

Delivery & Installation address:

Please refer Annexure I. However, Bank reserves the right to alter the delivery/installation location, which will be informed by the Bank -1- week prior to the scheduled delivery date.

Payment Terms:

As per the terms stipulated in Bid no. GEM/2023/B/2994910 dated 18.01.2023 & GeM Contract No. GEMC-511687740051546 dated 21.03.2023.

Service Level Agreement and Non-Disclosure Agreement:

- M/s Connectivity IT Solutions Pvt. Ltd. shall provide an addendum to the existing Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) (As per the format provided by the Bank), which contains all the services and terms and conditions of the services to be extended as per the provision of the existing contract. You shall execute the addendum to SLA and NDA and provide the same along with acceptance of this Purchase Order.
- All the expenses related to execution of the document, such as the applicable stamp duty and registration charges, if any shall be borne by M/s Connectivity IT Solutions Pvt. Ltd.

OEM Back to Back support Agreement

You have to submit necessary proof with regard to OEM back to back contractual agreement for support by furnishing necessary documents from OEM and fulfillment letter within 30 days of acceptance of Purchase Order/Contract. No payment shall be released before submission of same.

Manual and Escalation Matrix

You shall supply Technical / System's Manuals for all the Systems supplied and all required interfaces. Operation and maintenance Manuals for all the systems and applications covering the operations needed to start, run, other operations. The manuals shall be in English. You have to submit detailed Complain Escalation Matrix for each location where delivery & installation has been done and the same must be provided to Bank's representative at the time of installation.

Matters of Dispute

Any dispute arising from this contract shall be within jurisdiction of Mumbai Courts only.

Safety

You are to abide by all safety regulations and you are responsible for all matters relating to safety of all persons / objects concerned on the site as per contract requirement.



All the warranty terms, scope of work and other terms and conditions will remain same as per the GeM Bid no. GEM/2023/B/2994910 dated 18.01.2023 and its subsequent addendum /corrigendum(s).

You are requested to furnish likely date of delivery with project schedule. You are also advised to appoint a project manager for the captioned work and share the details of the same for better coordination.

Please acknowledge and confirm your acceptance, by returning the copy of this letter duly signed by the authorized signatory, for our record.

Yours faithfully,

We agree, confirm & accept the above

For Bank of Baroda


Ranjeet Kumar
Asst. General Manager
Facilities Management

For M/s Connectivity IT Solutions Pvt. Ltd.

Name, Designation, Date with Seal