



**ALLAHABAD UP GRAMIN BANK
(HEAD OFFICE: BANDA)**

**ADDENDUM TO TENDER FOR "SUPPLY, INSTALLATION & COMMISSIONING OF
HIGH DEFINITION VIDEO CONFERENCE SOLUTION IN OUR BANK
TENDER REFERENCE NO: RFP - 5/2015-16**

Date of tender document	: 16.06.2015
Addendum date	: 11.08.2015
Date for submission of tender	: 31.08.2015 upto 3.00 pm
Opening of technical bid part A	: 31.08.2015 at 3.30 pm
Date of opening of technical bid part B	: will be intimated subsequently
Date of opening of commercial bid	: will be intimated subsequently
Cost of tender document	: Rs 2,000/- (non refundable)
Earnest money deposit/BG in lieu of EMD	: Rs 50,000/-
Venue For Submission & Opening Of Bids	: ALLAHABAD UP GRAMIN BANK HEAD OFFICE DM COLONY, CIVIL LINES BANDA-210001 (U.P.)

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ISSUED BY : **THE GENERAL MANAGER
ALLAHABAD UP GRAMIN BANK
HEAD OFFICE
D.M.COLONY, CIVIL LINES
BANDA 210 001**

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(Senior Manager, Asset property & IT)

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The Bank wishes to derive maximum advantage of its VC infrastructure by holding meetings via this media, which may be One-to-Many or Any-to-Any either through

(a) MPLS Network OR (b) via Internet through firewall OR (c) Leased Line / IP OR (d) All three concurrently.

The purpose of these meetings could be as under:

1. Hold discussions amongst different locations using Video Conferencing.
2. Make presentations to different locations having VC facility.
3. Hold Meetings with outside parties having VC facility running on IP/MPLS/Leased Line/ISDN.
4. Address by Top Officials which could be streamed live across various locations via the Internet as well as the MPLS network
5. Allow Executives and senior level officials to interact with each other via PC to PC, (one-to-many, many-to-many)
6. To conduct online Training via PC to PC (one-to-Many) via the internet.

GENERAL CONTRACT AGREEMENT CONDITIONS:

1. It would be responsibility of the Bidder to co-ordinate and do necessary configuration on networking equipment with the Network Service Provider(s) to ensure the equipment procured is properly installed, tested and commissioned.
2. To provide all necessary hardware and software required to make this solution work strictly as per the technical specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to the Bank's requirements. However no weightage would be given for higher configurations.
3. The equipment should have IP capabilities with any OEM external Multipoint Control Unit, Gatekeeper, Gateway and scheduler compatibility. The equipment should also be compatible to work with any OEM equipment in Point-to-Point or Multi Point conference. Vendor should provide all components of MCU solution such as MCU, Gatekeeper, Scheduling, Network Management and should be from the same OEM. Mix and match of OEM products will not be allowed.
4. As per business needs Bank may shift the equipment from one location to another during the contract period. The Bidder shall be responsible for Reinstalling / Commissioning of the equipment at no extra cost during the period of warranty & AMC.
5. The Bidder will be the single point of contact to provide the VC equipment and related services to the Bank.

6. The Bidder has to integrate the proposed Video Conferencing Solution with Allahabad Bank Video Conferencing solution which is already having Polycom Video Conferencing System.
7. The Vendor shall provide complete and legal documentation of all subsystems, **licensed operating systems, licensed system software, licensed utility software and other licensed software**. The Vendor shall also provide **licensed software** for all software products whether developed by it or acquired from others. There shall not be any default in this regard.
8. In case the Vendor is providing software which is not his proprietary software then the 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.
9. It is the responsibility of the Bidder to study the existing network infrastructure of the Bank and propose a network solution exclusively for Video Conferencing. The network commercials for MPLS for a period of five years including OTC & ARC should also be given in a separate sheet. However the network commercials are separate and will not be considered for determining the L1 vendor for VC.
10. The bidder has to give true bandwidth sizing required for its VC solution at the time of bid. In case the bidder is selected L1 & their VC solution is not working properly at the proposed bandwidth then it will be the sole responsibility of the bidder and the vendor has to provide extra bandwidth at his own cost.
11. Bank does not have any ISDN connectivity so the VC equipment does not have to run internally on ISDN however while having a conference with an outside agency/bank having ISDN the equipment should be compatible.
12. There is no buyback offer. Please ignore Point No. 8.6 at page no. 19 and in page no.32 and any other reference in the RFP related to buyback may be kindly ignored.
13. Bank does not require ISDN PRI gateway & E1 PRI interface cards. However for connecting to an outside agency/bank having ISDN the equipment should be compatible.
14. The total no of HD end points with display unit which the bank requires currently are 13. However bank reserves the right to increase/decrease the number of endpoints as per business requirement. The number of endpoints with display unit to be increased will not be more than 3.

Technical Specifications: (as to be incorporated)

- The Bidder is required to write compliance Yes Or No against each specification stated in Column -3
- The proposed endpoint models should provide the following features:
 - a) Management of the Video conferencing endpoint such that status of the endpoint such as power on, in call, Ethernet status, audio and video status can be provided
 - b) Scheduling of calls by selecting the endpoints and the bandwidth
 - c) Monitoring of the video conferencing endpoint during the ongoing conference so that functionality such as microphone use, layouts change, video mute etc. can be provided

Annexure – A

16 port High Definition Multipoint Conferencing Unit (HD MCU)			
The MCU should be capable of connecting 16 endpoints or higher concurrently to hold HD Video Conferences at 1080p.			
(1)	((3)	(4)
SL	Features	Specifications	Compliance (YES / NO)
Please Specify Make / Model:			
1	General Feature	The MCU should be chassis based MCU with redundant power supply, power on/ off switch and must be rack mountable with all the necessary accessories. The suitable rack should be supplied along with MCU. The MCU should offer latest Real Time Media Conferencing platform and it should be hardware based for advanced communications: Offers reliability, availability, and serviceability.	YES / NO

2	Capability	<p>(a) The MCU shall connect 16 HD 1080p @ 30fps or higher sites each at 4Mbps on IP with AES encryption in CP and VA mode having any combination of SD, ED and HD EP.</p> <p>(b) If the connections are made at 720p @ 30fps – same MCU should connect 40 participants.</p> <p>(c) The MCU should also have the capability to connect 16 audio only calls over IPAudio calls could be VoIP or PSTN based.</p> <p>(d) The MCU should support 16 CP on single screen, min. 16 different layouts & AES encryption on each port without the port loss on the MCU.</p> <p>(e) MCU should support Unlimited Simultaneous Conferences (up to maximum MCU port level)</p>	YES / NO
		The MCU must support the latest H.323 standards or should be capable of being upgraded to the latest version. The gatekeeper should also support the same version of H.323 ITU standard.	YES / NO
		The MCU must support HD 720p and HD 1080p continuous presence with High Definition end points and should also support mix of High Definition/Standard Definition end points in continuous presence mode. Video quality should not be affected by number of participants in the conference and frame rate must always be above 25fps.	YES / NO
		Should Support NO self see in the HD CP conference – with no limitation in the number of HD CP conferences	YES / NO
		The MCU should support complete video and audio transcoding in a conference	YES / NO
		The MCU should support rate matching – i.e. end points connecting at various speeds from 128 kbps to up to 4 Mbps in a call/conference without any loss in ports	YES / NO
		The MCU shall support a mix of resolutions in both Voice Activated mode and Continuous Presence.	YES / NO

		The MCU shall support down-speeding and packet error/loss concealment methods to ensure optimum video and audio quality	YES / NO
		The MCU must support H.235 standard AES encryption without impacting port capacity or other features.	YES / NO
		The MCU should support personal video layout per participants	YES / NO
		The MCU should support multiple HD CP and Standard Definition Conferences	YES / NO
		The MCU should interoperate with multiple vendors" endpoints. The supported medium should be IP v4 and IP v6	YES / NO
		The offered MCU should be Telepresence ready for future upgradation	YES / NO
3	MCU Management	The MCU should have IP based Gatekeeper, Scheduler and Network management systems and should be external to the system The Gatekeeper should support 100 concurrent calls and 500 registrations on an external server/appliance.	YES / NO
4	Other technical specifications	The MCU should support Telnet for accessing remotely for carrying diagnostics from a remote PC in the network for diagnostics The MCU should have the option of welcome screen when the conference is initiated	YES / NO

5	Video Standards	<p>H.261, H.263, H.263+, H.263++, H.264, H.281 far end camera control.</p> <p>H.264 in any conference mode / type like Continuous Presence or Voice Activated Layout. 720p & 1080p HD resolutions</p> <p>From QCIF to HD 1080p including intermediary resolutions (SIF, CIF, 4CIF, SD, WSD, and HD 720p) CIF, QCIF, 4CIF, SIF, VGA, SVGA, XGA etc.</p> <p>Full transcoding on all ports</p> <p>1080p should be supported in symmetric Continuous Presence (MCU should receive and transmit 1080p from end points)</p> <p>Video Switching (Voice-Activated Switching)</p> <p>16:9 and 4:3 aspect ratio</p> <p>H.239 content sharing resolution: (H.263/H.264): VGA, SVGA, XGA, HD</p> <p>Content to H.239 and non-H.239 endpoints</p> <p>Should support 1080p as per ITU defined standards</p>	YES / NO
6	ITU-T Standards	The system should support latest industry Video standards	YES / NO
7	Audio Standards	<p>System should support latest industry audio standards or equivalent.</p> <p>G.711, G.722, G.722.1, G.722.1 Annex C, G.723.1, G.728, G.729A, MPEG-4 AAC-LD (or equivalent)</p> <p>IVR prompts for auto attendance User and managed mute controls DTMF support</p> <p>Echo and keyboard noise suppression</p> <p>Built-In and uploaded auto attendant voice prompts</p> <p>Automatic gain control, adjustable gain, power indication, individual audio mute</p>	YES / NO

8	Network Support	<p>IP H.323 and SIP 64 Kbps to 4 Mbps conference data rates for VC in Continuous Presence. 64 Kbps to 4 Mbps conference data rates for VC in Video Switching. Upto 768 Kbps for content IPV4 and IPV6</p> <p>The MCU should support standard based technology providing intelligent down-speeding and packet loss concealment to ensure optimum video and audio quality. The system must provide standards based method of compensating and correcting for packet loss (of media streams, both „to“ and „from“ the MCU and Endpoints) of up to a minimum of 5%.</p> <p>The MCU should have dynamic jitter buffering</p>	YES / NO
9	IP QOS	DiffServ, IP Precedence, Dynamic Jitter Buffer, Voice and Video Error Correction, Lost Packet Recovery	YES / NO
10	Port Loss	<p>There should be NO port loss while using H.239 data collaboration or any other MCU feature like encryption, etc.</p> <p>There should not be any port loss while doing simultaneous conferences on MCU. All the end points should be able to show all the MCU features (data collaboration, etc) without any</p>	YES / NO
11	Web Control	System should support Complete configuration, control and monitoring of the system and Conferences through web browser	YES / NO

12	Other features	Noise reduction	YES / NO
		Automatic gain control	YES / NO
		Echo cancellation	YES / NO
		Support for Duo-Video / People+Content / H.239 in the same conference without losing MCU port capacity	YES / NO
		Minimum 16 different layout choices that can vary in choice from 16, 1+12, 2+8, 9, 1+7, 3+4, 1+5, 4, 3, 2 sub frames of video	YES / NO
		Must support optional removal of the terminal endpoints own video image from the continuous presence video sent back to the endpoints in a conference.	YES / NO
		The MCU shall have the facility to broadcast a custom text message to remote sites within the video frame while in conference mode. The custom text could be a display or a scrolling message.	YES / NO
		The MCU should possess facility for cancelling / muting / control of audio generated by remote sites connecting / disconnecting during a Conference,	YES / NO
13		Flexible resource allocation. The system automatically allocates resources according to the connecting participant's endpoint type, capabilities and line rate.	YES / NO
		Ability to upscale and sharpen video resolution Source endpoint sends lower resolution and receives higher resolution from MCU QCIF >> CIF CIF>> 4CIF 4CIF>> HD 720p 24/30 fps	YES / NO
14	Management Tools	Web based management LDAP directory support Directory services including local and global directory Call detail records (CDR) Speed dialing Last Call and Recent Calls List Customizable GUI Calendar tool	YES / NO

15	GUI Permission Levels		
		3 levels viz. a) Chairperson – can start and manage conference b) Operator – can manage conference and monitor the bridge (i.e. can see the device tree and the alarms) c) Admin – can manage conferences, configure, and monitor the bridge	YES / NO
		Internal/External reservation system	YES / NO
16	Security		
		AES media encryption (IP and ISDN)	YES / NO
		Transport layer security	YES / NO
		H.235 used for encryption key exchange	YES / NO
		Tiered permission levels - Should support access rights and privileges for use	YES / NO
		GUI user authentication	YES / NO
		Password-protected Conferences	YES / NO
17	Interfaces (FOR MPLS / Internet)		
		1 x RJ45 Ethernet, 10/100 Mbps or more full/half duplex, manual or auto sensing for MPLS	YES / NO
		1 x LAN / Ethernet (RJ-45) 10/100 Mbit for Internet	YES / NO
		RJ45/ RS 232 serial port	YES / NO
18	Interoperability	Compatibility with other OEM VC equipment (MCU / endpoints) installed in Allahabad Bank & other outside agencies.	YES / NO
19	Security	H.235 AES encryption for secure conferencing PIN protected conferences HTTPS for secure management	YES / NO
20	MCU Chair Control	The MCU should support H.243 Chair control functions for conference management by a terminal endpoint The MCU must support conference control using DTMF Control functions like invite, terminate conference, take or release chair control, mute, volume control, video layout change and block or unblock admission to a conference. The MCU must support H.281 Far End Camera Control, in voice activated and continuous presence modes	YES / NO

21	Data Support	The MCU must support H.239 standards for sending/receiving dual streams of video and presentation content without losing MCU port capacity	YES / NO
22	MCU Video CP Layout	The MCU should support minimum 15 HD CP in a conference. MCU should have at least 20 different video layouts option	YES / NO
		MCU should have the below list of in-meeting display function: The MCU will be able to indicate to all participants whenever a participant joins/leaves the conference. Encrypted conference	
23	Web control	The MCU must provide a complete „conference control“ interface browser to support all „in call“ management functions with drag and drop“ manipulation of parties in the call and within screen layouts.	YES / NO
24	Transcoding	The MCU should support universal transcoding combining SD and HD within the same conference	YES / NO
		The MCU should support any bandwidth, any resolution, any video or audio codec within the same conference video call.	YES / NO
25	External Scheduling and Management	The Scheduler should support Microsoft Outlook scheduling with email notifications to individual participants using Microsoft Outlook plug in. Scheduling application should support at least 100 scheduling ports.	YES / NO
		A Web based central management interface developed by the MCU manufacturer should be provided in order to control all system resources, reserve conferences, and provide ongoing conference, point to point call, and network and fault management functions	YES / NO
		The conference scheduling application must support Direct Inward Dial to scheduled meetings.	YES / NO
		The conference scheduling application must support SIP, H.323 and ISDN terminals and 3G mobile users as well as desktop and audio only terminals transparently	YES / NO

		The conference scheduling application must support intelligent and optimized real time resource allocation algorithm for MCU ports and dynamically reuse the allocated ports according to the actual terminal capabilities.	YES / NO
		The conference scheduling application must support Lecture style conferences where the lecturer sees students in a continuous presence layout, and the students all see the lecturer in a single screen layout.	YES / NO
		<p>The conferencing application should provide a reporting and statistics support which will enable the system admin generate the following graphical charts / reports:</p> <ul style="list-style-type: none"> ☐ No of Multipoint calls records for the entire deployment ☐ No of Point to Point calls records for the entire deployment ☐ Calls Records per Terminal ☐ No of gateway calls for the deployment ☐ No of Desktop calls ☐ Multipoint calls records per specific Virtual Room. <p>The Scheduling Application should support personal address book.</p>	YES / NO
		The conference scheduling application must support management, load balancing and resource reservation of multiple distributed MCUs, Gateways and Gatekeepers.	YES / NO
		The conference scheduling application must support MCU and Gateway Port auto selection based on service prefix support, nearest port hunting, threshold based port hunting, load balancing, and least cost routing.	YES / NO
		The conference scheduling application must support Dial-in or MCU auto-Invite (Dial-out) to terminals.	YES / NO

		The network management application must support multiple network views and configurable presentation of the network topology in a Network Tree view, flat table view and customizable views.	YES / NO
		Both the Gatekeeper and the Scheduling and Network Management software should be installed in an external server/on an appliance	YES / NO

2. Bank does not require ISDN PRI gateway & EI PRI interface cards. The video conferencing solution offered by the vendor should work on the bank's network. However for connecting to an outside agency/bank having ISDN the equipment should be compatible.

3. No changes in High Definition Video Conference Endpoints. Specification will remain as per the RFP.

4. No changes in the specification of the display unit except LCD/LED monitor should be read as LED monitor

5. No changes in Support.

6. No changes in Web Camera (Optional)

7. No changes in Content Management & Streaming (Optional)

Annexure-F - Format for Commercial Bid

The commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

The suggested format for submission of commercial Offer for this RFP is as follows:

1. Index of all the document submitted with page numbers.
2. Bidder's Covering letter. This should be as per **Annexure P**.
3. Commercial Version of Bill of Materials and Price Schedule. This annexure must contain all Price information, including AMC details and taxes along with the cost of consumables sought as per **Annexure-G**.

Annexure- G - Bill of Material and Price Schedule

[Note: These details should be on the letter head of Bidder and each & every page should be signed by an Authorised Signatory with Name and Seal of the Company]

Note:

1. This Bill of Material must be attached in Technical Offer as well as Commercial Offer. The format will be identical for both Technical and Commercial Offers, **except that the Technical Offer should not contain any price information.** Technical offers without the Bill of Materials will be liable for rejection.
2. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
3. The Commercial Bid will be evaluated based on the Total Cost of Ownership (TCO) of the High Definition Video Conferencing Solution as per Bill of Material (Annexure-G) $TCO_{„H“} = C + D + E + F + G + \text{Optional items (if applicable)}$

Where, High Definition Video Conferencing Equipment Cost (C) = {Cost of MCU, Endpoint Units, Hardware (including OS) and other components with three years Warranty inclusive of taxes }

+ Annual Maintenance Charges for MCU, Endpoint Units, Hardware (including OS) for 2 years (inclusive of taxes) at present values (D)

+ Implementation Charges for Video Conferencing Solution inclusive of taxes (E)

+ Support Charges for 5 years inclusive of taxes at present values (F)

+ Cost of Cabling Components inclusive of taxes (G)

+ Optional Items inclusive of taxes [If applicable]

4. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
5. If any of the deliverable product, mainly, Hardware, software, Service/Support etc. has both VAT and Service Tax, the bidder has to indicate the Goods component with percentage of VAT and Service Component with service Tax involved. The Goods Component + Service Component should be limited to 100% of the Cost Price, For example, if Goods Component is 60% then, the Service Component cannot be more than 40%.

Signature of the Authorised Signatory with date & seal

D. AMC SUPPORT CHARGES

Sl. No	Item Description	Qty	AMC AFTER EXPIRY OF 3 YEARS WARRANTY FOR THE QUANTITY MENTIONED										Total AMC Amount including taxes [8+13]
			FIRST YEAR					SECOND YEAR					
			AMC %	AMC Value	Tax %	Tax Value	Total AMC (5+7)	AMC %	AMC Value	Tax %	Tax Value	Total AMC (10+12)	
1	2	3	4	5	6	7	8	9	10	11	12	13	14
1.	External Multipoint control unit (MCU) supporting 16 HD ports @ 1080p in a conference, 40 HD ports @ 720p in a conference	1											
2.	Gatekeeper, scheduling and network management device (hardware/ software) supporting 100 concurrent calls and 500 registrations Note : If software, necessary Hardware and OS for installing the software to be supplied	1											
3.	HD Video Conferencing End Point supporting 1080p video with 1080p HD camera, 2 microphones and remote. Supports H.239, dual video, dual monitor	15											
4.	40" 1080p HD LED Professional Display Monitor	13											
5.	Multi point software upgrade to support 1+3 sites in an HD CP multi point call												
TOTAL for D			XXX	XXX	XXX	XXXX	XXXX	XXX	XXX	XXX	XXXX	XXXX	

E. IMPLEMENTATION CHARGES

SI No	Item Details	Total Charges [Excl. Tax]	Tax @ %	Tax Value	Total Charges [Inclusive of all Taxes] [3+5]
1	2	3	4	5	6
1	Charges, if any, for designing the Video Conference Solution and carrying out all the implementation activities specified in the Scope of Work as per RFP. (Including Installation and Commissioning of MCU at HO and End points at HO and all other locations and interoperability with Allahabad Bank)				
	TOTAL for E	XXXX	XXXX	XXXX	

F. SUPPORT CHARGES

Sl. No.	Item Details:	support at Head Office, Banda			
	Year	Support Charges	Tax %	Tax in Amount	Total Amount incl. of tax.
	1	2	3	4	5=2+4
1	First				
2	Second				
3	Third				
4	Fourth				
5	Fifth				
	Total for F				

G. CABLING COMPONENTS

Sl. No	Line Item	Product/Part No.	Description	Qty	Unit Price in Rupees (Per Mtr/ Per Box/ Per unit)	Tax @ % (as per Govt. Norms)	Tax Value for unit cost in Rupees	Unit price Inclusive tax (6+8)	Total Price in Rupees = [5*9]
1	2	3	4	5	6	7	8	9	10
	1	SUPPLY							
1.		AMP/ Systimax	CAT- 6 UTP Cable [Per Branch 10 Meters]	150 mtrs					
2.		AMP/ Systimax	CAT-6 Information Outlet (Single Port)	15					
3.		AMP/ Systimax	RJ45 CONNECTOR	30					
4.		AMP/ Systimax	CAT-6 Patch Cord- 3mtr (Factory Crimped)	15					
5.		AMP/ Systimax	Single Port Surface Mounting Box	15					
6.		ISI Make	Media Converter	1					
7.		ISI Make	1" casing n capping/PVC Pipe/Flexible Pipe	150 mtrs					
8.		ISI Make	2" casing n capping/PVC Pipe/Flexible Pipe	100 mtrs					
	2	Labour Charges							
1.			Laying of CAT6 UTP Cable	150 mtrs					
2.			Termination Information Outlets	15					
3.			Crimping and testing of Patchcords with RJ 45 Connectors and Boots	15					
4.			Fixing of PVC accessories	150 mtrs					
			TOTAL COST FOR CABLING (G)=	XXXX	XXXX	XXXX	XXXX	XXXX	

H. CONSOLIDATION

Sl. No	Details	Total Amount in ₹
1	Total High Definition Video Conferencing Equipment Cost [C]	
2	Total AMC Support Charges [D]	
3	Total Implementation Charges [E]	
4	Total support Charges [F]	
5	Total cost for Cabling Components [G]	
6	GRAND TOTAL H= C+D+E+F+G	

I. OPTIONAL ITEMS

Sl. No	Details	Qty	Unit Cost	Tax @ %	Tax Value	Total Cost
1	Web Camera with in-built MIC	15				
2	Live Streaming/web cast server supporting minimum 5 concurrent live streams/web cast including hardware & software	01				
3	Recording device/software - to record one	01				
4	Total Bandwidth cost for 3 years including OTC & ARC for all the 13 locations	13				

The Present Value (PV) for the AMC component and Support per year will be calculated as per the following formula:

$$\frac{C}{(1+r)^n}$$

Where 'C' is the annual AMC amount of each year.

'r' is Bank's PLRate which is presently at 14.00%.

'n' is number of years, i.e. 'n' is 1 for 1st year, 2 for 2nd year... 5 for 5th Year.

We understand that the above-mentioned tax rates are for price-comparison purpose only and the bank will pay on actual to the maximum of taxes indicated in this Bill of Material.

We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only and that all applicable Taxes like CST/VST/VAT/Service Tax will be paid at actual to the maximum of taxes indicated in this Bill of Material against production of invoice / bills.

We understand that there can be only one tax either Service Tax or VAT. We also

understand that Bank will pay VAT only for Goods Component of Hardware/ Software and Service Tax for Service Component of Hardware/Software. We also understand that the Goods Component + Service Component should be limited to 100% of the Cost Price of Hardware / Software.

We understand that the payments for network cabling and labour charges shall be released basing on the actual consumption and submission of proof.

We confirm that we have quoted for 2 years post warranty AMC rates and 5 years support Charges (as per terms and conditions of the tender), giving the rates/price in our Commercial Offer.

No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Date:

Place:

Signature

(Name)

On behalf of

(Name of the Bidder)
