



(Notice Inviting Tender)

RFP NO. 11/2023

**RFP FOR PROCUREMENT AND INSTALLATION OF FIRE ALARM
SYSTEM**

FOR

**HEAD OFFICE, ALL REGIONAL OFFICES & 180 BRANCHES/ATMs OF
KERALA GRAMIN BANK**

NOTICE TYPE : DOMESTIC TENDER NOTICE

AUTHORITY TYPE : REGIONAL RURAL BANK

ISSUED BY:

**GENERAL ADMINISTRATION WING,
KERALA GRAMIN BANK,
HEAD OFFICE, KGB TOWERS,
A K ROAD, MALAPPURAM- 676505
Email: gawing.kgb@keralagbank.com**



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1. NOTICE INVITING TENDERS:

Kerala Gramin Bank, an Indian Regional rural bank having its presence in each & every corner of the state of Kerala with 634 branches & 12 regional offices invites applications from reputed vendors for the Supply, installation & AMC of Fire alarm system for Head office, all Regional offices & 180 branches/ATMs/ in the initial phase.

Area covered by the bank is as below:

| Region | Districts covered |
|----------------|------------------------|
| Trivandrum | Trivandrum |
| Pathanamthitta | Kollam, Pathanamthitta |
| Kottayam | Kottayam, Idukki |
| Ernakulam | Ernakulam, Alappuzha |
| Thrissur | Thrissur |
| Palakkad | Palakkad, Malappuram |
| Malappuram | Malappuram |
| Kozhikode | Kozhikode |
| Wayanad | Wayanad, Kozhikode |
| Kannur 2 | Kannur |
| Kannur 1 | Kannur |
| Kasargod | Kasargod |
| | |

The RFP document may be downloaded from Bank's website <https://keralagbank.com/tenders>

Application forms/Bids duly filled in all respect, along with related copies of testimonials as asked for in the RFP should reach **Assistant General Manager, General Administration Wing, Kerala Gramin Bank, Head Office, KGB Towers, A K Road, Malappuram – 676505** in a sealed envelope super

GA WING, KERALA GRAMIN BANK, HEAD OFFICE, KGB TOWERS, A K ROAD, Malappuram – 676505

Email: gawing.kgb@keralagbank.com

Telephone: 0483 2734847



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scribed “**Application for the Procurement and Installation of Fire Alarm system**” on or before **14:30 Hrs** on **30 /12/2023**.

ASSISTANT GENERAL MANAGER

BID SCHEDULE

RFP set is not transferable

| | |
|------------------------------------|--|
| Schedule to RFP No | 11/2023 |
| Date of issue of RFP | 11/12/2023 |
| Pre-bid Vendor Meeting | By 15:00 hrs on 21/12/2023 |
| Last date for submission of Offers | By 14:30 hrs on 30/12/2023 |
| Opening of Offers | By 15:00 hrs on 02/01/2024 |
| Validity of offer | The Offer shall remain open for acceptance till 180 days from the date of opening. |
| Application fee | Rs. 1000/- (Non – refundable) |

2. GENERAL TERMS & CONDITIONS:

- The Supply, Installation and Servicing of Fire alarm system for Branches/ ATMs/ Administrative Offices of Kerala Gramin Bank should have a full warranty coverage for at least two years followed by 3 year AMC period after the expiry of warranty period.
- All documents attached with this RFP, including the specifications are SACROSANCT for considering any offer as complete offer. It is therefore important that RFP Acceptance Letter **Annexure ‘B’** which is a written undertaking that all the terms and condition of the RFP are understood and accepted, should be signed and submitted along with the offer.
- The Offer must be submitted along with methodology of support to meet the requirements, change management, staffing plan, repairing facilities, repairing mechanism, maintenance



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strategy, support mechanism and all documents as specified in the RFP.

- Incomplete offers, offers not conforming fully to RFP requirements or having vague replies will not be considered.
- Any conditional bids/applications shall not be considered and will be out rightly rejected in the very first instance.
- Bank will not entertain any claim from any bidders at any stage regarding any rejection as specified above.
- The evaluation of Bids and finalization will be based on documents submitted by the bidders for Kerala Gramin Bank.

3. PRE-BID MEETING

- A pre-bid meeting of the intending bidders will be held at 3.00 PM hours IST on 21.12.2023 at **General Administration Wing, Kerala Gramin Bank, Head Office, KGB Towers, A K Road, Malappuram** to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting.
- All communications regarding points requiring clarifications and any doubts shall be given in writing to the **Assistant General Manager, General Administration Wing, Kerala Gramin Bank, Head Office, KGB Towers, A K Road, Malappuram** by the intending bidders before 3.00 PM on 21.12.2023.
- Authorized representatives of interested bidders shall be present during the scheduled time with authorization letter. The Bank shall clarify the queries during the pre-bid meeting followed by confirmation in Banks website. No individual consultation / communications shall be entertained.



4. DEFINITIONS:

The definitions in the RFP to be understood subject to exceptions.

| | | |
|----|----------------------|---|
| 1. | Sec Vendor | The word Sec Vendor means any original manufacturer / authorized Supplier or Dealer of the Fire Alarm system, who will be submitting their offer /bid. |
| 2. | Equipment | The word equipment means any System/Gadget/Components used for installing in the branches / offices for the purpose of Fire Safety, related to the security gadgets or similar solution being offered in the bid. |
| 3. | Sec Vendor Services | Installation and support services being offered by the Sec Vendor |
| 4. | Authorized Signatory | The Official who is authorized to sign the bid / offer on behalf of the company. In the case of Proprietorship – Proprietor itself. In the Case of Partnership – As specified in Para 8.g In the Case of Limited Company – As specified in Para 8.h |
| 6. | Corrupt Practice | Corrupt Practice means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution |
| 7. | Fraudulent Practice | Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process or the execution of 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. |



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5. EARNEST MONEY DEPOSIT

- a. The bidder shall have to deposit earnest money in the form of Bank Guarantee of **Rs.100000/- (Rupees one Lakhs Only)** for KGB, to participate in the tender process. It should be valid for one year from the last date of proposal/submission.
- b. The period of the EMD can be further extended as per the Bank's requirements with reference to RFP processing. **The offer without Earnest Money Deposit, would be considered as non-responsive, incomplete and shall be out rightly rejected.**
- c. The EMD shall be released/ returned to all the bidders except successful bidders after finalization of tender process. **In case of successful bidders the EMD shall be released after receipt of requisite Performance Guarantee. In case of un-successful bidders, EMD shall be returned to any representative from the firm on production of authority letter & Receipt in Company Letter Head, Authorized by Signatory Specified in the Bid Document. Proper receipt in letter head signed by the Authorized Signatory & specifying the authorization letter shall be enclosed with such authorization letter.**
- d. The EMD submitted to the bank may be invoked and amount forfeited in case the bidder backs out from the offers made by it after being declared as successful Sec Vendor.
- e. If any firm is exempted by the Govt. Authorities with regard to registration with NSIC/ MSME etc., copy of these sanctions issued by such authority in the name of the firm shall be enclosed. In case any financial limit is specified in the sanction, the Firm shall submit an undertaking that the sanction is still valid as the limit is not exhausted.
- f. Format of EMD/Bank Guarantee is attached at Annexure 'J'.

6. PRE-QUALIFICATION CRITERIA

- a. Qualification criteria given below specify minimum Qualification criteria in various area as to ensure that **Sec Vendor** /his partner has necessary experience, expertise, financial strength and skilled human resource to provide quality service to the Bank.



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- b. Documents are not transferable.
- c. Provide documentary details wherever necessary.
- d. Following are the mandatory requirements (Submission of documents /proof shall be as per Para 16.1)
 1. Should be financially strong to undertake such kind of projects and should furnish the documents like audited balance sheet of last 3 years. Should have a turnover of Minimum Rs.1 Cr. per year on account of similar services, in last 3 years (**Doc. Proof is essential for Turnover (Annexure-M) as well as experience**).
 2. Should have a presence in the market for offering services from the past 5 years with experience in offering similar solutions as specified in Para 6- Section 6,7 and 8.
 3. Should be a registered firm. (Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) Partnership firm with proper partnership deed or letter of Proprietorship (attested copy to be attached) and have Registration under Shops & establishment Act- issued by the state authorities.
 4. Should have valid GST Registration.
 5. Should be empaneled with PSBs / PSUs/Central/State Govt. undertaking for similar services. (copies of latest valid empanelment letter to be attached)
 6. Should have supplied FAS to minimum 02 PSBs / PSUs/Central/State Govt. undertaking for Similar Services for the past 3 years. (Copies of latest valid purchase order to be attached).
 7. Should have undertaken Installation of fire alarm in minimum 100 branches/offices in each of the previous three years as on 31.03.2023.(Copies of purchase order to be attached).
 8. Should have registered office or effective infrastructure or workshop for undertaking repair of equipment in all districts of Kerala intended for offering services.
 9. Must be an income tax assesses and should have filed IT return for the last three Assessment Year, with valid PAN. Should be following all statutory guidelines of Taxation.



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10. Should be either OEM or having OEM certification exclusively in the name of Sec Vendor, specifying maintenance support and clearly specifying the RFP Number in the Subject Line or Matter. OEM certification is required for all make / model quoted in Annexure- N

11. At least 20% of the components of fire alarm should be make in India. Necessary proof/declaration to be submitted.

- e. Additional qualifications, which may give weightage to the bidder in the procurement process
1. ISO or other relevant Certifications
 2. Any other certificate regarding quality assurance issued by a third party authorized to issue such certificates

7. GENERAL ASPECTS (During warranty period and AMC period)

- a. **Site response time:** The AMC Sec Vendor shall turn up for attending the problem within a time period of 24/48 hours (48 hours for outstation-beyond municipal limits of a District) from the time of registering of the complaint, failing which may attract penalty. This would not include bank holidays
- b. **Turn-around time:** The AMC Sec Vendor shall repair / replace/ provide solution within a time period of 48 / 72 (72 hours for outstation-beyond municipal limits of a District) hours from the time of registering of the complaint. This would not include bank holidays. In case the equipment could not be brought into working conditions within the time specified above, the Sec Vendor shall provide a substitute so that the working of the system should continue, failing which may attract penalty.
- c. **Preventive Maintenance visit by Sec Vendor (mandatory visit once in a quarter even if the branch has not called):-** At least one mandatory preventive Maintenance visit shall be arranged by AMC provider once in each quarter even if there is no Complaint from the branch. Details of the visit shall be recorded in the Equipment Register and a copy in detail shall be forwarded to concerned officer of the branch and RO both.
- d. **Procedure for 'On Call Visits',** whenever required by branches to attend any complaint or repairs: -
 - The branch will be making the telephone calls to register the complaint (on telephone number of the AMC provider or by email, fax or letter).



- While registering the complaint, a complaint number shall be generated, by service provider, with date and time and inform branch as well as RO.
 - Likely time of deputing the technician shall be informed to the branch by the Sec Vendor.
 - The branch shall make note of the complaint number (With date and time) in the security equipment checking register.
 - When the technician from the AMC provider visits the branch / repairs the system, he shall make entry against the complaint in the register with details of the defects, its rectification as well as present status.
 - The Officer in charge of the branch shall endorse his remarks against rectification of each and every complaint.
 - Maintenance / Repair log for each equipment shall be recorded and shall be kept updated in the register.
 - Branch officials to ensure that the system is working fine before giving the sign off.
- e. **Service Report:** The repairs shall be carried out at the branch itself (on site). In case the equipment is required to be taken to the workshop for repairs, the replacement / stand by system shall be provided by the AMC provider. Service report shall be duly completed after the closure of the complaint which shall be signed by the technician and officer in charge.
- First copy shall be handed over to the Branch.
 - Second copy shall be sent to Regional Office on weekly basis by the Sec Vendor.
 - Third copy may be retained by the AMC provider as record.
 - Consolidated summary of branch visits shall be sent once in a quarter to RO, ie, in the first week of July, October, January and April. This shall include details of both **“Preventive Maintenance visits” as well as “On call visits”**.

Additional Scope and Coverage of the AMC:

- f. All services and repairs shall be carried out by the Sec Vendor as part of AMC and payment shall be as per approved rate chart. No extra cost will be paid, other than AMC rates. Every time the technician visits, he shall clean, check, service and repair all components for its serviceability, free of cost.
- g. **New Installation:**-In case the equipment is replaced with new one, irrespective of reasons and through any of the suppliers during the currency of the AMC, the AMC of the old / unserviceable item will be ceased. Payment of those particular items may be deducted on pro-rata basis, from the date of replacement, by the branch. The part replaced shall be taken by the AMC vendors as per buy-back system to be finalized.



- h. Items under warranty:-Equipments already under warranty shall not be included in the AMC charges. However, if the warranty expires during the currency of the AMC period, the cost of the equipment may also be included on pro-rata basis for calculating AMC charges from the date of expiry of warranty.
- i. It may be noted that during any replacement / new installation of equipment during the currency of the AMC, bank shall permit the AMC vendor to undertake the same and payment shall be released as per approved rate chart. However, Bank reserves the right to award such work to any other empaneled vendor, after due processing as per procedure in vogue. In such cases, the AMC with the existing vendor will cease and the same shall be awarded to the new Vendor.

Illustration: - AMC of x branch is with Alpha. The DVR of x branch got damaged and Alpha is supposed to replace it as per approved rate chart. However, Bank feels that due to the change in market conditions the rates of items / equipment are drastically reduced. In such case, Bank may go for inviting quotations from empaneled vendor for said job and shall award the work to the L1 Vendor. In this scenario, Sec Vendor Bravo, who was L1 got the work order and AMC of x branch which was with Alpha got ceased. Bravo shall be giving now warranty support and Bank may award AMC to Bravo after expiry of Warranty support.

General:

- j. **The scope of work involves supply, installation and maintenance support of Fire alarm system as specified in this RFP for Branches / ATMs / Admin Offices etc. of Kerala Gramin Bank across the geographical area of Kerala.**
- k. **On event of finalization of any new item as a part of any Category / equipment during the currency of the RFP process, the rates of the same will be finalized at Head Office as per procedure in place. Sec Vendor shall ensure installation of the same within two months in all Branches / ATMs etc. under AMC. No deviation in this shall be accepted. If any deviation found after completion of a quarter, penalty clause shall be invoked.**
- l. **Bidder shall keep the offer open for a minimum period of 180 days from the date of opening of the Bids within which period the Bidder cannot withdraw their offer including the period being extended further, if so required, by mutual agreement from time to time. Any contravention of the above conditions will make the Sec Vendor liable for forfeiture of their Earnest Money Deposit.**



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8. OTHER CONDITIONS

- a. All entries in the Offer form should be **legible and filled** clearly.
- b. If the space for furnishing information is insufficient, a **separate sheet duly signed by the authorized signatory** may be attached.
- c. Amounts quoted in **figure, if any, should be repeated in words** and in case of any discrepancy the amounts stated in words shall prevail.
- d. **No overwriting or cutting** is permitted. However, the cuttings, if any, in the Technical Bid/Application **must be initialed & sealed (with name)** by the person authorized to sign the bids.
- e. **No costs** incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
- f. **Authorized Signatory – Partnership Firm:** -If the application/Offer is made by a **partnership firm, it shall be signed by all the partners** of the firm with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application, in which case a **notarized copy of the power of attorney** shall accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- g. **Authorized Signatory – Proprietorship Firm:** -If the application/Offer is made by a Proprietorship firm, it shall be signed by the Proprietor of the firm itself (**Annexure –M**).
- h. **Authorized Signatory – Limited Company:** If the application/Bid is made by a **limited company**, it shall be signed by a **duly authorized person holding the power of attorney for signing the application (PoA shall be given by the person authorized through Board Resolution or authority as per Board resolution)**. However in each such case a **notarized copy of the power of attorney and / or Notarized copy of Board resolution, as the case may be**, shall accompany the application. The information furnished must be sufficient to show that the applicant is capable in all respects to successfully complete the envisaged work in respective category.
- i. The evaluation will be based on the experience of the bidder in relevant field and their



financial capabilities, presence / experience in the local area and may also include inspecting the works carried out by the vendor for which necessary co-ordination shall be made by the vendor. Decision of the Bank regarding selection / rejection for the procurement will be final and binding and no further correspondence will be entertained. The vendors will only be informed by post /email. The Award of AMC shall be as per procedure specified in this RFP.

- j. If information and details furnished by applicants are found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later date, the qualification of such applicant will be cancelled immediately.
- k. The Bank will not be responsible for the **Offers** received late on account of any reason.
- l. Bank reserves its right to reject any / or all the applications without assigning any reasons whatsoever. Bank reserves the right to.
 - i) Accept or reject the application either in whole or in part.
 - ii) Reject any or all the applications partially or wholly.
 - iii) Cancel or withdraw this RFP.
 - iv) Accept or reject any deviation from these conditions.

m. Other Important Aspects

| | |
|------|---|
| i) | Full name and status of the Authorized Signatory signing the Offer documents must be clearly mentioned in the Offer documents |
| ii) | The Sec Vendor applying against the subject RFP are informed that all relevant details with reference to the RFP stipulations are clearly responded to. In case any of the RFP stipulations are not clearly stated to/ replied to by any of the firms, no clarifications will be sought from the concerned firm and its offer will be rejected out-rightly. |
| iii) | Before submission of Offers, Bidders should check the “CHECK LIST” attached to this Documents as <u>Annexure-‘P’</u> for compliance on various stipulations of the RFP. |



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| iv) | A set of FAQs are also attached as <u>Annexure-‘Q’</u> . Bidders shall go through the same for more clarity on the Terms and conditions specified in this RFP. |
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9. PERFORMANCE GUARANTEE (PG)/RETENTION MONEY

- a. After the award of work order, the Sec Vendor shall be required to deposit a **Performance Guarantee worth 5%** of the total Billing value (Rounded up to next 5000). The Billing / starting of procurement and subsequent AMC shall be effective from the date of acceptance of PG by the Bank.
- b. The Performance Guarantee shall be in the form of fixed deposit receipt/ Bank Guarantee along with the Contract as Performance Security to Head Office, Kerala Gramin Bank, with lien marked in the name of “Assistant General Manager, GA Wing, Kerala Gramin Bank, Head office, Malappuram”. No PGs (fixed deposit receipt) submitted without lien, as specified, shall be accepted.
- c. Once the PGs are submitted along with Contracts, to Kerala Gramin Bank by a particular Bidder, the EMD will be returned By-Hand on submission of Authority Letter & Pre-receipt Challan from Authorized Signatory.
- d. Failure at the part of the firm to deposit the PG within stipulated time will make the Empanelment of the firm Null and Void.
- e. The validity of PG for contract shall be valid up to 6 months from the expiry of the RFP period or 3 months from the expiry of the warranty whichever is later provided he has satisfactorily rectified all the defects in accordance with the conditions of the contract. In the case of extension of the empanelment period, the PG shall be renewed as per this clause.
- f. Retention amount for new installation (10% of the total billing value) shall be released after 3 months from the expiry of the warranty period provided he/she has satisfactorily rectified all the defects in accordance with the conditions of the contract.



- g. Performance guarantee/retention amount will be returned after completion of bidder's performance obligations under the contract.
- h. If the bidder fails or neglects any of his obligations under the contract it shall be lawful for the Bank to forfeit either whole or any part of performance security/retention amount furnished by the bidder as compensation for any loss resulting from such failure.
- i. The PG/retention amount shall be forfeited in case contractor fails to perform his duties to the satisfaction of the Bank.
- j. The Sec Vendor will have to furnish the PG on the format to be prescribed by the Bank at the time of awarding the contract.

10. DELIVERY AND INSTALLATION:-

- 9.1. The delivery and installation has to be completed at various branches by the bidder as follows:
 - Within 1 month - 25% of work order should be completed.
 - Within 2 months – 75% of work order should be completed.
 - Within 3 months – 100% of work order should be completed.
- 9.2. In the event of any change / modification in the locations where the Fire alarm system is to be delivered, the bidder in such cases shall deliver, at the modified locations at no extra cost to the Bank. However if the Fire alarm system is already delivered, and if the modification in location is made after delivery, the bidder shall carry out operationalizing work for free of cost at the modified location and the Bank in such cases shall bear the shifting charges / arrange shifting. The Warranty / AMC should be applicable at the altered locations also.
- 9.3. The warranty period will start from the date of making the system operational as certified by the Bank in writing.
- 9.4. Operationalizing of Fire alarm system will be deemed as complete only when the same is certified by the Branch In charge in accordance with the Terms & Conditions of this RFP.



11. PENALTY

a. In case the Sec Vendor is not able to provide proper support, **Penalty clause** shall be applicable as per details given below. The penalty will be levied in accordance with the below related recoveries if any.

| Nature of Default Observed/Caused/Reported – etc. | Penalty to be imposed |
|---|---|
| Failure to depute the engineer/ technician to the branch within 24/48 hours (48 hours for outstation) from the time of registering of the complaint. This would not include bank holidays | Rs 100 per day |
| Failure to repair the system or provide proper replacement within 48 / 72 (72 hours for outstation) hours from the time of registering of the complaint, if the repair is of minor nature and can be carried out at branch. This would not include bank holidays | Rs 200 per day (After first two days) |
| Failure to repair the system at site / or failure to provide replacement system in case of major repairs where system needs to be taken to workshop | Rs 500 per day (After first two days till closure of the complaints) |
| Non Compliance of any other aspects specified in the Contract. | Rs 1000 per day |

b. If the services (Supply, Installation, AMC/ as the case may be) are not provided after 5 Bank working days, or repeated defaulting of above instances by the Sec Vendor, HO may consider feasibility of imposing further penalty.

- i. **Reduction of Branches / Sites for support with one month notice**
- ii. **Termination of the Contract and forfeiture the PBGs**
- iii. **black listing from HO / Bank / Letter to IBA**

c. The Bank reserves, the right to en cash/seize the PGs deposited by the Sec Vendors in case any deviation is found in the terms and conditions specified in the RFP/Contract. The Bank shall give the reasons in writing to the Sec Vendor pointing out the deviations while forfeiting the Performance Guarantee.



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- d. In case of any occurrence of defaults specified above at any Branch /ATM, concerned branch can take up case with HO, GA Wing for imposing penalty. The right of imposing Penalty shall be with the HO and/or RO Only.

Liquidated damage

- If the Sec Vendor fails to deliver any or all the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% (half percent) of the delivered price of the delayed goods or unperformed services for each week of delay or part thereof until actual delivery or performance, up to a maximum deduction of 10%(ten percent) of the delayed goods' or services' contract price.
- Once the maximum is reached, the Bank may consider termination of the contract, if the same have not been terminated already. Further, during the above mentioned delayed period of supply and/ or performance, the Sec Vendor, notwithstanding any stipulation in the contract for increase in price for any ground, shall not be entitled to any increase in price and cost, whatsoever, which take place during the period of delay. But, nevertheless, the Bank shall be entitled to the benefit any decrease in price and cost on any ground during that period of delay.

12. TERMINATION:

The Bank reserves the right to modify/ cancel the RFP whole or in part or re-tender without assigning any reasons whatsoever. Bank shall not incur any liability to the affected bidder(s) on account of such action.

The Bank reserves its right to cancel the entire / unexecuted part of Purchase Order at any time by assigning appropriate reasons in the event of one or more of the below mentioned conditions treating it as default / non-performance of the contract:

If the selected bidder -

- a) Fails to accept the purchase order within the specified time.
- b) Fails to sign the agreement within the specified time.
- c) Fails to deposit the Security deposit /performance guarantee within the specified time.
- d) Delay in delivery beyond the specified period.
- e) Partial Delivery.
- f) Serious discrepancies noted in the items delivered.
- g) Breaches in the terms and conditions of the Order.
- h) Becomes or is declared bankrupt or goes in liquidation voluntary or compulsory, except for the purpose of amalgamation or reconstruction; or

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Email: gawing.kgb@keralagbank.com

Telephone: 0483 2734847



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- i) Ceases to carry on its business or suspends all or substantially all of its operation; or
- j) There is any material adverse change or any change in applicable law, rules, regulations, directives or guidelines, which prevents the continuing of the arrangement under this Agreement; or
- k) If an event of any Force Majeure conditions continues for a period in excess of thirty (30) days;
- l) Engages in fraud or other illegal or unethical activities.

In case the selected Bidder fails to fulfil the Order as per the agreed terms of delivery, the Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.

In addition to the cancellation of purchase order, the Bank shall invoke the Bank Guarantee or forfeit the Security Deposit/retention given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate any loss or damages incurred by the Bank.”

13. FORCE MAJEURE:-

The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.

For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.

In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Under no circumstances the bidder will be entitled to any compensation, damages or extra cost. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.



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14. PROVISIONS FOR MICRO & SMALL ENTERPRISES (MSES):-

As per Government of India's Public Procurement Policy act 2012, certain benefits will be given for MSE Units. The details are as under.

- a. The Public Procurement Policy shall apply to MSEs registered with District Industries Centres or Khadi Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handloom or any other body specified by Ministry of Micro, Small & Medium Enterprises.
- b. MSEs are exempted from paying Tender/RFP fee/cost, EMDs & any other concessions/relaxations as per the prevailing govt. norms. For getting the benefits in case of MSE firms, shall submit relevant documents such as valid MSE registration Certificates as per clause 14.a.



15. PLACE OF SUBMISSION OF OFFER DOCUMENTS:-

Offer documents duly completed in all respect are to be submitted along with required documents in the tender box of **General Administration Wing, Kerala Gramin Bank, Head Office, KGB Towers, A K Road, Malappuram – 676505**, before specified time and date mentioned in the Schedule to RFP. Late/delayed/Non Submission of Offer shall not be opened and returned in original to the bidder.

16. BID SYSTEM- TWO BID SYSTEM:-

First only Technical Bids will be opened of the Bidders. Price Bids will be opened of Sec Vendors who will be technically qualified after proper verification / assessment of Technical Bids.

1. Technical Bid:-

All bidders are required to submit their offers as under :- (Documents specified here are compulsorily (mandatory) required to be submitted along with the Bid / Application (in addition to those specified in Para 6 ((d) & (e) if any,):- All documents shall be flagged as specified in the table below. (Flag ‘A’ – ‘J’, ‘M’, ‘N’, ‘P’, ‘S’ - ‘U’ are general for a Bidder and Flag ‘K’, ‘L’, ‘O’, ‘Q’, to ‘R’ is required to be kept separately.)

| | Parameters | Bid Ref. | Page No.(From- To) |
|----|--|------------|--------------------|
| a. | The copy of RFP with sign & seal of authorized signatory in all pages. (Mandatory) | Flag - 'A' | |
| b. | EMD as specified in Para 4.(Original - Mandatory) | Flag - 'B' | |
| c. | Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) letter of Proprietorship (or) Partnership Deed in the case there may be. In case of Ltd. Company, copy of MOU /Article of Association shall also be submitted (Mandatory). (Refer Para 5. d.) | Flag - 'c' | |
| d. | Solvency Certificate as specified in Para 5.d.5(Original in the letter head of the banker- Mandatory) | Flag - 'D' | |
| e. | Audited Balance Sheet of Last 3 years: - As asked for in Para X.d.1 (self-attested copy to be attached -Mandatory). (Refer Para 5.d.1 Annexure-L) | Flag - 'E' | |



| | | | |
|----|---|---------------------|--|
| f. | Format <u>Annexure 'A','B' & 'C'</u> attached shall be duly filled and signed by authorized signatory with Name, Designation and Office Seal (Mandatory) | Flag - 'F1,F2 & F3' | |
| g. | Income Tax Return (latest) & PAN No along with proof of having filed the IT return for the last three financial year (Copy of PAN & Income Tax Returns – (Mandatory). (Refer Para X.d.10) Annexure-L | Flag - 'G' | |
| h. | Other Certifications like SSI, NSIC, ISO etc.–Not Mandatory | Flag - 'H' | |
| i. | OEM Certification. – Mandatory for each Make specified in Annexure-N (Refer Para 6.d.11) | Flag - 'I' | |
| j. | Registration under Shops & establishment Act (Mandatory). (Refer Para 6.d.3) | Flag - 'J' | |
| k. | Certificate of GST Registration – Registration Number with Date (Mandatory). (Refer Para 6.d.4) | Flag - 'K' | |
| l. | Experience in the field: As asked for in Para 6.d.2 (Mandatory). | Flag - 'L' | |
| m | Experience in similar domain – Proof of Empanelment with other PSBs/PSUs/Central / State Govt. undertakings and copies of supply orders. As asked for in Para 6.d.2 (Mandatory). | Flag - 'M' | |
| n. | Service process – Proof of Proximity of service stations to furthest Branch of our Bank (the telephone / mobile numbers of stations / persons with STD code to be provided) as asked for in Para 5.d.9 (Mandatory). | Flag - 'N' | |
| o. | Proof of Detailed description of works done & value of work done for other organizations /Establishments & our Bank for past 3 years as per Para 5.d.2. (Mandatory). | Flag - 'O' | |
| p. | Should have effective infrastructure /workshop for undertaking repair of | Flag - 'P' | |



| | | | |
|----|--|-------------------|--|
| | equipment. As asked for in Para 5.d.9 (Mandatory). | | |
| q. | <u>Annexure 'D' to 'G', duly filled and signed by authorized signatory with Name, Designation and Office Seal. (Mandatory)</u> | Flag - 'Q1 to Q4' | |
| r. | <u>Annexure – 'J'</u> | Flag - 'R' | |
| s. | <u>Annexure 'K'</u> | Flag - 'S' | |
| t. | <u>Annexure 'm'</u> | Flag - 'T' | |
| u. | <u>Annexure – 'N' – Kindly Provide Make & Model Of Each item Being Proposed.</u> | Flag - 'u' | |
| v. | <u>Annexure – 'O'</u> | Flag - 'V' | |
| w | <u>Annexure – P – Undertaking regarding non conviction</u> | Flag - 'w' | |

- x. **Separate Undertaking shall be given in separate sheets stating the following:**
 (These undertaking should be in Company letter head, signed by authorized signatory with Name, Designation and Office Seal) .(Mandatory)

Undertaking 1. (Flag - 'X-1')

- No criminal cases/charges is pending with the police against the Proprietor/Firm/Partner or Directors/Partners of our Company.
- The Company has not been blacklisted by any entity (Govt./PSU/PSB/MNC or any other reputed firm).
- No criminal case is pending with the police against the proposed staff who will be deputed for service in the Branches / ATMs / Office etc.
- No Govt./PSU/PSB/MNC had declared our Companies services / Performance as Poor during the last one year.

Undertaking 2. (Flag - 'X-2')

- Will be undertaking to provide trouble free & uninterrupted Maintenance contract for at least 3 years after the expiry of minimum of two year warranty period at agreed Terms & conditions at the time of placing purchase order itself.
- Will be providing AMC of all equipment / items, installed in all allotted Branches, as the case may be.



Undertaking 3.Flag - 'X-3')

- Will be Installing items as per specifications approved by the Bank
- Will be using genuine spare parts during Maintenance Support.

2. **SYSTEM OF SUBMISSION OF BIDS:**

- a. Tenders shall be on prescribed Form as issued by the Bank / hosted by the Bank in website (www.keralagbank.com/tenders)
- b. Tender documents can be downloaded only from the Bank's (www.keralagbank.com) **website**. The Tender documents shall be in 12 size font & A-4 size paper and neatly bounded (hard bound / spiral bound) in two separate books (i.e. Technical bid and Financial bid) and submitted.
- c. Nature of the document: **TWO BID CONCEPT**. This Tender document comprises of the following :
 - i. **TECHNICAL BID: (First envelope)** consisting of following as in Tender Document as specified in preceding Para.
 - ii. **FINANCIAL BID (Second envelope)**
- d. Tenders on prescribed form should be placed in two envelopes, as specified above, one sealed envelope consisting of "Technical bid" duly super scribed as "Technical bid" and other sealed envelope consisting "Financial bid" duly super scribed as "Financial Bid" and both envelopes shall be kept in one bigger sealed single envelope, with the name of work as (Supply, Installation & AMC of Fire Alarm System for Head office, all regional offices & 180 branches/Offices under Kerala Gramin Bank with RFP Ref. No. quoted, Name of Tenderer and due date written on the envelopes).
- e. The bidders have to submit their indicative Financial Bid/ Price Bid in a separate sealed envelope super scribed "Price Bid" in **Annexure N. Price bid of those Bidders who qualified the Technical Criteria will be opened only.**
 - i. No separate sheets or any other conditions shall be accepted.
 - ii. Only the rates shall be mentioned against each.
 - iii. Warranty of all items / Equipments shall be for 2 year.
 - iv. The AMC rates once finalized will be valid till completion of the contract.
- f. **The bidder shall not offer any price quotes / rates of any equipment / item / AMC anywhere in the Technical Bid. However, they can submit copy of previous invoices with regard to documentation of experience.**
- g. **Since the project involves installation and servicing of fire alarm in Head office, all regional offices and 180 branches, in order to ensure timely and effective service, price matching process will be done. The vendor who quotes L2 and L3 will be called to match the price quoted by L1.If L2 and L3 matches the price of L1, order will be given in the ratio of 50:30:20. If only one vendor matches the**



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price of L1, order will be given in the ratio of 60:40. If L2 and L3 did not match L1 price, entire order will be given to L1.

17. PAYMENT TERMS –
(After qualification and allotment of branches.)

The following terms of payment shall be applicable to this contract.

- a. Bank will not pay any advance. In the event of installation, 90% of payment will be released after verification of successful installation / activation & working of all equipment specified in the work-order by **Head office**. Remaining 10% of order value will be released after 3 months from the expiry of the warranty period. However, no payment shall be processed if submitted without required PG.
- b. In the case of AMC, payment will be made on quarterly basis by **Regional Office** after completion of every successful service period of three months and submission of Service Report with branch Seal and Sign.
- c. Terms and conditions which will be specified in the Price Bid Format & Contract will stand valid.
- d. Tax shall be deducted at source (TDS) as per the provisions of the Income Tax Department by the Bank while making payment and a certificate to this effect shall be provided by the Bank.

18. ARBITRATION:-

Kerala Gramin Bank and the Sec Vendor shall use their best efforts to amicably settle all disputes arising out of or in connection with the Contract/Agreement in the following manner:
The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within fifteen (15) days of receipt of the notice. The matter will be referred for negotiation between AGM, General Administration Wing, Head office, Malappuram and Sec Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15(fifteen) days.

Any dispute or difference between the Sec Vendor and Kerala Gramin Bank which cannot be settled by negotiation in the manner, described above ,may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30(thirty) days of the failure of negotiations. Arbitration shall be held at Malappuram, Kerala, India and Conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. The arbitration award shall be final, conclusive and binding upon the Parties. The cost of preparing and presenting its case and the cost of arbitration, including fees and expenses of the arbitrators, shall be borne by the Sec Vendor unless the award otherwise provides.’’



19. JURISDICTION OF COURT:

The courts in the geographical area of Kerala concerned or clearly Specified in the Contract, shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

20. INDEMNITY:

- a) The selected bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
 - i) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
 - ii) Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;
 - iii) Wilful Negligence, Fraud or gross misconduct solely attributable to the bidder or its employees or its representatives, agents, security analysts, consultants and advisors.
- b) The selected bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of services provided by them.
 - i) All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
 - ii) All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.
- c) For the purpose of the Agreement, the bidder shall include the bidder, its personnel, employees, consultants, and / or other authorized persons.
- d) The responsibility to indemnify set forth in this Clause shall survive the termination of this Agreement for any reason with regard to any indemnity claims arising in relation to the performance hereof.”

21. CONFIDENTIALITY & NON-DISCLOSURE AGREEMENT.

- 1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information.
- 2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or



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other means. The bidder shall sign Non-Disclosure Agreement (NDA) with Bank as part of the Contract. The format of the same will be provided with the Contract.

22. EVALUATION PROCESS.

The Bids will be opened by a Board of Officers detailed by the Competent Authority, on the date and time as specified in the RFP document.

- a. The Technical Bids will be evaluated by the Committee constituted by the Bank, for the purpose. The Committee may call for a presentation by the Sec Vendors, which will include verifying the financial turn-over, registration certificates, legal, financial, statutory, taxation and other associated compliance of contract conditions in addition to the technical presentation / demonstration of items to showcase / prove the compliance of specifications asked for each item / equipment. Credential of all the applications will be examined by committee. Their recommendations /decisions will be final and no correspondence /representation will be accepted in this regard.
- b. The Committee, may evaluate/verify the performance of the Sec Vendor at any of their existing contracts which may include obtaining references /or visiting the clients and the quality of services rendered by the Sec Vendor etc.
- c. The Committee or any Team so detailed, may also visit the office / premises / repair Infrastructure / workshop/factory etc. of the Sec Vendor to ascertain the facts being specified in the Bid / Application. The Visit report will be annexed with the Technical Evaluation Report.
- d. The Committee may ask for presentation / demo of the solutions being offered by the Sec Vendors for assessment of technical as well as qualitative specifications / specialties of each item / product / equipment.
- e. Offers / Applications will be evaluated in the following stages:
 1. Stage I - Incomplete Offers, i.e. offers not accompanied by the mandatory documents as mentioned in the RFP document, cost of RFP Forms and EMD shall be rejected.
 2. Stage II - Each offer will be evaluated against the stipulated minimum eligibility criteria purely based on valid proof / documents submitted. Offers not meeting the eligibility criteria will be rejected.
 3. Stage III - Short-listing of Sec Vendors based on satisfactory feedback from reference sites / past performance.
 4. Stage IV - Finalization of Technical Evaluation and final short listing of suitable bids / selection of Vendors; based on final outcome of Stages II, III, & IV shown above. (Technically Qualified vendors).



5. Stage V - Display/Demo of Security gadgets by short listed vendors.
6. Stage VI – Opening of Indicative price Bids of Technically Qualified vendors, based on the solution / items / gadgets finalized / AMC.
7. Stage VII - Rate rationalization; Reference-Rate Bench Mark Finalization; - meeting of all bidders. (For Details;- Refer Annexure- I)
8. Stage VIII - Final selection of eligible firms as per their overall standing in the ranking.
9. Stage IX – Signing of Contracts.

23. CORRUPT AND FRAUDULENT PRACTICES

- i. The bidder / consultant shall further ensure the compliance of the guidelines issued by Central Vigilance Commission for the purpose of selection and employment of consultants.
- ii. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of contracts:
- iii. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- iv. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

24. AUGMENTATION OF NEW RO's, OTHER OFFICES:

- a. During the currency of RFP/Procurement/Installation Process or after the commencement of the RFP/Procurement/Installation process, if new Offices are introduced in our systems, the Sec Vendors who are selected for installation shall undertake the Supply/Installation and AMC shall be commenced after the expiry of the warranty period.

25. AMENDMENTS IN THE RFP CONDITIONS:

- a. At any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a prospective bidder, modify the RFP contents by amendment. Amendment will be published on Bank's website only and will be binding on bidders.
- b. The Bank shall not be liable for any communication gap, although it will take ample care to communicate to all the concerned well in time.



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- c. In order to provide prospective bidders, reasonable time to take the amendment into account for preparation of their bid, the Bank may, at its discretion, extend the last date for bid-submission.
- d. Further, the Bank reserves the right to scrap the RFP or drop the procurement process at any stage without assigning any reason.

Assistant General Manager



ANNEXURE - A

INDEMNITY FORMAT

THIS DEED OF INDEMNITY executed at (Place) on this day ofmonth of year two thousand and twenty three(2023)
 By.....(herein after called the Bidder) duly represented by proprietor/one of its partners/director Sri, aged.....years, son of Sri.....residing at

In favour of

Kerala Gramin Bank, a body corporate constituted under the Banking companies (Acquisition and Transfer of undertakings) Act, 1970, having its Head Office, at KGB towers, A.K.Road, Malappuram – 676505.

Whereas the Bidder had applied for the tender

Whereas the tender submitted by the Bidder for the above mentioned work was accepted by Kerala Gramin Bank and the work of has been awarded in favor of the Bidder vide Ref No

And whereas for undertaking the work warded as per the above noted reference, the Bidder has entered into contract with Kerala Gramin Bank on

Now this Deed Witnessed that in pursuance of the aforesaid contract datedand in consideration of Kerala Gramin Bank having agreed to make payment on the bills claimed by the Bidder herein based on the works completed in respect of the above referred contract, the Bidder hereby indemnifies and keep harmless Kerala Gramin Bank & its Architect/consultant and its officials/staff from time to time and at all times against all actions, prosecutions proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Purchaser arising out of:

- i) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the Bidder, non-compliance of safety rules, regulations, instructions by the Bidder and mishaps occurring at the site due to faulty work executed by the Bidder.
- ii) Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder.



Further, the Bidder indemnifies to protect and save Kerala Gramin Bank & its Architect/consultant and its officials / staff from against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of the services offered by the Bidder.

All Indemnities shall survive notwithstanding expiry or termination of the contract and Bidder shall continue to be liable under the indemnities.

There is no limit to claims made by the Purchaser/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited ”.

Signature of Bidder with Seal



Annexure 'B'

RFP ACCEPTANCE LETTER

(To be given on Company Letter Head)

To

The Assistant General Manager,
 General Administration Wing,
 Head office, Kerala Gramin Bank,
 KGB Towers, A K Road, Malappuram 676505.

Sub: **-Acceptance of Terms & Conditions of RFP**

Services being offered with reference to RFP No. -----

Dear Sir,

1. I/We hereby certify that I/we have read the entire terms and conditions of the RFP documents from page No.____ to ____ (including all documents like annexure(s), appendix(s), schedule(s), etc.), which may form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
2. The corrigendum(s) issued from time to time by your Bank to have also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the RFP conditions of above mentioned RFP document(s)/corrigendum(s) in its totality/entirety.
4. I /We do hereby declare that the information furnished in the application and in the supplementary sheets from pages ____to ____ are correct to the best of my/our knowledge and belief.
5. In case any provisions of this offer are found violated, then your Bank shall without prejudice to any other right or remedy beat liberty to reject this offer/bid.

Yours faithfully,

(Authorized Signatory)

Signature _____

Name _____

Designation _____

Address _____

Place: Date:

Official Seal of Applicant:



Annexure 'C'

LIST NO-1

BIDDERS SHOULD FURNISH SPECIFIC ANSWERS TO ALL THE QUESTIONS GIVEN BELOW. BIDDERS MAY PLEASE NOTE THAT IF THE ANSWERS FURNISHED ARE NOT CLEAR AND/OR ARE EVASIVE, THE OFFER WILL BE LIABLE TO BE IGNORED.

(No Conditional acceptance will be entertained)

| | | | |
|-----|--|---|-------------------|
| 1. | RFP No | : | |
| 2. | Name of the Sec Vendor Firm | : | |
| 3. | Address | : | |
| 4. | Year of Establishment | : | |
| 5. | Status of the firm (whether Company / Firm / Proprietary/ Partnership) | : | |
| 6. | Name of Directors /Partners /Proprietor: (Enclose relevant document/ deed) | : | i) ii) iii) |
| 7. | Whether registered with the Registrar of Companies/ Registrar of firms. If so, mention number and date | | |
| 8. | <u>Proprietorship</u> (a) Identity proof of the owner -Yes / No | | |
| | (b) Address proof of the owner | | |
| 9. | <u>Private Limited Company</u> (a) Date of Certificate of Registration with Registrar of Companies | | |
| | (b) Article of Association | | |
| 10. | <u>Partnership</u> Partnership Deed: | | |
| 11. | <u>Income Tax Documents - Proprietorship</u> (a) PAN Number & IT Returns Enclosed (ITR for AY 2022-23, 2021-22 & 2020-21 Mandatory) | | |



| | | | |
|-----|--|---|-------------------|
| | (b) IT Return being filed since (mention first year of IT return submission here) - Yes / No | | |
| | (c) IT returns as per Para XVII.1.h attached – Yes / No (Documentary proof required) | | |
| 12. | <u>Income Tax Documents - Private Limited Company</u> (a) PAN Number & IT Returns Enclosed (ITR for AY 2022-23, 2021-22 & 2020-21 Mandatory) | | |
| | (b) IT Return being filed since (mention first year of IT return submission here) - Yes / No | | |
| | (c) IT returns as per Para XVII.1.h attached – Yes / No (Documentary proof required) | | |
| 13. | <u>Income Tax Documents - Partnership</u> (a) PAN Numbers of partners | | i) ii) iii) |
| | (b) IT Returns of each partner Enclosed, as per Para XVII.1.h (ITR for AY 2023-24, 2022-23 & 2021-22 Mandatory) | | |
| 14. | Whether registered under GST authorities. If so, mention No. and date. Also Furnish Copies | : | |
| 15. | Whether Furnished copies of audited Balance Sheet and Profit & Loss Account (audited) For the last three years - Yes / No (Records for FY 2023-24, 2022-23 & 2021-22 Mandatory) | : | |
| 16. | If you are registered in the panel of other organizations/statutory bodies, such as CPWD, PWD, MES, Banks etc. furnish their names, category and date of registration. | : | i) ii) iii) |
| 17. | Detailed description and value of works done for others in the past. (Supported with copies of relevant documents) | : | |
| 18. | Detailed description and value of works done for Kerala Gramin Bank | : | |
| 19. | Furnish the names of three responsible persons in Bank's, CPWD, PWD, MES etc. who will be in a position to certify about the quality as well as past performance of your organization. | : | i) ii) iii) |



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| | | | |
|-----|--|---|--|
| 20. | Whether the bidder is ready to offer Service as specified in the RFP. If not, mention here details of deviations. - Yes / No | : | |
| 21. | Do you agree to the arbitration clause specified in this RFP - Yes / No | : | |
| 22. | Do you agree to the penalty clause specified in this RFP - Yes / No | : | |
| 23. | Do you agree to the Payment clause specified in this RFP - Yes / No | : | |
| 24. | State whether business dealings with you have been banned or black listed by any Govt. agencies / PSUs / Nationalized Banks.? - Yes / No | : | |
| 25. | Please confirm that you have read all the instructions carefully and have complied with accordingly. - Yes / No | : | |

Note:

1. Where copies are required to be furnished, these are to be NPC unless and until it is separately specified as “Self attested Copies”.



Annexure 'D'

PARTICULARS IN RESPECT OF WORK EXECUTED FOR THE LAST 3 YEARS

| SI No | Name of work project with address | Short Description of work executed | Name & address of owner | Value of work executed | Stipulated time of completion | Actual time of completion |
|-------|-----------------------------------|------------------------------------|-------------------------|------------------------|-------------------------------|---------------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

(Authorized Signatory)

Signature _____
 Name _____
 Designation _____
 Address _____

Place: Date:

Official Seal of Applicant:



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Annexure 'E'

KEY PERSONNEL PERMANENTLY EMPLOYED

| Sl. No. | Name | Designation | Qualification | Experience | Years with the Firm | Any Other |
|---------|------|-------------|---------------|------------|---------------------|-----------|
| | | | | | | |

Place: Date:

Official Seal of Applicant:

(Authorized Signatory)

Signature _____

Name _____

Designation _____

Address _____



Annexure 'F'

OTHER RELEVANT INFORMATION

| | Permanently Employed | No. | Any Other info | Years with the Firm |
|----------|----------------------|-----|----------------|---------------------|
| a | Executives | | | |
| b | Managers | | | |
| c | Technicians | | | |
| d | Others | | | |

Infrastructure / Workshop Facilities (Kerala)

| | Location | Land Area | Type of Structure | Type of Facilities |
|----------|----------|-----------|-------------------|--------------------|
| a | | | | |
| b | | | | |
| c | | | | |
| d | | | | |
| e | | | | |

Note: Please attach copy of proof for all the items mentioned in the application

Contact / Office Facilities (Kerala)

| | |
|--------------------------------------|--------------------------------------|
| Address of the Office | |
| Contact person / Support Engineer -1 | Contact person / Support Engineer -2 |
| Name: | Name: |
| Designation: | Designation: |
| Land line No.: | Land line No.: |
| Cell No.: | Cell No.: |
| E-mail id: | E-mail id: |
| Fax No | Fax No |

(Authorized Signatory)

Signature _____

Name _____

Designation _____

Address _____

Place: Date:

Official Seal of Applicant:



Annexure-‘G’

REFERENCE DETAILS

| | |
|---|---|
| Name of the company/PSU / Banks /Govt. Body | |
| Address of the company /PSU / Banks | |
| Contact person (All details are Mandatory) | Name: Designation: Landline No.: Cell No.: E-mail id: Fax No |
| Details of installation / of Equipments (Ref.No., date of order and quantity) | |

(Authorized Signatory)

Signature _____

Name _____

Designation _____

Address _____

Place: Date:

Official Seal of Applicant:

Note: - **Should provide Minimum 3 References**



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Annexure 'H'

INDICATIVE QRs / SPECIFICATION / OTHER ASPECTS / REQUIREMENTS -FIRE SAFETY EQUIPMENTS

I. GENERAL

1. As specified in the RFP, we are requiring security services i.e. Supply / Installation and Maintenance Support for Fire Alarm system/FAS.
2. Alarm Systems shall be intelligent enough to self-diagnose periodically and also should be able to isolate faulty components / zones and resume functioning and simultaneously give calls/SMS alerts to all stake holders. Systems should have remote VIRUS programming/access facility using secure codes. Proper alert / indication / warning shall be repeatedly showing / broadcasting in this regard till repair / clearance of the faults. Keypad should be separated from the control panels
3. With changing scenario & technological advancements, these systems should be compatible to wireless technologies as well, if so desired by the Bank.
4. Systems shall be dust / weather -proof; or accommodate in such a manner without extra cost. Operating temperature: -10° C to +55° C. Humidity: 10% to 90% non-condensing. Vibration, Tremors and normally applied jerks resistant.
5. Systems and wiring shall be tamper-proof.
6. Shall maintain redundancy in major components like power management / output through hooter etc. for the best results under any adverse circumstances.
7. Components of all systems (including wiring) shall be placed in a concealed manner unless and until it is required to be placed so.
8. Better efficiency in Power management & surge protection. Shall be adaptive to Standard Voltage Range.
9. Self-Test facility
10. System operating frequency should have immunity to external Radio Frequency interference.

- II.** Bidders can assess this Indicative specifications shown in the Indicative Financial Bid (PART-III) Format and propose their solution accordingly.



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Annexure 'I'

PROCESSES FOR FINALIZATION OF SEC VENDORS

- a. The Indicative Financial bid of the Sec Vendors who has qualified /finalized by the technical evaluation committee, will only be opened.
- b. The priority shall be for AMC support as new Installation is not a continuous process / requirement.
- c. It is absolutely essential for the sec vendors to quote correctly and unambiguously, at the time of submitting the Bid, as the Bank will not enter into any negotiation during the scrutiny/processing of the Technical part.
- d. As far as AMC services are concerned Bank may go for splitting of the order between L1 and L2 or among L1, L2 and L3. The decision of the Bank regarding this shall be final.
- e. The splitting of work order will be in 60:40 ratios in case of splitting of order between two SECVENDORS and in 50:30:20 ratios for three SECVENDORS provided L-2 & L3 agrees to rates quoted by L-1 SECVENDOR and agree for all terms and conditions. In case L-2 SECVENDOR is not willing to match L-1 rates, the Bank will call L-3 SECVENDOR. If no SECVENDOR (L2 /L3) is accepting the L-1 rates the entire work order may be awarded to L-1. The decision of BANK will be final in this regard.
- f. Willingness letter will be obtained from shortlisted firms to work on same "Approved Rates" (Rates of L1 finalized) from L1 to L3. The spitting of work order will be in 60:40 ratios in case of splitting of order between two Sec Vendors and in 50:30:20 ratios for three Sec Vendors. The decision on this taken by the Bank will be final and binding to all Sec Vendors.
- g. Bank may access the rates of all other items quoted by each qualified Sec Vendors i.e. L1/L2 & L3 and shall also access the market trends and rates being followed by peer Banks and Circles. After accessing all these aspects, Bank shall draw the approved rates of all items, which will be further circulated amongst Sec Vendors who had qualified for providing AMC. (L1/L2 & L3). However, AMC shall be awarded only if the Sec Vendors are accepting the approved rates.



Annexure 'J'

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To
The Assistant General Manager,
General Administration Wing,
Head office, Kerala Gramin Bank,
KGB Towers, A K Road, Malappuram 676505.

WHEREAS _____ (Name of Bidder) (hereinafter called "the Tenderer" has submitted its Bid dated _____ (Date) in response to the RFP for Supply, installation and AMC of Fire Alarm System for Branches/ Offices of Kerala Gramin Bank (hereinafter called "the Bidder") in favour of _____ hereinafter called the "Beneficiary";
KNOW ALL MEN by these presents that we, _____ (name of the issuing Bank), a body corporate constituted under the _____ having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs _____ (Rupees _____ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Bidder withdraws its Bid during the period of Bid validity specified in the RFP; or
- (b) If the Bidder having been notified of the acceptance of his Bid by the Beneficiary during the period of Bid validity;
- (i) Fails or refuses to execute the Agreement, if required; or
- (ii) Fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii) This Bank Guarantee is valid up to _____ and



iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 2023.

SIGNATURE & SEAL OF THE BANK

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank:

Name of the Branch:

IFSC Code:

Note: - EMD Amount shall be as per Instructions issued at Para 5 of the RFP



Annexure 'k'

Performance Certificate

This is to certify that -----is an empaneled vendor with----- for maintenance contract of Fire Alarm System. Status of Branches/ Offices under their maintenance contract as on 1st April 2023 is as under:

| Sl no | District | State | No. of Branches/ offices underMaintenance Contract |
|-------|----------|-------|--|
| | | | |
| | | | |
| | | | |

(Off site ATMs/other offices etc. are not to be included in the details above)

Performance of M/s -----has been Good/satisfactory/poor during teperiod of Maintenance contract.

Signature of the Reporting Officer* with office seal

Contact number & e-mail id

*Security Officer of the Bank, Officer of the rank of Asst. Executive Engineer/Divisional Manager or equivalent



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Annexure 'L'

**CHARTERED ACCOUNTANTS CERTIFICATE FORMAT
 (In Letter Head of Auditor Firm)**

No.

Date:

To

The Assistant General Manager,
 General Administration Wing,
 Head office, Kerala Gramin Bank,
 KGB Towers, A K Road, Malappuram 676505.

Dear Sir,

Tender Reference No. _____

This is to certify that we, _____,

vide our registration No. _____, Auditors of the company/firm

M/s _____

do hereby certify that, the company/firm has turnover and net profit for last three financial Year **from the type of work for which empanelment application is submitted** is given as under:-

| Financial Year | Assessment Year | Turnover (Rs. In Lakhs) | Net profit after tax (Rs. In Lakhs) |
|-----------------------|------------------------|------------------------------------|--|
| 2022-23 | 2023-24 | | |
| 2021-22 | 2022-23 | | |
| 2020-21 | 2021-22 | | |

The certificate has been based on information and documents produced before us. (Copy of the certified documents attached for your reference)

Yours faithfully

GA WING, KERALA GRAMIN BANK, HEAD OFFICE, KGB TOWERS, A K ROAD, Malappuram – 676505
 Email: gawing.kgb@keralagbank.com Telephone: 0483 2734847



(Name & Signature with Seal)

For and on behalf of M/s _____ (UDIN : _____)

Place:

Note: This CA Certificate should be on the letter head of the Auditor Firm and should be signed by a competent person of the Firm.



Annexure 'M'

AFFIDAVIT FOR SOLE PROPRIETORSHIP OF FIRM
 (On Non-Judicial Stamp Paper of appropriate value in case the individual who is the sole
 Proprietor of the firm)

I, S/o Age years,
 occupation business R/o

.....
 do hereby state on oath as under:

That I am residing in

.....

locality of District Since last Years.

That I am the sole proprietor of a proprietary concern name and style as

“.....”

having its office at District

..... dealing in the business of Government's/Private civil
 contracts and ancillary works attached therefor.

Hence this affidavit.

Deponent

Note: This Affidavit should be notarised.



Annexure N

FORMAT OF FINANCIAL BID

PART-I

FORMAT OF INDICATIVE FINANCIAL BID FOR FIRE ALARM SYSTEM

| S.NO | ITEM | INDICATIVE SPECIFICATIONS | Make & Model Number | PRICE PER UNIT |
|------|--|--|---------------------|----------------|
| 1. | STAND ALONE BRANCH FIRE ALARM CONTROL PANEL | 2 ZONE CONTROL PANEL. WITH FOLLOWING SPECIFICATIONS : OPERATING VOLTAGE 180-240 V WITH VISUAL ZONE INDICATORS MAINS, BATTERY, SHOWING FIRE, OPEN, SHORT FAULT, RESET, ZONE AND HOOTER TESTS, ETC, PUSH BUTTONS TO DISABLE AUDIO ALARM WITH BATTERY BACKUP. | | |
| 2. | STAND ALONE FIRE ALARM CONTROL PANEL FOR ADMINISTRATIVE OFFICE | 8 ZONE CONTROL PANEL. WITH FOLLOWING SPECIFICATIONS : OPERATING VOLTAGE 180-240 V WITH VISUAL ZONE INDICATORS MAINS, BATTERY, SHOWING FIRE, OPEN, SHORT FAULT, RESET, ZONE AND HOOTER TESTS, ETC, PUSH BUTTONS TO DISABLE AUDIO ALARM WITH BATTERY BACKUP. | | |
| 3. | GSM AUTO DIALER | GSM BASED ,O3 VOICE MESSAGE ,MIN 10 TELEPHONE NUMBERS. | | |
| 4. | BATTERY 12V 7 AH | EXIDE /EQUIVALENT | | |
| 5. | SOUNDER | SOUNDER WITH MIN 120DB SOUND LEVEL ,THAT SUPPORTS THE EVENTS OF TAMPER OR POWER CUT | | |



| | | | | |
|-----|--|--|--|------|
| | | TO THE SOUNDER HAVING UNBUILT BATTERY FOR 24HRS MIN. | | |
| 6. | SMOKE DETECTOR | SYSTEMS SENSOR / EQUIVALENT | | |
| 7. | HEAT DETECTOR | SYSTEMS SENSOR / EQUIVALENT | | |
| 8. | RESPONSE INDICATOR | SECURCO/ EQUIVALENT | | |
| 9. | MANUAL CALL POINT | | | |
| 10. | ARMORED CABLE 2 CORE 1.5 SQ MM, ISI MARKED | POLYCAB OR FINOLEX OR EQUIVALENT | | /mtr |

*Excluding GST.

PART-II
FINANCIAL BID FOR AMC

| S No | Security Equipment | Rate per year per Branch/office | Total AMC amount for 3 years per branch/office |
|------|--|---------------------------------|--|
| 1 | Fire Alarm System (All accessories attached to the system) | | |

*Excluding GST.

PART - III

TOTAL COST FOR A SINGLE UNIT

➤ **For Branch having approx. area of 1200 sq.ft**

| Sl no | Item | Quantity | Price per unit | Total Cost |
|--|---------------------------------|----------|----------------|------------|
| 1 | 2 Zone fire alarm control panel | 1 | | |
| 2 | Heat detector | 1 | | |
| 3 | Smoke detector | 4 | | |
| 4 | sounder | 1 | | |
| 5 | Battery | 1 | | |
| 6 | Manual call point | 1 | | |
| 7 | Response indicator | 1 | | |
| 8 | GSM auto dialer | 1 | | |
| 9 | Armored cable 2 core 1.5 sq. mm | 90 mtr | | |
| Total Cost of items | | | | |
| Total AMC amount for 3 years | | | | |
| Overall total cost for arriving L1 rate | | | | |

* Cost should be inclusive of all other charges & exclusive of GST.



➤ **For Administrative Office having approx. area of 3000 sq.ft**

| Sl no | Item | Quantity | Price per unit | Total Cost |
|---|---------------------------------|----------|----------------|------------|
| 1 | 8 Zone fire alarm control panel | 1 | | |
| 2 | Heat detector | 4 | | |
| 3 | Smoke detector | 60 | | |
| 4 | sounder | 4 | | |
| 5 | Battery | 2 | | |
| 6 | Manual call point | 4 | | |
| 7 | Response indicator | 12 | | |
| 8 | GSM auto dialer | 1 | | |
| 9 | Armored cable 2 core 1.5 sq. mm | 400 mtr | | |
| Total Cost of items | | | | |
| Total AMC amount for 3 years | | | | |
| Overall total cost for arriving L1 rate | | | | |

*Cost should be inclusive of all other charges & exclusive of GST.

Note:-

- Warranty shall be for 2 years and AMC shall be for 3 years.
- L1 quote will be arrived on the basis of rate finalized for a single fire alarm unit plus AMC charge for a period of 3 years after the expiry of warranty period.
- Separate L1 will be arrived for branches & administrative offices.
- Make and Model number of each items should be specified. If Make / Model is not specified against any item, the Fin-Bid shall not be accepted.
- The Make / Model, once specified cannot be changed. However, in case of any change after the empanelment, the request with proper justification shall be submitted to Bank. The discretion of Bank shall be final in such case.
- Price shall be excluding GST.

(PRICE BID TO BE SUBMITTED IN COMPANY LETTER HEAD OF THE BIDDERS WITH SIGNATURE & SEAL OF THE AUTHORISED SIGNATORY OF THE COMPANY IN ALL PAGES)



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Annexure 'O'

UNDERTAKING LETTER

We certify that there has been no conviction by a Court of Law or contemplated by court for misconduct, guilty or indictment/adverse order by a regulatory authority for an offence, against us or orders against any of our Partner (s)/ Employee(s) and if it arises we will intimate the Bank of the same.

(Authorized Signatory)

Place: Date:

Official Seal of Applicant:

Signature _____

Name _____

Designation _____

Address _____



Annexure 'P'

CHECK LIST

| Sl. | Requirements to be checked by the Bidders before submission of the Offer. | Compliance (To be indicated by the Bidder with "YES" after compliance of the requirements) |
|------------|--|---|
| 1. | The Copy of RFP signed & Sealed in all pages | |
| 2. | Submission of RFP Acceptance Letter (Annexure –B) | |
| 3. | List No-I duly filled along with copies of required documents (Annexure –C) | |
| 4. | Particulars In Respect of Work Executed (Annexure – D) | |
| 5. | Key Personnel Permanently Employed (Annexure –E) | |
| 6. | Other Relevant Information (Annexure –F) | |
| 7. | Reference Site Details (Annexure –G) | |
| 8. | Compliance of Tech Specifications (Annexure –H) | |
| 9. | Compliance of Modality Tech Specifications (Annexure –I) | |
| 10. | Check List with Compliance / reference (Annexure –Q) | |
| 11. | Proof of payment of Cost of RFP. | |
| 12. | EMD in accordance with the aspects specified in Para no.5 | |
| 13. | Solvency Certificate in accordance with the aspects specified | |
| 14. | Submission of attested copy of "Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) letter of Proprietorship" | |
| 15. | Submission of attested copy of "Registration under Shops & establishment Act" | |
| 16. | Submission of attested copy of Income Tax Return (latest) & PAN No along with proof of having filed the IT return for the last 3 financial years | |
| 17. | Submission of attested copy of Audited Balance Sheet of last 3 financial years | |
| 18. | Submission of attested copy of Certificate of GST Registration with Registration Number with Date | |
| 19. | Submission of Proof of Detailed description of works done & value of work done for other organizations /Establishments & our Bank for past 3 years which specifies the requirement asked for vide Para 6.d.2 | |
| 20. | Submission of Proof of Experience in similar domain – Proof of Empanelment with other PSBs/PSUs/Central / State Govt. undertakings | |



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| | | |
|-----|---|--|
| 21. | Proof of having Should have effective infrastructure /workshop for undertaking repair of equipment. | |
| 22. | Submission of all other documents specified in Para 6. d | |
| 23. | Undertaking 1 as per Para 16.1.t | |
| 24. | Undertaking 2 as per Para 16.1.t | |
| 25. | Undertaking 3 as per Para 16.1.t | |
| 26. | Supporting documents for Additional Qualification as per Para 6. e | |

This list is not exhaustive. The Bidder may go through each and every clause specified in the RFP document and should submitted all required as well as supporting documents, failing which will may cause rejection during screening of Offer Documents.



Annexure 'Q'

Frequently Asked Questions (FAQs)

| | | |
|----|---|--|
| 1. | Q | As a Company dealing with all aspects of above services for the last 14 years, I want to apply for this bid, but I do not have any specific experience with PSU/PSB/Central & State Govt. entities as asked for in your PQC; but have experience with private bodies. |
| | A | No. Even if you submit your offer, it will be disqualified as the aspects specified in the PQC are the pre-requisite for empanelment. |
| 2. | Q | As my Company is exempted from RFP / Tender Cost as well as EMD due to my registration with NSIC / MSME. How can I submit the bids. |
| | A | <p>You may very well submit your bids if your firm is having all other PQC fulfilled.</p> <p>In place of EMD / RFP Cost, you may submit the Copy of the Order / Sanction issued by the concerned Govt. Authority, with regard to NSIC / MSME. In case any ceiling of amount (financial limit) is specified in these sanctions, kindly confirm (undertaking) in your letter head that your firm is still eligible for this waiver. Refer Para IX. in this regard.</p> <p>In such cases, no rejection of bids will be made with regard to EMD/ RFP Cost. However, all other conditions specified will be taken account during technical evaluation which shall be the decisive factor for final selection.</p> |
| 3. | Q | My firm was a proprietary firm which became a partnership firm last year. Will the experience of my firm as proprietary firm be counted for assessing PQC in this system. |
| | A | <p>Logically Yes. However, in such typical cases, the aspects specified in the Partnership-deed, definition of liability, stake of partners, continuing the names and resources of the pervious firm etc. is to be looked into during Technical bid evaluation. However if the Committee finds any discrepancy in the documentation part, during technical scrutiny, your bid will be liable for rejection.</p> <p>This applies to all firms which had recently changed (during the currency of experience period specified in the PQC) their type / constitution of the firm due to any reason.</p> |



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| | | |
|----|---|---|
| 4. | Q | I do services for all aspects specified in RFP in many parts of the Country to many organizations which also includes Govt./PSU/PSBs etc. But I am not having OEM Authorization. How best can I offer my Service. |
| | A | As per PQC specified in this RFP, Sec Vendors who are having OEM Certifications regarding all Make of items quoted in Annexure-O will only be considered. |
