupees One lakh only) or any lower amount that may be demanded by the Reserve Bank of India. Our guarantee shall be treated as equivalent to the **Earnest Money Deposit** for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹1,00,000/- (Rupees One lakhs only)
2. We also agree to undertake to and confirm that the sum not exceeding ₹1,00,000/- (Rupees One lakh only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Reserve Bank of India on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the Reserve Bank of India shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Reserve Bank of India within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the Reserve Bank of India under this guarantee shall be independent of the agreement or agreements or other understandings between the Reserve Bank of India and the Bidder.

This guarantee shall not be revoked by us without prior consent in writing of the Reserve Bank of India.

We hereby further agree that -

- a) Any forbearance or commission on the part of the Reserve Bank of India in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the Reserve Bank of India to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹1,00,000/- (Rupees One lakhs only)
- b) Our liability under these presents shall not exceed the sum of ₹1,00,000/- (Rupees One lakhs only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to December 31, 2019. (till six months from the date of signing of Agreement) provided that if so desired by the Reserve Bank of India, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the ----- 2019 or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the Reserve Bank of India alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the Reserve Bank of India against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours' faithfully,

For and on behalf of

_____ Bank.

Authorized official.

(NB: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified).

Annex X

PERFORMANCE BANK GUARANTEE-

To,

RESERVE BANK OF INDIA

.....

.....

This deed of guarantee made on this _____ day of _____ Bank by having its Head Office at _____ and manage all places a branch at _____ and wherever the context so requires includes its successors and assigns (hereinafter called the Surety) for the favor of _____ Wherever the context so requires includes it successors and assigns (hereinafter called the Purchaser).

1. The purchaser has placed an Order No. _____ dated _____ (hereinafter called the "Said Order") with _____ a Company within the meaning of the Companies Act, 1956 having its registered office at _____ and wherever the context so requires includes its successors and assigns (hereinafter called or referred to as "The Supplier").
2. Under the terms of the order, the supplier is required to furnish the purchaser at his own cost a Bank guarantee for an amount for Rs. _____ (Rupees _____ Only) for fulfilling the conditions of technical delivery in the purchase order towards guarantee against all manufacturing defects and non satisfactory services for a period up to _____ in lieu of retention of an amount of 10% of the value of the said order towards satisfactory fulfilment of the said order and for defects if any, noticed during the warranty period of three years from date of satisfactory installation.
3. The Surety at the request of the Supplier who are constituents of surety agreed to issue a Bank guarantee in terms of said order on behalf of the supplier and the purchaser has agreed that the supplier shall repair or replace free of cost, equipment, machinery, its parts and components found defective on account of bad workmanship or defective materials or inferior manufacture as mentioned in the warranty and guarantee clause of the said order.
4. The Surety binds himself to pay to the purchaser to the extent of for Rs. _____ (Rupees _____ Only) of in case of failure on the part of the supplier to perform this guarantee provided the purchaser informs the surety in writing to this effect. The surety binds himself to pay the amount immediately

5. Pursuant to the said demand notice notwithstanding any dispute that may exist or arise between the purchaser and the supplier or any other person.
6. Notwithstanding anything contained hereinabove the liability of the surety in respect of this guarantee is restricted for Rs. _____ (Rupees _____ Only) of in case of failure on the part of the supplier to perform this guarantee provided the purchaser informs the surety in writing to this effect.
7. This guarantee shall remain in force up to _____.
8. The guarantee shall not be discharged or released from the guarantee by any arrangement between the Purchaser and the supplier with or without consent of the Surety or by any alteration in the Obligations of the Parties or by any indulgence, forbearance whether as to payment time performance or otherwise.
9. This guarantee shall not be affected by any change in the constitution of the supplier by absorption with any other body or corporation or any other and this guarantee will be available to or enforceable by such body or corporation.
10. Unless a claim under this guarantee is made by the Purchaser against the bank on or before _____ (3 months after end of warranty period) all the rights of the purchaser under this guarantee shall be forfeited and the bank shall be relieved and discharged from all liability under this guarantee.
11. And this bank guarantee after _____ shall cease to exist if there is no claim on or before _____ (3 months after end of warranty period)
12. Notwithstanding anything contained herein above, our liability under this guarantee
 - a) shall not exceed for Rs. _____ (Rupees _____ Only) of shall be valid up to _____ and,
 - b) We are liable to pay the guaranteed amount (or) any part thereof under the Bank guarantee only and only if you serve upon us a written claim (or) demand on or before _____.

Notwithstanding anything contained herein:

Our liability under this bank guarantee shall not exceed for Rs. _____ (Rupees _____ Only).

This Bank Guarantee shall be valid up to _____.

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if us serve upon us a written claim or before _____.

This Bank further agrees that the Claims if any, against this bank guarantee shall be enforceable at our branch office at _____ (Address of Local Branch).

Yours Truly,

Signature and seal of the guarantor

Name of Bank:

Address :

Date :

Annex XI

TECHNICAL BID

Note: Bidder should write exact specifications in ‘your Offer’ column instead of Writing ‘YES/OK’

Item No. B6: Microsoft Surface Laptop		
Component	Required Specifications	Your Offer
Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
Processor	Intel Core i5 – 8350U or higher	
Chipset	Intel chipset integrated with processor	
Memory	8 GB LPDDR3 RAM, 1866 MHz or higher	
HDD	512 GB PCIe NVMe SSD	
Display	Display: 13.5” inch FHD (2256x1504, 201 PPI, 3.4 M pixels) with 10-point multitouch & ink support	
Graphics controller	Intel UHD Graphics 620	
Battery	Li-Ion Battery with 14.5 hours of video playback	
Speakers	Dolby Audio Premium, Stereo Speakers, Dual Microphone	
Ports	1x USB-A 3.0 1x USB-A Charging Port (on Power Adapter) 1x miniDisplay Port 1.2 1x Headphone Jack 1x Surface Connect (for power & docking)	
Wireless Card/Ethernet card	WiFi 802.11 a/b/g/n/ac (dual band support – 2.4GHz & 5 GHz) Supports Miracast, Wifi Direct & Wireless Display	
Pointing Device	Built-in Touchpad and active pen with 2048 levels of pressure or above and palm rejection technology.	
Keyboard	OEM Spill Resistance Keyboard with premium Alcantara Fabric, backlit keyboard (with ambient light sensor & brightness control), built-in precision trackpad with 5-point multitouch & gesture support	
Web camera	1x 720p HD Camera 1x Windows Hello Face Sign-in Infrared Camera	
Design	Aluminium body. MIL-STD 810G certified	
Weight	1.252 Kg or less including battery. 14.48 mm Thickness	
OS	Windows 10 Professional 64-bit preloaded with recovery partition & online download option (with Serial number)	
Security	TPM 2 security should be available	
Carry Case	Light weight Executive carry case, suitable to the size of laptop	
Certification	Energy Star 6.1 Preloaded Genuine Windows 10 Professional OS RoHS certified	

Item No. B7: Microsoft Surface Book2		
Component	Required Specifications	Your Offer
Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
Processor	Intel Core i7-8650U or higher	
Chipset	Intel chipset integrated with processor	
Memory	8GB LPDDR3 SDRAM or higher	
Pointing Device	Built-in Touchpad and active pen with 2048 levels of pressure or above and palm rejection technology.	
HDD	512 GB SSD	
Display	13.5in 2256 x 1504 Display	
Graphics controller	Intel HD Graphics 620	
Battery	17 hours Battery Life	
Wireless Card/Ethernet card	IEEE 802.11a/b/g/n/ac, Bluetooth 4.1	
OS	Windows 10 Professional 64-bit preloaded with recovery partition & online download option (with Serial number)	
Carry Case	Light weight Executive carry case, suitable to the size of laptop	
Certification	Energy Star 6.1 Preloaded Genuine Windows 10 Professional OS	

Item No. B8 - Microsoft Surface Pro (Laptop cum Tablet -2 in 1) with touch screen and Detachable keyboard		
Component	Required Specifications	Your Offer
Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
Processor	Intel i7-7600 U	
Chipset	Intel Compatible processor	
Memory	8 GB, LP- DDR3 RAM, 2.6 MHz or higher	
HDD	512 GB NVME/BGA SSD	
Display	2736x 1824 with 100% SRGB Color. It should have provision to convert into tablet with display from 12 to 12.5 inch with FHD Touch with Corning Gorilla Glass 4.	
Graphics controller	Integrated Intel HD Graphics Media Accelerator	
Multi Media	Integrated Multimedia with Built-in Audio Speakers	
Battery	Li-Ion/Polymer Battery with 5 hours backup or above with standard office applications	
Speakers	Dolby Audio Premium, Dual MIC array	
Ports	1 x USB ports 3.0, Memory Card Reader, Audio Jack, Mini Display Port	
Pointing Device	Built-in Touchpad and active pen with 2048 levels of pressure or above and palm rejection technology.	
Wireless Card	Wireless LAN Card with necessary driver 802.11 ac + BT 4.0 or higher	
Keyboard	Full laptop size keyboard with backlit lighting and detachable	
Web camera	Integrated 5 MP (front) and 8 MP (back camera) supporting 1080 HD	
Design	Device should be made of magnesium alloy or any other durable material	
Weight	<800 gms without keyboard	
OS	Windows 10 Professional 64 bit preloaded.	
Security	TPM 2.0	
Carry Case	Light weight Executive carry case, suitable to the size of laptop/Tablet	
Certification	Energy Star Compliance. Windows 10 professional OS must be genuine. RoHS certified. EPEAT – certified BIS Certified,	

Item No. B.9– Laptop cum Tablet (Hybrid) - with convertible Keyboard, FHD touch screen		
Component	Required Specifications	Your Offer
Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
Processor	Intel i7-8650U or higher processor	
Chipset	Intel Compatible with processor	
Memory	8 GB, LP- DDR3 RAM, 1866 MHz or higher.	
HDD	1 TB SSD	
Display	It should have provision to convert into tablet with display from 12 to 13.3 inch with FHD Touch with Corning Gorilla Glass 4.	
Graphics controller	Integrated Intel HD Graphics Media Accelerator	
Battery	Lithium-Ion/ Polymer Battery with 5 hours backup or above with standard office applications	
Speakers	Integrated Audio, Internal speakers, Internal Microphone	
Ports	Minimum 1 USB ports 3.0/Type C/ Thunderbolt, SD card slot, Mini display port.	
Pointing Device	Built-in Touchpad and with pen and 1024 levels of pressure or above and palm rejection technology.	
Wireless Card	Wireless Card with necessary driver (802.11 ac), Bluetooth 4.0	
Keyboard	Convertible backlit keyboard	
Web camera	Integrated 5 MP (front)	
Design	Please specify the casing used.	
Weight	Up to 1.3 kg Including Battery Please specify the weight	
OS	Windows 10 Professional 64 bit preloaded.	
Security	TPM 2.0	
Carry Case	Light weight Executive carry case, suitable to the size of laptop/Tablet	
Certification	Energy Star 6.1 or above Compliance. Preload Windows 10 professional OS must be genuine. RoHS certified. EPEAT certified	

Annex XII: Commercial Bid

Sr. No.	Item Description	Unit Price (Rs)	Unit Price in Words
1	Item No. B6: Microsoft Surface Laptop		
2	Item No. B7: Microsoft Surface Book 2		
3	Item No. B8 - Microsoft Surface Pro (Laptop cum Tablet -2 in 1) with touch screen and Detachable keyboard		
4	Item No. B.9- Laptop cum Tablet (Hybrid) - with convertible Keyboard, FHD touch screen		
5	Item No. B10: same configuration as item B6 (Surface Laptop but with 1 TB SSD		
6	Item No. B11: same configuration as B7 (Surface Book2) but with 1 TB SSD		

The unit prices must be exclusive of taxes but should be with three (03) years warranty.

Annex XIII**List of offices / Departments Authorized to issue purchase orders**

	ROs/CODs	LOCATION
1	RESERVE BANK OF INDIA	AGARTALA
2	RESERVE BANK OF INDIA	AHMEDABAD
3	RESERVE BANK OF INDIA	BANGALOORE
4	RESERVE BANK OF INDIA	BELAPUR
5	RESERVE BANK OF INDIA	BHOPAL
6	RESERVE BANK OF INDIA	BHUBANESHWAR
7	RESERVE BANK OF INDIA	CHANDIGARH
8	RESERVE BANK OF INDIA	CHENNAI
9	RESERVE BANK OF INDIA	DEHRADUN
10	RESERVE BANK OF INDIA	GANGTOK
11	RESERVE BANK OF INDIA	GUWAHATI
12	RESERVE BANK OF INDIA	HYDERABAD
13	RESERVE BANK OF INDIA	JAIPUR
14	RESERVE BANK OF INDIA	JAMMU
15	RESERVE BANK OF INDIA	KANPUR
16	RESERVE BANK OF INDIA	KOCHI
17	RESERVE BANK OF INDIA	KOLKATA
18	RESERVE BANK OF INDIA	LUCKNOW
19	RESERVE BANK OF INDIA	MUMBAI
20	RESERVE BANK OF INDIA	NAGPUR
21	RESERVE BANK OF INDIA	NEW DELHI
22	RESERVE BANK OF INDIA	PANJI, GOA
23	RESERVE BANK OF INDIA	PATNA
24	RESERVE BANK OF INDIA	RAIPUR
25	RESERVE BANK OF INDIA	RANCHI
26	RESERVE BANK OF INDIA	SHIMLA
27	RESERVE BANK OF INDIA	SRINAGAR
28	RESERVE BANK OF INDIA	SHILLONG
29	RESERVE BANK OF INDIA	THIRUVANANTPURA M
30	RESERVE BANK STAFF COLLEGE	CHENNAI
31	COLLEGE OF AGRICULTURE BANKING	PUNE
32	RESERVE BANK OF INDIA	AIZWAL
33	RESERVE BANK OF INDIA	IMPHAL
34	DEPARTMENT OF INFORMATION TECHNOLOGY	COB,MUMBAI
35	DEPARTMENT OF PAYMENT AND SETTLEMENT SYSTEMS	COB,MUMBAI
36	HUMAN RESOURCE MANAGEMENT DEPARTMENT	COB,MUMBAI
37	FOREIGN EXCHANGE DEPARTMENT	COB,MUMBAI

Supply and Installation of Laptops, Tablets and convertibles under Rate Contract 2019-20

38	DEPARTMENT OF EXTERNAL INVESTMENTS & OPERATIONS	COB,MUMBAI
39	SECRETARY'S DEPARTMENT	COB,MUMBAI
40	DEPARTMENT OF COMMUNICATIONS	COB,MUMBAI
41	INTERNAL DEBT MANAGEMENT DEPARTMENT	COB,MUMBAI
42	FINANCIAL MARKET REGULATION DEPARTMENT	COB,MUMBAI
43	FINANCIAL MARKETS OPERATION DEPARTMENT	COB,MUMBAI
44	FINANCIAL STABILITY UNIT	COB,MUMBAI
45	MONETARY POLICY DEPARTMENT	COB,MUMBAI
46	DEPARTMENT OF ECONOMIC ANALYSIS AND POLICY	COB,MUMBAI
47	PREMISES DEPARTMENT	COB,MUMBAI
48	FINANCIAL INCLUSION & DEVELOPMENT DEPT.	COB,MUMBAI
49	DEPARTMENT OF BANKING REGULATIONS	WTC,MUMBAI
50	DEPARTMENT OF BANKING SUPERVISION	WTC,MUMBAI
51	DEPT. OF NON-BANKING REGULATION	WTC,MUMBAI
52	LEGAL DEPARTMENT	WTC,MUMBAI
53	CORPORATE STRATEGHY AND BUDGET DEPARTMENT	MAIN,MUMBAI
54	DEPARTMENT OF CURRENCY MANAGEMENT	AMAR,CO,MUMBAI
55	CUSTOMER EDUCATION AND PROTECTION DEPTT.	AMAR,CO,MUMBAI
56	DEPTT. OF CO-OPERATIVE BANK REGULATION	GH,CO,MUMBAI
57	RAJBHASHA DEPARTMENT	GH,CO,MUMBAI
58	INSPECTION DEPARTMENT	BKC,CO,MUMBAI
59	DEPARTMENT STATISTICS AND INFORMATION MANAGEMENT	BKC,CO,MUMBAI
60	DEPARTMENT OF GOVERNMENT AND BANK ACCOUNT	BYCULLA,MUMBAI
61	RESERVE BANK SERVICES BOARD	BYCULLA,MUMBAI

Note: RBI reserves the right to change number of Offices/Locations of the Bank

Annex XIV

Generic e-mail id and escalation Matrix**Name of Company:****1. Delivery Related Issues**

Sr. No	Name	Designation	Full office address, Fax No.	Phone Number	Mobile No	Fax No	Email address
		First level Contact Second level Contact (If response not received in 24 Hours)					
		Head (If response not received in 48 Hours) Country Head (If response no					
		Country Head (If response not received in One week)					

2. Service related issues

Sr. No.	Name	Designation	Full office address, Fax No.	Phone Number	Mobile No	Fax No	Email address
		First level Contact Second level Contact (If response not received in 24 Hours)					
		Head (If response not received in 48 Hours) Country Head (If response no					
		Country Head (If response not received in One week)					

Any change in designation, substitution will be informed by us immediately.

Signature

Name of representative
Designation, Company Seal