REQUEST FOR PROPOSAL

FOR PROVIDING END-TO-END SERVICES OF SUPPLY, INSTALLATION, COMMISSIONING, MAINTENANCE AND FACILITY MANAGEMENT OF DIGITAL SIGNAGE SOLUTION

Ref: BOI/HO/IT/DS/002

Dated: 5th May, 2014
PART - A Invitation to Bid (ITB)

1. This Request for Proposal (RFP) is to invite proposals from Bidders (Service Providers) for providing end-to-end services for supply, installation, commissioning, maintenance and facility management of Digital Signage Solution, at 3000 identified locations of Bank of India (Bank) in a phased manner, for a period of 3 years.

2. The solution offered by the Bidder should be capable of broadcasting key Audio, Video, Image, Text and RSS feeds with regional language integration in store and show technique or direct show technique.

3. Broadcasting could be text messages at any time, senior management speech display (audio or video), interactive training boards to integrate forex rate display, notice boards, tokens etc.

4. There should be a provision to rollout the solution at any existing / new location (in India or abroad) of the Bank.

5. The Bank’s existing Network is to be utilized for the purpose of streaming. For bulk transfer, the network should be used at night / off business hours. Presently the Bank’s network is maintained by Hewlett Packard (HP). The Service Provider is expected to coordinate with HP for implementation and maintenance of the solution.

6. The system should be scalable to 5000 locations.

7. The Selected Bidder shall also maintain the existing 150 locations where Digital Signage System is already installed, with uptime of 98.5%.

8. The Bank will adopt the ‘L1 criteria’ process to finalize the vendor.

9. The identified Locations are:

   **Location A:** Central Location at Head Office, BKC, Mumbai for installation of Central Equipments

   **Location B:** For other Digital Signage End Points, the exact locations will be informed to the successful bidder, however locations will be all over India, wherever the Bank has branches.

10. The selected Bidder shall enter into a Service Level Agreement (SLA) for a period of 3 years as per format given in format 6.14.

11. The detailed technical and functional specifications of the solution have been given in PART 5 of this document.
11. RFP / Bidding document can be downloaded from Bank website http://www.bankofindia.co.in/tenders.

The RFP is to be submitted at the following address:
The Assistant General Manager,
Bank of India,
Information Technology Department,
8th Floor, Star House, C-5, G block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051.

Phone Numbers: 022-6668 4886 (Shri Pawan Lakra, CM)
Fax Number: 022 – 6668 4890
Email: Pawan.Lakra@bankofindia.co.in

12. For queries and clarification regarding the RFP, please feel free to contact us on the above mentioned address or telephone number or e-mail id.

13. Last date for requesting any clarification 19th May, 2014, UPTO 4.00 PM.

14. Pre-Bid meeting will be held on 21st May, 2014. Reply to all queries raised in pre bid will be given in pre-bid itself and thereafter will be posted in Bank’s website.

15. Date of submission of Bid: 30th May, 2014 by 3.00 p.m.

16. Date of opening of Technical Bid at 30th May, 2014 at 4.00 p.m. In case of any exigencies, the date of opening Technical Bid may be postponed and will be informed to the bidders.

17. Please note that all the information desired needs to be provided. Incomplete information may lead to non-selection.

18. All Bids must be accompanied by Bid Security as specified in the Bid document.

19. A non-refundable bid amount of Rs.1,00,000/- to be paid by means of a demand draft / pay order favoring “Bank of India – Digital Signage Solution - RFP” payable in Mumbai.

20. Bank reserves the right to change the dates mentioned above or in the RFP, which will be communicated.
PART-2. Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Bank of India (BOI), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by BOI to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. BOI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. BOI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
### PART 3: INSTRUCTIONS FOR BIDDERS (IFB)

**TABLE OF CLAUSES**

<table>
<thead>
<tr>
<th>Clause No.</th>
<th>Topic</th>
<th>Clause No.</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Introduction</td>
<td></td>
<td>D. Submission of Bids</td>
<td>Sealing and Marking of Bids</td>
</tr>
<tr>
<td>3.1</td>
<td>General</td>
<td>3.17</td>
<td>Deadline for Submission of Bids</td>
</tr>
<tr>
<td>3.2</td>
<td>Broad Scope of Work</td>
<td>3.18</td>
<td>Late Bids</td>
</tr>
<tr>
<td>3.3</td>
<td>Consortium</td>
<td>3.19</td>
<td>Modification &amp; Withdrawal of Bids</td>
</tr>
<tr>
<td>3.4</td>
<td>Eligibility of the Bidder</td>
<td>3.20</td>
<td>E. Bid Opening and Evaluation</td>
</tr>
<tr>
<td>3.5</td>
<td>Cost of Bidding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Bidding Documents</td>
<td></td>
<td>3.21</td>
<td>Opening of Technical Bids by the Bank</td>
</tr>
<tr>
<td>3.6</td>
<td>Content of Bidding Documents</td>
<td>3.22</td>
<td>Clarification of Bids</td>
</tr>
<tr>
<td>3.7</td>
<td>Clarification of Bidding Documents</td>
<td>3.23</td>
<td>Preliminary Examination</td>
</tr>
<tr>
<td>3.8</td>
<td>Amendment of Bidding Documents</td>
<td>3.24</td>
<td>Technical Evaluation</td>
</tr>
<tr>
<td>C. Preparation of Bids</td>
<td></td>
<td>3.25</td>
<td>Commercial Evaluation</td>
</tr>
<tr>
<td>3.9</td>
<td>Language of Bid</td>
<td>3.26</td>
<td>Contacting the Bank</td>
</tr>
<tr>
<td>3.10</td>
<td>Format &amp; Signing of Bid</td>
<td></td>
<td>F. Award of Contract</td>
</tr>
<tr>
<td>3.11</td>
<td>Documents comprising the Bid</td>
<td>3.27</td>
<td>Post qualification</td>
</tr>
<tr>
<td>3.12</td>
<td>Bid Form</td>
<td>3.28</td>
<td>Award Criteria</td>
</tr>
<tr>
<td>3.13</td>
<td>Bid Price</td>
<td>3.29</td>
<td>Bank’s Right to Accept Any Bid and to Reject Any or All Bids</td>
</tr>
<tr>
<td>3.14</td>
<td>Bid Currencies</td>
<td>3.30</td>
<td>Notification of Award</td>
</tr>
<tr>
<td>3.15</td>
<td>Bid Security</td>
<td>3.31</td>
<td>Signing of Contract</td>
</tr>
<tr>
<td>3.16</td>
<td>Period of Validity of Bids</td>
<td>3.32</td>
<td>Performance Security</td>
</tr>
</tbody>
</table>
PART3: INSTRUCTIONS FOR BIDDERS (IFB)

A. Introduction

3.1 General

3.1.1 The Bank proposes to install Digital Signage system initially at 3000 locations. The Bidder can propose his own solution or a ready to provide arrangement with a vendor providing such services. However, the system should be capable of supporting at least 5000 locations concurrently.

3.2. Broad Scope of Work

3.2.1 The selected Bidder shall take total responsibility for providing end-to-end solution for Digital Signage Solution (DSS), its maintenance, management and provide on-site facility management for a period of 3 years.

3.2.2 The entire **DIGITAL SIGNAGE SOLUTION** should comprise of the following components:

1. **Hardware components** including Display Screens (LCD or PLASMA), Distribution Equipment at branches, Server setup at central location, LC display controlling equipment, Media Players, all types of cables, Enclosures & Mounting accessories. All Hardware components should have warranty of minimum 3 years.

2. **Software components** including player software, administration software/ LCD display layout designing software, remote controlling software & operating system. All Software components should have warranty of minimum 1 year.

3. **Services** includes:
   a) Installation
   b) after installation, technical and Hardware support and network coordination
   c) maintenance of the systems - both new and existing
   d) facility management at the central location
   e) provision of 2 services personnel between 8.00 a.m. to 8.00 p.m. for managing the systems
   f) content management & content re-purposing
   g) content streaming at branches

3.2.3 The Bank will place the order for Digital Signage Systems, in lots as decided by Bank according to the requirement. The placing of orders will depend on
the satisfactory services given by the selected Bidder. In case, the services are not satisfactory, the Bank reserves the right to place further order on L2 bidder.

3.2.4 The Bank will provide infrastructure like work space, electricity, network at the branches and Head Office, to enable the vendor to complete the tasks.

3.2.5 The Bidder should provide adequate training and operational guidelines to designated bank personnel.

3.2.6 The Bidder should develop a project implementation plan indicating milestones and deliverables to the Bank.

3.2.7 The project implementation plan will be monitored regularly and delay in achieving milestones and deliverables will be analyzed and corrective action taken.

3.2.8 Bidder shall be responsible for mounting the display at each branch, either wall mounted, if wall space is available or stand-mounted. All accessories are to be provided by the Bidder.

3.2.9 Restructuring formatting of the content provided by the Bank has to be done.

3.2.10 The Bidder shall install and configure the Digital Signage Solution server at the central location.

3.2.11 The Bidder shall co-ordinate with the Branch officials at the branches / office in finalizing Display Unit location, power supply, network point etc.

3.2.12 In case of shifting of the Digital Signage System from one location to another, Bidder shall arrange to decommission the equipment, shift equipment and re-install at the new location. The cost of shifting and reinstallation needs to be quoted with this proposal, which shall be borne by the Bank.

3.2.13 During the contract period, the Bidder will apply patches and upgrades from time to time, without any additional cost to the Bank.

3.2.14 The Bidder shall provide onsite support engineers from 8.00 AM to 8.00 PM at the central location, where the DSS server will be installed. The timing of the support engineer can be staggered as per the requirement of the Bank.

3.2.15 The Bidder shall remotely configure, maintain and manage the system from the central location.

3.2.16 The Bidder shall be responsible for maintaining uptime as defined in the Service Level Agreement (SLA).
3.2.17 In order to enable the Bidder to meet the desired uptime, the Bidder should propose a Disaster Recovery System, exclusively for the Bank, at mutually agreed location, either in Mumbai or any other place.

3.2.18 Bank may ask the Bidder to co-ordinate with Bank’s advertising agency for the contents.

3.3 **Consortium**

3.3.1 The Bidder should provide documentary evidence for having tied up with all the participating agencies.

3.3.2 Further, the Bidder should be able to provide the necessary interfaces with our existing Service Provider/s, if desired.

3.3.3 The Bidder shall be the one point contact to provide the solution to the Bank.

3.4 **Eligibility of the Bidder**

1. The Bidder should be a company incorporated in India and operating for the last 3 years.

2. The turnover of the company should be minimum Rs.50.00 Cr per year for the last 3 years.

3. The Bidder should have registered Net Profit in their last 2 financial years. *(Audited Balance Sheet for 2 years to be attached).*

4. The Bidder should have experience in implementing any two Wide Area Network based solutions in any Scheduled Bank in India. *(Project details as per clause 3.4.8 to be enclosed).*

5. The Bidder or its franchise or the Digital Signage application provider should have minimum 15 support centres located at different parts of the country. *(List with address to be attached).*

6. The support service centre should be available at least at Mumbai, New Delhi, Chennai, Kolkata, Hyderabad, Bangalore and Ahmedabad.

7. The proposed digital signage application should be operational and continue to be in successful operation in at least 2 Banks. *(Project details as per clause 3.4.8 to be enclosed).*

8. A summary of two such projects implemented as required in clause 3.4.4 and 3.4.7 must be enclosed with the Technical Bid, giving the
following details:

- Name of the Client
- Number of Branches
- Nature of the Project
- Scope of the Project
- List of Locations
- Project Deliverables
- Architecture of the solution implemented
- Date of award of Contract
- Date of commencement of the Project
- Date of successful commissioning of the Project (Pilot / Live)
- Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Contact Phone and Fax numbers, E-Mail IDs, etc. (Attach copies of purchase orders)
- Certificate from the respective companies to be attached.

(Above Details are MANDATORY and to be included in technical bid. Without the above details, the Bid is liable to be rejected.)

3.5 Cost of Bidding

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

B. The Bidding Documents

3.6 Content of Bidding Document/s

3.6.1 The products required, bidding procedures, and contract terms are prescribed in the Bidding Documents. The Bidding Documents include:

(a) PART 1 - Invitation to Bid (ITB)
(b) PART 2 - Disclaimer
(c) PART 3 - Instruction for Bidders (IFB)
(d) PART 4 - Terms and Conditions of Contract (TCC)
(e) PART 5 - Technical & Functional Specifications (TFS)
(f) PART 6 - Bid Forms, Price Schedules and other forms (BF)
(g) PART 7 - Schedule of Dates, Amounts, etc. (SDA)

3.6.2 The bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information
required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder’s risk and may result in the rejection of the Bid.

3.7 Clarification of Bidding Document/s

3.7.1 A prospective Bidder requiring any clarification of the Bidding Document may notify the Bank in writing or by Fax at the address / fax number / e-mail indicated in Invitation to Bid. The Bank will respond at the time of pre-bid meeting to any request for clarification of the Bidding Document received up to 19th May, 2014, upto 4.00 p.m. Pre-bid meeting will be scheduled on 21st May, 2014, at 3.00 p.m. Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be displayed in Bank’s Website under Tender Section.

3.8 Amendment of Bidding Document/s

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

3.8.2 All prospective Bidders will be notified of the amendment in the Bidding Document by uploading the information on Banks’ website, in writing, by fax or by e-mail and the same will be binding on them.

3.8.3 In order to allow prospective Bidders reasonable time, in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.

C. Preparation of Bids

3.9 Language of Bid

3.9.1 The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

3.10 Format and Signing of Bid

3.10.1 Each bid shall be in two parts:-

**Part I- Technical Proposal.**

**Part II- Price Proposal.**
The two parts should be in two separate covers, each super-scribed with the name of the Project as well as “Technical Proposal” and “Price Proposal” as the case may be.

3.10.2 The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

3.10.3 Any inter-lineation, erasures or overwriting shall be valid only if they are initialled by the person signing the Bids. The Bank reserves the right to reject bids not confirming to above

3.11 Documents Comprising the Bid

3.11.1 Documents comprising the Technical Proposal Envelope, should be:

1. Organisational Profile as per format 6.10
2. Bid Form as per Format 6.1.1 completed in accordance with the clauses in the Bid and duly signed by the Bidder.
3. Documentary evidence establishing that the Bidder is eligible to Bid in terms of Clause 3.4 in format 6.12.
4. Details of Project handled by Bidder and the digital signage application Referral letters as per Clause 3.4.8.
5. Bid Security deposit of Rs.10,00,000/- (Rupees Ten Lakhs only) as specified in Clause 3.15.
7. A non-disclosure agreement as per Format 6.2.
8. Manufacturers’ / Producers’ authorization form as per Format 6.8 wherever applicable
10. Bidders undertaking for support services as per format 6.15 that adequate specialized expertise are available to ensure the fault free operation of the proposed solution and maintenance during the warranty and support period.
11. Bidders undertaking for consortium support services as per format 6.16

12. A full description of the Technical solution which must provide an acceptable solution to the business requirement described in PART 5 Technical & Functional specifications.

13. Additionally, a Masked Price Bid should be kept with the Technical Bid listing all the components as listed in the Price Schedule, without indicating the Price in another separate closed / sealed cover. Please note that no price should be mentioned in this Format.

14. One soft copy of above mentioned documents should also be submitted along with the Technical Bid.

15. While submitting the Technical Bid, literature on the software / hardware should be segregated and kept together in one section / lot. The other papers like Bid Security, Forms as mentioned above etc. should form the main section and should be submitted in one lot, separate from the section containing literature and annual accounts.

3.11.2 **Any Technical Proposal not containing** the above will be rejected. The Technical Proposal should not **contain** any price information. Such proposal will be rejected.

3.11.3 Documents comprising Price Proposal Envelope, should give the Price Schedule of the Solution, indicating all the components (including sub modules) of the solution and services (Format 6.3) duly signed by the Bidder in one separate closed sealed cover. The price should be the best price offered by the Bidder.

3.12 **Bid Form**

3.12.1 The Bidder shall complete Bid form as per Format 6.11 along with Technical Proposal.

3.13 **Bid Price**

3.13.1 The Bid Price should include the cost for the following:

<table>
<thead>
<tr>
<th>Nos</th>
<th>Equipments</th>
<th>Particulars</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>At Central Location</td>
<td></td>
</tr>
<tr>
<td>A1</td>
<td>Server</td>
<td></td>
</tr>
</tbody>
</table>
RFP for supply, installation, commissioning, maintenance and facility management of additional Digital Signage Solution

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A2</td>
<td>Application Software</td>
</tr>
<tr>
<td>A3</td>
<td>Any Additional H/w or S/w</td>
</tr>
<tr>
<td>A4</td>
<td>Installation cost</td>
</tr>
<tr>
<td>A5</td>
<td>Training</td>
</tr>
<tr>
<td>A6</td>
<td>Maintenance for 3 years</td>
</tr>
<tr>
<td>B</td>
<td>DR for Equipments located at Central Location</td>
</tr>
<tr>
<td>B1</td>
<td>Server</td>
</tr>
<tr>
<td>B2</td>
<td>Application software</td>
</tr>
<tr>
<td>B3</td>
<td>Any Additional H/w or S/w</td>
</tr>
<tr>
<td>B4</td>
<td>Installation cost</td>
</tr>
<tr>
<td>B5</td>
<td>Training</td>
</tr>
<tr>
<td>B6</td>
<td>Maintenance for 3 years</td>
</tr>
<tr>
<td>C</td>
<td>End Point of DSS</td>
</tr>
<tr>
<td>C1</td>
<td>Hardware</td>
</tr>
<tr>
<td>C2</td>
<td>Software</td>
</tr>
<tr>
<td>C3</td>
<td>Any Additional H/w or S/w</td>
</tr>
<tr>
<td>C4</td>
<td>Installation cost</td>
</tr>
<tr>
<td>C5</td>
<td>Training</td>
</tr>
<tr>
<td>C6</td>
<td>Maintenance for 3 years</td>
</tr>
<tr>
<td>D</td>
<td>At Central Location</td>
</tr>
<tr>
<td>E</td>
<td>Existing Locations</td>
</tr>
<tr>
<td>F</td>
<td>One system relocation</td>
</tr>
<tr>
<td></td>
<td>Cost of decommissioning Packing, forwarding and reinstallation at a different location</td>
</tr>
<tr>
<td>G</td>
<td>TOTAL for the entire Rental Payment of DSS (A+B+C+D+E+F)</td>
</tr>
<tr>
<td></td>
<td>AMC for 2 years after completion of warranty of 3 years for hardware</td>
</tr>
<tr>
<td></td>
<td>and 4 years after completion of warranty of 1 year for software</td>
</tr>
</tbody>
</table>

The Bank will have the right to decide what is required out of the above, and may accordingly issue purchase order for the same.

3.13.2 The prices indicated in the Price Schedule shall be entered in the following manner:-

a) The rental price should be inclusive of applicable taxes, duties, levies,
Octroi, entry tax, Sales Tax, VAT, charges, etc. as also cost of incidental services such as transportation, insurance, etc. Service Tax will be paid by the Bank additionally.

b) Prices quoted as above shall be valid for a minimum period of 180 days from last date of submission of tender.

3.13.3 Prices quoted by the Bidder shall be fixed during the Bidder’s performance of the Contract and shall not be subject to variation on any account, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

3.13.4 However, during the contract period, if the market prices of product / services have been on the lower side, Bank will request the vendor for revise the rates with mutual consent.

3.14 Bid Currencies

3.14.1 Bids are to be quoted in Indian Rupees only.

3.15 Bid Security

3.15.1 The Bidder shall furnish, as part of its Bid, a Bid security in format 6.4.

3.15.2 The Bid security is required to protect the Bank against the risk of Bidder’s conduct, which would warrant the security’s forfeiture.

3.15.3 The Bid security shall be denominated in Indian Rupees and shall be in one of the following forms:

a) a bank guarantee issued by a Private sector / Public Sector bank in India, acceptable to the Bank, in the form as per format 6.4 provided in the Bid, valid for forty-five (45) days beyond the validity of the Bid.

OR

b) a Banker’s Cheque / Demand Draft, issued by a Private Sector / Public Sector Bank in India, drawn in favour of “Bank of India” payable at Mumbai and valid for a period of six months.

3.15.4 Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.

3.15.5 Unsuccessful Bidders’ Bid security will be discharged or returned, as promptly
3.1.5.6 The successful Bidder’s Bid security will be discharged upon the Bidder signing the Contract and furnishing the performance security as per format 6.6.

3.1.5.7 The Bid security may be forfeited in following cases:

   a) if a Bidder withdraws its Bid during the period of Bid validity, specified by the Bidder on the Bid Form; or
   
   b) if a Bidder makes any statement or encloses any form, which turns out to be false / incorrect at any time prior to signing of Contract; or
   
   c) in the case of a successful Bidder, if the Bidder fails;
      
      (i) to sign the Contract;
      
      OR
      
      (ii) to furnish a Performance Security as mentioned in Clause 3.3.2 herein.

3.16 Period of Validity of Bids

3.16.1 Bids shall remain valid for a period mentioned in Clause 7.2, from the date of opening of the Bid. A Bid valid for a shorter period shall be rejected by the Bank as non-responsive.

3.16.2 In exceptional circumstances, the Bank may solicit the Bidders’ consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security.

D. Submission of Bids

3.17 Sealing and Marking of Bids

3.17.1 The Bidders’ shall seal the envelopes containing “Technical Bid” and “Price Bid” separately and the two envelopes shall be enclosed and sealed in an outer envelope.

3.17.2 The inner and outer envelopes:
a) shall be addressed to the Bank at the address given; and

b) shall bear the Project Name "RFP-Digital Signage Solution - Technical Bid" and “RFP-Digital Signage Solution –Price Bid" in separate envelopes.

c) All envelopes should indicate on the cover the name and address of the Bidder.

3.17.3 If the outer envelope is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or premature opening.

3.18 Deadline for Submission of Bids

3.18.1 Bids must be received by the Bank at the address specified, no later than the date & time specified in the Invitation to Bid.

3.18.2 The Bank may, at its discretion, extend this deadline for the submission of Bids, by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.

3.19 Late Bids

3.19.1 Any Bid received by the Bank after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

3.20 Modification and Withdrawal of Bids

3.20.1 The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.

3.20.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of Bids.

3.20.3 No Bid may be modified after the deadline for submission of Bids.

3.20.4 No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security.
E. Opening and Evaluation of Bids

3.21 Opening of Technical Bids by the Bank

3.21.1 The Bidders’ names, Bid modifications or withdrawals and the presence or absence of requisite Bid Security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the Bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.

3.21.2 Bids (and modifications sent) that are not opened at Bid Opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

3.22 Clarification of Bids

3.22.1 During evaluation of the Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered or permitted.

3.23 Preliminary Examination

3.23.1 The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

3.23.2 The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.

3.23.3 The Bank will first examine whether the Bid and the Bidder is eligible in terms of Clause 3.4

3.23.4 Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document, without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Performance Security, Qualification Criteria, Insurance, Warranty, AMC and Force Majeure will be deemed to be a material deviation.

3.23.5 The Bank’s determination of a Bid’s responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
3.23.6 If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

3.24 Technical Evaluation

3.24.1 Only those Bidders and Bids who have been found to be in the conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.

3.24.2 The Bank may use the services of external consultants for technical evaluation.

3.24.3 The Bank reserves the right to evaluate the bids on technical & functional parameters, including visit to inspect live site/s of the bidder and witness demos of the system and verify functionalities, response times, etc.

3.24.4 Bank will evaluate the technical and functional specification of all the equipments quoted by the Bidder.

3.24.5 Bank reserves the right to waive any of the Technical and Functional Specification during technical evaluation, if in the Bank’s opinion it is found to be minor deviation or acceptable deviation.

3.24.6 Bill of Materials (with Masked Price Schedule) submitted along with Technical Bid will be first evaluated and if the Bank, during the evaluation, deems it fit, may request bidder to revise the bill of materials submitted originally quoted in the pricing schedule. If the bidder does not agree to revise the price bid submitted within 5 days from the date of notification, the price bid submitted will be considered non-responsive and accordingly rejected.

3.24.7 During evaluation of the Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered or permitted.

3.25 Commercial Evaluation

3.25.1 Only those bids which are found to be technically responsive will be informed of the date / time / venue of opening of Price Bid. The Bidder will have to obtain the minimum number of marks in the Technical Evaluation, fixed by the Bank, if any, to be eligible for Commercial Evaluation.

3.25.2 The Price Bids of only those Bidders who are qualified in the Technical
evaluation process will be opened and the lowest prices or as decided by the Bank will be taken as the Lowest in the Price i.e. L1 Bidder.

3.25.3 Arithmetical errors will be rectified on the following basis:
If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Successful Bidder does not accept the correction of the errors, its Bid will be rejected, and its Bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

3.25.4 L1 will be decided on the basis of net total of the price evaluation / normalisation as quoted in the Price Schedule format 6.3.

3.25.6 The Bank’s evaluation of a Price Bid will take into account, one or more of the following factors:

a) Deviations in payment schedule & Delivery Schedule from that specified;

b) Deviation in prices quoted;

c) Other specific criteria indicated in the Bid and/or in the Technical & Functional Specifications & Price schedule.

3.25.7 For factors retained in the Bid, one or more of the following quantification methods will be applied:

(a) **Delivery Schedule:**
The products and/or Systems and/or Services covered under this invitation are to be supplied, installed and commissioned within the period mentioned in 7.19.

(b) **Deviation in payment schedule.**
The TCC Clause 4.18 stipulates the payment schedule offered by the Bank. If a Bid deviates from the schedule and if such deviation is considered acceptable to the Bank, the Bid will be evaluated by calculating interest earned for any early payment involved in the terms outlined in the Bid as compared with those stipulated in this invitation, at the rate of 18% per annum.

(c) **Quotation of Prices for all Items**
The Bidder should quote for complete consignment of items proposed/listed in this Bid. In case, prices are not quoted by any Bidder for any specific item / Product / service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that product /service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that product /service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete bids.

3.26 Contacting the Bank

3.26.1 No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Bid to the time the Contract is awarded.

3.26.2 Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder’s Bid.

F. Award of Contract

3.27 Post-qualification

3.27.1 All the Price bids after their evaluation on the parameters mentioned above would be arranged in ascending order to determine the L1 Bidder.

3.27.2 After identification of L1 Bidder, Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award to L1.

3.28 Award Criteria

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

3.29 Bank’s right To Accept Any Bid and to reject any or All Bids

3.29.1 The Bank reserves the right to accept or reject any Bid in part or in full, and to annul the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank’s action.
3.30 Notification of Award

3.30.1 Prior to expiration of the period of Bid validity, the Bank will notify the successful Bidder in writing or by fax, that its Bid has been accepted.

3.30.2 Upon the successful Bidder’s furnishing of Performance Security, the Bank will promptly notify each unsuccessful Bidder and will discharge its Bid security.

3.31. Signing of Contract

3.31.1 At the time when the Bank notifies the successful Bidder that its Bid has been accepted, the Bank will send the Bidder the Contract Form as per format 6.5.

3.31.2 Within the period prescribed in clause 7.4, from the date of receipt of the Form of contract, the successful Bidder shall sign and date the Contract and return it to the Bank.

3.31.3 Within 30 days of signing of the Contract the Bank and Bidder shall enter into a Service Level Agreement, including Facility Management, as per format 6.14 duly modified as mutually agreed by the Bank and the Bidder.

3.32. Performance Security

3.32.1 Performance Security in the required format to be submitted by the successful bidder as per Clause 4.6

3.32.2 Failure of the successful Bidder to comply with the requirement of Clause 3.30.2 or Clause 3.31.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security. In such event, the Bank may make the award to the next lowest evaluated Bidder or call for new Bids.

Note: Notwithstanding anything said above, the Bank reserves the right to reject / award the contract to any vendor or cancel the entire process without assigning reasons thereto.

*******
## PART 4 - TERMS AND CONDITIONS OF CONTRACT (TCC)

### TABLE OF CLAUSES

<table>
<thead>
<tr>
<th>Clause No.</th>
<th>Topic</th>
<th>Clause No.</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Definitions</td>
<td>4.22</td>
<td>Assignment</td>
</tr>
<tr>
<td>4.2</td>
<td>Country of Origin</td>
<td>4.23</td>
<td>Delay in Supplier’s Performance</td>
</tr>
<tr>
<td>4.3</td>
<td>Standards</td>
<td>4.24</td>
<td>Liquidated Damages</td>
</tr>
<tr>
<td>4.4</td>
<td>Use of Contract Documents and Information</td>
<td>4.25</td>
<td>Termination for Default</td>
</tr>
<tr>
<td>4.5</td>
<td>Patent Rights</td>
<td>4.26</td>
<td>Force Majeure</td>
</tr>
<tr>
<td>4.6</td>
<td>Performance Security</td>
<td>4.27</td>
<td>Termination for Insolvency</td>
</tr>
<tr>
<td>4.7</td>
<td>Inspection &amp; Quality Control Tests</td>
<td>4.28</td>
<td>Termination for Convenience</td>
</tr>
<tr>
<td>4.8</td>
<td>System &amp; Other Software</td>
<td>4.29</td>
<td>Resolution of Disputes</td>
</tr>
<tr>
<td>4.9</td>
<td>Acceptance Procedure</td>
<td>4.30</td>
<td>Governing Language</td>
</tr>
<tr>
<td>4.10</td>
<td>Packing of products</td>
<td>4.31</td>
<td>Applicable Law</td>
</tr>
<tr>
<td>4.11</td>
<td>Delivery &amp; Documents</td>
<td>4.32</td>
<td>Addresses for Notices</td>
</tr>
<tr>
<td>4.12</td>
<td>Insurance</td>
<td>4.33</td>
<td>Taxes and Duties</td>
</tr>
<tr>
<td>4.13</td>
<td>Transportation</td>
<td>4.34</td>
<td>Supplier Integrity</td>
</tr>
<tr>
<td>4.14</td>
<td>Incidental Services</td>
<td>4.35</td>
<td>Supplier’s obligations</td>
</tr>
<tr>
<td>4.15</td>
<td>Uptime</td>
<td>4.36</td>
<td>Patent Rights/ Intellectual Property Rights</td>
</tr>
<tr>
<td>4.16</td>
<td>Maintenance Services</td>
<td>4.37</td>
<td>Site Preparation and Installation</td>
</tr>
<tr>
<td>4.17</td>
<td>Training</td>
<td>4.38</td>
<td>Installation/ Commissioning of Hardware / Software</td>
</tr>
<tr>
<td>4.18</td>
<td>Payment</td>
<td>4.39</td>
<td>Technical Documentation</td>
</tr>
<tr>
<td>4.19</td>
<td>Prices</td>
<td>4.40</td>
<td>Right to use defective product</td>
</tr>
<tr>
<td>4.20</td>
<td>Change Orders &amp; repeat orders</td>
<td>4.41</td>
<td>Penalty</td>
</tr>
<tr>
<td>4.21</td>
<td>Contract Amendments</td>
<td>4.42</td>
<td>License</td>
</tr>
</tbody>
</table>
4.1 Definitions

In this Contract, the following terms shall be interpreted as indicated:

4.1.1 “Digital Signage Solution” or “System” means a complete solution of Digital Signage application, with necessary hardware, servers, display unit, and system software, database, third party utilities, middleware, etc. as proposed by the Supplier, all seamlessly integrated to work together on the Banks network or internet to meet the technical and functional requirements of the Bank indicated in this document and also end-to-end maintenance for a period of 3 years with facility management at the central location between 8.00 a.m. to 8.00 p.m.

4.1.2 “Supplier” is the successful Bidder, who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest evaluated Bid and to whom Notification of Award has been given.

4.1.3 “The Contract” means the agreement entered into between the Bank and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;

4.1.4 “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;

4.1.5 “The Product” means all of the software, all hardware, database, middleware, operating systems and/or other materials which the Supplier is required to supply to the Bank under the Contract;

4.1.6 “The Services” means those services, ancillary to the supply of the Products, such as transportation and insurance, installation, commissioning, customization, provision of technical assistance, training, maintenance and other such obligations of the Supplier, covered under the Contract;

4.1.7 “TCC” means the Terms and Conditions of Contract contained in this section;

4.1.8 ‘Software’ means Application / System software, Database, Middleware and other third party utilities which will seamlessly integrate with the environment described in this document without any hitch or hindrance.

4.1.9 In case of a difference of opinion on the part of the Bidder in comprehending and/or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by the Bank shall be binding and final on the Bidder.
4.2. **Country of Origin / Eligibility of Goods & Services**

4.2.1 All goods and related services to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.

4.2.2 For purposes of this clause, “origin” means the place where the goods are mined, grown, or manufactured or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

4.3 **Standards**

4.3.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Goods’ country of origin. Such standards shall be the latest issued by the institution concerned.

4.4. **Use of Contract Documents and Information**

4.4.1 The Supplier shall not, without the Bank’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

4.4.2 The Supplier shall not, without the Bank’s prior written consent, make use of any document or information for purposes of performing the Contract.

4.4.3 Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Supplier’s performance under the Contract, if so required by the Bank.

4.4.4 The bidder shall sign a non disclosure agreement as per Format 6.2.

4.5. **Patent Rights**

4.5.1 In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the goods or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required...
to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay. The supplier shall indemnify the Bank against all third party claims.

4.6 **Performance Security**

4.6.1 Within the period prescribed under Clause 7.3 from Date of receipt of notification of Contract award, the Supplier shall furnish to the Bank, the Performance Security for an amount as per Clause 7.6 valid upto the period specified in Clause 7.5.

4.6.2 The proceeds of the performance security shall be payable to the Bank as compensation, for any loss resulting from the Supplier’s failure to complete its obligations under the Contract.

4.6.3 The Performance Security shall be denominated in Indian Rupees and shall be by way of bank Guarantee issued by a Nationalized / Public Sector bank in India (other than Bank of India), acceptable to the bank in the Format 6.6 provided in the Bid.

4.6.4 The performance security will be discharged by the Bank and returned to the Supplier not later than the period specified in Clause 7.11, following the date of completion of the supplier’s performance obligations under the Contract.

4.6.5 In the event of any contract amendment, the Supplier shall, within the period mentioned in Clause 7.3 after receipt of such amendment, furnish the amendment to the Performance security, rendering the same valid for the duration of the Contract, as amended for further specified in Clause 7.3.

4.7 **Inspection and Quality Control Tests**

4.7.1 The Bank reserves the right to carry out pre-shipment inspection by a team of Bank officials, of any of the existing live installations of the Supplier referred to in the Technical Bid or demand a demonstration of the solution proposed on a representative model in bidder’s office.

4.7.2 The Bank’s right to inspect, test and where necessary reject the products after the products arrival at the destination shall in no way be limited or waived by reason of the products having previously being inspected, tested and passed by the Bank or its representative prior to the products shipment from the place of origin.

4.7.3 Nothing stated hereinaabove shall in any way release the supplier from any warranty or other obligations under this contract.
4.7.4 Manuals / Documentation

4.7.4.1 Before the products / system are taken over by the Bank, the Supplier shall supply technical / systems Manuals for all the Software/ Hardware/ LCD supplied and for all required interfaces. Operation and maintenance Manuals for all the systems and applications covering the operations needed to start, run, day-begin, day-end, other operations, transfer to fall back system / site including business continuity plan to be provided by the vendor. User manuals for Administrative Office / branches for all the modules shall be provided by the vendor. The manuals shall be in English.

4.7.4.2 Unless and otherwise agreed, the products and equipment shall not be considered to be completed for the purpose of taking over, until such manuals have been supplied to the bank.

4.7.4.3 The Supplier shall provide one set of Design Manual, System Manual, User Manual and Security Manual for the Application Software/ System design/ Branch Hardware setup. The Supplier shall also provide one soft copy of each of these manuals. Soft and hard Copy Manuals shall commensurate with number of installations of Products in the Bank.

4.7.4.4 Documentation should be comprehensive & include:

- Utilities and general software reference manuals.
- Language reference manuals.
- Documentation on Design Logic and Program Development.
- Operator Reference manuals for each operator task.
- Error messages manuals.
- Documentation on troubleshooting.
- File / table structures, Indexes and Relations.
- On line tutorials and help documentation.

4.8 For the System & other Software:

The Supplier shall provide complete and legal documentation of all subsystems, **licensed operating systems, licensed system software, licensed utility software and other licensed software.** The supplier shall also provide **licensed software** for all software products whether developed by it or acquired from others. The supplier shall also indemnify the Bank against any levies / penalties on account of any default in this regard.

In case the primary vendor is coming with software, which is not his proprietary software, then the primary vendor must submit evidence in the form of agreement he has entered into with the software vendor which
includes support from the software vendor for the proposed software for the full period required by the Bank.

4.9 Acceptance Procedure:

4.9.1 The acceptance criteria for the Digital Signage Solution are given under item 7.15.

4.9.2 On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc. under each phase, the acceptance certificate (as mutually decided and approved by the Bank format as given in 6.9) signed by the Supplier and the representative of the Purchaser will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

4.10.1 Packing of Products

4.10.2 The Supplier shall provide such packing of the products as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and weights of packing case shall take into consideration, where appropriate, the remoteness of the Products’ final destination and the absence of heavy handling facilities at all transit points.

4.10.3 Packing Instructions: The Supplier will be required to make separate packages for each Consignment. Each package will be marked on three sides with proper / indelible ink with the following:

(i) Project;
(ii) Contract No.;
(iii) Supplier’s Name;
(iv) Packing List reference number.

4.11 Delivery and Documents

4.11.1 Delivery of the Products / Software shall be made by the supplier in accordance with the system approved / ordered.

4.11.2 Insurance

4.11.3 Bank will have no liability for any loss or damage occurred from “Warehouse to final destination” supply of material and also during the equipments at Bank’s premises. It will be the responsibility of the Supplier to take necessary insurance.
4.13 Transportation

4.13.1 Where the Supplier is required under the Contract to transport the goods to a specified place of destination within India, transport to such place of destination in India, including insurance and storage, shall be arranged by the Supplier at his own cost.

4.14 Incidental Services

4.14.1 The incidental services shall include furnishing Manuals for each appropriate unit of the Supplied Products.

4.15 Uptime

4.15.1 During contract Period, Supplier guarantees an Uptime of 98.5% on monthly basis for the each individual site, with a MTBF of 90 days. Accordingly it is expected that necessary replacement is built into the proposed solution for all critical components whether software or hardware. Please refer to Clause 7.16 for details of uptime required by the bank.

4.16 Maintenance Services

4.16.1 The Supplier shall provide free maintenance services during the period of Contract.

4.17 Training

4.17.1 For each Application/Operating System/database/middleware and third party utilities installed, the Supplier is required to train the designated Bank's technical and end-user personnel to enable them to effectively operate and perform administration of the total system. Training shall be conducted on the dates and the locations as mutually agreed upon before the Commissioning of the system at each location, as per Clause 7.12.

4.18 Payment

4.18.1 Payment shall be made in Indian Rupees, as per Clause 7.14 for delivering, installing and commissioning the Solution.

4.18.2 Payment against Bank Guarantees:

i. For all the payments to be made against bank guarantees, the bank guarantees shall be issued by a nationalized / public sector bank in India (other than Bank of India), acceptable to the Bank as per Format 6.7
ii. Bank guarantees for advance payment shall be released not later than 30 days after the date of completion of installation / commissioning of the products/system at their final destination.

4.19 Prices

4.19.1 Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

4.19.2 The vendor will pass on to the Bank, the benefit of discounts if any announced during the period of contract in respect of the cost of the items for which orders have been placed during that period.

4.20 Change Orders & Repeat Orders

4.20.1 The Bank may, at any time, by a written order given to the Supplier, make changes within the general scope of the Contract in any one or more of the following:

(a) Method of shipment or packing;
(b) Place of delivery;
(c) Technical and functional specifications
(d) Services to be provided by the Supplier.
(e) Number of locations of Digital Signage Displays.

4.20.2 If any such change causes an increase or decrease in the cost of, or the time required for the Supplier’s performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of Supplier’s receipt of Bank’s change order.

4.20.3 The Bank may, at its discretion, place repeat orders based on the requirement of the Bank, within one year from the date of Contract, to an extent of 20% of the order value. All such repeat orders will be based on the prices and terms and conditions as agreed upon for the main Contract.

4.21 Contract Amendments

4.21.1 No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.
4.22 Assignment

4.22.1 The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Bank’s prior written consent.

4.23 Delays in the Supplier’s Performance

4.23.1 Delivery installation, commissioning of the Products/Solution and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Bank in Clause 7.19.

4.23.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Products and performance of Services, the Supplier shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.

4.23.3 Except as provided in the above clause, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

4.24 Liquidated Damages

4.24.1 If the Supplier fails to deliver any or all of the Products within the time period(s) specified in Clause 7.19, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of contract price subject to maximum deduction of 5% of the delivered price of the delayed Products or unperformed services for each week or part thereof of delay, until actual delivery or performance. Once the maximum deduction is reached, the Bank may consider termination of the Contract.

4.25 Termination for Default

4.25.1 The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Supplier, may terminate the Contract in whole or in part:

(a) If the Supplier fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; OR
(b) If the **Supplier** fails to perform any other obligation(s) under the Contract.

4.25.2 In the event the Bank terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the **Supplier** shall be liable to the Bank for any excess costs for such similar Products or Services. However, the **Supplier** shall continue performance of the Contract to the extent not terminated.

4.26 **Force Majeure**

4.26.1 Notwithstanding the provisions of TCC, the **Supplier** shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its’ delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

4.26.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the **Supplier** and not involving the **Supplier’s** fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

4.26.3 If a Force Majeure situation arises, the **Supplier** shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the **Supplier** shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.27 **Termination for Insolvency**

4.27.1 The Bank may, at any time, terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, 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.

4.28 **Termination for Convenience**

4.28.1 The Bank, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank’s convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
4.29 Resolution of Disputes

4.29.1 The Bank and the Supplier 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.

4.29.2 If, the Bank and the Supplier have been unable to resolve amicably a Contractual dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

4.29.3 The dispute resolution mechanism to be applied shall be as follows:

(a) In case of Dispute or difference arising between the Bank and the Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by the Purchaser and the Supplier. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the Supplier.

(b) Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

(c) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and

(d) Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

4.30 Governing Language

4.30.1 The governing language shall be English.
4.31 Applicable Law

4.31.1 The Contract shall be interpreted in accordance with the laws of the Union of India and the Bidder shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of the Bank falls.

4.32 Addresses for Notices

4.32.1 The following shall be the address of the Bank and Supplier.

Bank’s address for notice purposes:

Bank of India,
Head Office, Information Technology Department
Star House
C-5, G Block, Bandra-Kurla Complex,
Mumbai - 400 051.

Supplier’s address for notice purposes (To be filled in by the Supplier)

…………………………………………………………………………………

………………………………………………………………………………………………

4.32.2 A notice shall be effective when delivered or on effective date of the notice whichever is later.

4.33 Taxes and Duties

4.33.1 The Supplier will be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products at site including incidental services and commissioning. However Sales Tax / VAT / Service Tax will be paid extra. Payment of Octroi, entry-tax, alone, if applicable, will be made at actuals, on production of suitable evidence of payment by the Supplier.

4.33.2 Income / Corporate Taxes in India:
The Supplier shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price bid by the Supplier shall include all such taxes in the contract price.

4.33.3 Tax deduction at Source:
Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment.
due to the Supplier. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Supplier from his responsibility to pay any tax that may be levied in India on income and profits made by the Supplier in respect of this contract.

4.33.4 The Supplier’s staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Supplier shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

4.34 Supplier’s Integrity

The Supplier is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

4.35 Supplier’s obligations

The Supplier is obliged to work closely with the Bank’s staff, act within its own authority and abide by directives issued by the Bank and implementation activities.

The Supplier will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Supplier's negligence. The Supplier will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

The Supplier is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

The Supplier will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

4.36 Patent Rights / Intellectual Property Rights

In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial design rights arising from the use of the Products or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the
Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.

4.37 Site preparation and installation

The Bank will mention the site for deployment of DSS in compliance with the basic technical and environmental requirements. The Supplier may perform a site inspection to verify the appropriateness of the sites before the installation / commissioning of the solution.

4.38 Installation/Commissioning of Hardware/Software

The Supplier is responsible for all unpacking and installation of Products. The Supplier will test all hardware/system operations and accomplish all adjustments necessary for successful and continuous operation of the hardware/software at all installation sites. Supplier is responsible for procurement of any accessory involved in site preparedness e.g. Cables, Display Mounting Accessory, Display Mounting Stand, switch board etc.

4.39 Technical Documentation

The Technical Documentation involving detailed instruction for operation and maintenance of the hardware (if any) and software is to be delivered. The language of the documentation should be English.

4.40 Right to use defective product

If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with the Bank’s operation.

4.41 Penalty

4.41.1 It is expected that the SLAs for uptime of the system i.e. 98.5% will be maintained during working hours. However, if the downtime at the Central Location (including time to move to the DR) exceeds more than two hours, the Bank reserves the right to levy penalty of Rs.100/- per day. The days will be reckoned as calendar day.

4.41.2 The problems at the Branch locations should be rectified within 3 hours of reporting. The reporting may be through any mode of communication. If the
problem persists for more than 3 hours at a stretch in a calendar day, Bank reserves the right to levy penalty of Rs.100/- per day per location.

4.41.3 There should be no unplanned downtime of more than one hour during working hours.

4.41.4 If the total penalty during a month exceeds Rs.2,000/- the Bank has the right to terminate the Contract.

4.42 License

4.42.1 The Supplier should guarantee that the complete solution supplied to the Bank is licensed and legally obtained.
PART 5 - TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS)
(To be included in the Technical Bids duly completed and with comments)

Criteria

<table>
<thead>
<tr>
<th>Description</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required functionality is readily available</td>
<td>“Y”</td>
</tr>
<tr>
<td>Required functionality will be made available with customization</td>
<td>“C”</td>
</tr>
<tr>
<td>Required functionality is not available</td>
<td>“N”</td>
</tr>
</tbody>
</table>

The system should be capable of supporting at least 3000 locations concurrently. The bidder is required to quote for an end-to-end solution.

The entire DIGITAL SIGNAGE SOLUTION should comprise of the following components:

A. **Hardware components** including Display Screens, Distribution Equipment at branches, Server setup at central location, LCD display controlling equipment, Media Players, all sorts of cables, Enclosures & Mounting accessories, with minimum 3 years’ warranty

B. **Software components** including player software, administration software/LCD display layout designing software & operating system, with minimum 1 years’ warranty

C. **Services** including installation, after sales support, network administration, content management, content re-purposing & maintenance of existing Digital Signages.

Content could be anything, including text, images, animations, video, audio, RSS feed, in-house data source and interactivity.

There should be a Network management server to manage the entire network.

The actual content should be stored and played at remote locations.
5.1

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Title</th>
<th>Feature</th>
<th>Details</th>
<th>Response</th>
<th>Remarks if any</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>LCD screen</td>
<td>Brand</td>
<td>LCD screen should be of industry grade and reputed brand and should have after sales service through-out India</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>LCD screen</td>
<td>Video</td>
<td>For 100 Screens Size should be minimum 46 inches and for remaining screens size should be minimum 40 inches.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>LCD screen</td>
<td>Video</td>
<td>Resolution 1920x1080 minimum of the Display panel.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>LCD screen</td>
<td>Video</td>
<td>Dynamic Contrast Ratio minimum 100000:1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>LCD screen</td>
<td>Audio</td>
<td>Inbuilt Sound Output 10W x 2 Speakers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>LCD screen</td>
<td>Accessories</td>
<td>Wall Mountable at branches were wall space is available otherwise system should be mountable on a stand. Bidder is responsible for providing stand.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>LCD screen</td>
<td>Accessories</td>
<td>Remote Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>LCD screen</td>
<td>Standard Inputs</td>
<td>Should have HDMI port</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>LCD screen</td>
<td>Power consumption</td>
<td>Display screen should have at least 3 star ratings in power consumption.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Distribution Equipment</td>
<td>Range between Display screen and distribution box</td>
<td>Bidder is responsible for in between cabling.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Distribution Equipment</td>
<td>Resolutions</td>
<td>Should support HD resolutions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Distribution Equipment</td>
<td>Control</td>
<td>Remote screen query &amp; power on/off of LCD screen from central location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Distribution Equipment</td>
<td>Communication</td>
<td>Point-to-point Serial communication path between Media Player and Screen with no compromise in graphics displays</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Distribution Equipment</td>
<td>Management</td>
<td>Full player-to-screen management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sr. No.</td>
<td>Title</td>
<td>Feature</td>
<td>Details</td>
<td>Response</td>
<td>Remarks if any</td>
</tr>
<tr>
<td>--------</td>
<td>-------</td>
<td>---------</td>
<td>---------</td>
<td>----------</td>
<td>----------------</td>
</tr>
<tr>
<td>15.</td>
<td>Remote controlling for trouble shooting from central location</td>
<td>Remote management</td>
<td>Virtual Media for complete remote management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Remote controlling for trouble shooting from central location</td>
<td>Remote management</td>
<td>Absolute Mouse Support for superior remote usability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>Remote controlling for trouble shooting from central location</td>
<td>Remote management</td>
<td>BIOS level access should be available from central location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Client Media Players</td>
<td>Storage</td>
<td>System should be able to store a minimum of at least 30 minutes of mpeg-1 / mpeg-2 video in a single loop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>Client Media Players</td>
<td>Hardware</td>
<td>Minimum 10 GB Hard disk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td>Client Media Players</td>
<td>Hardware</td>
<td>Desired RAM 2 GB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21.</td>
<td>Client Media Players</td>
<td>Hardware</td>
<td>Minimum FLASH memory 2 GB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22.</td>
<td>Network</td>
<td>Support for TCP/ IP</td>
<td>The product should work in a branch’s networked environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23.</td>
<td>Content</td>
<td>Location specific content</td>
<td>Content targeting to multiple demographic units (geographic region, product line, business size etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24.</td>
<td>Designer</td>
<td>User friendly designer</td>
<td>Solution should have tool to create designs, Display designers and manage content.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25.</td>
<td>Content</td>
<td>Localized Content support (e.g. Hindi, Gujarati, etc..)</td>
<td>Ability to display content in multiple languages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26.</td>
<td>Content</td>
<td>Flash 9 AS2 Support</td>
<td>Exploit full functionality of latest flash version for animation and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sr. No.</td>
<td>Title</td>
<td>Feature</td>
<td>Details</td>
<td>Response</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>------------------------</td>
<td>--------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>27.</td>
<td>Content</td>
<td>Silver Light Support</td>
<td>Exploit full functionality of latest silver light version for animation and scripting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28.</td>
<td>Content</td>
<td>Hardware acceleration</td>
<td>The graphics system should be designed to take advantage of graphics hardware to minimize CPU usage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29.</td>
<td>Content</td>
<td>Ability to playback streaming Video/Audio</td>
<td>Ability to playback streaming Video/Audio</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30.</td>
<td>Content</td>
<td>Ability to display event/time based server pushed content</td>
<td>Display alerts and data based on certain events. E.g. Market crossing a particular limit, or any other event set by the administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31.</td>
<td>Content</td>
<td>Ability to consume dynamic data over Web service, XML, RSS, Atom</td>
<td>Desired ability to consume dynamic data over Web service, XML, RSS and Atom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32.</td>
<td>Design and LCD display designer authoring tool</td>
<td>Instant previews</td>
<td>Ability to view preview of LCD display designer made before publishing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>33.</td>
<td>Content</td>
<td>Scheduling of multiple LCD display designers</td>
<td>Schedule content by day and time indefinitely into the future</td>
<td></td>
<td></td>
</tr>
<tr>
<td>34.</td>
<td>Content</td>
<td>Overlaying of components</td>
<td>Allow components within components and overlay of components over each other.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35.</td>
<td>Content</td>
<td>Runtime LCD display designer changes</td>
<td>Automatically display updated LCD display designer on completion of currently running LCD display designer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>36.</td>
<td>Server</td>
<td>Muti level hierarchial Roles &amp;</td>
<td>Roles and rights for content management, scheduling, design, etc</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table: Feature Details

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Title</th>
<th>Feature</th>
<th>Details</th>
<th>Response</th>
<th>Remarks if any</th>
</tr>
</thead>
<tbody>
<tr>
<td>38.</td>
<td>Content</td>
<td>support</td>
<td>Content Authoring tools to support Adobe Flash, Microsoft Windows Media supported formats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>39.</td>
<td>Content</td>
<td>General</td>
<td>System should display live market rates with only text data sent to Client Media Players, vendor is responsible for necessary tie-ups for full contract period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40.</td>
<td>Content</td>
<td>General</td>
<td>Integration with any other third party data consolidator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>41.</td>
<td>Content</td>
<td>General</td>
<td>SENSEX and Stock Chart Renderer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>42.</td>
<td>Content</td>
<td>Intelligent store &amp; forward content</td>
<td>Schedule live video feeds.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43.</td>
<td>Reports</td>
<td>Proof-of-play reports</td>
<td>Audit log report on content played for each player</td>
<td></td>
<td></td>
</tr>
<tr>
<td>44.</td>
<td>Reports</td>
<td>General</td>
<td>Customizable reporting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45.</td>
<td>Network Operation and Management</td>
<td>Operation</td>
<td>Playback continues if network connection lost</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46.</td>
<td>Network Operation and Management</td>
<td>Operation</td>
<td>Content items dropped from playlist upon error</td>
<td></td>
<td></td>
</tr>
<tr>
<td>47.</td>
<td>Network Operation and Management</td>
<td>Operation</td>
<td>Remote player status monitoring &amp; notification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>48.</td>
<td>Network Operation and Management</td>
<td>Management</td>
<td>Desirable Automated email notification upon any player error</td>
<td></td>
<td></td>
</tr>
<tr>
<td>49.</td>
<td>Network Operation and Management</td>
<td>Operation</td>
<td>Schedulable script execution including remote reboot</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sr. No.</td>
<td>Title</td>
<td>Feature</td>
<td>Details</td>
<td>Response</td>
<td>Remarks if any</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------</td>
<td>-----------------------</td>
<td>------------------------------------------------------------------------</td>
<td>----------</td>
<td>----------------</td>
</tr>
<tr>
<td>50.</td>
<td>Network Operation and Management</td>
<td>Operation</td>
<td>Solution should work with minimum 64 Kbps link</td>
<td></td>
<td></td>
</tr>
<tr>
<td>51.</td>
<td>Network Operation and Management</td>
<td>Operation</td>
<td>Data upload synchronization shall happen only at night time or at times when lease line is not being used</td>
<td></td>
<td></td>
</tr>
<tr>
<td>52.</td>
<td>Network Operation and Management</td>
<td>Operation</td>
<td>Solution should only send live updates in text only that too not exceeding 5 bits per second in working hours.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>53.</td>
<td>Network Operation and Management</td>
<td>Integration with learning Management System</td>
<td>After public dealing hour training modules should be available for training and official content display</td>
<td></td>
<td></td>
</tr>
<tr>
<td>54.</td>
<td>Network Operation and Management</td>
<td>Compatibility</td>
<td>System should be able to play all industry standard content for training purpose.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>55.</td>
<td>Network Operation and Management</td>
<td>Integration with token system</td>
<td>System Should have capability to integrate with token system to display token details while the rest of the elements play</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.2

## Details required regarding specifications

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please describe in brief, the solution architecture which you are proposing?</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Whether Distribution Box proposed is separate part or part of display?</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Whether player hardware, a part of display or a separate box?</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Please mention all types of Video formats which your proposed system supports?</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Please mention all types of Audio format which your system supports?</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Whether your system supports latest industry standards sound outputs?</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Please mention all specifications of the Display which you have proposed?</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Please mention any additional feature which the proposed system offers?</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Do you have tie ups with institutions which provides live business and market feeds? If Yes, please mention them. Also, attach a copy of agreement with each.</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Will you be able to convert our simple images to flash or Silverlight content?</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Whether your proposed system supports secure wireless data transfer?</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>While transferring wireless data, does proposed system supports security?</td>
<td></td>
</tr>
</tbody>
</table>
### 5.3 Roles and responsibility of Resident Engineer (RE)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Roles and responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Resident Engineer (RE) services should be available from 8 AM Morning to 8 PM in the night.</td>
</tr>
<tr>
<td>2.</td>
<td>At least 2 resident engineers to be deployed.</td>
</tr>
<tr>
<td>3.</td>
<td>RE should ensure all branches digital displays to be on accordance in accordance with respective Branch Timing.</td>
</tr>
<tr>
<td>4.</td>
<td>RE should co-ordinate with branch, facing any issue while turning on the digital signage.</td>
</tr>
<tr>
<td>5.</td>
<td>RE should troubleshoot the technical issues which Branch would face from Digital signage solution at Branch while using all the features of remote troubleshooting module in the Central server.</td>
</tr>
<tr>
<td>6.</td>
<td>RE should upload the data in Digital signage system as instructed by the Bank.</td>
</tr>
<tr>
<td>7.</td>
<td>RE should ensure that content should get streamed appropriately in the Branch End Unit.</td>
</tr>
<tr>
<td>8.</td>
<td>RE should be able to create different types of Zones in the Display for a Group of Displays as told by the Bank.</td>
</tr>
<tr>
<td>9.</td>
<td>RE should co-ordinate with the service engineer or replacement or local troubleshooting of Display Unit related to any branch.</td>
</tr>
<tr>
<td>10.</td>
<td>RE should be trained in all the features which has been asked by the Bank in Annexure 5.1</td>
</tr>
</tbody>
</table>

### 5.4 General

- Bank should be able to take the necessary MIS, reports and capable of necessary analysis within the software itself.

- Bidder has to provide implementation schedule (module-wise) for entire solution.

- Before live implementation of the software solution in production system, the product may be audited by Bank’s appointed Software Audit firm / in house team. All audit points raised by the Software Auditor should be complied by the selected bidder without any extra charge within the timeframe agreed between the Bank and the Bidder.

- The solution should have built in security features for authorized users to use the application on Internet, generate logs and audit trails. The data transfer between network lines should be encrypted.
• The product shall be under a warranty of minimum one year during which additions/modifications/bug fixing shall be done without any extra charge. Further all upgrades, patches would be provided free of cost during the warranty period.

• A complete Bill of Material for the hardware required for the successful running of the complete solution also be provided by the bidder with full particulars like make model part numbers, proposed configuration, including all details like memory type proposed with future expandability number of processors, processor speed, bus speed etc and clearly show no single point of failure. Please refer format 6.13.

• By means of diagrammatic, pictorial representation, the bidder should provide complete details of the hardware / software of the Digital Signage solution offered bringing out the manner in which the solution operates (module & sub module wise) including source / method of data capture validation and updation.

• The proposed solution should be scalable to take care of future needs. Sizing of equipment as required depending on the functionalities required by the bank as mentioned in the RFP is to be done by the bidders.
PART 6: BID FORM, PRICE SCHEDULES AND OTHER FORMATS (BF)

INDEX

FORMAT NUMBERS

6.1.1 Bid Form (Technical)
6.1.2 Bid Form (Price)
6.2 Non-Disclosure Agreement
6.3 Price Schedule
6.4 Bid Security Form
6.5 Contract Form
6.6 Performance Security Form
6.7 Bank Guarantee Form for Advance Payment
6.8 Manufacturer’s Authorisation Form
6.9 Certificate for Successful Commissioning
6.10 Organisational Profile
6.11 Service Support Details
6.12 Conformity to eligibility criteria
6.13 Bill of Material
6.14 Format of Service Level Agreement
6.15 Bidder undertaking for Support Services.
6.16 Bidder undertaking for consortium Support Services
FORMAT – 6.1.1
BID FORM (TECHNICAL BID)
(To be included in Technical Bid Envelope)

Date: ........................................

To:
Bank of India,
Information Technology Department,
8th Floor, Star House,
C-5, G-Block, Bandra Kurla Complex
Bandra (East), Mumbai-400 051.

Gentlemen:

Reg.: Providing end-to-end services for supply, installation, commissioning, maintenance and facility management of Digital Signage Solution
Ref: Your RFF Ref: BOI/HO/IT/DS/002 dated 05.05.2014

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the Solution for Digital Signage Solution, in conformity with the said Bidding documents.

We undertake, if our Bid is accepted, to deliver, install and commission the Solution in accordance with the delivery schedule specified in the Schedule of Requirements.

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

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

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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

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

Dated this ....... day of ......................... 2014.

(Signature) ........................................ (Name) ........................................ (In the capacity of) ..........................

Duly authorised to sign Bid for and on behalf of ________________________________

Confidential & Proprietary
To:

Bank of India,
Information Technology Department,
8th Floor, Star House,
C-5, G-Block, Bandra Kurla Complex
Bandra (East), Mumbai-400 051.

Gentlemen

Providing end-to-end services for supply, installation, commissioning, maintenance and facility management of Digital Signage Solution
Ref: Your RFF Ref: BOI/HO/IT/DS/002 dated 05.05.2014

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply & deliver the solution for Digital Signage Solution, in conformity with the said Bidding documents for the sum of ............................... (Total Proposal amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to deliver, install and commission the system, in accordance with the delivery schedule specified in the Schedule of Requirements. We agree to abide by the Proposal and the rates quoted therein for the orders awarded by the Bank.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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

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

Dated this ...... day of ....................... 2014

_________________________ (in the capacity of)

Duly authorized to sign Proposal for and on behalf of

_________________________
FORMAT 6.2
NON-DISCLOSURE AGREEMENT
Providing end-to-end services for supply, installation, commissioning, maintenance and facility management of Digital Signage Solution
Ref: Your RFF Ref: BOI/HO/IT/DS/002 dated 05.05.2014

WHEREAS, we, ________________________________________, having Registered Office at __________________________________, hereinafter referred to as the COMPANY, are agreeable to offering the Digital Signage Solution and Services to Bank of India, having its registered office at Star House, C-5, G Block, Bandra Kurla Complex, Mumbai – 400 051, hereinafter referred to as the BANK and,

WHEREAS, the COMPANY understands that the information regarding the Bank’s Digital Signage Solution shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

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

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

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK’s written authorisation to do so;

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the said Digital Signage Solution and Services, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK

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

Authorised Signatory
Name:
Designation:
Place
Office Seal:

Date:
FORMAT – 6.3
Price Schedule for DIGITAL SIGNAGE SOLUTION
(Include in Price Bid Only – Not to be included in Technical Bid)

<table>
<thead>
<tr>
<th>Nos.</th>
<th>Equipments</th>
<th>Particulars</th>
<th>Cost per unit</th>
<th>Qty Proposed</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>At Central Location</td>
<td>Server</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A1</td>
<td>Server</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A2</td>
<td>All software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A3</td>
<td>Any Additional H/w or S/w</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A4</td>
<td>Installation cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A5</td>
<td>Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A6</td>
<td>Maintenance for 3 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>DR for Equipments located at Central Location</td>
<td>Server</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1</td>
<td>Server</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B2</td>
<td>All software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B3</td>
<td>Any Additional H/w or S/w</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B4</td>
<td>Installation cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B5</td>
<td>Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B6</td>
<td>Maintenance for 3 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>End Point of DSS</td>
<td>Hardware</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C1</td>
<td>Hardware</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C2</td>
<td>Software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C3</td>
<td>Any Additional H/w or S/w</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C4</td>
<td>Installation cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C5</td>
<td>Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C6</td>
<td>Maintenance for 3 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Existing Digital Signages</td>
<td>Maintenance for 3 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>At Central Location</td>
<td>Facility Management</td>
<td>TOTAL for the entire Rental Payment of DSS (A+B+C+D+E)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>One system relocation</td>
<td>Cost of decommissioning Packing, forwarding and reinstallation at a different location for one System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g</td>
<td>AMC</td>
<td>For 2 years after warranty of 3 years for hardware and for 4 years after warranty of 1 year for software</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Important Notes:
Detailed Specifications of all Software and Hardware Modules, Components as above to be attached separately in the Technical Bid (Bill of Material, Format 6.13A and 6.13B), supported by Technical
RFP for supply, installation, commissioning, maintenance and facility management of additional Digital Signage Solution

Literature/Product Catalogues/Brochures, etc. All user licenses for O/S, Database, Application etc. should be as per TFS.

Place :
Date :

Signature of Bidder -----------------------------
Name -----------------------------
Business address -----------------------------
FORMAT 6.4

BID SECURITY FORM

Whereas ......................... (hereinafter called “the Bidder”) has submitted its Bid dated ........................ (date of submission of Bid) for the supply of ................................. (name and/or description of the Products/system) (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE .................... (name of bank) of .................... (name of country), having our registered office at .................... (address of bank) (hereinafter called “the Bank”), are bound unto BANK OF INDIA (hereinafter called “the Purchaser”) in the sum of _______________________for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _________ 2011.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:

   (a) fails or refuses to execute the Contract Form if required; or

   (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the Bid validity, i.e. up to __________, and any demand in respect thereof should reach the Bank not later than the above date.

.............................................

(Signature of the Bidder’s Bank)

Note: Presence of restrictive clauses in the Bid Security Form such as suit filed clause/clause requiring the Bank to initiate action to enforce the claim etc., will render the Bid non-responsive.
FORMAT 6.5

CONTRACT FORM

THIS AGREEMENT made the ......day of.................................., 2011. Between Bank of India (hereinafter called "the Bank") of the one part and .................... (Name of Supplier) of ........................ (City and Country of Supplier) (hereinafter called "the Supplier") of the other part:

WHEREAS the Bank invited Bids for certain Products and services on rental model viz., .................................... (Brief Description of Products and Services) and has accepted a Bid by the Supplier for the supply of those Products and services in the sum of ......................... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents of Bid No.: BOI/HO/IT/DS/002 dated 05.05.2014 shall be deemed to form and be read and construed as part of this Agreement, viz.:
   a) the Bid Form and the Price Schedule submitted by the Bidder;
   b) the Bill of Material;
   c) the Technical & Functional Specifications;
   d) the Terms and Conditions of Contract;
   e) the Bank's Notification of Award;
   f) Schedule of Dates, Amounts etc. (SDA)

3. In consideration of the payments to be made by the Bank to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Bank to provide the Products and services and to remedy defects therein, in conformity in all respects with the provisions of the Contract.

4. The Bank hereby covenants to pay the Supplier in consideration of the provision of the Products and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
Brief particulars of the Products and services which shall be supplied / provided by the Supplier are as under:

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Brief Description of products &amp; services</th>
<th>Quantity to be supplied</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL VALUE PER ANNUM: (Rs.) ________________

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said .................................................. (For the Bank)

in the presence of:............................................

Signed, Sealed and Delivered by the

said .......................................................... (For the Supplier)

in the presence of:.............................................
RFP for supply, installation, commissioning, maintenance and facility management of additional Digital Signage Solution

FORMAT 6.6
PERFORMANCE SECURITY FORM

To: _____________________________ (Name of Purchaser)

WHEREAS ___________________________________________________________________ (Name of Supplier)
(hereinafter called "the Supplier") has undertaken, in pursuance of Contract No................ dated,........... 2011. to supply........................ (Description of Products and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognised bank for the sum specified therein, as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of ___________________________ (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of ___________________________ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ........day of..................

Signature and Seal of Guarantors (Supplier’s Bank)

Date.............................................

Address:...........................................

Confidential & Proprietary
FORMAT 6.7

BANK GUARANTEE FOR ADVANCE PAYMENT

To: ____________________________ (Name of Purchaser)
    ____________________________ (Address of Purchaser)
    ____________________________ (Name of Contact)

Gentlemen:

In accordance with the provisions of the Terms and Conditions of Contract, to provide for
advance payment, ____________________________ (name and address of Supplier) (hereinafter
called “the Supplier”) shall deposit with ____________________________ (name of Purchaser) a bank
guarantee to guarantee his proper and faithful performance under the said Clause of the
Contract in an amount of ____________________________ (amount of guarantee* (in figures and words).

We, the ____________________________ (bank or financial institution), as instructed by the
Supplier, agree unconditionally and irrevocably to guarantee as primary obligor and not as
Surety merely, the payment to ____________________________ (name of Purchaser) on his
first demand without whatsoever right of objection on our part and without his first claim to the
Supplier, in the amount not exceeding ____________________________ (amount of guarantee* in figures and words).

We further agree that no change or addition to or other modification of the terms of the
Contract to be performed there under or of any of the Contract documents which may be
made between ____________________________ (name of Purchaser) and the Supplier, shall in
any way release us from any liability under this guarantee, and we hereby waive notice of
any such change, addition or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment
received by the Supplier under the contract until ____________________________ (expected date of last
delivery).

Yours truly,

Signature and seal :
Name of bank/ financial institution :
Address :
Date :

* An amount is to be inserted by the bank or financial institution representing the amount of the
Advance Payment.
FORMAT 6.8

MANUFACTURERS’/PRODUCERS’ AUTHORIZATION FORM

No. __________________________ Date: __________________________

To:

Dear Sir:

Ref: Your RFP  Ref: BOI/HO/IT/DS/002 dated 05.05.2014

We ____________________________ who are established and reputable manufacturers / producers of ____________________________ having factories / development facilities at ____________________________ do hereby authorise M/s ____________________________ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

(a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and

(b) in the event of termination of production of such Products:

i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and

ii. following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorise the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(______________________________) (Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.
FORMAT 6.9

PROFORMA OF CERTIFICATE FOR ISSUE BY THE BANK
AFTER SUCCESSFUL COMMISSIONING OF THE SOLUTION

No. Date:

M/s.

Sub: Certificate of commissioning of Solution

1. This is to certify that the products/equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

   a) Contract No._________________ dated ____________________

   b) Description of the Solution ____________________________

   c) Quantity ___________________________________________

   d) Date of commissioning and proving test ________________________

2. Details of products not yet supplied and recoveries to be made on that account:

   S.No. Description Amount to be recovered

3. The proving test has been done to our entire satisfaction and Staff have been trained to operate the Product.

4. The Supplier has fulfilled his contractual obligations satisfactorily*
   or
   The Supplier has failed to fulfill his contractual obligations with regard to the following:

   (a)

   (b)

   (c)

5. The amount of recovery on account of non-supply of Products is given under Para No. 2.
6. The amount of recovery on account of failure of the Supplier to meet his contractual obligations is as indicated in endorsement of the letter.

Signature ______________________________
Name ______________________________
Designation with stamp ______________________________

* Explanatory notes for filling up the certificates:

(a) The supplier has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.

(b) The supplier has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.

(c) Training of personnel has been done by the Supplier as specified in the contract.

(d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Supplier, the extent of delay should always be mentioned.

**********
## FORMAT 6.10

### ORGANISATIONAL PROFILE

*Include in Technical Proposal*

<table>
<thead>
<tr>
<th>CONSTITUTION</th>
<th>:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proprietary</td>
<td>:</td>
</tr>
<tr>
<td>2. Partnership</td>
<td>:</td>
</tr>
<tr>
<td>3. Private Ltd.</td>
<td>:</td>
</tr>
<tr>
<td>4. Public Ltd.</td>
<td>:</td>
</tr>
</tbody>
</table>

**Established since**

Commercial Production of the solution on Offer started since : |

**Address of Registered Office** : |

**Category** : |

i. Software Producer / Developer (Principal) |

ii. Hardware Manufacturer (Principal) |

iii. Solution Provider (Third-party) |

iv. Any Other *(please specify)* |

**If Consortium, then specify name of members** : |

1. |

2. |

**Names of Proprietor/Partners/Directors** : |

1. |

2. |

3. |

4. |

5. |

**Number of Engineers familiar with the solution being offered** : |

**Number of Total Employees** : |

**Solution being offered, sold so far to:**

<table>
<thead>
<tr>
<th>Purchaser, with full address and Details of contact person (Phone, Fax and E-Mail)</th>
<th>Modules in Use</th>
<th>Date of Sale</th>
<th>Whether Warranty/AMC still continues</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

**Signature of Bidder**: _________________________

**Name**: _____________________________

**Business address**: ________________________

**Place**: _____________________________

**Date**: _____________________________

Page 60 of 76

Confidential & Proprietary
### FORMAT 6.11

#### Service Support Details Form

<table>
<thead>
<tr>
<th>City / Location</th>
<th>Postal Address, Telephone, Fax, E-Mail and Contact Details of Support Personnel</th>
<th>Office Working Hours</th>
<th>Number of Software Engineers capable of supporting the Software being offered</th>
<th>Owned or Franchise</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Bidder: ____________________
Name: _____________________________
Business Address: ____________________

Place: _______________________
Date: _______________________

Confidential & Proprietary
## Format 6.12
### Conformity to eligibility criteria

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Eligibility criteria</th>
<th>Compliance YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Bidder should be a company incorporated in India and operating for the last 3 years.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The turnover of the company should be minimum Rs.50.00 Cr per year for the last 3 years.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The Bidder should have registered Net Profit in their last 2 financial years. <em>(Audited Balance Sheet for 2 years to be attached).</em></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The Bidder should have experience in implementing any two wide Area Network based solutions in a financial institution in India. <em>(Project details as per clause 3.4.8 to be enclosed).</em></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The Bidder or its franchise or the Digital Signage application provider should have minimum 15 support centres located at different parts of the country. <em>(list with address to be attached).</em></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The support service centre should be available at least at Mumbai, New Delhi, Chennai, Kolkata, Hyderabad, Bangalore and Ahmedabad.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The proposed digital signage application should be operational and continue to be in successful operation in at least 2 companies. <em>(Project details as per clause 3.4.8 to be enclosed).</em></td>
<td></td>
</tr>
</tbody>
</table>
**Format 6.13A (Software)**

**Bill of Material**

*(To be included in Technical Bid)*

A) The Bidder should provide Bill of Material (details of all Modules / Components of Software including those bought-out, off-the-shelf or third-party products / items required) Module-wise, in the following format. Details of all relevant/applicable System-, Utility-, Security-, Communication- and Application-Software components should be included. Total hardware requirements should be given in the next Table.

<table>
<thead>
<tr>
<th>Module / Item</th>
<th>Description</th>
<th>Make / Model / Version</th>
<th>Principal Vendor / Manufacturer</th>
<th>Quantity / No. of Licenses per installation</th>
<th>Number of Installations</th>
<th>(7 = 5 * 6) Total Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Bidder: ______________________

Name: _____________________________

Business Address: ____________________

Place:

Date:
B) The Bidder must specify complete details of Hardware required for successful implementation of the offered Solution, in the following format.

<table>
<thead>
<tr>
<th>Module / Item</th>
<th>Module Description</th>
<th>Hardware requirement</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Bidder: ____________________
Name: _________________________________
Business Address: ______________________

Place: ________________________________
Date: ________________________________
Format 6.14

Service Level Agreement on Outsourcing of Digital Signage Solution
(Draft – to be mutually agreed upon)

This Service Level Agreement (SLA) on Outsourcing of Digital Signage Solution (DSS) is executed on this ____ day of ____ 2014.

By and BETWEEN

BANK OF INDIA a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 having its Head Office ___________ Mumbai, represented through authorized signatory Shri ___________ General Manager hereinafter called the “Bank” (which expression shall include its successors and assigns),

AND

________________ a company registered under the Companies Act 1956, having its registered office at __________________, represented through authorized signatory Shri __________, hereinafter called the “Company” (which expression shall include its successors, authorized representatives and assigns),

WHEREAS the Bank is desirous of procuring Digital Signage Solution (hereinafter shortly called DSS)

WHEREAS the Bank had floated tenders for the purpose of identifying suitable entity who could discharge the above functions,

WHEREAS the Company has submitted its offer dated _____ in response to the Bank’s RFP No. __

WHEREAS the Company has been successfully selected by the Bank for the aforesaid purpose,

WHEREAS the bank has agreed for the said proposal subject to the terms and conditions contained in its Notification of Award dated _____, which has been duly accepted by the Company by signing the Contract form dated ____.

WHEREAS in terms of the above referred RFP, the Company and the Bank have to enter into a Service Level Agreement within 30 days of signing of the Contract form,

NOW THIS DEED WITNESSETH AS UNDER:

1. Services to be rendered

   1. The Company shall provide DSS at the Central Location and at other locations, as specified by the Bank;
2. During the term of this Agreement, the Company agrees that it shall install and maintain DSS, both new and existing. The ownership rights of the DSS both at the central location and at the other locations shall be held by the Bank and the Company shall maintain and provide facility management services.

3. The Company shall provide Annual Maintenance and Facility Management Services for a period of 2 years after completion of warranty period of 3 years for hardware and for 4 years after completion of warranty period of 1 year for software, including the existing Digital Signage Solution.

2. **Payments to be made**

   1. In consideration of the Company providing the services to the Bank in terms of the RFP and also in terms of the Contract form signed on ____ for the period stated elsewhere in this Agreement, the Bank shall pay on the cost as per the payment terms of this RFP.

3. **Definitions:**

   a. DSS – Digital Signage Solution
   b. Central Location – I T Department at our Head Office.
   c. Branch Location – Branch specified by the Bank.

4. **Schematic diagram of the Network**

   The schematic representation of the Network of DSS shall be in the pictorial form shall be provided.

5. **Effective date of the Agreement**

   This Agreement shall come into force on the day it is duly executed by both the parties hereto.

6. **Terms of the Agreement**

   This Agreement shall continue to be in force for a period of 3 years from the date of the Acceptance by the Bank of the installation of the DSS system by the Company under this Agreement subject to termination clause.

7. **Installation and Maintenance of DSS**

   1. During the term of this Agreement, the Company agrees that it shall install and maintain DSS as mentioned herein below. The ownership rights of the DS Equipments and the application shall be held by the Bank and shall be maintained by the Company.
   2. The Company agrees that the Display units to be installed at the Branches shall be _____ make or their latest equivalent.
3. The Company agrees that the Maintenance of the DS equipments and the application both at the Central Location and the Branches shall be the responsibility of the Company. The Company agrees that it shall provide 98.5% uptime in respect of the DSS, both at the Central Location and at the Branches. The time taken for planned outages such as for scheduled preventive maintenance, replacement of consumables and cutover shall be as per Annexure ____. Stoppages due to Bank’s network failure, Bank’s equipment failure and Bank’s power outages shall be excluded for computation of outage/downtime in computation of DSS uptime.

4. The Company agrees that where the uptime of any DSS (whether at the Central Location or at the Branches) falls short of the guaranteed uptime, as stated above, per calendar quarter, the Company shall be charged a penalty as under:

5. Any charge/fees that may at any time be payable in respect of the DSS shall be borne by the Company.

6. The Company agrees that the DSS equipments installed by the Company shall be offered for inspection to the Bank. The Bank agrees that it shall inspect and accept the DSS within 3 working days from the date on which such DSS are offered for inspection. The DSS is deemed to be ‘accepted’ only when all the parameters of the mutually agreed format are successfully completed and the same is signed by the Bank and company representatives. If the Bank does not commence acceptance within 3 working days of the receipt by the Bank, and the delay is attributed for reasons beyond the control of the Bank or the Company, it shall be deemed to be accepted by the Bank.

7. In addition to the above, the Bank reserves the right to inspect the DSS and the related equipment, premises, etc., at any time, through its authorized officials.

8. On expiry of the term of this Agreement, unless the Agreement is renewed for a further period in terms of Clause ____ hereof, this Agreement shall stand terminated.

9. The Company shall also agrees to maintain and provide the uptime of 98.5% for the existing Digital Signage System of the Bank.

8. Liability Clause

Any loss / damage / costs suffered by the Bank on account of any third party liability attributable directly to the equipments are to be reimbursed by the Company. The Bank disclaims any liability or responsibility in this regard.

9. Site selection

The Bank shall depute its personal to assist the Bank in selection of the best site in the Branch Location.

10. Training

Formal User-Level training for half a day shall be given by the Company to the staff of the Bank at each Branch Location. Two day training will be provided at the Central Location.
11. Reports, MIS, Documentation.

   1. The Company agrees that it shall provide on a periodic basis the Reports and
      Statements as agreed upon.
   2. Additional reports as and when required will be provided by the Company at no
      extra cost.

12. Financial terms

   1. For the services to be rendered by the Company, in terms of this Agreement, the
      Bank shall pay the Company as per the payment terms specified in the RFP.
   2. The prices quoted shall be valid in respect of each DS Equipment for 180 days from
      the date on which the contract is awarded to the successful bidder.

13. Force Majeure

   Notwithstanding anything else contained in this Agreement, neither party shall be liable
   for any delay or failure

14. Non-Disclosure

   1. Each party shall treat as confidential all information obtained from the other pursuant
      to the contract and shall not divulge such information to any person (except to such
      party’s own employees and then only to those employees who need to know the
      same) without the other party’s prior written consent provided that this clause shall
      not extend to information which was rightfully in the possession of such party prior to
      the commencement of the negotiations leading to the Contract, which is already
      public knowledge or becomes so at a future date (otherwise than as a result of a
      breach of this clause) or which is trivial or obvious.
   2. Each party shall ensure that its employees are aware of and comply with the
      provisions of this clause.

15. Whole Agreement

   This Agreement and its Annexures constitute the entire Agreement between the Bank
   and the Company and supersede any previous communications, representations or
   Agreements between the parties, written or oral, regarding the subject matter of this
   Agreement. The terms of this Agreement shall not be changes except by an
   amendment signed by an authorized representative of each party. However, any further
   specifications agreed upon subsequent to this Agreement and signed by authorized
   representatives of both the parties shall also be binding on the parties hereto.

16. Notices

   1. All Notices under this Agreement shall be in English and shall be served by a
      messenger, courier or by Registered post in all cases with acknowledgement of
      delivery.
2. Notice to the Bank shall be served to the following designated official at the following address:

The Deputy General Manager
Bank of India
Head Office
Information Technology Department
8th Floor, Star House, C-5, G block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051.

3. Notice to the Company shall be served to the following designated official at the following address:

4. All notices shall be deemed to have been received on the date of delivery by the other party on delivery of the notice by messenger, courier or registered post.

17. Severability

The clauses and sub-clauses contained in this Agreement are severable and any illegality, invalidity or irregularity, inconsistency or repugnancy of any clause/sub-clause in this Agreement shall not in any way affect the legality, validity or regularity of any other clause/sub-clause. This Service Level Agreement is executed in duplicate. The original is retained by the Bank and the duplicate is with the Company.

18. Dispute Redressal and Jurisdiction

In addition to the remedies provided hereinafore, any disputes or differences arising between the parties hereto from and out of the provisions of the Agreement as to the construction, meaning or effect thereof or as to the rights or liabilities or the breach thereof of the parties hereto, either during the term of the Agreement or upon expiration thereof, shall be settled amicably by mutual accord by the parties, within 30 days from the date of such disputes. In the event of the parties failing to resolve such disputes or differences within the said period of 30 days, then the parties agree to refer such disputes or differences to a binding arbitration in accordance with the provisions of the Arbitration and Conciliation Act 1996 or any statutory amendments thereof or any statute enacted for the replacement thereof to be conducted by a panel of Arbitrators, one each to be appointed by both the parties and the arbitrators so appointed shall jointly appoint an umpire. In the event of the death, refusal, neglect, inability or incapability of any person so appointed to act as an arbitrator, the party having appointed the said arbitrator shall be at liberty to appoint a new arbitrator. The award including but not limited to interim awards shall be final and binding on all the parties concerned. All arbitration proceedings shall be conducted at Mumbai in English Language. All disputes arising out of this Agreement shall be governed by Indian Law and be subject to the exclusive jurisdiction of the Courts at Mumbai.
19. **Facility Management**

The Company shall provide facility management at central location from 8.00 a.m. to 8.00 p.m.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE SIGNED THIS AGREEMENT ON THE DAY AND DATE HEREINABOVE WRITTEN

Seal of the company affixed in the
Signed, Sealed and Delivered by the

said ..................................................... (For the Purchaser)

in the presence of:........................................

Signed, Sealed and Delivered by the

said ..................................................... (For the Supplier)

in the presence of:........................................
Format 6.15
Bidder undertaking for Support Services

To:

Bank of India,
Information Technology Department,
8th Floor, Star House,
C-5, G-Block, Bandra Kurla Complex
Bandra (East), Mumbai-400 051.

Gentlemen

Reg.: Providing end-to-end services for supply, installation, commissioning,
maintenance and facility management of Digital Signage Solution
Ref: Your RFF Ref: BOI/HO/IT/DS/002 dated 05.05.2014

We undertake, that adequate specialized expertise are available to ensure that the support services are responsive and we assume total responsibility for the fault free operation of the solution proposed and maintenance during the warranty period and provide necessary maintenance services after end of warranty period.

We undertake that during Warranty Period we will maintain an Uptime of 98.5 % on quarterly basis for the entire/core solution proposed, with a MTBF of 90 days. Accordingly necessary spares are available for all critical components whether software or hardware.

Dated this ....... day of ..................... 2014

_________________________________  ______________________________
(signature)                                                                                     (in the capacity of)

Duly authorized to sign Proposal for and on behalf of


Page 71 of 76  Confidential & Proprietary
Format 6.16
Bidder undertaking for consortium Support Services

To:

Bank of India,
Information Technology Department,
8th Floor, Star House,
C-5, G-Block, Bandra Kurla Complex
Bandra (East), Mumbai-400 051.

Gentlemen

Reg.: Providing end-to-end services for supply, installation, commissioning, maintenance and facility management of Digital Signage Solution
Ref: Your RFF Ref: BOI/HO/IT/DS/002 dated 05.05.2014

We hereby certify that:

1. The systems offered and/or other services or solution of another consortium member and the solution proposed by us will operate effectively on the system proposed. By us.

2. We further confirm that we accept full responsibility for its successful operation.

3. We further undertake that we will be only single point of contact for any/all purpose.

4. We further submit that we do have a back to back agreement with all the consortium members. We further submit that required uptime, agreement to provide necessary support (including warranty period for a period of 5 years) is available. We enclose documentary proof copy of agreement with the consortium members or service providers.

Dated this ....... day of ..................... 2014

_________________________________  __________________________________
(signature)  (in the capacity of)

Duly authorized to sign Proposal for and on behalf of

_________________________________

Note: The certificate is applicable if bidder offers the products / services through its consortium member.
## PART 7: SCHEDULE OF DATES, AMOUNTS ETC. (SDA)

<table>
<thead>
<tr>
<th>SDA</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Bid Security Amount</td>
<td>Rs. 10,00,000/-</td>
</tr>
<tr>
<td>7.2</td>
<td>Bid Validity</td>
<td>120 days from the last date stipulated for receipt of responses to the Bid.</td>
</tr>
<tr>
<td>7.3</td>
<td>Period within which Performance Security or Amendment thereto is to be submitted by the Successful Bidder upon notification of Award of Contract</td>
<td>21 days</td>
</tr>
<tr>
<td>7.4</td>
<td>Period within which the Successful Bidder should Sign the Contract after receipt of the Form of Contract.</td>
<td>7 days</td>
</tr>
<tr>
<td>7.5</td>
<td>Period of Performance Security (from the Date of Award of Contract) (read with 7.14)</td>
<td>36 months</td>
</tr>
<tr>
<td>7.6</td>
<td>Performance Security Amount</td>
<td>10% of Amount of contract</td>
</tr>
<tr>
<td>7.7</td>
<td>Minimum contract period for the entire Solution</td>
<td>36 months from date of user acceptance</td>
</tr>
<tr>
<td>7.8</td>
<td>User Acceptance tests.</td>
<td>Refer: 7.17, 7.18</td>
</tr>
<tr>
<td>7.9</td>
<td>Period within which Supplier to remedy defects After having been notified of the same</td>
<td>4 hours</td>
</tr>
<tr>
<td>7.10</td>
<td>Required period of validity of the Performance Security after the completion of performance (Claim Period)</td>
<td>30 days</td>
</tr>
<tr>
<td>7.11</td>
<td>Period within which Bank will return the Performance Security subject to terms mentioned in clause 4.6.4</td>
<td>30 days</td>
</tr>
<tr>
<td>7.12</td>
<td>Training for a group of approx. 20 people at our site in Mumbai to be arranged by vendor</td>
<td>The vendor should provide training to personnel identified by BOI on functional, operational and administration of DSS.</td>
</tr>
</tbody>
</table>
7.12.1 The vendor should provide the following trainings:

<table>
<thead>
<tr>
<th>User Training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On-site Training</strong> to be provided in functional areas with sufficient duration to the end-user's satisfaction and must synchronise with the phased manner implementation plan.</td>
</tr>
<tr>
<td><strong>System Administration &amp; Maintenance Training</strong> (include training in system administration, operation and management of application software. Trouble shooting, interpretation of error message, the linkage between various programs and modules of application SW must be integral to this training).</td>
</tr>
<tr>
<td>Training on content authoring tools.</td>
</tr>
<tr>
<td>The training will be for a group of approx. 20 people at our site in Mumbai.</td>
</tr>
</tbody>
</table>

| 7.13 Each training course should be of required duration and with a batch size as mutually agreed by Bank and the vendor. Training should include training material. |
| The vendor should provide detailed training plan for this purpose. |

### 7.14 Payment Terms

**7.14.1** 20% on delivery of 100 units of Digital Signage Systems to the locations specified by the Bank; 50% on completion of installation and implementation of software and integration, if any; 20% on training and sign off the project; 10% after expiry of warranty period or submission of BG.

**7.14.4** Payments will be done on completion of each lot of 100 units.
7.15 Acceptance Tests

7.15.1 The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) (draft format as given in format 6.9) against the systems requirements. The system will be considered accepted (supplied, installed and operationalised) only after ATP is completed as per the agreed plan and is duly signed/certified by the Bank and the bidder.

7.15.2 Some of features required to be completed are enumerated below:

- The software should correspond to what is stated in the purchase order without deviation except where mutually agreed upon
- The equipment and software is fully installed.
- The features specified in the TFS / mutually agreed for implementation should be demonstrated.
- Browser based access by the locations as brought out in the RFP.

7.15.3 The acceptance will be deemed to be complete after the entire system works at central locations and at 50 branches simultaneously.

7.16 Uptime

7.16.1 The entire solution is required to be up and running during 9:00 a.m to 9:00 pm. for 98.5% on a monthly basis for each individual site barring scheduled and mutually agreed upon downtime for maintenance or training purposes.

7.17 Project Reporting

7.17.1 Supplier should submit a weekly report on the development of the project along with reasons of delay, if any.

7.17.2 Periodical meetings will be held between the vendor and the Bank to review the progress and the vendor will be required to attend all such meetings.

7.18 System maintenance and support

7.18.1 The Supplier should fix all the DIGITAL SIGNAGE SOLUTION problems and provide and implement upgrades during the contract period free of cost.

7.18.2 The vendor should provide changes and upgrades with regard to changes in statutory requirements at the earliest and free of cost during the contract period.

7.18.3 The vendor should provide and implement functionality changes as required by the Bank during the contract period.

7.18.4 The vendor should be able to comply with the Service Level Agreement.
7.19 Schedule of Implementation

7.19.1 The Bidder should implement the Digital Signage solution within 4 weeks of specifying of locations by the Bank.

7.19.2 **Liquidated damages** – Penalty for not observing the above schedule will be as given Clause 4.24.1