புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES FOR A PERIOD OF TWO YEARS

RFP Reference Number: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

Date and Time of Pre-Bid Meeting	**28.10.2026, 11:00 Hrs**
Last Date and Time for receipt of bids	**04.11.2026, 14:00 Hrs**
Date and Time of opening of Technical bids	**05.11.2026, 14:00 Hrs**

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

DISCLAIMER

The information contained in this Request for Proposal Document (RFP Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of Puducherry Grama Bank or any of their representatives, employees, or advisors (collectively referred to as ― Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for a purpose other than for which it is specifically issued.

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

GENERAL TENDER DETAILS

SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC)OF EXISTING UPS		
1	Last date for receipt of queries from bidders for Clarifications	**21.10.2026**
2	Date and Time of Pre-Bid Meeting	28.10.2026, 11:00 Hrs
3	Pre-Bid meeting venue	Teams Link will be shared to eligible bidders.
4	Last date and time for Online bid submission (both Technical & Commercial)	**04.11.2026 before 2:00 PM**
5	Date and Time of Technical Bid Opening	05.11.2026, 2:00 PM
6	Place of Submission of hard copy of EMD and Integrity pact	The General Manager, Puducherry Grama Bank, Head Office, No 415, Kamaraj Salai, Saram, Puducherry – 605 013.
7	Place of Opening of Bid	Through GeM Portal
8	Address for Communication	The General Manager, Puducherry Grama Bank, Head Office, No 415, Kamaraj Salai, Saram, Puducherry – 605 013.
9	Earnest Money Deposits	**Rs. 25,000/-** (Rupees Twenty Five Thousand Only) to be submitted in the form of Bank Guarantee (BG) / Demand Draft / Online fund transfer on or before last date of Bid Submission in favour of Puducherry Grama Bank, Puducherry. Bank Guarantee should be valid up to 9 months from the date of submission of the bid with claim period of 12 months. *Valid Registered MSE in the related category only & Startup-India bidders are exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank. Latest guidelines regarding EMD, published by Ministry of Finance or other regulatory bodies, during the RFP process, will be applicable.
10	Contact Details	Interested bidders are requested to contact if required to following email IDs: **hoitd@pygb.bank.in** Containing below information, in case of any clarification/queries. a) Name of Bidder b) Contact person Name c) Contact No. d) E-mail ID etc.

NOTE:

1. All the interested Bidders, who have not registered earlier with GeM (Government e-Marketplace) Portal, will have to register with GeM. Bidders to ensure to get themselves registered timely, at least One week before the last date of submission of bids, to avoid last moment issues.
2. Bidders are advised to go through Instructions and Details available on gem.gov.in for registration and submission. If bidder faces any issues regarding registration and participation in bidding process over GeM, bidder should immediately contact GeM Helpdesk at earliest.
3. Bidders are required to strictly submit their bids in electronic form on GeM portal followed by physical submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentation on the address as mentioned above.
4. Bid received after closing time (as per time schedule provided for bid submission) in the GeM Portal will be auto rejected by the system.
5. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc. at their end.
6. Bidders are requested to use a reliable internet connection (data cable/ broad band) to safeguard themselves. Bank is not responsible for telephone line glitch, internet response issues, hardware hanging etc., at bidder's end.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

Following terms are used in the document interchangeably to mean:

- **"Recipient/Respondent/Bidder"** means the respondent to the RFP document.
- **"RFP"** means the Request for Proposal document.
- **"Proposal/Bid"** means Response to the RFP Document.
- **"Tender"** means RFP response documents prepared by the Bidder and submitted.
- **"Vendor"** means the Successful bidder/ Service Provider.
- **"Purchaser"** means Bank.
- "**Applicable Law**" means the laws and any other instruments having the force of law in India.
- "**Bank**" means Puducherry Grama Bank (PUDUCHERRY GRAMA BANK)
- **"Contract"** means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- "**Contract Price**" means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;
- "**Goods**" means all of the deliverables or other materials which the Company should deliver as per this contract;
- "**Party**" means the Bank or the Company, as the case may be and Parties means both of them.
- "**Personnel**" means persons, the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
- "**Project Site"**, where applicable, means the places where equipments will be installed.
- "**Services**" means those services ancillary to the deliverables of the Company covered under the Contract.
- "**Successful bidder / Supplier**" means the company supplying the Goods and Services under this Contract.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

TABLE OF CONTENTS

SECTION 1 – INSTRUCTION TO BIDDERS 6
SECTION 2 - CONDITIONS OF CONTRACT 9
SECTION 3 - SCHEDULE OF REQUIREMENTS 25
SECTION 4 - COMMERCIAL BID 29
SECTION 5 – FORMS TO BE SUBMITTED 30

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

SECTION 1 – INSTRUCTION TO BIDDERS

1. **INTRODUCTION**.....7
2. **BACKGROUND AND PURPOSE OF THE PROJECT** 7
3. **PRE-QUALIFICATION CRITERIA OF THE BIDDER**.....7
4. **RIGHT TO AUDIT**.....8
5. **OTHER CONDITIONS** 8

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

1. INTRODUCTION

Puducherry Grama Bank (PYGB) (referred as Purchaser or Bank in this document) is a Regional Rural Bank (RRB) which is Government owned scheduled commercial bank sponsored by Indian Bank. PUDUCHERRY GRAMA BANK is having 48 branches across U.T of Puducherry with headquarters in Puducherry.

2. BACKGROUND AND PURPOSE OF THE PROJECT

Puducherry Grama Bank (PYGB) desires to select and empanel a vendor for Comprehensive Annual Maintenance Contract (AMC) of existing UPS for its branches and Head office located in Puducherry. Requirement will be for the AMC of UPS System at the branches/offices will be needed immediately after finalization of vendor(s). Most of existing UPS are of make Numeric and Switching AVO having capacity of 3 KVA, & 6 KVA. The Quantity of Existing UPS for AMC is approximately 100+ UPS; however quantity will be vary as per actual ground requirements. After completion of warranty period subsequently UPS will be brought under AMC.

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Puducherry Grama Bank (PYGB) ("the Bank") for Comprehensive Annual Maintenance Contract (AMC) of existing UPS at its Branches/ Head office.

3. PRE-QUALIFICATION CRITERIA OF THE BIDDER

Only those Bidders who fulfil the Eligibility criteria mentioned in this RFP are eligible to respond to this RFP. Offers received from the Bidders who do not fulfil any one or more of the eligibility criteria mentioned in this RFP are liable to be rejected. Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserves the right to reject the bid, if bid is not submitted in proper format as per RFP. Bidder must abide by any changes incorporated to this RFP though any corrigendum, addendum, amendment, notice, etc.,

The Bidder should comply with all the Eligibility Criteria mentioned below:

S.No.	Eligibility
1	The bidder should be registered as a Limited company (Private/Public) in India as per Company Act and be in existence since last 5 years as on 31/03/2026. A copy of Certificate of Incorporation issued by the ROC and Articles of Association should be submitted.
2	Bidder should have minimum average turnover of Rs.1 Cr. (Rupees One crore) in the last 3 financial years. Bidder must provide the details of turnover for last 3 years (FY 2023-24, 2024-25 & 2025-26). Audited Financial Statements certified by CA have to be submitted.
3	The bidder should have positive net worth and should not have been eroded by more than 30% during the last three consecutive financial years (FY 2023-24, 2024-25 & 2025-26) ending on 31/03/2026. Audited Financial Statements certified by CA have to be submitted.
4	Bidder should not have been blacklisted by the Government / Government agency / Banks / Financial Institutions in India after 31.03.2023 till date. Self-Certificate/Undertaking is to be provided as per Annexure-V
5	The bidder should have past experience of UPS AMC Services in at least two Scheduled Public/ Private Commercial Bank, RRB, Cooperative Banks or DCCBs in the last Five years i.e. from Sep-2021 to Sep-2026. Two work orders of UPS AMC with contract value of each order is at least ₹ 7.50 lakhs and above should be submitted.
6	The bidder should have Registered office or service centers in UT of Puducherry. Detailed address of support offices should be provided

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Please note that any response which does not provide any / all of the above information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard**.**

4. RIGHT TO AUDIT

Bank shall have the right to conduct audits on the service provider by its internal or external auditors, or by agents appointed to act on its behalf and to obtain any copies of any review reports and findings made on the service provider in conjunction with the services performed for the bank. The bidder should allow RBI/NABARD or persons authorized by RBI/NABARD to access the Bank's documents, records of transactions and other necessary information given to, stored or processed by the service provider / Sub-Service provider within a reasonable time. This includes information maintained in papers and electronic formats. The Service provider shall recognize the right of the regulatory authorities to cause an inspection to be made of their books and account by one or more of its officers or employees or other persons.

5. OTHER CONDITIONS

a) Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.
b) The timelines for the bid submission will not extended/ modified unless for the exceptional cases as decided by the Bank.
c) Joint bid will not be accepted by the Bank.
d) No right to employment in the Bank shall accrue or arise, at any point of time under this project.
e) All the resources deployed by the bidder should be in the payroll of the successful bidder.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

SECTION 2 - CONDITIONS OF CONTRACT

1. POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY 11
2. COST OF BIDDING 11
3. BIDDING DOCUMENT 11
4. LANGUAGE OF BIDS 11
5. VALIDITY OF BID DOCUMENT 11
6. BID CURRENCY 11
7. BID EARNEST MONEY 11
8. BIDDING PROCESS 12
9. PRE-BID MEETING & PRE-BID QUERIES 13
10. SUBMISSION AND OPENING OF BID 13
11. MODIFICATION AND/OR WITHDRAWAL OF BIDS 13
12. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS 14
13. CLARIFICATIONS OF BID 14
14. EVALUATION AND AWARD CRITERIA 14
15. CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE 15
16. FORCE MAJEURE 15
17. CONFIDENTIALITY 15
18. NON-DISCLOSURE AGREEMENT 15
19. SIGNING OF CONTRACT 15
20. PERFORMANCE BANK GUARANTEE 16
21. ACCEPTANCE OF ORDER 16
22. REPEAT ORDER 16
23. PAYMENT TERMS 16
24. SERVICE LEVEL AGREEMENT (SLA) 17
25. WARRANTY 17
26. TAXES AND DUTIES 17
27. INTEGRITY PACT 18
28. INDEMNITY 18
29. TERMINATION OF CONTRACT FOR CONVENIENCE 19
30. TERMINATION OF CONTRACT FOR DEFAULT 19
31. EXIT CLAUSE 20
32. PUBLICITY 20
33. USE OF NAME/LOGO OF THE BANK 20

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

34. PRIVACY AND SECURITY SAFEGUARDS 20
35. INTELLECTUAL PROPERTY RIGHTS 21
36. LIMITATION OF LIABILITY 21
37. DISPUTE RESOLUTION /ARBITRATION 22
38. BUSINESS CONTINUITY PLAN 22
39. CONFLICT OF INTEREST 22
40. JURISDICTION 22
41. RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA 22

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

1. POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY

In case of company, Board Resolution in favour of Authorized Person and Power of Attorney/Authorization letter (from authorized person executed on stamp paper of appropriate value), in case the authorized person delegates authority to another person of the company to sign the Bid documents, is to be submitted with bid documents.

2. COST OF BIDDING

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

3. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all correct information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should submit the bid strictly as per RFP failing which bid will be treated as non-responsive and will be liable for rejection without assigning any reason for rejection.

4. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and Bank, shall be written in English.

5. VALIDITY OF BID DOCUMENT

Bid shall remain valid for minimum six months (180 days) from last date of submission of bid prescribed by Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive. The bidder will be required to extend the validity of the bid, if requested by the Bank.

6. BID CURRENCY

Prices shall be expressed in Indian Rupee (INR) only.

7. BID EARNEST MONEY

Bidder has to submit the Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only). which should be submitted in the form of Bank Guarantee (BG)/ Demand Draft/ Electronic Fund Transfer favouring Puducherry Grama Bank, Head Office, Puducherry. The EMD should have a validity of 9 months from the date of submission of bid with claim period of 12 months. The EMD should be submitted at the time of Bid submission. Bidder can submit EMD in the form of Online transfer to the account mentioned below:

Account No: 91190209
Account Name: DEPOSIT PARKING
IFSC: IDIB0PBG001

Exemption from submission of EMD will be applicable as per CVC/ GeM guidelines on submission of required documents.

In case of unsuccessful bidder, EMD will be returned within 30 days of disqualification (Technically/ Commercially) or within 30 days of completion of tender process, as the case will be and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

The physical documents [Earnest Money Deposit (EMD) and Integrity pact] are requested to be submitted at the following address.

The General Manager,
Puducherry Grama Bank,
Head Office,
No.415, Kamaraj Salai,
Saram,
Puducherry - 605 013.

8. BIDDING PROCESS

For the purpose of the present job, a two part bidding process will be followed. The response to the present tender will be submitted in two parts:

- **Technical Bid**
- **Commercial Bid**

Bidders are required to strictly submit their bids in electronic form on GeM Portal followed by Submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentations, on address as mentioned above within 1 week from the Bid submission timeline. The Commercial Bid has to be submitted in online form only through GeM Portal.

Technical Bid:

The Technical bid must be submitted online in GeM Portal. TECHNICAL BID should be fully compliant with this RFP and no deviations will be entertained. TECHNICAL BID shall contain all the supporting documents including eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in (CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID) of this RFP, and should **NOT** contain any pricing or commercial information at all (Commercial information is to be submitted online only in GeM as part of commercial Bid separately). If any commercial information is quoted in Technical bid, the bid will be disqualified from further process.

The bank will examine the bids to determine whether they are complete, whether any major deviations have taken place in the technical bid which affects the purpose and need of the RFP.

The bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Commercial Bid:

In the second stage, the COMMERCIAL BID of only those bidders who comply with this RFP in technical evaluation stage will be opened followed by Reverse Auction through GeM. Bidder shall quote all the figures in numbers followed by total in words enclosed in brackets in all fields of commercial bid. The bidder shall quote commercial figures in the format prescribed by the bank (as per Section 5- Commercial Bid) in this RFP.

Arithmetical errors will be rectified as follows:

If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail, and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.

If there is any discrepancy between words and figures, the amount in the words will prevail. AMC/ATS amount, if asked for in specified range, and quoted under or beyond the specified range, would also be recalculated.

The bid determined as not substantially responsive will be liable for rejection by the purchaser and may not be made responsive by the bidder by correction of the non-conformity. The decision of the Bank in this regard will be final.

The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

9. PRE-BID MEETING & PRE-BID QUERIES

Bidders are required to submit pre-bid queries, within the stipulated timelines as given in the General Tender Details, through email. Responses will be uploaded through GeM Portal.

Only two persons per bidder will be allowed to attend the Pre-Bid meeting.

Bidders are required to go through the RFP and submit any subsequent clarifications meticulously and submit their queries timely to avoid any last-minute hassle.

10. SUBMISSION AND OPENING OF BID

Bids must be submitted not later than the specified date and time mentioned in the Bid Document in GeM Portal. The Purchaser may, at its discretion, extend this deadline for submission of bids, in which case all rights and obligations of the Purchaser and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the necessary documents of the RFP should be submitted at the time of submission itself in full, failing which the bid is liable for rejection. The bids will be opened in GeM Portal thirty minutes after the submission on same date.

11. MODIFICATION AND/OR WITHDRAWAL OF BIDS

Bids once submitted will be treated as final and no further correspondence will be entertained on this unless there is any amendment or addendum from bank's side after submission of the Bid. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid without the consent of the bank.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

12. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action. The Purchaser reserves the right to accept or reject any technology proposed by any bidder.

13. CLARIFICATIONS OF BID

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification and response shall be submitted in writing, duly signed & stamped by the authorized signatory and no change in the price or substance of the bid shall be sought, offered or permitted. The clarification and response received from bidder will be subsequently part of bid submitted by that bidder.

14. EVALUATION AND AWARD CRITERIA

Evaluation of Bids:

The Bank's evaluation will take into account the following factors:

Compliance of terms and conditions of RFP duly supported by certified documentary evidence, review of written reply, submitted in response to the clarification sought by the Bank, if any. Technical Evaluation will be done by Bank’s Committee and the decision of the committee will be final.

Determination of L1 Bidder and Awarding of Contract:

The bidders who don’t fulfil the eligibility criteria and terms & conditions of the RFP will be disqualified.

On completion of evaluation of supporting documents and based on any other clarification submitted by the bidder in response to the Bank’s query, if any, the bank will proceed with the reverse auction (RA). H1 elimination rule will be followed for reverse auction as per GeM guidelines. The bidder who has cleared the technical requirement and quoted the lowest amount in RA shall be declared successful bidder (L1 bidder) through GeM portal as per the extant Govt/GeM guidelines.

The bank reserves the right to negotiate price with L1 bidder (Successful bidder).

The bank at its discretion may remove any of the line items or alter the quantity as per the requirement at the time of issuing Purchase Order.

15. CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

16. FORCE MAJEURE

Notwithstanding anything contained in this RFP, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract (to be executed with successful bidder) is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the Successful bidder and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution, pandemic and epidemics. If a force majeure event arises, the Vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the said Contract to the extent possible, mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the said Contract and the Bank shall have the right to terminate the said Contract without giving any further notice to the bidder. Bank reserves the right to assign the work to other Vendor without any consequences and claims.

17. CONFIDENTIALITY

Unless provided otherwise, the details in the bid documents submitted by bidders in response to this RFP shall be treated as confidential. The bidder shall not disclose the particulars of bids to any of its competitors and third parties.

18. NON-DISCLOSURE AGREEMENT

By virtue of Contract, as and when it is entered into between the Bank and the Successful bidder and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The Successful bidder will enter into a Non-Disclosure Agreement as per Annexure-X to maintain the secrecy of Bank's data.

19. SIGNING OF CONTRACT

The successful bidder(s) shall mandatorily enter into contract for five years and sign the contract form as per Annexure-XIII, Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) - Annexure IX with the Bank, within 30 working days of the issuance of PO on GeM portal or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in the Contract document. If the contract is not signed within the given period (30 working days from the date of issuance of PO on GeM portal), the Earnest Money Deposit (EMD) may be forfeited after a grace period of 15 working days.

The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank after

becoming L-1 in the Reverse Auction process, shall be disqualified from the selection process at any stage as deemed fit by the Bank.

Note: Working days here refers to Bank's working days in Puducherry.

20. PERFORMANCE BANK GUARANTEE

The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

The successful bidder will have to submit Performance Bank Guarantee amounting to **5% of Contract value** within one month from the date of purchase order, initially valid for a period of 2 years from the date of contract with claim period of another additional 6 months.

The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Indian Bank or its Sponsored RRBs.

The Performance Bank Guarantee will be furnished for due performance of the complete infrastructure. In case successful bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall invoke the Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case successful bidder fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.

No interest on Performance Bank Guarantee (PBG) amount will be paid by Bank.

21. ACCEPTANCE OF ORDER

Orders will be placed by the Information Technology Department - Head Office through GeM. The Successful bidder shall have to accept and acknowledge orders **within 7 days from the date of the order**. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 7 days from the date of purchase order.

22. REPEAT ORDER

Bank may place repeat order upto a quantity of 25% on the supplied products within 6 months from the suceessful completion/ signing of the contract. The such order shall have the same terms and conditions of the original purchase order; and also governed by this RFP.

23. PAYMENT TERMS

AMC charges will be paid at the end of every quarter on submission of invoice along with the quarterly preventive maintenance reports duly signed by the Branch official. The AMC charges will be proportionate during the contract period i.e.

The acknowledgment on PM reports from the Branches to be mandatorily obtained in physical form only. (Any electronic methods (through mobile phone/tablets) may taken for the purpose of the vendor **in addition to the physical form**).

In absence of valid PM report Bank reserves right to deduct penalty as stipulated above Please note that Bank require minimum three weeks to process the invoices and vendor must ensure that GST returns are filed before submitting any invoice to the Bank .

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

24. SERVICE LEVEL AGREEMENT (SLA)

a) The selected vendor shall execute a) Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the Bank and b) Non-Disclosure Agreement (NDA). The selected vendor shall execute the SLA and NDA within two months from the date of acceptance of letter of appointment.

25. WARRANTY

The AMC vendor agrees to undertake the maintenance and repairs for all the UPS Systems installed at locations as provided by the Bank. Maintenance of Batteries including refilling of distilled water for all the batteries (either under warranty or not) shall be undertaken by the vendor except the below mentioned batteries which are installed in the month of October'2026. The AMC will be comprehensive and will include service and cost of spares.

In below branch one set of batteries are replaced and no water refilling is needed, as the distilled water is refilled by the supplier in the below branches for a period of Four years from October 2026.

UPS BATTERIES DISTILLED WATER NO REFILLING NEEDED – 09.10.2026			
S.no	**Branch**	**Region**	**Battery Type Set- 1**
1	ALANKUPPAM	Puducherry	Exide - 60 AH
2	THIRUNALLAR	Karaikal	Exide - 60 AH
3	VAZHUTHAVUR MAIN ROAD	Puducherry	Exide - 60 AH
4	ECR	Puducherry	Exide - 60 AH
5	MANAVELI	Puducherry	Exide - 60 AH
6	LAWSPET	Puducherry	Exide - 60 AH
7	MOOLAKULAM	Puducherry	Exide - 60 AH
8	KARIKALAMPAKKAM	Puducherry	Exide - 60 AH
9	MADUKARAI	Puducherry	Exide - 60 AH
10	T.R.PATTINAM	Karaikal	Exide - 60 AH
11	VIZHITHIYUR	Karaikal	Exide - 60 AH
12	NETTAPAKKAM	Puducherry	Exide - 60 AH
13	SEDARAPET	Puducherry	Exide - 60 AH
14	YANAM	Yanam	Exide - 60 AH
15	SIVARANTHAGAM	Puducherry	Exide - 60 AH
16	SELLIPET	Puducherry	Exide - 60 AH
17	THIRUVANDARKOIL	Puducherry	Exide - 60 AH
18	KT KUPPAM	Puducherry	Exide - 60 AH
19	45 FEET ROAD	Puducherry	Exide - 60 AH
20	VILLIANUR	Puducherry	Exide - 60 AH
21	MAHE	Mahe	Exide - 50 AH

Vendor shall also help branches in lodging complaint of UPS which are under warranty (i.e. not under AMC at present) and shall share docket number with Head office.

26. TAXES AND DUTIES

The rates quoted by the bidder should be inclusive of all taxes and duties as per GeM requirement. However, the rate of tax applicable for supply of the product/ services should be informed separately.

It will be the responsibility of the Vendor to provide clarifications/particulars/ documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc. at its cost.

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

27. INTEGRITY PACT

The bidder should submit Original Executed Integrity Pact along with the technical bid as per Annexure -II. The Integrity Pact must be executed on stamp paper of Minimum Rs.100 value and must be signed by all the witnesses also and sent as hardcopy before completion of Bid end date.

28. INDEMNITY

The Vendor shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

a) Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Vendor under this RFP; and/or

b) an act or omission of the Vendor and/or its employees, agents, sub contractors in performance of the obligations under this RFP; and/or

c) claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Vendor, against the Bank; and/or

d) claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Vendor to its employees, its agents, contractors and sub contractors

e) breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this RFP; and/or

f) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or

g) breach of confidentiality obligations of the Vendor contained in this RFP; and/or

h) Negligence or gross misconduct attributable to the Vendor or its employees or sub-contractors.

The Vendor shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank:

notifies the Vendor in writing as soon as practicable when the Bank becomes aware of the claim; and cooperates with the Vendor in the defence and settlement of the claims

The Vendor shall not be liable for defects or non-conformance resulting from: 4 Hardware, interfacing, or supplies for the solution not approved by Vendor; or 4 any change, not made by or on behalf of the Vendor, to some or all of the deliverables supplied by the Vendor or modification thereof, provided the infringement is solely on account of that change

If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the Vendor, after due inspection and testing and at no additional cost to the Bank, shall forthwith either 1) replace or modify the equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Bank to continue the use of the equipment, as required by the Bank as per the terms and conditions of this Tender and subsequent Agreement and to meet the service levels; or 3) refund to the Bank the amount paid for the infringing equipment and bear the incremental costs of procuring a functionally equivalent equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Bank in the event of the failure of the Vendor to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Bank.

Indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the Vendor.

29. TERMINATION OF CONTRACT FOR CONVENIENCE

(a) The bank, by 60 days written notice, may terminate the Contract, in whole or in part, at any time for its convenience.

(b) The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.

(c) The equipment maintenance services for which renewals happened within thirty (30) days after the Successful bidder's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices. For the remaining services, the bank may elect:

i. to have any portion completed and delivered at the Contract terms and prices; and / or

ii. To cancel the remainder and pay to the Successful bidder an agreed amount for partially completed Services.

30. TERMINATION OF CONTRACT FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part :

a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or

b. if the Successful bidder fails to perform any other obligation(s) under the Contract.

c. if the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract.

'For the purpose of this clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
"**fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
"Unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.

31. EXIT CLAUSE

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

The exiting vendor on receipt of exit notice from the bank should commence KT (Knowledge Transfer) to the new team within a month and the KT should be completed in one month. Post one-month new vendor should take over the operation and the exiting vendor should provide shadow support for a month.

Post the two months from start of KT exiting vendor access to the exiting vendor will be removed and the new vendor should operate fully. For next one month the exiting vendor should provide support on call whenever required.

Self-Declaration to this effect should be submitted along with the bid.

32. PUBLICITY

Any publicity/ public announcement relating to the Contract, work to be carried out in Bank towards this project, Services or Deliverables is strictly prohibited. Neither Deliverables nor reference to either Party may be included or made in any prospectus, proxy statement, offering memorandum or similar document or materials prepared for public distribution. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission has been taken from other Party.

33. USE OF NAME/LOGO OF THE BANK

Vendor shall not use for publicity, promotion, or otherwise, any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of Bank or any of its affiliate, or the name of any of the bank's employee or agent, without the Bank's prior, written, express consent. The bank may withhold such consent, in case so granted by it, in its absolute discretion. Violation thereof shall constitute a material breach of the terms of this Contract and shall entitle the bank to take appropriate actions as available to it in law and under this Contract.

34. PRIVACY AND SECURITY SAFEGUARDS

Bidder will process Bank's personal data on Bank's behalf as part of the Services, bidder will comply with the Information Technology (Amendment) Act, 2008 and its subsequent amendments, and will comply with all applicable privacy and data protection provisions and applicable laws. The Bidder shall not publish or disclose to third parties in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any

Bank location. The Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank Data and sensitive application software. The Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

35. INTELLECTUAL PROPERTY RIGHTS

a) The Successful bidder claims and represents that it has obtained all the appropriate rights to provide the Deliverables upon the terms and conditions contained in this contract. The Bank agrees and acknowledges that save as expressly provided in this Contract, all Intellectual Property Rights in relation to the Hardware, Software, Services and Documentation and any adaptations, translations and derivative works thereof, whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the bidder during, in connection with or in relation to fulfilling its obligations under this contract belong to and shall remain a property of the bidder or its licensor.
b) The Bank under this Contract shall be granted a license to use the Software. During the term of this project and, if applicable, during the Transition Period, Bank grants Successful bidder a right to use at no cost or charge the Software licensed to the Bank, solely for the purpose of providing the Services.
c) The Successful bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software/ appliances used by Successful bidder in performing its obligations under this Project.
d) If a third party's claim endangers or disrupts the Bank's use of the Software/ appliance, the Successful bidder shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software/ Appliance in accordance with the terms of this contract and the license agreement; or (ii) modify the Software/ Appliance without affecting the functionality in any manner so as to avoid the infringement; or (iii) replace the Software/ Appliance with a compatible, functionally equivalent and non-infringing product.
e) The software bill of materials to this effect may be provided by the successful bidder.

36. LIMITATION OF LIABILITY

Successful Bidder's aggregate liability under the Contract shall be limited to a maximum of the Contract value. For the purposes of this clause, Contract value at any given point of time, means the aggregate value of the purchase orders, paid by Bank to the Successful Bidder that gives rise to claim, under this Contract. In the following circumstances limitation of liability shall not apply and the Successful Bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank:

a) Liability of Successful Bidder for third party claims for IP Infringement.
b) Liability of Successful Bidder (including third party claims) in case of bodily injury (including Death);
c) Liability of Successful Bidder (including third party claims) in case of damage to real property and tangible property caused by the bidder's gross negligence.
d) Liability of the Successful Bidder in case of gross negligence or willful misconduct attributable to the Successful Bidder while providing services under this Contract.
e) Liability of the Successful Bidder in case of fraudulent acts or wilful misrepresentation attributable to the Vendor regarding the services provided under this Contract.
f) Breach of the confidentiality.
g) Employment liabilities for Successful Bidder's staff relating to the period of their employment within contractual period while working with Bank.

h) Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Contract, owing to the fault of the Successful Bidder.

37. DISPUTE RESOLUTION /ARBITRATION

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Chennai. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Chennai. Successful Bidder Shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Successful bidder. However, during such a contingency, the Bank shall be entitled to make alternative arrangements in any manner it deems fit, at the cost of the Successful bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/ other legal recourse.

38. BUSINESS CONTINUITY PLAN

The bidder shall ensure to have effective business continuity and disaster recovery plan. The bidder shall develop and establish a robust framework for documenting, maintaining and periodic testing of business continuity and recovery procedures and shall maintain a record of the same as per applicable law.

39. CONFLICT OF INTEREST

The Bidder shall disclose to the Bank in writing, all actual conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's team) in the course of performing the services as per contract as soon as practical after it becomes aware of that conflict. It is clarified that providing similar services to other clients shall not be construed as a conflict of interest.

40. JURISDICTION

Any dispute arising out of this contract will be under the jurisdiction of courts of law in Chennai.

41. RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs (MEA).

“The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority”

Definitions pertaining to “Restriction of Bidders from Countries sharing Land Borders with India” Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

a) An entity incorporated, established or registered in such a country; or
b) A subsidiary of an entity incorporated, established or registered in such a country; or
c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
d) An entity whose beneficial owner is situated in such a country; or
e) An Indian (or other) agent of such an entity; or
f) A natural person who is a citizen of such a country; or
g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

In case of a company or Limited Liability Partnership (LLP), the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.
Explanation
a. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or share-holders agreements or voting agreements;
In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

SECTION 3 - SCHEDULE OF REQUIREMENTS

1. SCOPE OF WORK

1. Bidder should be capable of providing service to all existing working UPS specified under the Technical Specifications Annexure.
2. Vendor needs to have a co-ordination with the existing vendor for integrating with present system for the branches to function smoothly.
3. The Vendor has to maintain & repair the said UPS to keep it under working condition for normal usage.
4. There may be addition or deletion of UPS during the tenure of the contract. The firm must maintain an inventory of components.
5. Any UPS system that is reported to be down by 3 PM on a given day should be fully repaired before 9:30 AM the next working day. Any UPS reported down after 3 PM should be repaired by 12 PM of next working day.
6. If the UPS is not repaired within one working days after reporting the complaint, vendor has to provide stand by UPS from Second Working Day for smoothly functioning of branch/office and there after the machine can be repaired from outside at the risk and expense of the contractor firm. Standby UPS should be of same KVA capacity and specifications as original.
7. In case of selected Vendor fail to supply the stand by UPS or fails to repair existing UPS as mentioned in point no. 5 & 6 of this section after the logging of call/ incident, Bank will claim damages for not meeting the provision as follows:

   1. Third Day - ₹ 500/-
   2. Forth Day - ₹ 500/-
   3. Fifth Day - ₹ 500/-….So on ₹ 500/- each subsequent day up to the value new UPS of equivalent configuration as per Banks rate contract or Market rate whichever is higher.
8. Penalty amount so arrived will be directly deducted from the quarterly AMC charges payable by the bank at the end of each quarter. Delay Days will be calculated from the time the call is logged irrespective of Sunday / holiday. If amount of penalty exceeds the cost of value new UPS of equivalent configuration, Bank reserves the right to cancel the entire order and also go ahead with the invoking of Bank Guarantee.
9. If vendor fails to provide Routine Preventive Maintenance during the quarter interval, then penalty will be levied equal to AMC charges payable during that quarter.
10. It shall be obligatory on the part of the contractor to carry out repair / maintenance of UPS and peripherals under his direct supervision during the period of contract.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

11. The contractor shall also be responsible for deployment of necessary staff for regular cleaning of all UPS using suitable cleaning materials and equipment. Each UPS under contract shall be cleaned once in a quarter on regular basis.
12. All the maintenance call will be registered with the vendor on phone / mobile or mail. The vendor will acknowledge each call with a unique incident / call number along with time which is to be used for reference in future.
13. The service report will be signed by concerned Branch Manager / Officer of branch / office and engineer of contractor and one copy will be given to Branch Manager / officer of branch / office and one copy will be submitted to Head Office after completion of every quarter.
14. The Vendor has to provide through its Trained Engineer employees,
    a) Routine Preventive Maintenance by 4 (Four) visits in a year at every quarter interval on convenient day and time of the Bank.
    b) Preventive maintenance will involve complete checkup of the UPS and Batteries.
    c) The contract includes checking of Transformers, Voltage Stabilizer, Battery, Battery Spare Parts.
    d) Vendor must give Battery replacement report if required.
    e) Cleaning and servicing the UPS using dry vacuum air, brush and soft muslin cloths.
    f) The vendor shall remove dust from UPS by vacuum cleaner carefully so that UPS is not damaged during Comprehensive Maintenance without fail. If any damage is caused while doing so, the part or equipment should be provided by the vendor.
    g) Running of test program to check power backup.
    h) Checking of power supply source for proper grounding and safety of UPS.
    i) Checking of UPS Output voltage which should in standard range on Normal mode (GEB supply) or Battery Mode.
    j) Ensuring that covers, screws, switches etc. of the UPS are firmly fastened.
    k) Pilot batteries / cell checking during preventive maintenance.
    l) 24 hours and 365 days a year Telephonic Technical support.
    m) Attendance for breakdown of the system round the clock (i.e. 24 x 7 all 365 days).
15. The contract includes consumables like Transformers, All Electronic printed circuit boards, Power devices viz. IGBT, Thyristor modules and Diode modules. Excluding Battery, Battery Spare Parts, Battery replacement or repair etc.
16. The AMC is comprehensive i.e. no cost of parts replaced by contractor will be borne by Bank.
17. The vendor is bound to replace necessary parts only by parts of certified quality. Contractor should maintain adequate spare parts at warehouse to comply with the minimum stipulated

downtime. In case of replacement the defective spare covered under this contract shall be vendor's property.

18. It may be noted that availability of any parts, materials of UPS in market during the contract is responsibility to the vendor; bank will not replace any UPS due to non-availability of any parts, materials, non-repairable or Beyond Economic Repair (BER) etc.
19. The service provider will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer of the contractor firm.
20. Vendor will have to enter contract for AMC as per format mentioned in annexure.
21. PM report shall mandatorily include the Electrical Earthing value of both UPS and EB power supply lines.
22. Details of control switches, trip switches, load switch over and EB switch over shall be mandatorily explained to the Branch officials during ALL PM/DOWNCALL VISITS.
23. The Branch manager/Assistant Branch manager must be taught to Transfer the load of one UPS to another in case of any single UPS failure.
24. Post PM, working of UPS should be demonstrated by running the Branch only on UPS power. Confirmation of this activity to be specified in the PM report.
25. Distilled water filling/re-filling in batteries in warranty and in AMC, except the above mentioned warranty batteries.
26. Details of No. of fans, lights and other electrical equipment connected to the UPS
27. Cleaning of UPS control unit (inner side after opening the cabinet) with blower equipment.
28. System generated report on call logged and attended/resolved shall be sent to our email id: hoitd@pygb.bank.in
29. Escalation matrix with contact details to be provided with resolution time frame at each level.
30. Downtime and Penalty :

    Bank expect high uptime of all devices. Uptime and penalty will be as under.

31. Delay In Service/Repair

    UPS/Batteries that are reported to be down on a given date should be repaired immediately. The downtime should not exceed as the below mentioned time clause (i.e., Resolution time).

    Maintenance Service calls which hampers the Branch functioning are classified into three types:

    a) Type 1 Calls – Severe defects causing the Branch to be completely in-operational.

    b) Type 2 Calls –operational defects in Equipment but the Branch is functioning on any 1 set of battery

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

c) Type 3 Calls – Equipment failures which affects the Branch functioning momentarily but not persistence.

The AMC Company should ensure the response time as set below**:**

Description	**Response time**	**Resolution time**
Type 1 Calls	2 Hours	4 hours
Type 2 Calls	4 hours	8 hours
Type 3 Calls	During Preventive maintenance visit or within a week of reporting whichever is earlier	During Preventive maintenance visit or within a week of reporting whichever is earlier

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

SECTION 4 - COMMERCIAL BID

(on Bidder's letterhead)

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]

Rating	3KVA	6 KVA	Total
Total (A) quantity	96	1	
Unit Price for each column (B) Per Year			
Total AMC charges for Two Year (C) = (A*B) * 3			
Total Price (D)	**Value To Be Quoted In Gem**		
Allied activities Charges			
i) Unit price of Connector			
ii) Unit price of standard (average 42ah-120ah capacity and number of battery minimum 8) Battery Rack			
iii) Shifting charges of the UPS set (Upto 5 KM)			
iv) Shifting charges of the UPS set (Above 5 km)			
v) Rental Charges of UPS with batteries with four hours backup /KVA /per day upto 5 KM			
vi) Rental Charges of UPS with batteries with four hours backup /KVA (>5 KM to 10km)			
vii) Rental Charges of UPS with batteries with four hours backup /KVA (>10 KM to 20KM)			

* Only AMC Charges for Two years to be quoted in GeM, Other allied acitivties charges will be taken for consideration whenever any activity is happening in Banks.
* We are having only Tubular batteries in our branches and each UPS is connected to 8 Tubular batteries. In a branch there are
* We are having 50AH, 60ah, 75AH, 100AH and 120AH Tubular batteries.
* The bidder has to enter the value of "E" at GEM Portal and on selection order shall be placed
* PO will be placed to LI bidder as per the bank requirement.
* QTY mentioned here are tentative only. Ordered quantity may differ.
*Bank may place order for all / selective line items as per Bank's requirement.
* Please note that in case of any totaling mistake in L1 sheet the unit price will be treated final
*All prices to be mentioned including all taxes as per GEM Ruling

Freak Rates: This is reiterated that this has been observed that bidder quote such low rate of bids (Freak Rates) to win the tenders that this becomes entirely non feasible to run support services at vendor quoted rates which in turn causes huge reputational loss to Bank. Though as per CVC guidelines L1 bidder should not be rejected ordinarily yet Bank reserves right to reject any commercial bid that appears to be Freak in rates.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

SECTION 5 – FORMS TO BE SUBMITTED

1. BID FORM 31
2. INTEGRITY PACT 32
3. BIDDER'S INFORMATION 35
4. PERFORMANCE CERTIFICATE 37
5. UNDERTAKING FOR NON- BLACKLISTED 38
6. TURNOVER AND NETWORTH CERTIFICATE 39
7. FORMAT FOR BID SECURITY BANK GUARANTEE 40
8. FORMAT FOR PERFORMANCE BANK GUARANTEE 42
9. NON DISCLOSURE AGREEMENT 44
10. ESCALATION MATRIX (BIDDER) 48
11. CONTRACT FORM 49
12. DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA 50
13. SERVICE LEVEL AGREEMENT (SLA) 51
14. CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID 54

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure-I

1. BID FORM

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]

REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all Annexure, Corrigendum(s) etc. stipulated by the Bank in this RFP. Any deviation may result in disqualification of our bid. We understand & agree that in event of being successful in the bid, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of implementation, contract signing, and extension of contract and / or subsequent purchase order/s from Bank. We understand and agree that such attempts and non-compliance to RFP terms may lead to cancellation of our Contract and suitable penal action may be taken by Bank against us including invoking the EMD and/ or PBG.	
Scope of work and/ Technical Specification	We certify that the systems/services offered by us for tender confirm to the Scope of Work and Technical specifications stipulated by Bank. (Any deviation may result in disqualification of our bid)	
RFP, Clarifications & subsequent Corrigendum/s, if Any.	We hereby undertake that we have gone through RFP, Clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all Annexures, Corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).	

Date: _____

Place:_____

[Signature of Authorized Signatory]
Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

sAnnexure-II

2. INTEGRITY PACT
(On Stamp Paper)

Puducherry Grama Bank, a body corporate constituted under the Regional Rural Bank Act 1976 and having its Head office at No 415, Kamaraj Salai, Saram, Puducherry-605013, hereinafter referred to as "The Principal", which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

M/s. _____having its registered office at _____ hereinafter referred to as "The Bidder/Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

PREAMBLE

The Principal intends to award, under laid down organizational procedures, contract/s for…….. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

1) Commitments of the Principal

A) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
c) The Principal will exclude from the process all known prejudiced person.

B) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the BNS Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

2) Commitments of the Bidder(s) / Contractor(s)

A) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to

prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant BNS Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposal and business details, including information contained or transmitted electronically.

d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e) The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

B) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

3) Disqualification from tender process and exclusion from future contracts.

If the Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Clause 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

4) Compensation for Damages

A) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Clause 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit/Bid Security.

B) If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Clause 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

5) Previous transgression

A) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.

B) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in" Guidelines on Banning of business dealing".

6) Equal treatment of all Bidders/Contractors/Subcontractors

A) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of integrity Pact by the Sub-contractor.

B) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

C) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

7) Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

8) Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged. determined by CHAIRMAN, Puducherry Grama Bank.

9) Other provisions

A) This Contract is subject to Indian Law. Place of performance and jurisdiction is the ”Place of award of work”.
B) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
C) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
D) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
E) Should one or several provisions of this Contract turn out to be valid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
F) In the event of any contradiction between the Integrity Pact and its Annexures, the Clause in the Integrity Pact will prevail.

(For and on Behalf of Principal)	**(For and on Behalf of Bidder/ Contractor)**
Official Seal	**Official Seal**
Date : Place :	Date : Place :
Witness	**Witness**
Name:	Name :
Address	Address

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure-III

3. BIDDER'S INFORMATION
[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]

REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

S.No.	Information	Particulars
1	Company Name	
2	Constitution	
3	Date of Incorporation	
4	Company Head Office Address	
5	Registered office address	
6	GST No.	
7	Whether MSE (registration no. and date of registration & copy to be attached)	
8	Bank Account Detail: Account Number, Account Name, IFSC, Bank Name	
9	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (*Please enclose the copy of board resolution & Power of Attorney specific to this RFP)	
10	Specimen Full signature	
11	Details of Service Support Centre/ Offices in Chennai & Hyderabad	
12	Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.	
13	Any pending or past litigation (within three years)? If yes please give details	

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

<table>
<tr>
<td>14</td>
<td>Please mention turnover* for last three financial years and include the copies of Audited Balance Sheet in support of it.</td>
<td>
<table>
<tr><th>Financial Year [For three consecutive FY]</th><th>Turnover Rs. (in Lakhs) from Indian Operations</th><th>Net Profit/ Loss Rs. (in Lakhs)</th><th>Net Worth Rs. (in Lakhs)</th></tr>
<tr><td>2023-24</td><td></td><td></td><td></td></tr>
<tr><td>2024-25</td><td></td><td></td><td></td></tr>
<tr><td>2025-26</td><td></td><td></td><td></td></tr>
</table>
</td>
</tr>
</table>

*Only Bidder company / Firm figures need to be mentioned. (Not to include subsidiary, affiliate or group entities figures)

Date: _____

Place:_____

[Signature of Authorized Signatory]

Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

Annexure-IV

4. PERFORMANCE CERTIFICATE

(To be provided on letter head of the issuing company)

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]
REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

This is to certify that M/s _____ has supplied/implemented the below listed devices.

Name and Full Address of the Purchaser	Purchase Order Number and Date	Specifications (in brief)

The services provided by the M/s _____ for the specified solutions are:

a) Satisfactory
b) Good
c) Very Good
d) Excellent

[Select and tick only one]

and working fine since the date of go-live/ sign-off till date.

The certificate has been issued on the specific request of the company.

Date: _____

Place:_____

[Signature of Authorized Signatory]
Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:
Note: Bidder to attach copy of Purchase Orders, installation and Go Live certificate of the above-mentioned items

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure-V

5. UNDERTAKING FOR NON- BLACKLISTED

[To be provided on letter head of the Bidder's Company]

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]
REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

We M/s_____, a company incorporated under the Companies Act, 1956 with its headquarters at, _____ do hereby confirm that our company have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India after 31.03.2022 till date.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

Date: _____

Place:_____

[Signature of Authorized Signatory]

Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure-VI

6. TURNOVER AND NETWORTH CERTIFICATE

[To be provided by Statutory Auditor/Chartered Accountant on their Letterhead]

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]
REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

This is to certify that M/s _____, a company incorporated under the Companies Act, 1956 with its headquarters at, _____ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2023-24, FY2024-25 and FY2025-26.

Financial Year (for Three Consecutive FY)	Annual Turnover (in Rs.)	Net Profit/Loss (in Rs.)	Net Worth (in Rs.)
2023-24			
2024-25			
2025-26			

Date: _____

Place:_____

[Signature of Authorized Signatory]

Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

Annexure-VII

7. FORMAT FOR BID SECURITY BANK GUARANTEE

(To be stamped in accordance with stamp act)

Ref. Bank Guarantee No. Date:

Puducherry Grama Bank
Head Office
Puducherry - 605013.

Dear Sir,

In accordance with your Bid Reference No. _____ dated _____M/s_____ having its registered office at _____herein after Called 'bidder') wish to participate in the said bid for **RFP FOR SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES.** An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Earnest Money Deposit amounting to Rs._____ Rupees (in words_____) valid up to ' ' is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/s_____ having its registered office at _____ has undertaken in pursuance of their offer to Bank (hereinafter called as the beneficiary) dated _____ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us_____ (Name of Bank)_____ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs /- Rupees (in words_____) valid up to _____

We, _____ (Name of Bank)_____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs._____ Rupees (in words_____) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank, on whose behalf guarantee is issued.

"Not withstanding anything contained herein above:
Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in words_____). This Bank guarantee shall be valid up to _____. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than _____months from the said expiry date i.e._____, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

_____
_____
Contact No.: _____
Email Address: _____

In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____2024 at _____

Name of Authorised Signatory
Designation:
Email ID:
Contact No.:
Bank Common Seal

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

Annexure-VIII

8. FORMAT FOR PERFORMANCE BANK GUARANTEE
(To be stamped in accordance with stamp act)

Ref. Bank Guarantee No. ----------Date:

Puducherry Grama Bank
Head Office
Puducherry - 605013.

Dear Sir,

In accordance with your Purchase order No. _____ Dated _____issued in favour of M/s_____ having its registered office at _____herein after Called 'Successful bidder/ Supplier') who has been awarded with the work **FOR SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES**. An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Performance Bank Guarantee amounting to Rs._____ Rupees (in words_____) valid up to '…….. ' is required to be submitted by the successful bidder, as a condition for award of said contract, which amount is liable to invoked against various penalties/ damages mentioned in the RFP dated……./ Purchase Order dated…….

We, _____ (Name of Bank)_____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs._____ Rupees (in words_____) without any reservation, protest, demur and without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the successful bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank.

"**Not withstanding anything contained herein above**:
Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in Words_____).

This Bank guarantee shall be valid up to _____.

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than _____months from the said expiry date i.e._____, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

_____

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

_____
Contact No.: _____
Email Address: _____

In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ _____ Day of _____202__ at _____

Name of Authorised Signatory:
Designation:
Email ID:
Contact No.:
Bank Common Seal

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

Annexure- IX

9. NON DISCLOSURE AGREEMENT

(on stamp paper of appropriate value)

This Nondisclosure Agreement (hereinafter referred to as "Agreement") is entered into at_____ on this _____day of_____2024,

Between

M/s_____ (Insert Name of the Successful Bidder) a company within the meaning of Companies Act, 1956, having its Registered Office at _____(herein after called 'Successful Bidder')

And

Puducherry Grama Bank, a body corporate constituted under Regional Rural Bank Act, 1976 and having its Head Office at No 415, Kamaraj Salai, Saram, Puducherry-605013.

Successful Bidder/SECURITY SERVICES Vendor and the Bank shall hereinafter jointly be referred to as "Parties" and individually as a "Party"

The Successful Bidder and Bank would be having discussions concerning the establishment of and during continuance of a business relationship between them as per Contract dated _____.
In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

Now this Agreement witnesses: -

1) **Proprietary Information:**
As used in this Agreement, the term 'Proprietary Information' shall mean all trade secrets or confidential or Proprietary Information (except personal information) designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.

2) **Confidentiality:**
a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in

accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement.

b) The term 'confidential information' shall include all written or oral information (except personal information) (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

3) Non-Disclosure of Proprietary Information:

For the period during the Contract or its renewal, the Recipient will:

a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.
b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and
c) Limit disclosure of Proprietary Information received under this Contract to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

4) Limit on Obligations:

The obligations of the Recipient specified in Clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information:

a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient,
b) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation;
c) becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information.
d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or
e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

5) Return of Documents:

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient pursuant to this Contract (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

further with the engagement, business discussions and negotiations, or in the event of termination of this Contract, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the Proprietary Information of the other party.

6) Term:

The obligation pursuant to Clause 2 and 3 (Confidentiality and Non- Disclosure of Proprietary Information) will survive even after termination of the term of the Contract dated _____.

7) Damages:

The provisions of this Contract are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Contract will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Contract shall be liable for the entire loss and damages on account of such disclosure. Each party agrees to indemnify the other against loss suffered due to breach of contract / RFP / SLA and undertakes to make good the financial loss, Litigation charges, Arbitration Charges, other charges etc caused directly or indirectly by claims brought about by its customers or by third parties.

8) Jurisdiction and other conditions:

a) This Contract may not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
b) This Contract will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns.
c) The Contract shall be construed and interpreted in accordance with the laws prevailing in India and parties submit to exclusive jurisdiction in the courts of Chennai.

9) Notice of Breach:

Recipient shall notify the Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information by Recipient or its Representatives, or any other breach of this Contract by recipient or its Representatives and will cooperate with efforts by the Disclosing Party to help the Disclosing Party regain possession of Confidential Information and prevent its further unauthorized use.

10) **Remedies:**

Recipient acknowledges that money damages would be both incalculable and an insufficient remedy for any breach of this Contract by Recipient and that any such breach would cause Disclosing Party irreparable harm. Accordingly, Recipient also agrees that, in the event of any breach or threatened breach of this Contract, Disclosing Party, in addition to any other remedies at law or in equity it may have, shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including injunctive relief and specific performance. In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

For M/s_____

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

[Signature of Authorized Signatory]

Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Ref: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

Annexure- X

10. ESCALATION MATRIX (BIDDER)

(To be provided separately for technical and sales teams of the bidder in company letterhead)

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]

REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

We hereby submit the Escalation Matrix of our Organisation (M/s_____)

S.No.	Escalation Level	Name	Designation	Contact No.	Email ID
1	Escalation Level 1				
2	Escalation Level 2				
3	Escalation Level 3				
4	Escalation Level 4				

Date: _____
Place:_____

[Signature of Authorized Signatory]
Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure- XI

11. CONTRACT FORM

(To be submitted on Non - Judicial Stamp Paper)

THIS AGREEMENT made the .....day of.....20.. Between Puducherry Grama Bank, having its Head office at No 415, Kamaraj Salai, Saram, Puducherry-605013 (hereinafter "the Purchaser") of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part:

WHEREAS the Purchaser invited bids vide RFP No…….. for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for ..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

(a) the Bid Form and the Commercial submitted by the Bidder;
(b) the Schedule of Requirements;
(c) the Technical Specifications;
(d) the Conditions of Contract;
(e) the Purchaser's Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
5. Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

Sl. No	Brief description of goods and services	Qty to be supplied	Unit price	Total price

TOTAL VALUE:

DELIVERY SCHEDULE:

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

Signed, Sealed and Delivered by the said (For Puducherry Grama Bank)
in the presence of:.....

Signed, Sealed and Delivered by the said (For the supplier)
in the presence of:.....

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure- XII

12. DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]

REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India as per the O.M. No.F.No.6/18/2019-PPD, dated 23/07/2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23/07/2020 and order (Public Procurement No. 3) dated 24/07/2020; We certify that **<< name of the bidder>>** are not from such a country or, if from such a country, have been registered with the Competent Authority. We hereby certify that we fulfil all requirements in this regard and are eligible to be considered.

[Evidence of valid registration by the Competent Authority shall be attached, wherever applicable]

Date: _____
Place:_____

[Signature of Authorized Signatory]
Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure- XIII

13. SERVICE LEVEL AGREEMENT (SLA)

THIS AGREEMENT made the .....day of.....,2026 Puducherry Grama Bank, having its Head office at No 415, Kamaraj Salai, Saram, Puducherry-605013 (hereinafter "the Purchaser") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns, of the one part
and
M/s, …… ("Name of Service Provider") (hereinafter called "The Service Provider") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and permitted assigns, of the other part:

WHEREAS the PUDUCHERRY GRAMA BANK invited bids vide GeM Bid No. …… dated……..for
Comprehensive AMC of Hardware has finalized and accepted a bid submitted by the
Service Provider for the provision of services in the sum for ..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

Now therefore, in consideration of the mutual covenants and promises contained herein, the parties hereto more fully agree that the Service Provider shall provide the said services as per the terms provided here under.

NOW THIS SERVICE LEVEL AGREEMENT WITNESSETH AS FOLLOWS:

The SLA specifies the expected levels of service to be provided by the Service Provider to the PUDUCHERRY GRAMA BANK.

This expected level is also called the baseline. Any degradation in the performance of the product and services is subject to levying penalties.

The SLA parameters shall be monitored on a quarterly basis as per the individual SLA parameter requirements.

The successful bidder is bound and to comply the Service Levels as described below:

Scope of Services

The Service Provider agrees to provide Comprehensive AMC services for:
- 48 Branches And Head Office Of Puducherry Grama Bank

The scope includes:
- Quarterly preventive maintenance
- Breakdown/corrective maintenance
- Replacement of all faulty components (excluding batteries)
- Labour, service charges, and travel
- Firmware/software updates if applicable
- Technical support via call/email

Service Levels & Response Time

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

UPS/Batteries that are reported to be down on a given date should be repaired immediately. The downtime should not exceed as the below mentioned time clause (i.e., Resolution time).

Maintenance Service calls which hampers the Branch functioning are classified into three types:

a) Type 1 Calls – Severe defects causing the Branch to be completely in-operational.
b) Type 2 Calls –operational defects in Equipment but the Branch is functioning on any 1 set of battery
c) Type 3 Calls – Equipment failures which affects the Branch functioning momentarily but not persistence.
The AMC Company should ensure the response time as set below**:**

Description	Response time	Resolution time
Type 1 Calls	2 Hours	4 hours
Type 2 Calls	3 hours	8 hours
Type 3 Calls	During Preventive maintenance visit or within a week of reporting whichever is earlier	During Preventive maintenance visit or within a week of reporting whichever is earlier

The Service Provider is expected to provide the following service levels. In case the service levels defined below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.

Reporting & Documentation

- Maintenance visits must be documented and acknowledged by PUDUCHERRY GRAMA BANK
- Service Provider to maintain log of breakdown calls and actions taken
- Submission of quarterly maintenance report is mandatory for payment

Payment Terms

- Payment will be made on a quarterly basis upon submission of:
- Valid invoice
- Signed preventive maintenance report
- Breakdown service logs (if applicable)
-

Penalty Clause

In case of selected Vendor fail to supply the stand by UPS or fails to repair existing UPS as after the logging of call/ incident, Bank will claim damages for not meeting the provision as follows:

1. Third Day - ₹ 500/-
2. Forth Day - ₹ 500/-
3. Fifth Day - ₹ 500/-….So on ₹ 500/- each subsequent day up to the value new UPS of equivalent configuration as per Banks rate contract or Market rate whichever is higher.

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Repeated failures may result in termination of the contract

Confidentiality & Compliance
- The Service Provider shall treat all data and system configuration at PUDUCHERRY GRAMA BANK as confidential - Must comply with all applicable laws and security guidelines

Termination Clause
- Either party may terminate this agreement with 30 days' written notice
- PUDUCHERRY GRAMA BANK may terminate immediately for breach of SLA or unsatisfactory service

Dispute Resolution
- Disputes arising out of this SLA will be resolved amicably between the parties
- If unresolved, shall be subject to jurisdiction of courts at Gandhinagar, Gujarat

Acceptance & Signatures

IN WITNESS WHEREOF, the parties hereby sign this SLA:

****For PUDUCHERRY GRAMA BANK****
Name: _____
Designation: _____
Signature: _____
Date: _____

****For Service Provider****
Name: _____
Designation: _____
Signature: _____
Date: _____

புதுச்சேரி கிராம வங்கி
PUDUCHERRY GRAMA BANK

Head Office,
415, Kamaraj Salai,
Saram,
Puducherry- 605013
Ph.: 0413 2227850
GST No. 34AANAP9061E1ZC

Annexure- XIV

14. CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

[SELECTION OF VENDOR FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF EXISTING UPS AND BATTERIES]
REF: PYGB/ITD/RFP/08/2026-27 dated 15.10.2026

The technical bid document should mandatorily comprise of the following:

S.No.	Description of Documents required	Remarks
1	EARNEST MONEY DEPOSIT (EMD)	TO BE SUBMITTED IN ORIGINAL
2	COPY OF CERTIFICATE OF INCORPORATION OR ANY OTHER CERTIFICATE OF REGISTRATION ISSUED BY COMPETENT AUTHORITY FROM GOVERNMENT OF INDIA.	DOCUMENTS TO BE SUBMITTED
3	PERFORMANCE CERTIFICATE & PO SUPPORTING THE CLAIM FROM THE RESPECTIVE ORGANIZATION SHOULD BE SUBMITTED ALONG WITH CONTACT DETAILS OF THE COMPANY.	DOCUMENTS TO BE SUBMITTED
4	AUDITED FINANCIAL STATEMENTS FOR THE LAST THREE (3) FINANCIAL YEARS I.E., , FY2023-24 FY2024-25 & FY2025-26	DOCUMENTS TO BE SUBMITTED
5	BOARD RESOLUTION IN FAVOUR OF AUTHORIZED PERSON AND POWER OF ATTORNEY/ AUTHORIZATION LETTER (FROM AUTHORIZED PERSON EXECUTED ON STAMP PAPER OF APPROPRIATE VALUE)	DOCUMENTS TO BE SUBMITTED
6	OTHER PRE-QUALIFICATION CRITERIA – ELIGIBILITY PROOF	DOCUMENTS TO BE SUBMITTED
7	TECHNICAL AND FUNCTIONAL SPECIFICATIONS	As per Specifications and allied technical details section
8	BID FORM	Annexure I of RFP
10	INTEGRITY PACT	Annexure II of RFP (to be submitted in Original)
11	BIDDER'S INFORMATION	Annexure III of RFP
12	PERFORMANCE CERTIFICATE	Annexure IV of RFP
13	UNDERTAKING FOR NON- BLACKLISTED	Annexure V of RFP
14	TURNOVER CERTIFICATE NETWORTH CERTIFICATE	Annexure VI of RFP
15	FORMAT FOR BID SECURITY BANK GUARANTEE	Annexure VII of RFP
16	FORMAT FOR PERFORMANCE BANK GUARANTEE	Annexure VIII of RFP
17	NON-DISCLOSURE AGREEMENT	Annexure IX of RFP
18	ESCALATION MATRIX	Annexure X of RFP
19	CONTRACT FORM	Annexure XI of RFP
20	DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA	Annexure XII of RFP
21	SERVICE LEVEL AGREEMENT	Annexure XIII of RFP