

STATE BANK OF INDIA, ITS DEPARTMENT,
LOCAL HEAD OFFICE, POOJAPPURA, THIRUVANANTHAPURAM

INVITES REQUEST FOR PROPOSAL(RFP) / EXPRESSION OF INTEREST (EOI)
FOR EMPANELMENT OF VENDORS FOR INSTALLATION, COMMISSIONING AND
FAULT RECTIFICATION OF STRUCTURED DATA CABLING (COPPER/FIBER) AND
FACILITY MANAGEMENT SERVICES IN THE BRANCHES/OFFICES IN
THIRUVANANTHAPURAM CIRCLE

RFP / EOI REFERENCE NO.(TENDER ID) : RFP – EOI / ITS / 2024-25/379 27/06/2024
DATE OF RFP/EOI DOCUMENT : 29/06/2024
LAST DATE & TIME FOR SUBMISSION OF RFP/EOI DOCUMENT : 19/07/2024 17:00 Hours
DATE OF OPENING OF RFP /EOI : 19/07/2024 17:30 Hours

ISSUED BY	STATE BANK OF INDIA
	THROUGH THE ASSISTANT
	GENERAL MANAGER(ITS)
	ITS DEPARTMENT
	STATE BANK OF INDIA
	LOCAL HEAD OFFICE
	POOJAPPURA P O
	THIRUVANANTHAPURAM- 695012

CONTACT NUMBERS: Tel : 0471 – 2192291 / 2192241
Email ID : agmits.lhotri@sbi.co.in / admin.lhotri@sbi.co.in

Assistant General Manager (ITS)

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The RFP/EOI document can be downloaded from Bank website.
www.sbi.co.in/web/sbi-in-the-news/procurement-news

CONTENTS

SL NO	DETAILS
I	DETAILS OF THE RFP/EOI FOR EMPANELMENT
II	TERMS AND CONDITIONS RELATING TO ELIGIBILITY OF VENDORS
III	DOCUMENTS ESTABLISHING ELIGIBILITY
IV	PROCEDURE FOR APPLICATION
V	RIGHT TO ACCEPT/REJECT ANY OR ALL APPLICATIONS
VI	OPENING OF RFP/EOI FOR THE EMPANELMENT OF VENDORS
VII	NOTIFICATION OF ACCEPTANCE & MODE OF ALLOTMENT OF WORKS
VIII	PERIOD OF EMPANELMENT CONTRACT AND SATISFACTORY PERFORMANCE:
IX	COMPLIANCE OF LABOUR LAWS & OTHER LAWS
X	GOVERNING LAW AND JURISDICTION
XI	CORRIGENDUM:
XII	SCOPE OF WORK
XIII	SCHEDULE - AREA OF WORK [AO / RBO / LHO]
XIV	ANNEXURES
1	COVERING LETTER FORMAT
2	APPLICANT'S PROFILE
3	LIST OF APPLICANT'S MAJOR CUSTOMERS SERVING IN LAST 3 YEARS
4	TECHNICAL SPECIFICATIONS – ARCHITECTURE & GUIDELINES
4-A	TECHNICAL SPECIFICATIONS
4-B	NETWORK ARCHITECTURE
4-C	FMS- SCOPE OF WORK
5	FORMAT OF AGREEMENTS TO BE EXECUTED.
5-A	GENERAL AGREEMENT
5-B	NON- DISCLOSURE AGREEMENT
5-C	FMS- AGREEMENT

CALENDAR OF EVENTS

SL NO	EVENT	DATE
1	DATE OF ISSUE	29/06/2024
2	DATE OF CLOSING	19/07/2024 17:00 Hours
3	DATE OF OPENING OF RFP / EOI	19/07/2024 17:30Hours

INVITATION FOR THE REQUEST FOR PROPOSAL / EXPRESSION OF INTEREST FOR EMPANELMENT OF VENDORS FOR INSTALLATION, COMMISSIONING AND RECTIFICATION OF FAULT IN STRUCTURED DATA CABLING (COPPER/FIBER) AND FACILITY MANAGEMENT SERVICES IN THE BRANCHES/OFFICES IN THIRUVANANTHAPURAM CIRCLE

The **State Bank of India** (hereinafter referred to as the 'Bank'), a body corporate constituted as per the provisions of the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Madame Cama Road, Mumbai-21 and one of its Local Head Office at Poojappura, Thiruvananthapuram through its IT Services Department, invites Request for Proposal/Expression of Interest from reputed vendors having adequate experience in the field of structured data cabling (Copper/Fiber) for enlisting in Bank's panel for the work as stated herein at Branches and Administrative Offices located across the Kerala including branches in Mahe, Minicoy and Kavaratti. The detailed terms and conditions relating to eligibility of vendors, the area of service (more specifically given in Schedule), nature of work (more specifically given in Annexure-4), the scope of the works, and Agreements are given herein.

I. DETAILS OF THE RFP/EOI FOR EMPANELMENT

1	Name of Work	Empanelment of vendors for installation, commissioning and fault rectification of structured data cabling (copper/fiber) and facility management services in the branches/ offices in Thiruvananthapuram Circle of SBI.
2	Earnest Money Deposit(EMD)	Rs.25,000/- (Twenty five thousand only) in the form of DD issued in favour of State Bank of India payable at Thiruvananthapuram. The DD should preferably be issued from any branch of State Bank of India
3	Availability of RFP/EOI documents on SBI Web Site / Publication of Tender	FROM - 29/06/2024 to 19/07/2024 17:00 on Bank's website www.sbi.co.in under Procurement news . Application should be submitted on https://etender.sbi .
4	Pre-Bid Meeting through both tele conference and in person at ITS Department, State Bank Of India, Local Head Office, Poojappura P O, Thiruvananthapuram- 695012. Clarification on the RFP/EOI and meeting link may be sought to the following email IDs admin.lhotri@sbi.co.in ; agmits.lhotri@sbi.co.in till this date:	Date: 10/07/2024 Time: 15:00 <u>Participation in the Pre-Bid meeting is mandatory</u>
5	Last date and Time for receipt of RFP/EOI/EMD Applications.	Upto 17:00 on 19/07/2024 17:00

6	Contact details of Official, Concerned for any clarification	The Assistant General Manager (ITS), SBI, ITS Department, Local Head Office, Poojappura Tel no. 0471-2192291, 2192241 On all working days from 10 A.M to 4.00 A.M. Email id: admin.lhotri@sbi.co.in
7	Address for submission of applications and EMD : The Assistant General Manager (ITS), ITS Department, State Bank of India, Local Head Office, Poojappura, Thiruvananthapuram - 695012	1. Online application to be submitted in https://etenders.sbi . Class 3 Digital signature with encryption and signing is mandatory 2. EMD hard copy as Demand draft payable at Thiruvananthapuram preferably from State Bank of India
8	Date, Time of opening of RFP/EOI Applications	Tentatively on 19/07/2024 17:30 Hours
9	The vendors who meet the eligibility criteria may download the RFP/EOI for Empanelment from the website, https://etender.sbi . The vendors has to provide their e-mail id, Contact No's and Postal address in the RFP/EOI documents. EMD should be sent to Postal address mentioned in SI. No. 7 above	

- The Bank reserves the right to accept or reject any or all the application in full or part without assigning any reasons.
- In case the date of opening of RFP/EOI is declared a holiday, the RFP/EOI will be opened on the next working day at the same time.
- Please also note that further Addendum / Corrigendum will only be published on Bank's website.

Assistant General Manager (ITS)

II TERMS AND CONDITIONS RELATING TO ELIGIBILITY OF VENDORS

1. Experience criteria: Individuals, Proprietorship Concerns, Partnership Firms, or Companies with a minimum of three years of experience in installing, commissioning, and rectifying faults in structured data cabling (Copper/Fiber) for commercial establishments (including Central/State Government departments, Government & Public sector undertakings, and reputed private companies/establishments) as of 31-05-2024 are eligible to apply for empanelment.
2. Before submitting applications, applicants must ensure they have the necessary technical and manpower capacity to meet the Technical Specifications, Architecture, and Guidelines detailed in Annexure-4 [(Annexure.4(A), Annexure.4(B) & Annexure.4(C)].
3. Services must be provided by the vendors' own technicians or employees, not through sub-contractors, any dealers, distributors, stockists, franchisees, or third-party
4. The empanelment list will be published for each Administrative Office (AO). Empaneled vendors must provide services at various branches/offices under the identified AO. A schedule listing the AOs is attached to the RFP/EOI as Annexure.6.
5. Each vendor can apply for a **maximum of two AOs**. Vendors with service centers or functional offices in one or more districts under an AO may apply for empanelment for that AO. Refer to the schedule (Annexure.6.) for the list of centers. Vendors should specify their chosen AOs in response to column No.12 (Annexure-2) of the RFP/EOI response/application. In the event that any AO is not having sufficient number of empaneled vendors, option will be given to vendor empaneled in neighboring AOs. Such willing vendors will be allowed to empanel in the deficient AO and their existing empanelment will be removed in such a way that no vendor has empanelment in more than 2 AOs at a time. In future if any of the empaneled vendors to not perform, Bank retains the right to take suitable action such as but not limited to de-paneling the vendor and seeking work from vendors empaneled in other AOs.
6. By offering Facility Management Services, the vendor confirms that they will ensure satisfactory service so that Administrative Offices and branches do not suffer due to lack of spares or expertise. Vendors must provide experienced technicians and sufficient consumables for uninterrupted service.
7. Vendors must execute an agreement, in the Bank's standard format, detailing terms of service, downtime, penalties, non-disclosure, indemnity, etc., before commencing data cabling services Annexure 5(A) & 5 (B). Vendors must also execute an agreement as per Annexure 5(C) for Facility Management Services. Only vendors willing to execute these agreements are eligible to apply for empanelment.

8. An Earnest Money Deposit (EMD) must be submitted as a Demand Draft (DD) issued by SBI or any Scheduled Bank, payable to State Bank of India at Thiruvananthapuram. Applications without an EMD will be rejected. The Bank is not liable for any interest on the Earnest Money Deposit.
9. Turnover criteria: To be eligible for empanelment, applicants must have an average annual financial turnover of at least Rs.15.00 Lakhs per year from LAN cabling or similar activities over the last three financial years, ending on 31.03.2024. Supporting documents must be provided with the application.
10. Technical Competence: Applicants must have successfully completed LAN cabling projects for Government, Semi-Government, PSUs, Banks, Government Financial Institutions, or MNCs acceptable to the Bank, within the last three years. The project values should meet one of the three combinations given below: **one project of Rs.2 lakh or more, or two projects of Rs.1.25 lakh or more each, or three projects of Rs.1 lakh or more each.** Proof of completion, including the name and contact details of the supervising engineer, must be provided. Work Orders and Satisfactory Completion Certificates must support this information, or the bid will be rejected.

III. DOCUMENTS ESTABLISHING ELIGIBILITY:

The following documents should be uploaded along with the application:

- i) Copies of the Income Tax Return, copies of IT assessment order, Profit & Loss Account and Audited Balance Sheet certificates for the last three financial years, duly certified by a Chartered Accountant.
- ii) Reports from all clients specified in Annexure. – 3
- iii) Attested Copy of GST registration certificate and income tax return
- iv) Attested copy of PAN allotted to the Vendor.
- v) Proof of offices or Service centers in corresponding districts to which the Vendor desire to be empaneled,

IV. PROCEDURE FOR APPLICATION

- i) RPF Document and Annexures for this purpose are available in Bank's website – <https://bank.sbi> -> 'procurement-news'. Applications should be submitted on <https://etender.sbi> .
- ii) Duly filled online application forms and supporting documents as per the Annexures-1,-2, &-3 to be submitted in <https://etenders.sbi> must be signed by an authorized signatory of the firm/company, and all relevant documents must be duly attested by the same authorized signatory
- iii) The EMD for an amount of Rs.25,000/- in the form of a DD/BC issued by **SBI** or any Nationalized/Scheduled Bank drawn in favour of **State Bank of India** payable at Thiruvananthapuram and a copy of the terms and conditions as per this RFP/EOI duly signed in all pages should be submitted in a sealed cover

superscribed “**APPLICATION FOR EMPANELMENT OF VENDORS FOR DATA CABLING**” so as to reach the following address on or before 19/07/2024 17:00 Hours.

THE ASSISTANT GENERAL MANAGER (ITS),
ITS DEPARTMENT,
STATE BANK OF INDIA,
LOCAL HEAD OFFICE,
POOJAPPURA P O,
THIRUVANANTHAPURAM 695 012.

Telephone: 0471-2192291/ 2192241

iv) The Vendors will be responsible to ensure that his application is submitted on or before the due date and time. The Bank is not responsible for non-receipt of EMD within the specified date and time due to any reasons including postal delays or delay in transit. All costs in connection with application for empanelment shall be borne by the applicant.

V. RIGHT TO ACCEPT/REJECT ANY OR ALL APPLICATIONS:

i) Applications received after the due date and time or incomplete in any respect are liable to be rejected. Bank reserves the right to accept or reject any or all applications if at the time of submission or at any later stage if the information furnished by the applicant/vendor is found to be incorrect.

ii) The Bank reserves the right to accept or reject any or all of the applications in full or part without assigning any reasons. The Bank reserves the right to scrap/cancel the panel at any time, without assigning any reasons thereof. The Bank’s decision in this regard shall be binding and final. The Bank has the right to modify/ alter any requirements in this document at his discretion in the interest of the Bank and Area of Services, as deemed appropriate by him. Bank’s decision in this regard shall be final and binding on all parties concerned.

iii) In case discrepancies are found in the information submitted, the application shall be considered unsatisfactory, and the vendor will not be eligible to be empanelled. The Bank is not bound to enter into any correspondence with the vendor. However, the Bank reserve the right to seek further clarifications, if so required and also allow to modify the minor discrepancies, if any when necessary.

VI. OPENING OF RFP/EOI FOR THE EMPANELMENT OF VENDORS

The response to RFP/EOI will be opened online at 17:30 on 19/07/2024. The applicants may note that no separate notice in this regard will be given. Further, in case the Bank does not function on the aforesaid date due to unforeseen circumstances or Holiday, then the response to RFP/EOI will be opened at 17:30 hrs on the next working day. **The response not in conformity with the terms and conditions herein will not be evaluated.**

VII. NOTIFICATION OF ACCEPTANCE & MODE OF ALLOTMENT OF WORKS:

The short-listed Vendors will be notified in due course. Shortlisted/empaneled vendors selected in respective AO will be engaged by the branches/offices for data cabling works and facility management services. Branches/Offices will obtain quotations on need basis from empanelled vendors of respective AO and work order will be awarded to the lowest quoted Vendor. However, for repair work of urgent nature, any one vendor will be approached and the agency/entity failing to provide such service will be liable to be removed from the empanelment at the discretion of the Bank.

VIII. PERIOD OF EMPANELMENT CONTRACT AND SATISFACTORY PERFORMANCE: The period of the empanelment of vendors shall be for a period of three years subject to their satisfactory performance. **Bank reserves the right to de-panel the vendors at any point of time during the currency of the above empanelment, with or without assigning any reason.**

IX. COMPLIANCE OF LABOUR LAWS & OTHER LAWS- The Technicians/ persons to be deployed by the empanelled vendors to provide service should be the employees of the vendor and the vendor alone will be liable and responsible for the engagement, terms of employment, **compliance of all labour laws, insurance cover, payment of minimum wages**, all other statutory benefits etc., of such persons. The Bank shall not be liable/responsible for any claim by any such persons of whatsoever nature and the vendor shall indemnify the Bank in respect of any such claim, if any made by any person.

X. GOVERNING LAW AND JURISDICTION -This RFP/ EOI is governed by the laws of India and subject to the exclusive jurisdiction of Courts at Thiruvananthapuram, Kerala.

XI. CORRIGENDUM: The Bank reserves the right to upload any corrigendum in the site, regarding the advertisement for Empanelment. Therefore, the vendors are hereby requested to see the corrigendum in Bank's website, if any, till two days before last date for submission of applications for the Empanelment. Any further addendum/Corrigendum/extension in respect of above shall be posted only on Bank's website and no separate notification shall be issued in newspaper.

XII. BRIEF SCOPE OF WORK

- 1) Structured LAN cabling Job (Copper/Fiber) including relaying (if required) & testing of LAN cabling, all racks refurbishing as per the Bank approved Architecture /Specification (**Annexure –4**), Cable laying, installation of passive components, labelling, dressing & tying the cables as per industry standard and testing and documentation of all components will be part of the scope.
- 2) Removal of unwanted cables, accessories on refurbishing complete network with all material & accessories wherever defective replacement is required including all node tagging & labeling at site and Rack and support branches/offices by resolving faults and addition/shifting of LAN points as required for the smooth day to day operations of the branches. Architecture and guidelines as per (**Annexure –4B**)
- 3) To reuse the **existing Patch Cord** for connection between switches and patch panels and to categorise old unused Patch Cords based on length and submit to the Bank with proper labelling.
- 4) Maintenance activities on call basis includes, but not limited to tagging and proper dressing at Rack Level of additional cables laid by bank based on requirement arises.
- 5) Coordinate with Bank's identified team to support for Structured LAN cabling, hardware (other than Router & Switch) replacement etc.
- 6) The Passive Components should be as per the technical specifications mentioned in Annexure-4 (A)
- 7) Proper labeling and Proper routing of cables inside the networking rack and on the field should be done..
- 8) The vendor must provide three months of onsite support after implementing the LAN at branches/offices, at their own cost and expense.
- 9) Technician handling the Installation, Testing and Commissioning for the deliverables must have adequate knowledge and should be able to identify issues relating to NAC (Network Access Control).
- 10) To provide following details/Diagrams along with the invoice as part of documentation for all branches/offices where cabling done by the vendor.
 - A) Copper / Fiber patching and switch/Router port details
 - B) Rack Elevation
 - C) Entire layout diagram with proper identification and labelling.
 - D) Test Reports by third party test facility (Applicable for all works above Rs. 50000/- Excluding tax)
- 11) In addition to above scope the vendors who all are providing Facility Management Service (FMS) should arrange to meet The Scope of work for FMS mentioned in (**Annexure –4C**).

ANNEXURE - I
Covering Letter Format

**EMPANELMENT OF VENDORS FOR INSTALLATION, COMMISSIONING AND
FAULT RECTIFICATION OF STRUCTURED DATA CABLING
(COPPER/FIBER) IN THE BRANCHES/OFFICES IN
THIRUVANANTHAPURAM CIRCLE**

To

THE ASSISTANT GENERAL MANAGER (ITS),
ITS DEPARTMENT,
STATE BANK OF INDIA,
LOCAL HEAD OFFICE,
POOJAPPURA P O,
THIRUVANANTHAPURAM 695 012.

Dear Sir,

With reference to the RFP/EOI No. **RFP – EOI / ITS / 2024-25/379 Dated 27/06/2024**, I/We have read and understood the instructions for empanelment of vendors in the Bank as contained in the tender form. I/We are agreeable to the terms and conditions therein and would like to respond to the RFP. I / We do hereby declare that the information furnished in the application and in the supplementary sheets (duly attested by the authorised signatory) are correct to the best of my/our knowledge and belief.

Signature:

Name:

Designation:

Address:

Place:

Date:

(Seal of Applicant)

ANNEXURE - 2**APPLICATION FOR EMPANELMENT OF VENDORS FOR
UNDERTAKING STRUCTURED DATA CABLING O (COPPER/FIBER) IN
THE BRANCHES/OFFICES IN THIRUVANANTHAPURAM CIRCLE**

1	Name of the Applicant	
2	Address	
3	Year of Establishment and Year of Commencement of Business	
4	Status of the firm (Whether Company / LLP/Partnership / Proprietorship firm/ individual), etc. Enclose documentary proof	
5	Name of the Partners / Directors/ proprietor (Add rows if required)	
6	Whether registered with Registrar of Companies/ Registrar of Firms. If so, mention number and date along with relevant documents	
7	Name and address of Bankers of the applicant	
8	GST Registration No & date (Enclose documentary proof)	
9	PAN Number and copy of IT return of the last 3 years.	
10	Furnish copies of Balance Sheet , Profit & Loss account and Turnover certificates for the last three years (duly certified by a Chartered Accountant).	
11	Whether presently empanelled in other organizations, furnish name and date of empanelment	
12	Whether willing to undertake Data cabling Service in the centres mentioned in the notification (See the list of centres given in the Schedule to the notification). (Select your choice of AO from the list of centres and attach list. Maximum two AO can be selected subject to availability of service centre in one or more district under that AO)	

13	Detailed description and value of works done for SBI or any of its erstwhile associate banks in the past (supported with relevant documents and contact details of PO issuing organisation) (Add rows if required)	
14	Detailed description and value of works done for others in the past (supported with relevant documents and contact details of PO issuing organisation) (Add rows if required)	
15	Details of works on hand being executed by the Organisation (supported with relevant documents and contact details of PO issuing organisation) (Add rows if required)	
16	Furnish the names of three responsible persons in Banks/other institutions who will be in a position to certify about the quality as well as past performance of the organization / applicant	
17	Number of Work Force available for each location with the firm. Please mention name, contact and office address (Add rows if required)	
18	Whether willing to undertake Data cabling work and support in Lakshadweep	Yes / No
19	Have you been depanelled or your contract has been terminated in the past by any bank/ Govt. agency or any other person or entity. If so give the details, including reasons for depanellement or termination.	
20.	Have you blacklisted by any bank, RBI, IBA, Govt., etc., at any time, if so, please give details.	

I / We have read and understood the instructions and terms and conditions containing in the advertisement appeared on date / in the Bank's website and in the application form. I / We do hereby declare that the information furnished in the application and supplementary sheets are correct and to the best of my/our knowledge and belief.

Signature:

Name:

Designation:

Address:

Place:

Date:

(Seal of Applicant)

List of Enclosures.:

1. Annexure –1
2. Annexure –2
3. Annexure –3
4.
5.
6.
7.
8.

ANNEXURE – 3

LIST OF APPLICANT'S MAJOR CUSTOMERS SERVING IN LAST 3 YEARS AND REFERENCES

Sl No	Name and complete postal address of the customer (Purchaser) (other than SBI)	Name, Designation, Telephone/ Mobile, Fax, Telex Nos, e-mail	Nature and Description, Quantity of Good/ Services ordered by the customer during last 3 years	Value of Goods / Services ordered in last 3 years	Reference Letter uploaded Yes/No

Uploaded necessary documentary proof

Signature of Authorized Signatory with date & seal

ANNEXURE – 4 TECHNICAL SPECIFICATIONS ARCHITECTURE & GUIDELINES

ANNEXURE-4 (A) TECHNICAL SPECIFICATIONS

(BRANDS FOR PASSIVES STRUCTURED CABLING - SYSTIMAX / KRONE /MOLEX /AMP/ COMSCOPE / PANDUIT/ DIGISOL/ TP-LINK/ DLINK/ DIGISOL).

4.1 Specification for Cable Infrastructure

4.1.1 UTP Cabling System

Type - Unshielded twisted pair cabling system, TIA / EIA 568 Category 6 Cabling System. Networks Supported - 10 /100/1000 Ethernet

Warranty - 25-year systems warranty;

UTP cabling Solution should be ETL verified for CAT6 component compliance certified

4.1.1.1 UTP Cable Cat 6 :

Type - Unshielded Twisted Pair, Category 6,

Conductors - 23 AWG solid bare copper or better

Insulation – Polyethylene

Jacket - Flame Retardant PVC

Approvals - UL listed, ETL verified to TIA / EIA Cat 6

Should Supports ultrahigh speed data networks such as Gigabit Ethernet (1000 Base-T and

1000 Base-TX) and beyond

4.1.1.2 RJ 45 Information Outlet Jack:

To be backward compatible with category 5 and 5e products.

To be available with flexible locking tabs

Accept solid 22-24 AWG diameter conductors

Clear IDC caps that allow for termination verification and assist in cable termination.

The information outlets should use strain relief mechanism to simplify and reduce installation time protecting the quality of the termination simultaneously.

The termination cap shall provide strain relief on the cable jacket, ensure cable twists are maintained to within 1/2" (12.7. mm) and include a wiring scheme label.

4.1.1.3 Modular Connector (Information Outlets)

Jack Type - Flush faced

RJ458·Pin - FCC part68, Subpart F and IEC-60603-7 compliant

Contact Material - Copper Alloy

Dual colour coding - allows for 568 A/B wiring configuration.

Standards - ETL Verified for CAT6 Component Compliance.

Others - Pre-shuttered dust-cover preferred

Contact - IDC Contact

Fire Retardant - IDC body & cover material Fire – Retardant

Colour coding of the jacks (information outlets) at both ends (workstation end & Patch

panel end) should be explicitly visible.

4.1.1.4 UTP Jack Panel – Cat 6:

Type - 24-port, Unshielded Twisted Pair, Category 6,

TIA / EIA 568-6.2

Ports – 24 Port arrangement - Each port to be modular and be able to remove & plug in back

Category - Category 6

Port Identification - Labelling provision to be in built in the jack panel

Others - Pre-shuttered dust-cover preferred

Contact - IDC Contact

The jack panel specifications should meet or exceed EIA/TIA category 6 connecting hardware specifications.

The Jack Panel should be mountable directly to an EIA standard 19-inch relay rack or cabinet.

The Jack Panel should also have Metal rear cable manager to properly guide cables to point of termination and come with Velcro straps for tying the cables

The Jack panel should come with caps to cover the screws after the installation on the network rack.

The Jack Panel should support a strain relief mechanism to simplify and reduce installation.

The Jack Panel should have individual jacks to allow for change-out in the event of damage to any jack- without disturbing the other jacks in the panel.

4.1.1.5 Faceplates- Cat 6

The work area, faceplates should offer a sleek, clean appearance for mounting Outlets. The designation labels cover the mounting screws (should be included as part of the standard equipment) and provide ample circuit identification.

The faceplates should be available in white / Ivory version.

Protected labelling facility and service I.D. icons.

The faceplates should include quick pressure-release designation label covers for quick, tool-less removal.

The information outlets should be easily snapped out from the back of faceplates making moves, adds, and changes quick and easy.

4.1.1.6 Workstation / Equipment Cords (Patch Cords)- Cat 6

Type - Unshielded Twisted Pair, Category 6, TIA / EIA 568-8.2

Length - To be available in standard lengths 1 / 2 / 5 / 10mtrs

Separator - Star Quad separator/equivalent inside the patch cord to separate all the 4 pairs

Warranty - 25-year component warranty

Category - Category 6

Plug Boot - PVC Strain relief boots.

Standards - Should meet or exceed TIA/EIA 568B, ISO Category 6 Performance requirements.

All category 6 compliant modular equipment cords shall:-

The modular cord should be compatible with both T568A and T568B wiring schemes

The modular cord should have strain relief boots with a latch guard or a one-piece, tangle free latch design to protect plug latch from snagging when pulling cords through pathways or cable managers.

All the modular cords should be factory assembled cords made out of stranded cable and should be 100% tested

The modular cords should be made using excellent plug-to-cable strain relief without causing pair deformation.

The modular cord should provide strain and bend relief mechanism to improve the plug-to-cable retention and maximum performance by preventing pair deformation, as caused by mechanical strain.

The cordage and boots should be available in a Blue, Grey, Red & Yellow colours

4.1.2 NETWORK RACK

(Brands Valrack ,Dlink, Emerson ,ABB ,Mass Rack)

General Specification:

The Network rack frame should be robust and made of vertical heavy grade

The sides shall be covered with steel panels and front and rear section shall be provided with perforated access door.

The rack should be provided with cable access roof and bottom cover for routing cables inside the cabinet.

Cabinet should be completely knock-down able for ease of transport and handling.

The rack should be provided with superior ventilation.

The rack shall be provided with swing handle lock with common key for both front and rear door.

□All the rack components should be internally, electrically connected and to be provided with the single point extension for cabinet.

Base of the rack shall be provided with base frame for more rigidity, uniform distribution of load and to minimize air mixing and losses.

4.1.2.1 Rack (6U) with Power Strip

4.1.2.2 Rack (9 U) with Power Strip

4.1.2.3 Rack (12 U) with Power Strip

4.1.2.4 Rack (15 U) with Power Strip

4.1.2.5 Rack (22 U) with Power Strip And Fixed Tray

4.1.2.6 Rack (32 U) with Power Strip And Fixed Tray

4.1.2.7 Rack (42 U) with Power Strip And Fixed Tray

4.1.2.8 Rack M Cantilever tray for fixing in above racks

4.1.2.8 Fixed Tray (15 U and above)

4.1.3 FIBRE - PASSIVE COMPONENTS

(BRANDS FOR PASSIVES FIBER CABLING - FINOLEX/ POLYCAB/ KRONE /MOLEX /AMP/ HAVELS / STERLITE).

Lightguide Interconnect Units (LIU)

(With Accessories Including Blank Panel, Connecting Panel, Couplers)

4.1.3.1 Wall Mount LIU (12 Port)With Accessories

4.1.3.2 Wall Mount LIU (24Port) With Accessories

4.1.3.3 Rack Mount LIU (12 Port) With Accessories

4.1.3.4 Rack Mount LIU (24 Port)With Accessories

Optic fibre Cable

4.1.3.6 12 Core SM 9/125um double sheath, CSTA, Unitube, Outdoor cable

4.1.3.7 6 Core MM 50/125um double sheath, CSTA, Unitube,Outdoor cable

4.1.3.8 6 core single mode Unitube, Indoor cable

4.1.3.9 12 core single mode Unitube, Indoor cable

Connectors

4.1.3.10 Fibre Patch Cord (SC to SC 10 Feet) Factory Crimped

4.1.3.11 Fibre Patch Cord (SC to LC 10 Feet) Factory Crimped

4.1.3.12 Fibre Patch Cord (LC to LC 10 Feet) Factory Crimped

4.1.3.13 Fibre Patch Cord (FC to LC 10 Feet) Factory Crimped

4.1.3.14 Fibre Patch Cord (FC to SC 10 Feet) Factory Crimped

4.1.4 FIBRE - ACTIVE COMPONENTS

(BRANDS FOR PASSIVES COMPONENTS:- (MIKROTIK, IBALL, DIGISOL, MROTEK SYROTECH, D-LINK ,TP-LINK,))

4.1.4 .1 Fibre To Ethernet Converter 10/100 Mbps(Media Converter) - Dual Fibre

4.1.4 .2 Fibre To Ethernet Converter 10/100 /1000 Mbps(Media Converter) - Dual Fibre

4.1.4 .3 Fibre To Ethernet Converter 10/100 Mbps(Media Converter) – Single Fibre

4.1.4 .4 Fibre To Ethernet Converter 10/100 /1000 Mbps(Media Converter) – Single Fibre

4.1.4 .5 SFP (Small Form-factor pluggable transceiver) 10/100 MBPS- Dual fibre

4.1.4 .6 SFP (Small Form-factor pluggable transceiver) 10/100 /1000 MBPS- Dual fibre

4.1.4 .7 SFP (Small Form-factor pluggable transceiver) 10/100 MBPS- Single fibre

4.1.4 .8 SFP (Small Form-factor pluggable transceiver) 10/100 /1000 MBPS- Single fibre

4.1.5 ACCESSORIES

(BRANDS SHOULD HAVE ISI CERTIFICATION)

4.1.5.1 PVC Cap on Casing 25mm

4.1.5.2 PVC Cap on Casing 32mm

4.1.5.3 PVC Cap on Casing 50mm

4.1.5.4 PVC Flexible pipe 25mm

4.1.5.5 PVC Flexible pipe 32mm

4.1.5.6 PVC Flexible pipe 50mm

4.1.5.6 MS Conduit with ACC 25 mm

4.1.5.7 MS Conduit with ACC 50 mm

4.1.5.8 PVC Channel 45 x 45

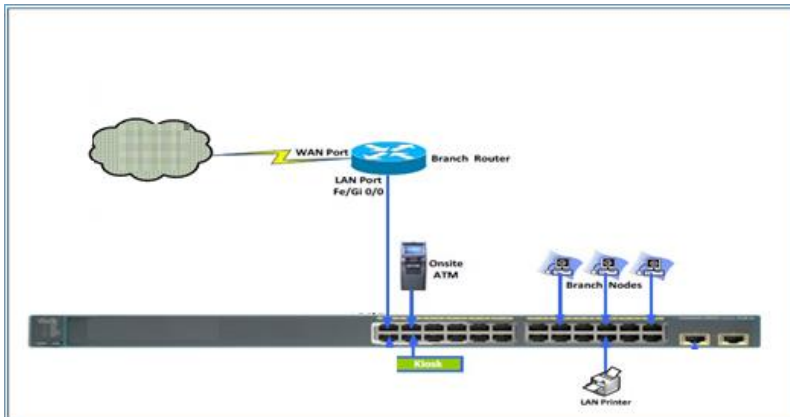
4.1.5.9 PVC Channel 35 x 45

4.1.5.10 PVC conduit 1"

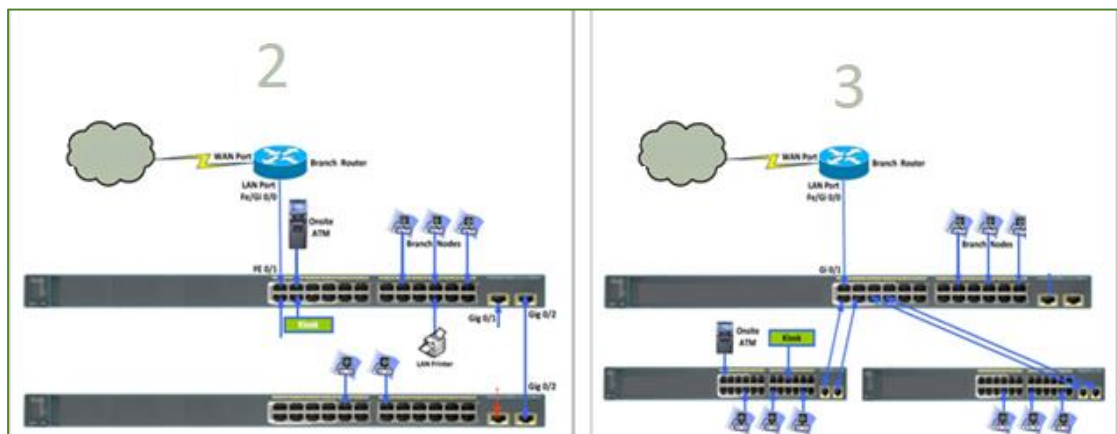
ANNEXURE-4(B) - Network Architecture

- (i) Branches in a single floor layout, primarily with < 20 nodes: All cables from the nodes (branch server, terminals, ATMs, Green Channel counters, network printers etc.) will be directly connected to a managed switch installed in the Systems Room. An indicative diagram (Diagram 1) given below depicts this scenario.

Diagram 1



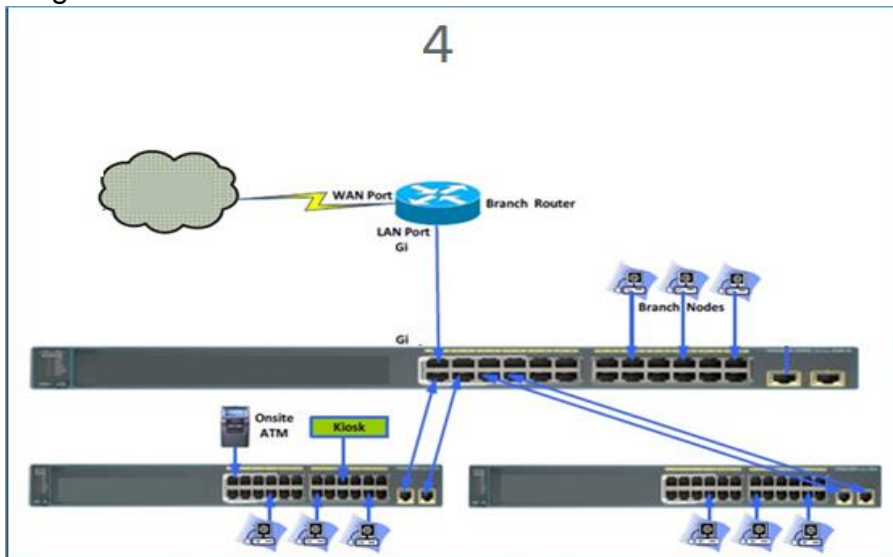
- (ii) Branches with large floor area and/or spread across multiple floors and/or with >20 nodes: Indicative diagrams for small branches (Diagram 2) and for large branches (Diagram 3) are given below. We suggest that for these locations, the specific LAN diagram should be vetted by the local engineers of Network Integrator at LHO/AO or ITS Department experts.



- (iii) Locations with branches/offices on Short Range Connectivity (SRC): For the purpose of connecting the LANs of SRC branches to the WAN router, a Layer-3 switch or Multi WAN router (both which will be provided by Bank) is required at the systems room of the branch/office having the WAN router, as shown in the following diagram (Diagram 4). Further, each SRC will have its standard LAN as per the above guidelines. Here too, the entire SRC

architecture should be vetted by the local engineers of Network Integrator at LHO and/or ITS Department experts.

Diagram 4



Guidelines:

(a) Cabling

- (i) The cabling should be structured CAT6.
- (ii) For cable lengths greater than 100 metres, fibre should be used.
- (iii) Cabling certification is required. In both New LAN installations and in part work, the modified LAN diagram of entire floor is to be submitted to the branch and a copy to sent via email to admin.lhotri@sbi.co.in.

(b) Switches

- (i) The LAN should have managed switches only. Active devices like router and switch will be provided by Bank only. However on request OFC modems, SFPs and OFC converters shall be provided by the empanelled vendors.
- (ii) If the (second etc.) managed switch is located outside the Systems Room, it should be installed in a network rack and kept under lock and key.
- (iii) The second/third etc. switch should be connected to the Gigabyte ports on the first switch.

(c) Physical Security

- (i) Physical access to Systems Room by vendor's authorised representatives/Bank's officials should be recorded in Access register.
- (ii) It should be ensured that there is no loose LAN cabling. All LAN cabling done should be structured and done via PVC conduit of proper gauge that provides electrical and thermal isolation and protection against rodent attacks. Labeling at rack side should be consistent with labelling at faceplate side. Any changes in LAN wiring should be marked with updated labelling in both sides.
- (iii) Unmanaged switches/hubs/ LAN extenders should not be used on the LAN under any circumstances. Please remove the same from LAN if detected under advice to admin.lhotri@sbi.co.in
- (iv) Internet and SBI Connect cabling **should not** be done in the same pipe / conduit or terminated in the same Network rack. There should not be any interconnection of Bank's LAN network with any broadband or FTTH networks. It should be ensured that no modems/data cards are connected to any of the router/switches.

ANNEXURE-4(C)

Scope of Facility Management Services will include:

- I.
 - a) Fault rectification of Copper and Fiber Internal wirings for Intranet/Internet/Telephone/ intercom extensions and instrument faults at office premises, CGM bungalow, GM/DGM quarters and guest houses/Transit homes.
 - b) Shifting of lines/instruments at the request of the officials from various departments.
 - c) Rearranging, Numbering and Labeling of Existing Data/voice/Video cabling and removal of unwanted cables, accessories.
 - d) Preparing Network diagram and updating the data/telephone points in Drawing on each Change/addition of new Points in Existing Data/voice/Video cabling
 - e) Provision of new LAN and telephone connections (Data/Phone) at LHO. SBI will reimburse the cost of the materials.
 - f) BSNL and intercom MDF should be maintained in clean and structured manner. MDF routing diagram should be maintained as an when changes are made.
- II. Coordinating and Assisting the officials of different service providers in termination and fault rectification of lines at our office premises.
- III. The company shall stock adequate quantities of spares and tools like Telephone Jack and LAN Jack (RJ 11 & RJ 45) , Patch codes, Crimping tools, testing tools (Copper & Fiber), Splicing machine, PVC conduits etc., so as to ensure speedy resolution. Any delay due to lack of expertise, requirements of tools etc. should be avoided.
- IV. Operation of video conferencing equipment during video conference.
- V. Providing support at LHO/Administrative offices/RBO/ from 9.00 a.m. to 8.00 p.m (**staggered basis**) on all working days , If necessary Support should be extended on Holidays and after 8.00 p.m @ extra charges.
- VI. The technician handling is required to have data/telephone/fiber cabling, Modem configuration, fiber fault rectification and Wi-Fi signal optimisation knowledge.
- VII. The technicians are required to take care of any other additional work related to Communication projects as and when assigned by the officials concerned.
- VIII. The vendors should always display their ID card prominently while in Bank's premises. They should preferably wear protective wear, complain safety regulation while on duty and avoid casual wear in Bank premises.
- IX. Therefore, it should be ensured that all the terms and conditions are fulfilled, and repairs/replacements are made available at the shortest possible time subject to maximum of 2 days unless there is a delay from bank's side.

ANNEXURE – 5 Format of Agreements to be executed.

ANNEXURE – 5(A)
General Agreement to be executed by all Empaneled vendors

STATE BANK OF INDIA
EMPANELMENT OF VENDORS FOR INSTALLATION, COMMISSIONING AND
FAULT RECTIFICATION OF STRUCTURED DATA CABLING (COPPER/FIBER) IN
THE BRANCHES/OFFICES IN THIRUVANANTHAPURAM CIRCLE

THIS AGREEMENT made on the _____ ---day of ----- 2024 (--..2024),

BETWEEN

THE STATE BANK OF INDIA a body corporate constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhawan, Madame Cama Road, Nariman Point, Mumbai-400021, India and having one of its Local Head Office at Poojapura, Thiruvananthapuram-695012, Kerala through its ITS Department represented by Sri-----, _____ (Hereinafter called the BANK) which expression shall be deemed to mean and include unless repugnant to the context or meaning thereof, its successors and assigns) of the ONE PART;

M/s. _____ Ltd., a Company/LLP/Partnership Firm incorporated under -----/-----/the Companies Act 1956 and having its Registered office at _____ through its authorised signatory _____, _____ (hereinafter called "the Service Provider") which expression shall be deemed to mean and include unless repugnant to the context or meaning thereof, its successors and permitted assigns) of the OTHER PART.

WHEREAS THE Service Provider has agreed to provide and the BANK has agreed to accept from the Service Provider Installation and maintenance service for Data Cabling (copper/Fibre) at select branches/offices in Thiruvananthapuram circle hereto as amended from time to time, subject to the SBI paying charges to the Company on the following terms and conditions:

In consideration of the premises, it is agreed between the parties as follows:

BANK and the Service Provider hereinafter are collectively referred as Parties and individually as Party.

1. COMMENCEMENT AND TERMS

1.1 This agreement is effective from ----- and shall be for an initial term of three years.

The Bank has the sole right/discretion to terminate the Empanelment with immediate effect, if at any point of time it is observed that the Service/Support as desired is not forthcoming and the branches/offices inconvenienced in the matter. Any loss/cost incurred by the Bank in the process will be recovered from other payments due to the Service Provider and the decision of the Bank as to the existing nature and extent of the loss determined is final and binding on the Service Provider.

The Bank has the right to terminate the empanelment with or without any reason by giving a notice of 30 days, in writing to the Service Provider.

1.2 Upon termination or after expiration of this AGREEMENT each party shall forthwith return to the other all papers, materials and other properties of the other held by each for purposes of execution of this AGREEMENT. In addition, each party will assist the other party in orderly termination of this AGREEMENT on the transfer of all aspects hereof, tangible and intangible, as may be necessary for the orderly, non-disrupted business continuation of each party.

1.3 Individual items of Data cabling, and repair and maintenance services, may be added to or withdrawn from this AGREEMENT by mutual written consent of both parties; which thereafter shall be construed for all purposes as part of this agreement as if it has been so since inception, provided ALWAYS that such consent is not unreasonably withheld. In the event that individual items of Network Systems are added it may involve additional maintenance charges. In the event, that individual items of Network System devices are withdrawn as described herein, then any monies already paid on such Network Systems shall be held to the credit of SBI's account.

1.4 The empanelment includes support for LAN installation or maintenance at LHO Thiruvananthapuram or its branches/Offices in Kerala, Mahe and Lakshadweep Islands.

1.5 Configuration changes to be documented and updated LAN diagram to be shared with branch and ITS Department as and when required including re-installation of Network Systems.

2. CHARGES

2.1 In case of new branch installation or renovation of existing premises, the Bank will call for quotes from the empanelled vendors of the particular zone/ AO and award Purchase Order(PO) to the lowest quoted vendor. In case the empanelled vendors of the particular AO does not respond, the Bank at its discretion may decide to call upon quotes from other AOs

2.2 In case of urgent service disruption, the Service Provider will be called upon to resolve the issue without taking comparative quotes and the Service Provider is liable to attend the call.

2.3 The Service provider shall submit to the Bank their INVOICE(s) for payments due in accordance with this AGREEMENT after successful completion/commission of the work. The payment will be made within 30 days after receipt of invoice complete in all respect.

Service provider may maintain/open an account with the Bank and payment of bills will be credited to that account only.

3. REPAIRS AND MAINTENANCE SERVICE:

3.1 During the term of this empanelment Service Provider agrees to provide support to ensure the LAN Connectivity in good working order and for this purpose will provide the following repair and maintenance service.

a) The Service Provider shall always install the LAN connectivity in good condition. In case any fault is reported, Service Provider shall correct the faults and failures in the Data Cabling and shall repair worn or defective parts of the Data cabling during the working/non-working hours of the Offices i.e. half an hour before opening of business to half an hour after closing of business on all days any time when Office is working irrespective of holidays.

b) The Service Provider shall provide repair and maintenance service, in response to oral, including telephone, notice by the Bank within one hour after such intimation during the Office hours.

It is the sole responsibility of the Service Provider that their wages/salaries should in no way violate the law governing the Minimum Wages, insurance of employee etc.

In case of FMS (Facility Management Services) is offered by the Service Provider, alternate On-site Technician will have to be provided on the particular date immediately or in advance in case of absence of the posted Resident Technician of the vendor for any reason.

In the event the Bank is unable to contact the Technicians, arrangements will have to be made by the Service Provider for call escalation to the Corporate/Service centre to attend to the call.

c) All repair and maintenance service described herein shall be performed by the qualified maintenance technicians totally familiar with LAN CONNECTIVITY.

3.2 After the expiry of the said AGREEMENT, the Bank may select for continued empanelment by Service Provider or may select an alternative AMC arrangement. The Service Provider shall provide required support services by way of actual

maintenance by the Technicians and/or arrange to supply kits or parts and spare parts on terms mutually agreed upon.

4. FORCE MAJEURE:

4.1 Neither party shall be liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) force majeure, Act of God, or any Governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, epidemics, quarantine and lock-down restrictions, or anything beyond the control of either party. The parties shall use all reasonable endeavours to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall, in so far as may be practicable under the circumstances, complete performance of their respective obligations herein. Notwithstanding the foregoing, if any of the above mentioned events shall preclude the Service Provider from meeting any or all of the its obligations hereunder, for a period of more than one (one) month from the date of occurrence of such event it shall be open to the Bank to rescind this contract by giving 1 (one) months' notice.

5. SUBCONTRACTING / DELEGATION OF WORK:

5.1 The Service Provider shall not subcontract or permit any one, other than the Service Provider personnel to perform any of the work, services or other performance required of the Service Provider under this AGREEMENT without the prior written consent of the Bank.

6. SECURITY:

6.1 The Service Provider shall obtain/follow any license/registration/ regulations under the contract and shall meticulously follow all the required procedures any law rule and Statutory Guidelines in the area of operation.

6.2 Service Provider agrees that they and their personnel will at all times comply with all security regulations in effect from time to time at Bank's premises and externally for materials belonging to the Bank.

7. CONFIDENTIALITY:

7.1 Service Provider acknowledges that all material and information which has or will come into its possession or knowledge in connection with this AGREEMENT or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to the Bank. Service Provider, agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this AGREEMENT, to release it only to employees requiring such information and not to release or disclosure of confidential information under this AGREEMENT can be fully satisfied. The Service Provider agrees to take appropriate action with respect

to its employees to ensure that the obligations of non-disclosure and non-use of confidential information under this agreement are complied with.

8. LIABILITY AND INDEMNITIES:

8.1. The Service Provider represents and warrants that the repair and maintenance service/products hereby sold do not violate or infringe upon any patent, copyright, trademark or other property right of any other person or other entity. The Service Provider agrees that it will, and hereby does, indemnify the Bank from any claim directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty. The Service Provider shall at its own costs and expenses defend all actions, claims to which the Bank is impleaded as a party and hereby keeps indemnified from all costs, expenses, damages, charges, including fees of Counsels/Advocates, which the Bank may suffer or incur in this regard. The Service Provider also agrees that it shall indemnify the Bank from any loss or damage caused to the Bank by any wilful act, negligence, or default of the Service provider

9. INSOLVENCY TERMINATION:

9.1 In the event that the Service Provider shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets or shall avail itself of, or become subject to any proceedings under any statute of any country or state relating to insolvency or the protection of rights of creditors, then (at the option of the Bank notwithstanding clause 1.1 of the AGREEMENT) this AGREEMENT shall be terminated and be of no further force and effect and any property or rights of such other party, tangible or intangible, shall forthwith be returned to it.

10. TERMINATION OF THIS AGREEMENT:

10.1 This AGREEMENT may be terminated, before expiry of contract, in any of the following circumstances:

- a) By the Bank, as stated in clause 1.1 of this AGREEMENT.
- b) By the Service Provider, by giving an advance notice of 30 days in writing, if the Bank do not make payments undisputed dues to the Service Provider within 30 days from date of receipt of invoice complete in all respect under this AGREEMENT.
- c) Under the provision of clause 4.1 of this AGREEMENT, by the Bank
- d) The Bank reserve the rights to terminate the Agreement by giving one month notice in writing to other party with or without showing any reason . If the termination is on account of any violation in the terms and conditions of this agreement by the Service Provider or on account of the unsatisfactory services

provided by the Service Provider, the contract can be terminated by the Bank without notice with immediate effect.

e) By the Service Provider by giving a written notice of one month in advance request to get his name removed from the list of empanelled vendors for any future assignment.

10. DISPUTE RESOLUTION MECHANISM:

If, the Bank and the Service Provider have been unable to resolve amicably disputes, if any even after a reasonable period then the matter may be referred to the court of law. The parties irrevocably submit to the exclusive jurisdiction of the courts of Thiruvananthapuram for the determination of disputes arising under or in connection with this Agreement.

12. GENERAL:

12.1 Marginal notes and headings are for guidance only and are not intended to be read or construed as part of this AGREEMENT.

12.2 No amendment to this AGREEMENT shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

12.3 Each party warrants and guarantees that it has full power and authority to enter into and perform this AGREEMENT, and the person signing this AGREEMENT on behalf of each has been property authorised and empowered to enter into this AGREEMENT. Each party further acknowledges that it has read this AGREEMENT, understands it, and agrees to be bound by it.

12.4 Words imparting the singular include the plural and vice versa.

IN THE WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT ON THE DATE FIRST MENTIONED ABOVE.

FOR AND ON BEHALF OF THE BANK

FOR AND ON BEHALF OF THE SERVICE PROVIDER

Witnesses:

Name, Address & Signature

1.

2.

ANNEXURE – 5(B) NON-DISCLOSURE AGREEMENT

(TO BE EXECUTED BY ALL EMPANELED VENDORS)

This Non-Disclosure Agreement **hereinafter known as the ‘Agreement’** made at -----on this ____ day of -----, 2024.

The State Bank of India, a body corporate constituted under the State Bank of India Act, 1955, having its Corporate Centre at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai and having one of its Local Head Offices at Poojappura, Thiruvananthapuram, Pin695012 through its ITS Department represented by Sri-----, _____(for the sake of brevity hereinafter referred to as “Disclosing Party” which expression shall be deemed to mean and include, unless repugnant to the context or meaning thereof, its successors and assigns) OF THE ONE PART

AND

-----, a Company/LLP/Partnership Firm incorporated under -----/------ -/the Companies Act 1956 and having its Registered office at _____(hereinafter referred to as “the Receiving Party” which expression shall be deemed to mean and include, unless repugnant to the context or meaning thereof, its successors and assigns)) OF THE OTHER PART;

WHEREAS the Disclosing Party and the Receiving Party have had and contemplate one or more meetings and various communications which will involve the disclosure by the "Disclosing Party to the "Receiving Party of technical, business, marketing, client, planning, agreements, the record of all meetings and communications of the parties and other information and data, in written, oral, electronic, magnetic, photographic and/or other forms, (collectively "Confidential Information").

NOW THEREFORE, the parties agree as follows: Confidential Information disclosed by a Disclosing Party shall be used by the Receiving Party solely for the purpose of understanding and evaluating the business and/or for partnering in project work.

1. Confidential Information is proprietary to the Disclosing Party and is, and shall remain, the sole property of the Disclosing Party.
2. Confidential Information shall not be copied, in whole or in part, without the prior written consent of the Disclosing Party.
3. The Receiving Party and its employees, officers, agents, directors, clients, and affiliates shall hold Confidential Information in confidence and take all necessary steps to preserve the confidential and proprietary nature of Confidential Information, including, without limitation:
 - a. Refrain from disclosing Confidential Information to persons within its organization not having a reason to know, and persons outside its organization (including organizations that are affiliates of Receiving Party) regardless of the reason;

- b. Advising all of its employees, officers, agents, directors, clients, and affiliates who gain access to Confidential Information of its confidential and proprietary nature; and
 - c. Having all of its employees, officers, agents, directors, and affiliates who gain access to Confidential Information sign an agreement substantially similar to this Agreement regarding such Confidential Information.
 - d. Refrain from selling, licensing, reverse engineering, developing or otherwise exploiting any parts, products, services, documents or information, which embody in whole or in part any Confidential Information without the express written permission of the Disclosing Party.
4. The confidentiality and non-disclosure obligations of the previous paragraphs shall not apply if, and to the extent that:
- a. Confidential Information was known to the Receiving Party prior to its receipt from the Disclosing Party;
 - b. Confidential Information becomes part of the public domain other than by the fault of the Receiving Party;
 - c. Confidential Information is rightfully disclosed to the Receiving Party by a third party that is legally free to disclose such Confidential Information;
 - d. Such Confidential Information is independently developed by the Receiving Party without access to the Disclosing Party's Confidential Information; or
 - e. Disclosure is required by a judicial order or decree of governmental law or regulation, provided that the Receiving Party promptly notifies the disclosing Party of such requirement and reasonable opportunity is allowed by the Receiving Party for the Disclosing Party to file for or obtain a protective order or otherwise proceed to protect under applicable law the interests of the Disclosing Party.
- Receiving Party shall bear the burden of proof with respect to establishing that any Confidential Information falls within any of such exceptions.
5. Although this agreement does not restrict the Receiving Party from working with a person or entity which has independently developed information or materials similar to the Confidential Information, in such circumstance, the Receiving Party agrees not to disclose the fact that any similarity exists between the Confidential Information and the independently developed information and materials, and the Receiving Party understands that such similarity does not excuse the Receiving Party from the non disclosure and other obligations in this Agreement.
6. All Confidential Information supplied by the Disclosing Party hereunder and all copies thereof, in whole or in part and on all media, shall be returned to the Disclosing Party by the Receiving Party promptly upon demand by the Disclosing Party or shall destroy the same by confirmation as the case may be.
7. The furnishing of any Confidential Information hereunder shall not be construed as the granting of a license under any patent, patent application, copyright, copyright registration, trade secret or other proprietary right by the Disclosing Party to any person or entity or as implying any obligation or as making any representation and warranty with respect to Confidential Information other than that specifically stated herein.
8. This Agreement shall continue to govern the delivery of Confidential Information until terminated by written notice from either party to the other, except that the obligations of the parties hereunder with regard to Confidential Information disclosed prior to termination shall survive and continue for five (5) years thereafter.

9. The Receiving Party understands and agrees that monetary damages will not be sufficient to avoid or compensate for the unauthorized use or disclosure of Confidential Information and that the parties shall be entitled to injunctive relief to prevent any actual or threatened use or disclosure of such Confidential Information.

10. The Receiving Party understands that the Disclosing Party may waive some of the requirements expressed in this Agreement but such a waiver to be effective must be made in writing by the Disclosing Party and should not in any way be deemed a waiver of the Disclosing Party's right to enforce any other requirements or provisions of this Agreement now or in the future.

11. The Receiving Party agrees that it shall not solicit any specific opportunity with a customer which has been introduced by the Disclosing Party to the Receiving Party for the purpose of partnering with the Disclosing Party. Notwithstanding anything contained herein, nothing shall limit or restrict the Receiving Party from soliciting or approaching such customer introduced by the Disclosing Party, for other opportunities which do not relate to the specific opportunity identified by the Disclosing Party for partnering.

12. This Agreement shall apply to any Confidential Information that may have been provided to the Receiving Party prior to the effective date hereof.

13. This Agreement is not assignable without the written consent of both parties. Furthermore, this Agreement shall be binding on the respective parties hereto and their successors and permitted assigns.

14. This Agreement shall be governed by the laws of the Republic of India. In the event of any action or proceeding to enforce or interpret any of the provisions of this Agreement, the prevailing party shall be entitled to be reimbursed for the costs of such action or proceeding, including attorney's fees. Any unresolved disputes shall be referred to a to the court of law. The parties irrevocably submit to the exclusive jurisdiction of the courts of Thiruvananthapuram for the determination of disputes arising under or in connection with this Agreement.

15. This Agreement is the entire agreement between the parties and supersedes any and all prior or contemporaneous representations, agreements and promises, written or oral, between the Disclosing Party and Receiving Party, regarding the subject matter of this Agreement. This Agreement may be modified, amended or supplemented only in writing signed by both parties hereto.

16. If any term or provision of this Agreement is deemed unenforceable by a court of competent jurisdiction, all of the remaining terms shall nonetheless survive in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Agreement by their authorized representatives as of the date first written above.
agreement.

FOR AND ON BEHALF OF THE DISCLOSING PARTY

FOR AND ON BEHALF OF THE RECEIVING PARTY

Name, Address & Signature

1.

2.

Annexure 5(C)**STAMP****AGREEMENT TO BE EXECUTED BY THE VENDOR FOR
FACILITY MANAGEMENT SERVICES OF TELEPHONE/DATA
CABLING MAINTENANCE AND VIDEO CONFERENCING
OPERATIONS**

THIS AGREEMENT made on -----

BETWEEN

STATE BANK OF INDIA, a body corporate constituted under the State Bank of India Act, 1955, having its Corporate Centre at State Bank Bhawan, Madame Cama Road, Nariman Point, Mumbai -400021, India and having one of its Local Head Offices at Poojappura, Thiruvananthapuram through ITS Department, LHO, Thiruvananthapuram -695012, Kerala through its ITS Department represented by Sri-----, _____ (hereinafter called "SBI" or "the Bank" which expression shall include its successors and assigns) on ONE PART

AND

-----a company /LLP/Partnership Firm incorporated under -----/-----/formed and registered under-----/-----/ the Companies Act, and having its registered office at ----- through its _____ (hereinafter called 'SERVICE PROVIDER' which expression shall be deemed to mean and include unless repugnant to the context or meaning thereof, its successors and permitted assigns) of the OTHER PART.

Whereas Service provider has agreed to provide and SBI has agreed to accept from SERVICE PROVIDER Services for Telephone/Data Cabling Maintenance and Video conferencing operations, at SBI Local Head Office, Poojappura, Thiruvananthapuram, Administrative Offices and RBO's and the SERVICE PROVIDER is willing to provide the said service for a period of one year upon the following terms and conditions.

Name of Contractor :

Work order no :

Commencement date :

FMS Support period:

Rate : Rupees _____ only/-

2. PLACEMENT OF CABLING TECHNICIAN / VC OPERATOR:

Qualified Data/Telephone cabling technician, who can handle cabling as well as Video Conference operations, should be placed exclusively at the above-mentioned office premises, during functioning hours (09.00 AM to 08:00 PM) on all working days. The SERVICE PROVIDER should provide a cell phone to the service technician for immediate contact. The SERVICE PROVIDER should arrange to place suitable substitutes, whenever the identified service Technician(s) is not available (Scope of work mentioned in Annexure - A).

3. TERMS AND CONDITIONS

This Agreement is effective from ----- upto _____ and the contract shall be reviewable at the end of each year with successive options of renewal of this agreement at the option of SBI. If so renewed, the SERVICE PROVIDER shall, execute a renewal agreement such period as may be determined mutually on the same terms and conditions as are herein contained. The SERVICE PROVIDER however is committed to provide maintenance for a minimum period of three year. The Services charges will be paid upon the SERVICE PROVIDER raising a bill on SBI on monthly basis (after deduction of tax, penalties / recoveries, if any as per Bank's decision in arrears.

SBI will be at liberty to terminate the contract, after giving one month's notice on the SERVICE PROVIDER, on reasons of unsatisfactory support and / or any other reason at the Banks's discretion.

4. SUB-CONTRACTING

No sub-contracting of any part of the Services by the SERVICE PROVIDER shall be allowed other than those specifically mentioned in this Agreement or agreed by the Bank in writing.

5. PENALTY & TERMINATION OF CONTRACT

a. Performance of the obligations under the Agreement shall be made by the SERVICE PROVIDER in accordance with the time schedule specified in this Agreement.

b. A penalty @ 2% of the monthly charges in Rupees per day will be levied for the duration of absence in days, subject to a maximum of 6 days after which SBI at its discretion may terminate the contract.

c. Any unexcused delay by the SERVICE PROVIDER in the performance of its obligations the Bank shall have a right to terminate the Agreement.

d. If at any time during performance of the service, the SERVICE PROVIDER should encounter unexpected conditions impeding timely completion of the Services under the Agreement and performance of the services, the SERVICE PROVIDER 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 SERVICE PROVIDER's notice, the Bank shall evaluate the situation and may at its discretion extend the SERVICE PROVIDER's time for performance, in which case the extension shall be ratified by the Parties by amendment of the Agreement, if so required.

6. COMPLIANCE WITH LAWS

a. The SERVICE PROVIDER shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents, representatives and sub-Contractors and in particular Laws relating to terminal benefits such as

Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Laws relating to Contract Labour, Minimum Wages, etc., and the Bank shall have no liability in these regards. Further, the SERVICE PROVIDER would indemnify/make good for the losses to the Bank for non-compliance or any claims against the Bank arising out of any non-compliance to the above.

b. The SERVICE PROVIDER shall take necessary insurance policy to cover his employees adequately against the accidents at site as required by the labour laws while at work.

c. The SERVICE PROVIDER confirms that it has full authority to enter this Agreement and render the Services as envisaged under this Agreement and all Corporate or other necessary approvals have been obtained for entering this Agreement with the Bank. Further, the persons executing this Agreement on behalf of the SERVICE PROVIDER have full authority and power to execute this Agreement and bind the SERVICE PROVIDER.

d. The SERVICE PROVIDER shall take necessary concurrence from Banks ITS Department before deployment of personnel and suitable replacement shall be done if found not suitable by the Bank.

e. The SERVICE PROVIDER shall follow all applicable employment laws/labour laws of Central and State Government.

f. The SERVICE PROVIDER shall be bound to ensure absolute confidentiality in respect of Bank's data and details and should also ensure to obtain suitable undertaking/ declaration of confidentiality from its employees. The SERVICE PROVIDER shall indemnify the Bank for any breach of its confidentiality obligation by the SERVICE PROVIDER or its employees.

7. RIGHT TO AUDIT

The Bank should have right to examine the quality of the service without notice.

8. DISPUTE RESOLUTION MECHANISM JURISDICTION

All disputes and differences of any kind arising out of or in connection with the Agreement shall be subject to the exclusive jurisdiction of Courts at Trivandrum.

9. MISCELLANEOUS

a. Any provision of this Agreement may be amended or waived, if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each party, or in this case of a waiver, by the Party against whom the waiver is to be effective.

b. No failure or delay by any Party in exercising any right, power or privilege hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any other right, power or privilege. The rights and remedies herein provided shall be cumulative and not exclusive of any rights or remedies provided by law.

c. Neither this Agreement nor any provision hereof is intended to confer upon any person/s other than the Parties to this Agreement any rights or remedies hereunder.

d. The Service Provider shall execute and deliver such additional documents and perform such additional actions, as may be necessary, appropriate or reasonably requested to carry out or evidence the transactions contemplated hereby.

e. In case of any change in applicable laws that influences the terms of this Agreement, the Parties agree that the Agreement may be reviewed, and if deemed

necessary by the Parties, make necessary amendments to the Agreement by agreement in good faith.

f. If this Agreement is signed in counterparts, each counterpart shall be deemed to be an original.

g. The Service Provider shall not assign or transfer all or any of its rights, benefits or obligations under this Agreement without the approval of the Bank. The Bank may, at any time, assign or transfer all or any of its rights, benefits and obligations under this Agreement.

h. All plans, drawings, specifications, designs, reports and other documents prepared by the Service Provider in the execution of the Agreement shall become and remain the property of the Bank, and before termination or expiration of this Agreement the Service Provider shall deliver all such documents, prepared under this Agreement along with a detailed inventory thereof, to the Bank.

i. The Service Provider agrees that they shall not use the logo, trademark, copy rights or other proprietary rights of the Bank in any advertisement or publicity materials or any other written communication with any other party, without the prior written consent of the Bank.

j. Further details, technical terms, commercial conditions, if any in respect of the Service are as specified in the Annexure, which will also form part of this agreement and the parties will be bound by the same subject to the terms in this agreement.

IN WITNESS WHERE OF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date and day first mentioned above.

**FOR AND ON BEHALF OF
STATE BANK OF INDIA**
Name
Designation:

**FOR AND ON BEHALF OF
THE SERVICE PROVIDER**
Name
Designation:

WITNESS:

1.

1.

2.

2.

Annexure 6**SCHEDULE****DISTRIBUTION OF ADMINISTRATIVE OFFICES, RBOs AND BRANCHES**

SL NO	ADMINISTRATIVE OFFICE	DISTRICTS
1	AO THIRUVANANTHAPURAM [6204]	Thiruvananthapuram
2	AO KOLLAM [70993]	Kollam and Pathanamthitta
3	AO KOTTAYAM [70997]	Kottayam and Alappuzha
4	AO ERNAKULAM [8769]	Ernakulam, Idukki and Lakshadweep
5	AO THRISSUR [16218]	Thrissur, Palakkad
6	AO KOZHICODE [16217]	Kozhikode, Malappuram, Wayanad, Kannur, Kasaragod and Mahe

Annexure 7

Eligibility Criteria

Eligibility Criteria Compliance to be directly met by the bidder

SL.NO.	ELIGIBILITY CRITERIA	COMPLAINED YES/NO	SUPPORTING DOCUMENT
A	General		
1	The Bidder must be a Individuals, Firms, government or Companies with a minimum of three years of experience in installing, commissioning, and rectifying faults in structured data cabling (Copper/Fiber) for commercial establishments as of 31-05-2024.		Documentary Proof to be uploaded.
2	The Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) as on RFP date.		Letter of confirmation from bidder to be uploaded.
3	Address and registration details of offices and service centres		Documentary proof from Authorities to be uploaded.
4	Escalation Matrix with First Level Support, Second Level Support, Regional & Zonal head, Country Head Details along with their Name, Contact Number (LL & Mobile), E- Mail ID.		Bidder to provide
B	FINANCIAL		
5	The Bidder must have registered average annual turnover of at least Rs.15.00 Lakhs per year from LAN cabling or similar activities during the last three completed financial years (Not inclusive of the turnover of other activities). OR		Audited Financial statements for the financial years Certified letter from the Chartered Accountant to be uploaded. The CA certificate in this regard should be

	The below clause is applicable for Bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted by the bidder)		without any riders or qualification.
C	Experience		
6	The Bidder must have successfully completed LAN cabling projects for Government, Semi-Government, PSUs, Banks, Government Financial Institutions, or MNCs, acceptable to the Bank, within the last three years. The project values should be: one project of Rs.2 lakh or more, or two projects of Rs.1.25 lakh or more each, or three projects of Rs.1 lakh or more each.		Documentary Proof of order / contract copy / customer credentials to be uploaded.

Etender Portal Helpdesk

If any assistance is required regarding e-tendering (registration / upload / download / Bid Preparation / Bid Submission) please contact Etender Help Desk as per following.

Send Mail to etender.support@sbi.co.in / etender.support@eptl.in

Or contact to 079 6813 6848/6849/6806