



REQUEST FOR QUOTATION(RFQ)

RFID based Fixed Asset Management Solution (FAMS)
for Reserve Bank of India (RBI) at Department of Supervision (DoS), Mumbai

Part 1 - TECHNICAL BID

RESERVE BANK OF INDIA
Department of Supervision (DoS), Central Office (CO)

Name of the bidder :

Address of the bidder:.....

.....

Contact number of the bidder:.....

Email ID of the bidder:.....

Representative of the bidder with designation:.....

Date of tender available to parties to download	From March 10, 2025
Pre-bid meeting Date and Venue	March 26, 2025 at 11 am at Department of Supervision (DoS), Conference room no 1, 20 th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai- 400005.
Last date of submission of Part 1- Technical Bid (sealed quotation)	April 02, 2025 up to 11:00 Hrs
Date of opening the Part 1- Technical Bid	April 02, 2025 up to 15:00 Hrs at Department of Supervision (DoS), Conference room no 1, 20 th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai- 400005.

Tender Notice

Reserve Bank of India, Department of Supervision (DoS), Central Office, Mumbai invites Tender from eligible and willing firms for **“RFID based Fixed Asset management solution for Reserve Bank of India at various locations of Department of Supervision (DoS), Mumbai.”** The estimated cost of work is ₹3.39 lakhs (Including GST) only.

2. It is an open tender in offline mode. Only those firms interested in undertaking the said work, which find themselves suitable as per the eligibility criteria may take part in the tender process. The tender document is available on the Bank’s website https://rbi.org.in/Scripts/BS_ViewTenders.aspx for download from March 10, 2024.

3. Tender shall be submitted offline in two parts. Part-I of the tender will contain the Bank’s standard technical and commercial conditions for the proposed work, which must be agreed to, properly filled and signed by the tenderers along with their seal. Part-II of the tender will contain Bank’s schedule of quantities and tenderer’s price bid to be submitted separately in sealed cover to the Bank whose date shall be intimated to all bidders later after scrutiny of Technical Bids.

4. The firms fulfilling the eligibility criteria and desirous of being considered for award of the work should submit all the required documents mentioned in the tender document in a sealed quotation in quotation box located at Reception Area, Department of Supervision (DoS), 20th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai- 400005 or before April 02, 2025 till 11:00 AM.

5. Part-I of the tender will be opened on April 02, 2025 at 03:00 PM at Department of Supervision (DoS), Conference room no 1, 20th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai- 400005.

The timeline of the tender is mentioned in **Section I** below.

Index

Contents

Tender Notice2

Disclaimer4

Section I: Notice Inviting Quotations5

Section II: Instructions to Bidders8

Section III: Special Conditions of the Contract11

Section IV: Project Information.....14

Section V: Format for Proforma of Performance Bank Guarantee.....16

Section VI: Format for Unpriced Bill of Quantity.....19

Section VII: Details of Bidders.....20

Annexure A: Undertaking regarding ownership of requisite hardware21

Annexure B: Confirmation on encoding practices for RFID tags22

Annexure C: Types of Assets (Indicative and Non-Exhaustive List).....23

Annexure D: Responsibilities and Deliverables for Services in Scope.....26

Annexure E: Complaint escalation matrix30

Section VIII: Indicative Format for Articles of Agreement31

Total pages 37

Disclaimer

Reserve Bank of India, Department of Supervision (DoS), Central Office (hereinafter called "Bank" or "RBI" or "Reserve Bank of India" in the RFQ) intends to implement RFID technology-based asset management solution for physical verification and reconciliation of fixed assets in cost-effective manner. The Bank invites quotations from interested vendors for purchase of RFID tags and delivery of associated services. The Bank will select a vendor who can deliver the asset tagging and reconciliation services as detailed in the RFQ document at a competitive price.

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

The purpose of this RFQ is to set out requirement of the Bank to all interested parties for submitting their bid. While RBI has taken due care in the preparation of the information contained herein, RBI does not claim that the information is exhaustive. Respondents to this RFQ are required to make their own inquiries rather than relying solely on the information in RFQ. RBI is not responsible if no due diligence is performed by the Respondents.

Reserve Bank of India reserves its right to not proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

Section I: Notice Inviting Quotations

1.1	Name of the work: RFID based Fixed Asset management solution for Reserve Bank of India at various locations of <u>Department of Supervision (DoS), Mumbai.</u>
1.1.1	Minimum Eligibility Criteria: a. Vendor should be in business of providing RFID based Asset management system/ solution at least for the last 3 years as on December 31, 2024, and should have executed similar work. (Completion certificate (at least one) of executed work (worth the estimated cost) to be submitted). b. Vendor should have an annual turnover of amount equal to 100% of estimated cost or more during the last 3 financial years ending 31st March 2024. (Certificate from CA to be submitted for last 3 years of turnover) c. Vendor should be registered with appropriate authorities to confirm engagement in the business of providing RFID based asset management system/ solution. (Necessary registration certificate to be submitted). d. Vendor should have their own RFID scanners, tag printers etc. to take up the work. (Undertaking to be submitted on letterhead of Vendor with necessary details related to make, model no. etc. as specified in Annexure A). e. Vendor should furnish latest solvency certificate issued by applicant's Banker for the estimated cost of work. (Necessary certificate to be submitted).

1.2	Important Information:	
A	Estimate cost of the work	₹3,39,020/- (Three lakhs thirty nine thousand and twenty rupees only)
B	Last date and place of submission of completed Bid	April 02, 2025 up to 11:00 Hrs
C	Date & time of opening of Technical Bids	April 02, 2025 at 15:00 Hrs
D	Date & time of opening of Price Bids	Shall be intimated to all bidders later after scrutiny of Technical Bids.
F	Retention Money	Security deposit and Performance Bank Guarantee (clause 3.8).
G	Liquidated Damages/Penalty	Delay in supply of new & replacement RFID Tags for assets and fixing the tags on the inventory beyond 15 days from the date of placing the request for the tags will attract a penalty amounting to ₹100/- (One Hundred Rupees Only) per day and will be deducted from the bill of the Firm/Vendor. Any kind of deficiency in services (including and not limited to any instance of supply of defective Tags, delay in completion of Physical Verification and Reconciliation Exercise etc. within the stipulated time-period) will attract a penalty amounting to ₹1000/- (One Thousand Rupees Only) per instance and will be deducted from the bill of the Firm/Vendor.

		Please note that each type of deficiency mentioned above will be counted as separate/ individual instance. If there is any difference of opinion in determining the type of Liquidated Damages/Penalty, the decision of the Reserve Bank of India in this regard shall be final and binding on the vendor. The Bank also reserves the right to forfeit/ invoke the security deposit/ performance bank guarantee furnished to the Bank by the bidder/firm/vendor.
H	Payment condition	100% on completion of work (clause 3.4)
I	Validity of the Quotation	90 days from the date of opening of Technical Bid.
J	All disputes arising shall be subject to the jurisdiction	Mumbai
K	Address for dispatching the completed bids	Full address: The CGM-i-C, Department of Supervision (DoS CO), Reserve Bank of India, 20th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai-400005. Quotation box is kept at Reception Area of 20th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai-400005.
L	Pre-bid meeting	March 26, 2025 at 11 am at Department of Supervision (DoS), Conference room no 1, 20 th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai- 400005.
M	Contact person for communication in connection with this RFQ	Name & Designation 1: Prathamesh Kamat, Manager Phone: 022-69892162 Mobile: 7666878765 Email: ppamat@rbi.org.in Name & Designation 2: Tanuj Bharti, Assistant Manager Mobile: 8077924745 Email: tanujbharti@rbi.org.in
N	EMD	₹6,780/- (Rupees Six Thousand Seven Hundred and Eighty Only). EMD shall be submitted through NEFT in favor of Reserve Bank of India, Mumbai. A/c No- 41869163208 IFSC Code- RBIS0COD001 A/c Name- Reserve Bank of India Note: Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) are exempted from Payment of EMD. Please note that EMD will be interest free and will be returned to unsuccessful bidders after the award of Work Order to L1 / successful bidder. However, EMD would be returned to the L1 bidder/ successful bidder only after submission of

		Security Deposit. EMD shall be forfeited if- a. the Bidder Makes Misleading or false representations in the forms, statements and attachments submitted. b. has suppressed any material information, details of any legal proceedings pending in the court which might otherwise have created any impact on the eligibility criteria. c. withdraws the bid during the period of Bid validity. d. or does not sign the contract after award of contract. e. has been blacklisted by any Govt. Agency and the blacklisting is still in force. f. fails to complete the work.
O	Mode of Tender	Offline Tender. Sealed Quotation to be submitted in Quotation box kept at Reception Area of 20 th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai-400005 till 11 am of April 02, 2025.
1.3	CGM-i-C, Department of Supervision (DoS CO), Reserve Bank of India, reserves the right to accept or reject any or all Bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Bidder shall have any cause of action or claim against the RBI for rejection of his Bid.	
1.4	All information submitted in response to this RFQ shall be the property of Reserve Bank of India and it shall be free to use the concept of the same at its will.	

-SD-
CGM-i-C, Department of Supervision (DoS CO)
Reserve Bank of India

Section II: Instructions to Bidders

2.1	Reserve Bank of India, Department of Supervision (DoS), Central Office, Mumbai invites sealed Bids from the empaneled vendors of Premises Dept, CO in the quotation box located at reception area, 20 th floor, Maker Tower, E-wing, Cuffe Parade, Mumbai-400005. Bidders are required to submit Technical bid (Part 1) by 11 am of April 02, 2025 and Price Bids (Part 2) are required to be submitted when intimated later after scrutiny of Technical Bids.
2.2	Bidders are advised to study all the sections of RFQ documents thoroughly. Submission of bids shall be deemed to have been done after careful study and examination of the RFQ documents with full understanding of its implications.
2.3	Amendment to RFQ Document:
2.3.1	At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the RFQ by an amendment.
2.3.2	The said amendment in the form of the addendum/ corrigendum will be sent to all prospective Bidders to whom, the RFQ has been sent on or before the last date mentioned in Clause 1.2 (B) of Notice Inviting Quotation. This communication will be in writing by mail or fax or hosted on RBI website (https://rbi.org.in/Scripts/BS_ViewTenders.aspx) and the same shall be binding on all the bidders. Prospective Bidders should promptly acknowledge receipt of the addendum/ corrigendum by fax or mail/courier to Reserve Bank of India. The addendum(s) issued will form part of the RFQ documents.
2.3.3	In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.
2.4	Preparation of bid:
2.4.1	Technical Bid (Part 1 - Section I to VII):
(i)	Sections I to VII are part of the technical bid. All sections must be signed by the bidder.
(ii)	Bidder must fill all the details specified in the Section V and VII.
(iii)	RFQ documents must be filled in English and all entries must be made by hand and written in ink. If any of the documents are missing or unsigned, the quotation may be considered invalid by the Bank at its discretion.
2.4.2	Price Bid (Refer separate Part 2 floated by Bank):
(i)	Currency of Bid: Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, all taxes, charges, levies, cess, GST, insurance, transportation, entry taxes, WCT, Labour, other Govt. Taxes etc.
(ii)	Any correction in the amount should be authenticated by the bidder.
(iii)	The price should be quoted strictly in line with the price bid leaving no column blank whatsoever to avoid any ambiguity. After opening of the price bid, no clarifications whatsoever shall be entertained by the RBI.
(iv)	If any columns of the price bid are found blank then the quotation of the respective bidders shall be treated as non-responsive and will be summarily rejected by the RBI and EMD shall be forfeited.
(v)	Bidders should refer to Annexure C on type and count of fixed assets to estimate costs for hardware requirement in Price Bid. RBI has the discretion to change list of items mentioned in Annexure C as per its requirements.
2.4.3	It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price or time schedule of delivery of items shall be entertained, on account of any local condition or factor once the offer is accepted by the Bidder.
2.5	Period of Validity of Bids:
	Bids shall remain valid for acceptance by RBI for the period indicated in clause 1.2 (I) This period will be further mutually extended, if required.
2.6	Procedure for Submission of Bids:

	It is proposed to have a Two-Cover System for this bid as following -
2.6.1	Technical Bid (Envelop 1) consist of following items -
(a)	Technical Bid (Part 1 - Section I to Section VII) in one cover superscribing “(Technical Bid and name of the work as mentioned in clause of 1.1) and date of submission”. Please note that prices should not be indicated in the Technical Bid.
2.6.2	Price Bid (Envelop 2) -
	Price Bid (Part 2) in one cover superscribing “(Price Bid and name of the work as mentioned in clause of 1.1) and date of submission”.
2.6.3	Both envelopes (1 & 2) i.e. technical and price bids are to be kept in separate single sealed cover superscribed with RFQ for (name of the work as mentioned in clause 1.1).
2.6.4	All the covers should also indicate clearly the name and address of the Bidder.
2.6.5	If on opening the single sealed cover, it is discovered that the Technical Bid and Price Bid have not been put in separate cover, the Bid will be liable to be rejected.
2.7	No conditional/optional quote shall be accepted.
2.8	Bidders shall not be permitted to alter or modify their bids after receipt of bids.
2.9	Receipt of Bids:
	The sealed bid for Technical Bid (Envelop 1) will be accepted till the schedule time and date as referred to in refer clause 1.2(B) . The bid shall be submitted in a sealed quotation in quotation box kept in Reception Area, Department of Supervision, 20 th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai-400005 on or before the scheduled last day and time as per clause 1.2(B). The bids received thereafter shall not be entertained.
2.10	Opening of Technical Bid:
	The Technical bid (Envelop 1) will be opened on the scheduled time and date as referred to in clause 1.2(C) on April 02, 2025 at 15.00 hrs at Conference room no 1, 20th floor, E-wing, Maker Tower, Cuffe Parade, Mumbai- 400005. The bidders or their authorized representatives may be present, if they so desire.
2.11	Scrutiny of Technical Bid:
2.11.1	The Technical bid shall be evaluated as per the procedure indicated in special condition of contract (Section III) and minimum eligibility criteria in clause 1.1.1 of Section I.
2.11.2	After evaluation of the Technical bids, the name of short-listed Bidders will be intimated to all the bidders. The decision of the Bank on technical suitability of the offer shall be final and shall not be open for discussion.
2.12	Opening of Price Bid:
	Price Bids of short-listed Bidders will be opened later and such short-listed bidders will be intimated about date and time accordingly. The short-listed bidders or their authorized representatives may present, if they so desire.
2.13	Bank has the right to vary quantities at the time of placement of Supply Order/signing of Contract or split the order among the selected Bidders.
2.14	Bank’s right to accept any Bid and to reject any or all Bids:
	Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank shall not assign any reason for rejection of any or all Bids.
	RBI reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract on account of the following:
(a)	in case no Bid is received.
(b)	occurrence of any event due to which it is not possible to proceed with the selection process.
(c)	an evidence of a possible collaboration/mischief on part of Bidders, impacting the competition and transparency of the selection process.
(d)	any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process.
(e)	On occurrence of any such event, RBI shall notify all the Bidders within 7 days or any reasonable time of such decision. RBI shall also promptly return the Bid

	Security, if any, submitted by the Bidders within 15 days or any reasonable time of issue of such notice. RBI is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the RBI under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.
(f)	The Bank further reserves the right to re-tender the process/ recall fresh quotations or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
2.15	Disputes:
	All disputes arising shall be subject to the jurisdiction of the appropriate court as indicated in Clause 1.2(J), i.e., courts in Mumbai and will be governed by the laws of India.

Place: (Signature of Bidder with Stamp)

Date: (Name)

Section III: Special Conditions of the Contract

3.1	Evaluation of Bid:
3.1.1	The objective of evaluation process is to evaluate bids received and select a vendor who can deliver asset tagging and reconciliation services at a competitive price. The decision of the Bank regarding evaluation and selection shall be final.
3.1.2	Bidders are expected to submit responses on both, the Technical Bid and Price Bid, for consideration of their bid for evaluation for FAMS project.
3.1.3	As part of the Technical Bid, the Bank will check if bidders meet Minimum Eligibility Criteria outlined in section 1.1.1 on the basis of details and evidences submitted by them. Bank will also evaluate other requirements as mentioned in Sections I to VII. Bidders who are unable to provide required documents, deposits/ bank guarantees, and/ or any other required information will be disqualified from evaluation process.
3.1.4	Bidders who fulfil criteria mentioned as part of Technical Bid will move to next stage of evaluation. Price Bids will be opened for only such bidders who qualify the Technical Bid.
3.1.5	Post opening of Price Bids, bidder with lowest quote for price bid will be ranked as L1 and so on.
3.1.6	Such bidder with lowest price bid (L1) will be declared as successful bidder and awarded the contract.
3.2	Execution of Agreement:
	On receipt of intimation from the Bank of the acceptance of his quotation, the successful bidder shall be bound to sign the formal contract within fourteen days thereof at Mumbai. The cost of necessary stamp paper for execution of the agreement shall be borne by the bidder. The format of article of agreement is provided at Section VIII. The successful bidder must fill all the details specified in the Section VIII and must affix stamp and sign on each page of the agreement.
3.3	Liquidated Damages/Penalty
	i) Delay in supply of new & replacement RFID Tags for assets and fixing the tags on the inventory beyond 15 days from the date of placing the request for the tags will attract a penalty amounting to ₹100/- (One Hundred Rupees Only) per day and will be deducted from the bill of the bidder/vendor. ii) Any kind of deficiency in services (including and not limited to any instance of supply of defective Tags, delay in completion of Physical Verification and Reconciliation Exercise etc.) will attract a penalty amounting to ₹1000/- (One Thousand Rupees Only) per instance and will be deducted from the bill of the bidder/vendor. If there is any difference of opinion in determining the type of Liquidated Damages/Penalty, the decision of the Reserve Bank of India in this regard shall be final and binding on the bidder/vendor. The Bank also reserves the right to forfeit/ invoke the security deposit/ performance bank guarantee furnished to the Bank by the bidder/vendor. Please note that each type of deficiency mentioned above will be counted as separate/ individual instance.
3.4	Payment Conditions:
(i)	100% of the charges for supply of RFID tags, tagging work and reconciliation will be paid after completion of work in all respects i.e. to the satisfaction of the Bank as per following criteria:
(ii)	- Charges for monthly addition/ replacement of RFID tags shall be paid based on correct delivery of RFID tags and the prices quoted in section A of the price bid after the scrutiny of the proper GST invoice raised by the bidder. The bank will not pay any charges except those raised in proper GST invoice raised for this activity subject to the scrutiny of such invoice. - Charges for reconciliation services will be paid on half-yearly basis after scrutiny of proper GST invoice raised by the bidder and as per prices quoted in section B of the price bid. The bank will not pay any charges except those raised in proper GST invoice raised for this activity subject to the scrutiny of such invoice.

(iii)	Each payment shall be liable for statutory deductions as per the Law.
3.5	Force Majeure:
	The Bidder shall not be liable for forfeiture of its EMD, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure, subject to the Bidder intimating the Bank about occurrence of such event within seven days of the same. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Reserve bank of India shall decide whether delay or failure on the part of the bidder was the result of an event beyond his control or not. The decision of the Reserve Bank of India in this regard shall be final and binding on the bidder and will not be open to question before any court / forum in any proceedings.
3.6	Termination for Default
3.6.1	The Bank may, without prejudice to any other remedy for breach of Contract, by Seven (07) Days written notice of default sent to the Bidder and upon the Bidder's failure and neglect to propose and/or execute any corrective action to cure the default, terminate the Contract in whole or in part:
(i)	If the Bidder fails to deliver any or all of the items within the time period(s) specified in the Contract; or
(ii)	If the Bidder fails to perform any other obligation(s) under the Contract.
3.6.2	On termination of the Contract for default, the EMD/ Performance Bank Guarantee/Security Deposit of the Bidder shall be forfeited and the bidder shall be blacklisted for a period of three years.
3.6.3	Termination for Insolvency:
	The Bank may, at any time, terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.
3.7	General Terms and Conditions:
3.7.1	Bank intends to contract with successful bidder (vendor) for a period of 3 years subject to satisfactory performance.
3.7.2	Bank will only purchase RFID tags from selected bidder. Other hardware like RFID printers, readers etc. will need to be managed by selected bidder at their end.
3.7.3	RFID tags should have re-writable memory and should be able to store minimum 12 alphanumeric characters.
3.7.4	The scheduled visit of the vendor would be decided by Bank after mutual discussion with the vendor. The Bank will provide necessary support in completion of the work as per plan intimated by the vendor to the Bank.
3.7.5	The configuration of RFID tags should be carried out in such a way that any reader/ scanner available in the market should be able to detect encoded details of these RFID tags. Confirmation on compliance to this condition needs to be submitted by vendor on their letterhead as specified in Annexure B . This needs to be submitted after completing initial RFID tagging and reconciliation of fixed assets.
3.7.6	Please note that readers/ scanners shall store scanned data in text format and export the same in excel/ csv with data type for values as 'General' and not 'text'.
3.7.7	In case of malfunction of any RFID tags before end of their specified life cycle/ warranty period, vendor will replace the same free of cost.
3.7.8	The bidder should ensure that readers/scanners shall be able to read the scanned data from the existing RFID tags that are attached to the current inventory. The bidder shall be liable for liquidated damages if the bidder deploys such hardware which is unable to read the data stored in the existing RFID tags attached to the current inventory

3.8	Security Deposit and Performance Bank Guarantee (PBG):
	Successful bidder shall remit security deposit amounting to 20% of contract value* through NEFT to Account no- 41869153708, IFSC code- RBIS0COD001 and beneficiary- Reserve Bank of India when work is awarded to the bidder. 2. The successful bidder is required to furnish a Performance Bank Guarantee (PBG) for an amount of 20% of contract value* for a period of 3 years from date of execution of contract. The format of PBG can be seen at Section V. 3. The security deposit will be refunded to the successful bidder upon furnishing the Performance Bank Guarantee (PBG) equivalent to the security deposit. 4. If no Performance Bank Guarantee (PBG) is provided by the successful bidder then the security deposit will be refunded only after a period of 3 years from date of execution of contract by the bidder. 5. If performance of the system is not up to the mark and not as per the satisfaction of the RBI during the contract period, then Performance Bank Guarantee (PBG) or security deposit may be forfeited based on clause 3.6 of Termination for Default. The PBG will be released after a period of 3 years from date of execution of contract by the bidder to the satisfaction of the Reserve Bank of India. <i>* Contract Value: The quoted amount Grand Total (A+B) in the price bid (separate Part 2 floated by Bank) i.e. the sum of the quoted amounts for Hardware Requirement (A), and Half-yearly Reconciliation services (B).</i>
3.9	Annual Maintenance Charges (AMC):
	Bank may enter into an AMC with the vendor for next two years (after successful completion of initial three years contract period). The value for AMC shall be a combination of - formula for half-yearly reconciliation services worked out based on the below formula which would be based on prices quoted in section B of the price bid - escalation on cost of RFID tags based on prices quoted in section A of the price bid whose quantity would be decided by RBI. Renewal Formula for half-yearly reconciliation services = $Ac = Ap \times (CPI_c / CPI_p)$ Where: Ac = Charges for half-yearly reconciliation services for current period, Ap = Charges for half-yearly reconciliation services for previous period and based on prices quoted in section B of the price bid, CPI_c = Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of renewed contract for the current period, CPI_p = Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of contract for the previous period. During the period of two years of AMC, the cost of RFID tags shall be paid with 15% escalation over the prices quoted in section A of the price bid. Original purchase bill needs to be submitted for payment. Bank reserves the right to verify the rates as submitted by the vendor. Vendor shall submit a bank guarantee equal to 20% of AMC charges valid for two years of AMC period. The period of AMC may be extended by mutual agreement between the Bank and Vendor at revised rates as per the above indicated formula.
Place:	(Signature of Bidder with Stamp)
Date :	(Name)

Section IV: Project Information

4	Requirement of the Bank/ Specification/ Scope of Work: Vendor should ensure timely supply of required type and number of RFID tags finalized during bidding and subsequent contracting phase to locations of DoS CO; and timely completion of tag fixing and physical verification and reconciliation exercises (as per the service level agreements). Vendors must visit the Bank’s premises (Office Building of DoS CO) on planned dates before submitting their quotation to acquaint themselves with the types of Assets to be RFID tagged and quality requirement of tags. Bidders are also advised to refer to detailed explanation on procedures and responsibilities for above set of services in Annexure D towards the end of this RFQ Document.
4.1	Serviceable Locations Vendor should ensure timely supply of RFID tags and physical verification and reconciliation exercises (as per the service level agreement) to the following locations of Department of Supervision (DoS), Central Office: 1. Maker Tower, Cuffe Parade, Mumbai 2. World Trade Centre, Cuffe Parade, Mumbai 3. Bandra Kurla Complex (BKC), Mumbai 4. Byculla Premises, Mumbai Note- Bank reserves right to add or remove serviceable locations.
4.2	Services in scope: Bidder should provide the following services- i. Supply of new RFID Tags for assets and fixing the tags on the inventory should be completed within 15 days from the date of placing the request for the tags. If there is any difference of opinion in determining the date of placing the request for the tags, the decision of the Reserve Bank of India in this regard shall be final and binding on the bidder/vendor. ii. Replacement of old/ damaged/ unavailable/ unscannable/ illegible etc. RFID tags, if any, has to be done within 15 days from the date of placing the request for such tags. If there is any difference of opinion in determining the date of placing the request for the tags, the decision of the Reserve Bank of India in this regard shall be final and binding on the bidder/vendor. iii. Physical Verification of all the Fixed Assets and Dead Stock Articles installed and available in DoS CO locations as mentioned in clause 4.1 (with the help of scanners) and reconciliation thereof with the system data (Asset Master List) on a Half Yearly (ending June 30th, and December 31st) basis (starting with HY ended June 30, 2024). A Reconciliation Report and Certificate shall be shared by the vendor with the Bank post completion of this Exercise. Bidders are also advised to refer to detailed explanation on procedures and responsibilities for above set of services in Annexure D towards the end of this RFQ Document.
4.3	Inclusions and Exclusions: Inclusion- Bank shall purchase all types of RFID tags required for asset management from selected bidder. Exclusion- Bank shall not purchase any hardware like RFID readers, printers etc. Vendors will have to manage these devices at their end for delivery of associated services.

4.4	Applicable Service Level Agreement (SLA): • Addition/ Replacement of RFID tags should be completed within 15 days from the date of placing the request for the tags. • Physical Verification and Reconciliation Exercise for all the Fixed Assets and Dead Stock Articles is planned every six months (i.e., twice in a year). For the assets available as on Half Year ending June 30th, and Half Year ending December 31st, the Physical Verification and Reconciliation exercise should be completed within 30 days from the end of the respective Half Years.
4.4	Liquidated damages/Penalty: i) Delay in supply of new & replacement RFID Tags for assets and fixing the tags on the inventory beyond 15 days from the date of placing the request for the tags will attract a penalty amounting to ₹100/- (One Hundred Rupees Only) per day and will be deducted from the bill of the Firm. ii) Any kind of deficiency in services (including and not limited to any instance of supply of defective Tags, delay in completion of Physical Verification and Reconciliation Exercise etc.) will attract a penalty amounting to ₹1000/- (One Thousand Rupees Only) per instance and will be deducted from the bill of the Firm. If there is any difference of opinion in determining the type of Liquidated Damages/Penalty, the decision of the Reserve Bank of India in this regard shall be final and binding on the vendor. The Bank also reserves the right to forfeit/ invoke the security deposit/ performance bank guarantee furnished to the Bank by the bidder. Please note that each type of deficiency mentioned above will be counted as separate/ individual instance.

Signature of Bidder with Stamp/Date

Section V: Format for Proforma of Performance Bank Guarantee

Shri T K Rajan,
CGM-i-C,
Department of Supervision (DoS),
Reserve Bank of India,
Mumbai.

Dear Sir/ Madam

In consideration of your agreeing to accept the Performance Security deposit of INR _____ (INR _____ only) furnished to you by M/s. _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for **"RFID based Fixed Asset management solution for Reserve Bank of India at various locations of - Department of Supervision (DoS), Mumbai."** as per their RFQ dated _____ and your Special Conditions of Contract and other RFQ documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of INR _____ (INR _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of INR _____ (INR _____ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.
2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all their obligations under the said Contract to the satisfaction of the Reserve Bank and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without effecting this guarantee from time to time to

vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of INR _____ (INR _____ only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.

7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by email or special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the Contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said contract/quotation or showing of any indulgence by the Bank to the Bidder shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR _____ (INR _____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favor under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED
(For & on behalf of the above named Bank)

For & on behalf of
(Banker’s Name & Seal)

BRANCH MANAGER
(Banker’s Seal)
Address _____

Section VI: Format for Unpriced Bill of Quantity

Sr. No.	Particulars	Estimated Quantity
A – Hardware Requirement (Supply of following RFID tags):		
1.	RFID tags for electronic items	1500
2.	RFID tags for non-electronic metallic items	90
3.	RFID tags for non-electronic non-metallic items	1591
B– Half-Yearly Addition/ Replacement of RFID tags and Half-yearly Reconciliation Services (for 3 years period):		
1.	Charges for half-yearly reconciliation (6 months period ending June and December)	6 months

Section VII: Details of Bidders

A. Particulars of the Firm:

Sr. No	Particulars	To be filled by the Bidder
1	Name of the Firm	
2	Composition of the firm (Whether Partnership/Proprietorship/Public Ltd)	
3	PAN of the Firm	
4	Names of the proprietor/partners/Directors of the firm	
5		
6	TIN and GST details with supporting documents	
7	Address of the Firm	
	Telephone	
	Email	
	Fax	
8	Work experience in years	
9	Nearest support centre/Office. Details of the service set-up to cater to the services for the said tenderer.	

B. The details of Firm's Bankers:

Sr. No	Particulars	To be filled by Bidder
1	Name of the Bank	
2	Bank Address	
3	Telephone and Fax number	
4	Name of the contact person	
5	Credit facility/overdraft facility enjoyed by firm from the Bank	
6	The period from which the firm has been banking with the Bank	

Signature of Bidder with Stamp/Date

Annexure A: Undertaking regarding ownership of requisite hardware
(On letterhead of the Bidder)

Date: _____

To
The CGM-i-C,
Department of Supervision,
Central Office
Mumbai

Dear Sir/ Madam,

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

Please see below details of required hardware –

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

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

Yours Faithfully,

(Authorized Signatory)

Name and Designation:

Annexure B: Confirmation on encoding practices for RFID tags

(On letterhead of the Bidder)

Date: _____

To
The CGM/ CGM-i-C/ Advisor
_____ Department
Central Office
Mumbai

Dear Sir,

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

Yours Faithfully,

(Authorized Signatory)

Name and Designation:

Annexure C: Types of Assets (Indicative and Non-Exhaustive List)

- AC
- AC Plant
- Air Cleaner
- Air Cutter
- Automation of Main Gate
- Bluetooth Speaker
- Boom Barrier
- BXT Machine
- Car
- CCTV System
- CCTV System Child Inventory
- Chandelier
- Charger
- Charger (2 Six Unit Charger)
- Chimney
- Computer Equipments (PC, Printer, Scanner)
- Cooler
- Cooling Tower
- CVPS Machine
- Deep Freezer
- DG Set
- Distance Meter
- Door Frame Metal Detector
- Dust Absorber
- Electrical Distributor Panel
- EPABX
- EPABX LCS Card
- External Hard Disk
- Fan (Pedestal/ Wall Fan Heavy Duty)
- Fax Machine
- Flying Insect Catcher
- Fountain (Electric)
- Franking Machine
- GBS Full Height Turnstile Dual Lane
- Geyser
- Guard Tour System Pand
- Gymnasium Equipments (Exercise Cycle, Cross Trainer, Treadmill, GYM Rod, Foot Massager, Weight Stand)
- Hand Dryer
- Handheld Metal Detector
- Heat Pillar
- iPad
- Inverter
- Kindle Paperwhite
- Kitchen Accessories (microwave, Induction, Stove, Gas, Burner, Kettle, Mixer, Grinder, etc.)
- KVA UPS
- LAN System
- Laptop
- Leveler
- Lift
- Light (Lamp/ Street Light/ Brass Lamp)
- Mic
- Microphone
- Mobile Phone
- Note Bundle Packing Machine
- Note Counting Machine
- Note dispensing machine
- Note Exchange Machine
- Note Punching Machine
- Note Sorting Machine
- Organic Waste Management

- Packing and Sealing Machine
- Paper Shredder
- Pest Destroyer Machine
- Photocopy Machine
- Projector
- Pump Set
- Refrigerator
- Safe
- Sanitizer Machine
- SBS Machine
- Scooter
- Security Alarm System
- Sensor for CVPS
- Server
- Shoe Police Machine
- Shrink Wrapping Machine
- Software (SCD Unix Enterprise Edition)
- Solar Power Plant
- Sound System
- Stabilizer (15 KVA servo stabilizer CVPS)
- Street Light Electric Poles
- Telephone
- TV (LCD/LED)
- Upgradation of CVPS Machine
- Vacuum Cleaner
- Video Door Phone
- Voice Recorder
- Walkie Talkie
- Washing Machine
- Water Cooler
- Water Dispenser
- Water Pump
- Water Purifier RO
- X Ray Baggage Scanner
- Bed (iron)
- Bench
- Board Display
- Bookshelf
- Breathing Apparatus Set
- Bullet Proof Helmet
- Bullet Proof Jacket
- Counter
- Cupboard/ Wardrobe
- Fire Extinguisher
- Gymnasium Equipments (Exercise Cycle, Cross Trainer, Treadmill, GYM Rod, Foot Massager, Weight Stand)
- Key Box
- Lader
- Light (Brass Lamp)
- Patient Table
- Safe
- Stand
- Storage Unit (Almirah, Bins, Drawers, Filing Cabinet, Rack)
- Stretcher
- T.T. Table
- Trolly
- Wheelchair
- Workstation
- All weather furniture
- Arrive Back Unit (Godrej)
- Bed (Wooden)
- Chair
- Dining Set

- Dressing Table
- Dustbin
- Elephant Showpiece
- Fountain (Marble)
- Mattress
- Night Vision Google
- Painting
- Partition
- Pigeonhole
- Podium
- Pot
- Premises
- Shoe Rack
- Showcase
- Sofa cum bed
- Sofa Set
- Statue
- Table
- Wall Clock

Note: RBI has the discretion to change list of items above as per their requirements.

Annexure D: Responsibilities and Deliverables for Services in Scope

Vendor shall ensure supply of required type and number of RFID tags finalized during bidding and subsequent contracting phase to contracted location of Bank on time (as per the schedule finalized above). Vendors shall visit DoS CO's premises (Office Buildings) on planned dates before submitting the quotation to acquaint themselves with the types of Assets to be RFID tagged and quality requirement of tags.

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

1. Supply of new Asset Tags and/ or Replacement of old Tags

1.1 Supply and fixing of new Asset Tags

- The Bank (Estate Cell/IT Cell) will provide the list of Assets inventoried/ transferred-in to the Vendor through e-mail. The list will contain necessary data fields like Asset Inventory Number, Asset Description, Asset Location, and Asset Purchase Date etc. Asset Tag Type will also be mentioned against each Asset in the said list.
- The Vendor will be required to fabricate and print the Asset Tags as per the details specified in the above-mentioned list and supply the same to the Bank within 15 days from the date of placing the request via email by the Bank (Estate Cell/IT Cell). Further, the RFID Chip embedded in the Asset Tag shall invariably store/ encode all the above-mentioned information. The configuration of RFID Tags shall be such that any reader/ scanner available in the market should be able to detect encoded details of these RFID tags. A confirmation shall be submitted by vendor for compliance to the same. Readers/ Scanners shall store scanned data in text format and export the same in Excel/ CSV with data type for values as 'General' and not 'Text'.
- The Bank will do a full/ random scrutiny of the Tags supplied by the Vendor. If, on scrutiny, the Tags are found:
 - **'OK'**, the Vendor will be required to affix these RFID tags on the corresponding assets. Vendor will be required to take placement, position, and surface of asset into special consideration while affixing these RFID tags so as to ensure that the RFID readers/ scanners will be able to scan these tags without any problem during the Physical Verification and Reconciliation Exercise. The cost of the Tags found 'OK' shall be paid to the Vendor on submission of the bill, after deduction of applicable taxes, if any.
 - **'NOT OK'** because of any reason (including and not limited to- printing error; Tag quality not up to the mark; low Adhesive strength etc.), the Vendor will be required to supply correctly fabricated/ printed tags without delay/ at the earliest. The 'NOT OK' Tags will have to be taken back by the Vendor's representative at their own cost. The correctly fabricated/ printed Tags will then have to be affixed on the corresponding Assets by the Vendor's representative.
- The fixing exercise shall be completed within 15 days from the date of placing the request by the Bank (Estate Cell/IT Cell), failing which Penalty (as specified at Clause 1.2(G) of this RFQ Document) shall be deducted from Vendor's Invoice pertaining to the 'Supply and Fixing of the Asset Tags Activity'.

1.2 Replacement of Asset Tags

- The Bank (on a Suo moto basis, if required) may provide the list of Asset Tags which have become old/ are damaged/ are unavailable/ at the location/ are illegible etc. via e-mail to the vendor and the vendor must replace such tags within 15 days from the date of placing the request via email by the Bank (Estate Cell/IT Cell). The list will contain necessary data fields like Asset Inventory Number, Asset Description, Asset Location, and Asset Purchase Date etc. Asset Tag Type will also be mentioned against each Asset in the said list.
- In addition to the list mentioned above, Vendor will be required to identify old/ damaged/ unavailable/ illegible/ unscannable Tags during reconciliation process and replace them with new Tags.
- If it is observed during the scanning process that the Tag is unscannable, the Vendor shall replace the same instantly without any cost to the Bank.
- Vendor shall submit a report on the type and count of replaced RFID Tags.

2. Physical Verification of Fixed Assets and Dead Stock Articles and Reconciliation thereof with latest Asset Master (System) List (Half- Yearly Activity)

- Before the Physical Verification and Reconciliation Activity, vendor should complete activities mentioned at sub-sections 1.1 and 1.2 above.
- Physical Verification and Reconciliation Activity is to be carried out every six months, i.e., twice in a year. For the assets available as on June 30th, this exercise shall be finished by July 31st, and for the assets available as on December 31st, it shall be finished by January 31st. In case of non-adherence to the mentioned timelines, Penalty (as specified at Clause 1.2(G) of this RFQ Document) would be deducted from Vendor's Invoice pertaining to the 'Half Yearly Physical Verification and Reconciliation Exercise'.
- The Bank, at the end of the concerned Half Year, will send an e-mail to the Vendor, detailing therein the timelines for completing the activities related to Physical Verification and Reconciliation Exercise. Vendor will depute a team of representatives for this exercise, adhering to the specified deadlines. Data for all the Fixed Assets and Dead Stock Articles installed at various locations in Office Building and shall be captured through RFID readers/ scanners and exported in Excel format. Post that, detailed reconciliation should be carried out with latest asset master (system) list shared by the Bank.

Responsibilities for vendor partner are detailed out in subsections below:

2.1 Scanning of Assets (Physical Verification)

- Vendor will be required to scan all the Fixed Assets and Dead Stock Articles installed at all locations in Office Building with the help of RFID readers/ scanners, as per the deadlines/ timeslots allotted by the Bank. The Bank may, if required, depute coordinators for various divisions to guide the vendor representatives in case of issues in accessing any area/ cabins/ rooms.

2.2 Reconciliation of scanned data with the latest Asset Master (System) List

(as at the end of the concerned Half Year) available with the Bank

- Vendor will be required to extract the scanned data for all departments and transfer the same in Excel Sheet format to one or more workstation specified by the Bank in Administration division, Department of Supervision (DoS) CO. The data extraction and transfer activity shall be done on a daily basis, i.e., after the scanning activity is completed for a particular day.
- Vendor will be required to reconcile the entire scanned data with the latest asset master list provided by the Bank.
- Usage of VLOOKUP function in Excel is advisable to match Inventory Number data fields to find discrepancies, if any. It is recommended that reconciliation of consolidated entire scanned data should be done with the Asset Master (System) List at one go.

2.3 Reporting of discrepancies observed during reconciliation

Vendor shall conduct this exercise jointly with coordinators from Bank's end. The goal is to analyze discrepancies observed and take necessary actions to cross-verify causes of such discrepancies. Post this cross-verification, discrepancies can be reported. Below are some of the pointers for this analysis and subsequent cross verification:

Scenario 1:

**Assets present in asset master list but not captured in scanned data
(Scanned Data Mismatch for Inventory Number)**

- Physically verify all such assets with help of coordinators from Bank's end.
- Check if any of these assets have not been tagged before. Also check if any of these assets have damaged/ unscannable RFID tags.
- Check, with the help of the Bank coordinators, if any of these assets have been transferred to other office location but not accepted/ updated in CBS/ Excel.
- Check if data for any of these assets was not captured during scanning activity due to issues with RFID readers. Please note this count for reporting purposes. If Yes, scan such assets again and include corresponding records in excel data extracted from RFID readers. Correct corresponding discrepancies observed during reconciliation.
- Check with Bank's team if any of these assets are reported to be lost.
- Analyze reasons for observed discrepancies and mark count for below for reporting purposes:
 - Assets unavailable at a location.
 - Assets with no RFID tags.
 - Assets with damaged RFID tags.
 - Assets transferred to other office location without acceptance/ update in CBS/ Excel.
 - Lost Assets.
 - Assets not captured during first scan.

Scenario 2:

Assets present in scanned data but not in Asset Master List (Asset Master Data mismatch for Inventory Number)

- Check if any of these assets are present in system but marked for other office location(s) i.e., if transfer for any of these assets was accepted/ updated in CBS/ Excel by other office location but physical transfer has not happened yet.
- Check if any of these assets have been written off/ marked for disposal and subsequently removed from CBS/ Excel Data, but still physically present in office location.
- Analyze reasons for observed discrepancies and mark count for below for reporting purposes:
 - Assets accepted/ updated for transfer in CBS/ Excel by other office location but still physically present in old office location.
 - Assets written off/ marked for disposal in CBS/ Excel but still physically present in office location.

2.4 Submission of Reconciliation Report and Certificate

Vendor will be required to submit a detailed Reconciliation Report and also a certificate on successful completion of the Physical Verification and Reconciliation of Fixed Assets and Dead Stock Articles as at the end of the concerned Half Year, within 30 days from the end of the concerned Half Year.

Annexure E: Complaint escalation matrix

Sl. No	Support Level	Name	Phone No	E-mail ID
1	Level 1			
2	Level 2			
3	Level 3			
4	Level 4			

Signature & seal of the firm

Section VIII: Indicative Format for Articles of Agreement

(On amount of stamp paper as per the law applicable in the State of Maharashtra)

ARTICLES OF AGREEMENT made the _____ day of _____ between the Department of Supervision (DoS), Reserve Bank of India, having its office at World Trade Center (WTC), Maker Tower, Byculla and Bandra-Kurla Complex in Mumbai (hereinafter called "the Employer" or "the Bank") on the one part and _____ (hereinafter called "the Bidder") on the other part.

WHEREAS the Employer is desirous to implement RFID based Asset management system/solution for Reserve Bank of India at various offices of Department of Supervision (DoS), Mumbai and as per Request for Quotation.

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

NOW IT IS HEREBY AGREED AS FOLLOWS –

1	This contract is for implementation of RFID technology based Fixed Asset Management Solution (FAMS) for Reserve Bank of India in their Department of Supervision (DoS) offices from _____ to _____.
2	The bidder agrees to supply RFID tags at following prices: a. RFID tags for electronic items- ₹ __ per tag b. RFID tags for non-electronic metallic items- ₹ __ per tag c. RFID tags for non-electronic non-metallic items- ₹ __ per tag And affix the tags on the assets within 15 days from the date of placing the request for the tags. If there is any difference of opinion in determining the date of placing the request for the tags, the decision of the Reserve Bank of India in this regard shall be final and binding on the supplier.
3	In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the Bidder shall, upon and subject to the said conditions, execute and complete the work shown and described in the said specifications and the schedule of quantities mentioned in the Request for Quotation (RFQ).
4	The Employer shall pay the Bidder the said Contract amount or such other sum as shall become payable at the times and in the manner specified in the said conditions mentioned in the Request for Quotation (RFQ).
5	The said Conditions and Annexures thereto mentioned in the Request for Quotation (RFQ) shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part

	respectively in the said conditions contained.
6	Time shall be considered as the important factor of this Contract and the Bidder hereby agrees to print, supply and attach the RFID tags as per the timelines mentioned in clause 4.4 of the RFQ from the day of the issue of work order number DOS.CO.Adm.____/01.06.007/2024-25 dated ____ of acceptance as provided for the said conditions.
7	Liquidated damages/Penalty: Delay in supply of new & replacement RFID Tags for assets and fixing the tags on the inventory beyond 15 days from the date of placing the request for the tags will attract a penalty amounting to ₹100/- (One Hundred Rupees Only) per day and will be deducted from the bill of the Firm. Any kind of deficiency in services (including and not limited to any instance of supply of defective Tags, delay in completion of Physical Verification and Reconciliation Exercise etc. within the stipulated time-period) will attract a penalty amounting to ₹1000/- (One Thousand Rupees Only) per instance and will be deducted from the bill of the Firm. Please note that each type of deficiency mentioned above will be counted as separate/ individual instance. If there is any difference of opinion in determining the type of Liquidated Damages/Penalty, the decision of the Reserve Bank of India in this regard shall be final and binding on the vendor. The Employer reserves the right to forfeit/ invoke the security deposit/ performance bank guarantee submitted by the Bidder or pursue other available legal remedies. Each type of deficiency mentioned above will be counted as separate/ individual instance. Termination of default: The bidder agrees that Performance Bank Guarantee/Security Deposit will be forfeited on the basis of clause 3.6 of RFQ.
8	All payments by the Bank under this contract shall be made electronically to the bank account of the bidder upon submission of an invoice and after deduction of applicable taxes, if any.
9	All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in Mumbai and only courts in Mumbai shall have jurisdiction to determine the same.
10	This Contract has been read and fully understood by the Bidder.
11	<u>Non-Disclosure Clause</u> The Bidder shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Bidder during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Bidder shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the

	Bidder and the Employer shall be entitled to claim damages and pursue legal remedies. The Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Bidder's obligations with respect to non-disclosure and confidentiality will survive even after the expiry or termination of this agreement for whatever reason.
12	<u>Prevention of Sexual Harassment</u> The Bidder / Agency shall be solely responsible for full compliance with the provision of “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act 2013”. Any complaint of sexual harassment against any of its employees within the premises of the Bank shall be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the Bank shall be taken cognizance of by the Complaints Committee constituted by the Bank. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to Bank’s employee, if sexual harassment by the employee of the Bidder is proved. The Bidder shall be responsible for educating their employees about prevention of sexual harassment at workplace and related issues.
13	The Bidder shall take all actions required to comply with Contract Labour (Regulation and Abolition) Act 1970 and all other applicable laws and the rules thereunder, including the latest amendments thereto, particularly with the appropriate authority, obtaining license, maintaining registers and records, payment of wages to the workmen, welfare measures as stipulated under law etc. The contractor shall be liable for any penalty by the appropriate authority if there is any contravention of applicable law.
14	The Bidder shall indemnify and keep indemnified the RESERVE BANK OF INDIA against: i) Any claim arising out of third-party loss/ damage to life or property caused by/during execution of the work under the contract. ii) Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work. iii) Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.
15	The Bidder shall pay minimum wages to the workmen employed by it in terms of the extant laws, rules and regulations. Besides, the workmen shall be given Employees Provident Fund as per Employees Provident Funds and Miscellaneous Provisions Act, 1952, Bonus and / or dividends as per Payment of Bonus Act, 1965 and ESI under ESI Act, 1948 as may be applicable. In the absence of ESI, the Bidder shall undertake the liability towards coverage of Insurance such as Workmen's Compensation Insurance under Employees Compensation Act, 1923. The total premium shall be borne by the Bidder. The Bidder shall have a valid EPF Account for

	making EPF Contribution for its workmen. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Bidder. The Bidder shall abide by all the statutory provisions of the Contract Labor (Regulation & Abolition) Act, 1970 and all other applicable laws. The Bidder, as per the Child Labor (Prohibition and Regulation) Act 1986 shall not engage a person below the age of 18 years. The Bidder will be solely responsible for any penalty or claim arising due to dispute between the Bidder and its employee/es under any circumstance. If any claim or penalty is legally binding to the Bank due to the dispute between Bidder and its employee/es, the same shall be recovered from the Bidder. - The Bidder shall make its own arrangements for security and protection of its workers and materials and complete the work. - The Bidder shall obtain license, if any, required under applicable State or Central Law as applicable in case of the services covered under this contract, at its own cost. - The Bidder shall abide by all procedures/norms related to safety and security of the Bank's premises.
16	<u>Risk and Cost Clause:</u> In the event of any failure or breach of any terms and conditions of the agreement on the part of the Bidder, the Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the Bidder. The additional cost and loss, if any, incurred by Bank would be recovered from the Bidder, including through invocation of the performance bank guarantee or forfeiture of security deposit.
17	<u>Bidder's Employees</u> The employees engaged by the Bidder shall be trained and experienced people having good health and character; well behaved, obedient, and skillful in their tasks. They should be conversant in Hindi, Marathi, and possess working knowledge of English. - The Bidder shall obtain police verification certificates on the character and antecedents of its personnel and other details relating to name, parentage, age and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. - The Bidder shall ensure that trained and competent persons are deployed, who are physically fit (i.e. preferably between age of 18 to 40 years for workmen and for supervisor) and are not suffering from any chronic or contagious diseases that may hamper their ability in carrying out the work efficiently. The Bidder shall deploy staff in such a way that they get weekly rest. The Bidder shall remove any person who is suffering from communicable disease and may deploy them only after they are treated/cured of such disease that may hamper their ability in carrying out the work efficiently. - There shall be no employer-employee relationship between the Bank and the persons engaged for the purpose of this agreement. All the workers or persons deployed by the Bidder shall be considered as

	the employees of the Bidder and under the control and supervision of the Bidder for the purpose of good conduct/discipline and deployment, and Reserve Bank of India shall not have any liability whatsoever with regard to such workers/employees. iv. The Bidder shall be responsible and liable for payment of salaries, statutory minimum wages, and other legal dues to the persons who are employed for the purpose of rendering the services required by the Bank under the agreement. v. The Bidder shall ensure timely payment of wages/salary by electronic transfer to the workers persons employed by them and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Bank. Further, the Bidder shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws including under the Contract Labor (Regulation and Abolition) Act, 1970, are complied with. The Bank will have the right to ask for bank statements from the Bidder to verify the details of wages/salary paid by the Bidder and will also have the right to demand any other documents which are required to ascertain compliance by the Bidder to various statutory provisions. vi. The Bidder shall ensure that all employees, while in the premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Bidder and/ or its employees have observed the same. The Bidder shall be responsible for the good behaviour and conduct of their employees and in case of any complaints by the Bank, the Bidder shall not employ such employees in the Bank's premises. vii. The Bidder shall personally and exclusively supervise the work of all employees so as to ensure that the services rendered under this agreement are carried out to the best satisfaction of the Bank. viii. The Bidder shall ensure that no employees of the Bidder will enter or remain in the Bank's premises beyond the specified time limits/ duty hours unless it is absolutely necessary for fulfilling Bidder's obligations, with prior approval of the Bank. The Bank shall not be responsible to provide any shelter/ accommodation to any of the employees of the Bidder inside its premises. ix. The Bidder shall furnish list of its employees to be deployed at Reserve Bank, along with their qualifications, experience, address, photos, etc. Any change in personnel would be done with due intimation to the Bank. However, the Bank reserves the right to reject any particular workmen/ staff placed/ with RBI. x. All staff deployed by the Bidder shall be provided identity cards by the Bidder who shall ensure that all its employees and agents bear the identity card at all times while they are working in the Bank's premises. xi. The Bidder agrees and undertakes that they will make it clear to all persons employed/engaged by them to perform the obligations under this agreement, that they are employees of the Bidder and that they shall have no claim against the Bank and the Bank shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the Labor Law and/or any other legislation and the Bidder shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.
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	xii. The persons deployed for the purpose of the agreement shall not be in an inebriated condition or under the influence of any intoxicating material. The Bidder shall inform its employees that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide by this rule strictly. xiii. The Bidder shall remove all workers deployed by them in the Bank's premises immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/ hindrance/ problem/nuisance of any nature in the Bank's premises.
18	Force Majeure: The Bidder shall not be liable for forfeiture of its EMD, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure, provided the Bidder intimates the Bank about such event within seven days of its occurrence. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Reserve bank of India shall decide whether delay or failure on the part of the Bidder was the result of an event beyond their control or not. The decision of the Reserve Bank of India in this regard should be final and binding on the supplier and will not be open to question before any court / forum in any proceedings.
19	Governance meeting The Bidder and the Bank agree to hold, at such time and frequency as decided by the Bank, governance meetings at such time and frequency as decided by the Bank to review the performance, status, and deliverables provided by the Bidder under this agreement. These meetings shall serve as a platform for monitoring progress, addressing issues, and obtaining feedback to ensure alignment with the agreed objectives and service levels. Representative from both the Bidder and the Bank shall attend the meetings.

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

Signature Clause:	
SIGNED AND DELIVERED by the hand of	

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