Reserve Bank of India

IT Cell, Chennai

NOTICE INVITING E-LIMITED TENDER

Reserve Bank of India, Regional Office, Chennai invites e-tender for "Supply and Installation of 22 nos. of Desktops in RBI, Chennai" from the firms/agencies who are empaneled under item code "A2" of the DIT, CO's circular dated September 15, 2026 on "Empanelment of Vendors for Supply and Installation of Computer Systems-2026-27" (Ref. No. CO.DIT.INFHW.No.S610/04-23-030/2026-27). The estimated cost of tender is ₹45 lakh (Rupees Forty-Five lakh only) including GST. The work is to be completed (delivery and installation) within seven weeks from the day of issue of purchase order. Tenders from non-empaneled vendors will not be accepted.

The e-tendering shall be done through the CPP Portal (https://etenders.gov.in/eprocure/app). All eligible and interested companies / agencies / firms must register themselves on the above-mentioned website to participate in the e-tendering process. The schedule of e-tender is as follows:

Tender No.: **2026_RBI_297293**

a) Estimated cost	Up to ₹45,00,000/- (Rupees Forty-Five Lakh only), inclusive of all taxes
b) Mode of e-tender	Online through CPP Portal (https://etenders.gov.in/eprocure/app) only
c) Type of e-tender	Limited
d) Date of NIT available for download	05.00 PM onwards on November 09, 2026
e) Pre-Bid meeting	Any queries related to the tender may be sought by intending bidders before due date of the opening of the tender vide e-mail addressed to ditchennai@rbi.org.in;
f) Transaction fee, if any	As per GeM-CPP Portal
g) Earnest Money Deposit (EMD)	Nil
h) Date of Starting of e-Tender for submission of on-line Commercial Bid	November 09, 2026, from 05:00 PM
i) Date of closing of online e-tender for submission of commercial bid	November 23, 2026, 03:00 PM
j) Date of opening of commercial bid	November 24, 2026, 03:00 PM

Regional Director
Reserve Bank of India
Chennai

Reserve Bank of India
Regional Office
Chennai
(Website: www.rbi.org.in)

e-Tender ID : 2026_RBI_297293

Request for Quotation (RFQ)

Supply and Installation of 22 nos. of 'A2' Desktops

Commercial Bid

Due Date and time of Submission of e-Tender: November 23, 2026, 03:00 PM

DISCLAIMER

Reserve Bank of India, Chennai, has prepared this document to provide comprehensive background information on the subject matter to interested parties. While the Reserve Bank of India has exercised due diligence in compiling and verifying the information contained herein and believes it to be accurate and complete to the best of its knowledge, neither the Reserve Bank of India, nor any of its authorities, officers, or employees, expressly or impliedly, warrants, guarantees, or represents the completeness, accuracy, timeliness, or reliability of the information provided—whether contained in this document or any associated materials.

The information presented herein is intended for general guidance only and is not exhaustive. Interested parties are strongly advised to conduct their own independent due diligence, verify all relevant facts, and seek appropriate professional advice prior to submitting any response. All respondents must explicitly confirm in writing that they have undertaken such independent inquiries and that they are not relying solely on the information provided by the Reserve Bank of India in preparing or submitting their Tender.

This document is provided on a strictly non-binding basis. It does not constitute, nor shall it be construed as, an offer, commitment, or obligation—express or implied—by the Reserve Bank of India, its authorities, agencies, officers, employees, agents, or advisors.

The Reserve Bank of India reserves the absolute and unrestricted right to, at its sole discretion:

- Discontinue, suspend, or cancel the work or tender process at any time without prior notice;
- Modify, amend, or reconfigure the scope, specifications, or deliverables of the work;
- Alter the timeline, schedule, or milestones reflected in this document;
- Revise or replace the procedures, evaluation criteria, or submission requirements;
- Decline to enter into further discussions or correspondence with any party expressing interest.

No costs, expenses, or reimbursements of any kind—whether direct, indirect, incidental, or consequential—shall be borne or reimbursed by the Reserve Bank of India to any individual, entity, or organization participating in or expressing interest in this process. All participants shall bear their own costs and expenses.

Any future amendments, corrigenda, addenda, or clarifications to this tender document shall be communicated exclusively through the official Reserve Bank of India website (www.rbi.org.in) and the CPP portal (https://etenders.gov.in/eprocure/app). Such updates shall not be published in any newspaper or other public media. It is the sole responsibility of interested parties to regularly monitor these official platforms for any changes or notifications.

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INTRODUCTION

The Department of Information Technology, Central Office (DIT, CO), Reserve Bank of India, vide RFP No. RBI/DIT-CO Central Office Departments/Others/1/26-27/ET/39 [Empanelment of Vendors], has empanelled eight vendors for the Supply and Installation of Computer Systems at Reserve Bank of India for the period 2026–27, covering specified product lines along with the corresponding technical specifications. The list of empanelled vendors, products and specifications has been communicated to all Central Office Departments (CODs), Regional Offices (ROs) and Training Establishments (TEs) vide Circular CO.DIT.INFHW.No.S610/04-23-030/2026-2027 dated September 15, 2026.

Accordingly, Reserve Bank of India, Chennai is inviting this limited tender from vendors empanelled/listed under the aforesaid circular for the relevant product/category.

The Purchase Order shall be placed with the L1 vendor for the specific product/line item, based on the respective quotation and subject to fulfilment of the terms and conditions of the tender.

All terms and conditions as mentioned in circular CO.DIT.INFHW.No.S610/04-23-030/2026-2027 dated September 15, 2026 shall be applicable.

SCHEDULE OF E-TENDER (SOT)

The Schedule of e-Tender is as follows:

i)	e-Tender ID	2026_RBI_297293
ii)	Description of work	Supply and Installation of 22 nos. of 'A2' Desktops
iii)	Mode of Tender	E-tender
iv)	Estimated Cost	₹ 45 lakh/- (Rupees Forty-Five Lakh Only) including taxes
v)	Time allowed for Delivery and installation	**Delivery- 06 weeks** from day of issue of work order **Installation- 01 Week**
vi)	Warranty of products	3 years on site from date of acceptance of system
vii)	Payment Terms	If a Purchase Order value is more than Rupees Three (03) lakhs (excluding taxes), 90% of the Purchase Order (PO) value will be made to the vendor on satisfactory installation of the product or within two weeks after delivery, if the delay is attributable to the Bank or force majeure, whichever is earlier and balance 10% (excluding taxes) on expiry of warranty period or on submission of Bank Guarantee of equivalent amount issued by a Scheduled Commercial Bank, valid till the end of the warranty period.

viii)	Liquidated damages	0.5 percent of the total Purchase Order Value (excluding taxes) for each week or part thereof of delay, subject to a maximum limit of 10 percent of the Total Purchase Order Value (excluding taxes like GST etc.)
ix)	Time for Settlement of Bills	on satisfactory installation of the product or within two weeks after delivery
x)	Release of Performance Security Guarantees.	The Performance Security Bank Guarantee shall be released by the Bank, at the end of the warranty period
xi)	Date of release of RFQ	November 09, 2026, from 05:00 PM.
xii)	Pre-Bid Meeting	Any queries related to the tender may be sought by intending bidders before due date of the opening of the tender vide e-mail addressed to ditchennai@rbi.org.in;
xiii)	Date of Starting of e-Tender for submission of on-line Commercial Bid	November 09, 2026, from 05:00 PM

xiv)	Date of closing of online e-tender for submission of commercial bid	November 23, 2026, 03:00 PM
xv)	Date of opening of commercial bid	November 24, 2026, 03:00 PM
xvi)	Transaction fee, if any (non-refundable)	Payment of Transaction fee as mentioned in the GeM-CPP portal (inclusive of GST % as mentioned) through GeM-CPPP payment gateway /NEFT/RTGS.

Bidders are requested to quote rates inclusive of G.S.T for all items. The final total amount shown in the system including G.S.T will be the final bid amount / contract amount. No change in quoted rates will be accepted after opening of the e-tender.

SECTION I

ROLES AND RESPONSIBILITIES OF EMPANELLED VENDORS

1. Costs and Currency

i. The empaneled vendors are required to quote the prices of the items / equipment in Indian Rupees only and inclusive of GST and other taxes if any.
ii. The vendor, shortlisted for supply of items / equipment, is required to take transit insurance to cover the items / equipment up to delivery at the Bank's location. The transit Insurance premium amount will not be reimbursed by the Bank.
iii. The vendor/s shall supply upgraded versions, if any, of the equipment during the validity of the contract period.

2. Delivery and Installation Period

The following time schedule, from the date of placement of orders, for delivery and installation has been advised to the vendors. Any delay may invite penalties.

Delivery	06 weeks
Installation and Operationalization	01 week

3. Installation

The vendor, shortlisted for supply of items / equipment, is required to install the same. During the process of installation, the vendor is required to copy the backup from the old Desktops and laptops to the new ones, and also to install, at no extra cost, all the licensed software i.e., antivirus software, MS Office, Windows OS (Enterprise Edition License), Adobe, etc., supplied by the Bank, before acceptance.

4. Compatibility of equipment supplied

All the equipment supplied by the vendors shall be compatible with the latest version of the Operating System.

5. Warranty

a) Three years on-site comprehensive warranty covering all parts and labour from the date of acceptance of the systems by the CODs/ROs/TEs at the respective locations. During the warranty period, the vendor will have to undertake comprehensive maintenance of hardware components, systems

software and accessories supplied by them.
b) Products with MacOS / iPad OS comes with Standard OEM warranty.
c) The vendors are expected to repair all items by next working day. In case of any deviation specific exemption may be sought by them on case-to-case basis from the respective CODs/ROs/TEs who have issued the Purchase Order.
d) The vendors shall be fully responsible for the manufacturer's warranty for all items, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / vendor or any defect that may develop under normal use of supplied items during the warranty period.
e) The warranty will not become void even if the CODs/Ros/TEs buy any other supplementary hardware from a third party and installs it within these machines. However, the warranty of the OEMs will not apply to such hardware items installed. Besides the above, the vendor will have to conform to the terms and conditions of warranty in the contract.

6. Penalty for downtime

In case the estimated time required for repair of the items supplied under the contract exceeds four working days, the vendor will immediately provide a standby machine of equivalent or higher configuration till the original is restored for use. In case the vendor fails to meet the above standards of maintenance, there will be a penalty as specified below:

Sr. No.	Item	Amount (for each)
1	Desktop, Laptop, Tablet.	₹1500/- per day
2	Printers/ Scanners	₹1500/- per day
3	Peripherals /Other additional items which is not mentioned above	₹1000/- per day

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

Public Holidays as declared at the respective locations/centres and force majeure situations are excluded for the downtime calculation.

7. Repeated Failure

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by

equivalent new items by the vendor at no cost to the Bank. In case of failure of SDD or HDD of Desktop / Laptop during warranty period, the vendor will help the user to recover the data.

8. Indemnity to the Bank

The empanelled vendors shall keep the Bank indemnified against any losses or damages because of any violation of patents, trademark etc., by them in respect of the products supplied.

9. Guarantee

The equipment under the contract must conform to the highest quality and standard. In case of software, the vendor shall guarantee that the software supplied to the purchaser is licensed and legally obtained. All hardware and software are required to be supplied with their original and complete printed documentation with maintenance of consistency for the entire lot of the items offered. All the required quantity of an item in 'Schedule of Requirement' needs to be of the same brand and same model number. Part numbers also must be same for all pieces of an item. The vendor should not substitute any internal components or subsystems of item by similar items from a different manufacturer. All the items and peripherals should be supplied with the relevant interface cables.

The empanelled vendors should supply only "Commercial/Business products" and not any product from "Home/consumer category". The item and its datasheet should be in public domain. The drivers of the supplied products should be in public domain.

10. End of Life

The Vendors shall supply only those items, which would not be declared end of life until March 31, 2027. Further, those products should also not go End of Support before March 31, 2030. However, in cases where the OEM decides to phase out any particular model, the vendor is required to substitute (upgrade) the product with another product (model with equivalent or better configuration at no extra cost or changes to the Bank The vendor must inform well advance about such changes. In case no substitute model is available, the vendor through OEM shall give the notice in writing at least one month prior to such discontinuation. In case of software, the vendor shall supply the latest version available at the time of delivery at no extra cost to the Bank.

SECTION II
GENERAL TERMS AND CONDITIONS

1. Liquidated Damages (LD)

If the vendor fails to deliver contracted product (s), install/activate, and operationalize all of the equipment or fails to complete the work or does not perform the service (s) within the time schedule as mentioned in Para 11 below, CODs/ROs/TEs, without prejudice to its other remedies under the contract, may deduct from the Purchase Order value, as liquidated damage(s), a sum equivalent to 0.5 percent of the total Purchase Order Value (excluding taxes) for each week or part thereof of delay, subject to a maximum limit of 10 percent of the Total Purchase Order Value (excluding taxes like GST etc.). Such penalty will be deducted from the invoices/bills of the vendor OR from the Security Deposit (PBG/BG) (Performance Bank Guarantee/Bank Guarantee).

The Department may also consider termination of the contract with the vendor as per provisions of the termination clause mentioned in the contract. For any Purchase Order containing two or more items, the penalty shall be for the items, which are not delivered as per schedule, and not for the entire Purchase Order.

2. Payment Terms

If a Purchase Order value is more than Rupees Three (03) lakhs (excluding taxes), 90% of the Purchase Order (PO) value will be made to the vendor on satisfactory installation of the product or within two weeks after delivery, if the delay is attributable to the Bank or force majeure, whichever is earlier and balance 10% (excluding taxes) on expiry of warranty period or on submission of Bank Guarantee of equivalent amount issued by a Scheduled Commercial Bank, valid till the end of the warranty period. The Bank Guarantee in such instances can be called for from the vendor along with the invoice of the said PO.

If a Purchase Order value is less than Rupees Three (03) lakh (excluding taxes),100% payment will be made to the vendor as per the PO issued by the respective CODs/ROs/TEs on satisfactory installation of the product or within two weeks after delivery, if the delay is attributable to the Bank or force majeure, whichever is earlier.

3. Completeness of the contract

The contract will be deemed as incomplete if any component of the items / equipment or any documentation /media relating thereto is not delivered or is delivered but not installed and / or not operational or not acceptable to the respective CODs/ROs/TEs after acceptance testing/examination. In an event, the supply and installation are termed as incomplete, it will not be accepted, and the warranty period will not commence. The warranty period will commence only after successful installation of the products listed under the said Empanelment and its acceptance by the respective CODs/ROs/TEs.

4. Force Majeure

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

If a Force Majeure situation arises, the vendor shall promptly notify the Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the Bank, in writing, the vendor shall continue to perform its obligations under the contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the vendor shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the vendor.

5. Resolution of Disputes

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

6. Jurisdiction

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

SECTION - III

INSTRUCTIONS TO BIDDERS

E-tenders comprising duly filled in Commercial Bid of the tender should be uploaded in CPP Portal (https://etenders.gov.in/eprocure/app) under RBI Portal for the work of 'Supply and Installation of 22 nos. of 'A2' Desktops', not later than November 23, 2026, 03:00 PM.

1. The Bank discourages stipulation of any additional conditions by the bidders. However, in case the bidders wish to include any condition / clarification, it shall be addressed as a special remark. The clarifications / conditions etc, if any will be examined and after discussions with all the bidders, the conditions that are acceptable to the Bank will be intimated to all the bidders.

2. The Commercial Bid shall be opened at November 24, 2026, 03:00 PM.

3. Digital Signatures may be used to submit the tender in token of his / their acquainted himself / themselves with the General Conditions of Contract, Specifications, Special Conditions etc as laid down.

4. If any of the document is missing, the tender may be considered invalid by the Bank at its discretion. No advice of any change in rate or conditions after opening of the tender will be entertained.

5. Transaction fee is non-refundable. A vendor will not have access to the online e-tender without making the payment towards transaction fee.

6. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

7. On receipt of intimation from the Employer of the acceptance of her / his / their tender, the successful bidder shall be bound to execute the contract and within fourteen days thereof, the successful bidder shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so bidding, whether such formal agreement is or is not subsequently executed.

8. The vendor shall not assign the Contract. He shall not sublet any portion of the Contract, except with written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Employer.

9. The vendor shall deliver the items strictly in accordance with specifications and details, as mentioned in tender document.

10. **Bidders are requested to quote rates inclusive of G.S.T for all items. The final total amount shown in the system including G.S.T will be the final bid amount / contract amount. No change in quoted rates will be accepted after opening of the e-tender.**

11. Each invoice / bill shall indicate amongst other things, the vendor's PAN and G.S.T Registration Number. The vendor shall also produce to the Bank adequate proof of remittance of G.S.T within a reasonable time from remittance. The contract value will also be subject to TDS / TCS / TDS under GST / Withholding Tax / any other tax, as per statutes.

12. The 'Total Security Deposit' of the successful tenderer shall stand forfeited to the Bank without recourse, if he / they fail to comply with any of the conditions of the Contract.

13. The bidder must obtain for himself, at his own responsibility and at his own expense, all information which may be necessary for the purpose of making his tender and of entering into a contract and must himself examine the requirements (if any), the site, the specifications and all other conditions governing the tender. No claim on account of want of such knowledge or of any misunderstanding on the part of the bidder shall be entertained by the Bank.

14. All instructions, terms and conditions mentioned above shall be binding on the tenderer, in addition to and without prejudice to the instructions issued by the Department of Information Technology, Central Office, while empanelling the vendors for supply and installation of computer systems for FY 2026-27.

15. The supply of the material shall be affected at Reserve Bank of India, Regional Office, Fort Glacis, No 16, Rajaji Salai, Chennai- 600 001, delivered and installed by the vendor at his own cost and risk. The vendor shall be responsible for the material, including for any damage to or loss of the same, till the handover of the items to Reserve Bank of India, Chennai duly acknowledged in writing.

16. Wherever the vendor proposes to supply a rollover/upgraded model, the same shall be done only with the prior approval in writing of the authorised officers of the DIT CO, Mumbai.

17. The Bank reserves the right to accept the tender either in whole or in part, at the same prices quoted by the tenderer, and such acceptance shall be binding on the tenderer to the extent of the tender accepted.

I /we hereby declare that I / we have read and understood the above instructions, terms and conditions, etc. provided for guidance of tenderers and have accordingly quoted my/our rates.

Place:

Signature / Digital Signature of tenderer

Date:

ABSTRACT OF BILL OF QUANTITIES

Item No.	Description of item.	Unit	Quantity
A2	**'A2' Basic All-in-One (AIO) Desktop** **Specifications-** Intel Core i7 13700/ 14700 or higher, 16 GB DDR5 RAM or higher, Min. 23.8" W LED Monitor, 512 GB PCIe® NVMe™ SSD or higher, Windows 11 Pro, 3 years warranty. (Prices quoted should be including GST and other applicable taxes)	Nos.	22