

CORPORATE OFFICE

PREMISES, ESTATE & EXPENDITURE DEPARTMENT

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PART – 1

TECHNICAL BID

Ref. No. CO/P&E/RMS/01/2021-22 dated 21.03.2022

**e-Tender document seeking
“Request for Proposal (RFP) for Record Management System”
at Indian Bank**

ISSUED TO

M/s. _____

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This document contains 46 pages



INDEX

	Page No
1. REQUEST FOR PROPOSAL.....	4
2. SCOPE OF WORK.....	5
2.1 <i>Introduction: RFP for Record Management System.....</i>	<i>5</i>
2.2 <i>Proposal Format And Submission Procedure.....</i>	<i>5, 6</i>
3. PRE-QUALIFICATION CRITERIA.....	7
4. STORAGE REQUIREMENTS.....	7, 8
5. SPHERES OF OPERATION.....	9
5.1 <i>Collection</i>	<i>9</i>
5.2 <i>Cataloguing</i>	<i>9</i>
5.3 <i>Transport</i>	<i>9</i>
5.4 <i>Storage</i>	<i>9, 10</i>
5.5 <i>Retrieval Of Records</i>	<i>10</i>
5.6 <i>Reports</i>	<i>11</i>
5.7 <i>Retention Of Records</i>	<i>11</i>
5.8 <i>Destruction / Permanent Retrieval</i>	<i>11</i>
5.9 <i>Timeline</i>	<i>11</i>
6. BID DETAILS – SUBMISSION OF BIDS.....	12
6.1 <i>Bid Earnest Money (Refundable)</i>	<i>13</i>
6.2 <i>Forfeiture of Earnest Money</i>	<i>13</i>
6.3 <i>Deadline for Submission of Bids</i>	<i>13</i>
6.4 <i>Modification And / Or Withdrawal of Bids</i>	<i>13</i>
6.5 <i>Pre-Bid Meeting</i>	<i>14</i>
6.6 <i>Bank's Right to Accept or Reject any Bid or all Bids</i>	<i>14</i>
6.7 <i>Signing of Contract</i>	<i>14</i>
6.8 <i>Governing Law and Disputes (applicable in case of Successful Service Provider)</i>	<i>15</i>



INDEX

6.9	<i>Assigning and Sub-Letting</i>	15
6.10	<i>Audit Requirements</i>	15
6.11	<i>Payment Terms</i>	15
6.12	<i>Initial Security Deposit</i>	16
6.13	<i>Cost of Bidding</i>	16
6.14	<i>Bidding Document</i>	16
6.15	<i>Audit</i>	16
7.	EVALUATION CRITERIA FOR BIDS.....	16
7.1	<i>Bid Opening and Evaluation</i>	16
7.2	<i>Preliminary Examination</i>	17
7.3	<i>Evaluation Criteria</i>	17
7.4	<i>Split Clause</i>	17
7.5	<i>Liquidated Damages</i>	17, 18
7.6	<i>Price and Validity</i>	18
7.7	<i>Integrity Pact</i>	18
7.8	<i>Adoption of Integrity Pact</i>	18, 19
8.	OTHER TERMS AND CONDITIONS.....	20 – 27
9.	BID FORMATS (Form 1,2,3,4,5,6,7).....	27 - 36
10.	BANK'S LIST OF LOCATIONS.....	37
11.	ANNEXURE I – Integrity Pact.....	38 - 42
12.	ANNEXURE II – Non-Disclosure Agreement.....	43 - 46



CORPORATE OFFICE

Premises, Estate & Expenditure
Department

254-260, Avvai Shanmugam Salai,
Royapettah, Chennai – 600 014



Record Management System

1. REQUEST FOR PROPOSAL

Name of work:

Proposal (RFP) for “Record Management System” at Indian Bank.

Important Dates:

1	Issuance of RFP Document by INDIAN BANK	21.03.2022
2	Date of Pre-Bid meeting	04.04.2022 – 3.00 P.M.
3	Last Date of Submission of Bids	12.04.2022 – 1.00 P.M.
4	Opening of Technical Bids	12.04.2022 – 1.30 P.M.

Important definitions / clarifications:

- “Indian Bank” name of the **Organisation / Owner floating the RFP**
- “Recipient”, “Respondent” and “Bidder” means respondent to the RFP document.
- “RFP” refers to this RFP document
- Words “Selected Bidder” means the bidder/applicant who is declared successful after completion of the entire process of technical/commercial evaluation, as defined under this RFP.
- “Bid” means response to this RFP document
- The term “Bid” & “Quote / Quotation” bears the same meaning in this RFP.
- This tender document is the property of Indian Bank and is not transferable.

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. Indian Bank expects the Bidders or any person acting on behalf of the Bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by Indian Bank, in the event of such circumstances being brought to the notice of Indian Bank. By downloading the document, the interested party is subject to confidentiality clauses.



2. SCOPE OF WORK

2.1 Introduction: RFP for Record Management System

Indian Bank is a premium public sector, Government of India Undertaking established on 15th August 1907 as a part of the Swadeshi movement having pan India presence with 13819 touch points inclusive of 5830 domestic branches, 4967 ATMs/BNAs. All branches are under Core Banking Solutions. The Bank's mission is "To be a common Man's Bank" – to provide all financial products and services under one roof at affordable cost in a fair and transparent manner to all customers.

The RFP / e-Tender is to seek proposals from experienced Service Providers of repute and credentials for implementation of complete **Record Management System** solution including inventorisation, packing and transporting to the same to identified storage facility of the service provider on a **pan India basis**.

The tender is invited for a volume of approximately 70,000 cartoons of approximate size 42 cms * 32.5 cms * 26 cms. At the discretion of the Bank and based on requirement this volume can be extended further to one lakh boxes with same commercials.

Technical and Commercial bids are invited from Service Providers **on open tender basis**, having storage facility with infrastructure for meeting the operational, administrative and security needs of a Records Storage Facility (hereinafter referred to as STORAGE FACILITY).

The Service Providers should ensure safe and secure upkeep of the records of Indian Bank in good conditions, retrieval of records in electronic form or supply of original records/ scanned copies, as and when demanded by Indian Bank's CO / HO / FGM (O) / ZO / branch or by authorized person of that location and destruction of non-current records / documents as per Indian Bank's instructions, etc. at STORAGE FACILITY. STORAGE FACILITY should include e-mail, access control, CCTV, Scanning Machines, Photocopiers, Racking System, Software for tracking of Cartons using Bar Coding system, Transportation and Manpower for lifting the identified records for storing / retrieval / destruction from the identified locations / centers.

2.2 Proposal Format And Submission Procedure

Two Bid System shall be strictly followed. Technical and Commercial bids have to be submitted separately by e-Mode.

Joint bids will not be accepted by the Indian Bank.

The proposal should be prepared in Two Folders – Folder A & Folder B containing following enclosures.

S. No.	Item	Reference Form
A	Folder - A Technical Bid Documents duly Indexed	
1	Earnest Money Deposit (DD for Rs. 10,00,000/-)	
2	Photocopy of Certificate of Incorporation	
3	Photocopy of E. S. I. C. Registration	
4	Photocopy of P. F. Registration	
5	Photocopy of Labor License	
6	Photocopy of Shops & Establishment Registration	
7	Photocopy of Insurance Policy for Storage Areas	
8	Photocopy of ISO 27001:2013 and ISO 9001:2015 Certificate	
9	Photocopy of International certification/ affiliation/ membership from Professional Records & Information Services Management (PRISM) Registration	
10	Service Provider's Proposal Letter	Form 1
11	Service Provider's Authorization Certificate	Form 2
12	The documents establishing Service Provider's experience, eligibility and qualification requirements	Form 3
13	Self-Declaration certificate as required	Form 4
14	Certificate of Conformity as required	Form 5
15	Financial information about the Service Provider	Form 6
16	Technical Evaluation	Form 7
17	Any other Technical Information	Not more than five pages

Note:

- Bid will be opened in e-Mode in the presence of Service Providers' authorized representatives who may choose to attend as above. In case of holiday, the bid will be opened on the next working day at the same time i.e. 1.30 pm.
- A copy of the tender document and related details can be downloaded from **Indian Bank website** (i.e. www.indianBank.in) / <https://www.tenderwizard.in/indianbank>.



3. PRE-QUALIFICATION CRITERIA

A. To qualify for submission of the bid, each Service Provider must meet all of the following pre-qualification criteria in their Technical Bid so as to get eligible for Technical Evaluation.

1. The Service Provider may be a Government Organization / PSU / PSE / Private / Public Limited **Indian** Company / Others incorporated under Indian Laws. The Service Provider shall submit the **Certificate of Incorporation** along with the Technical Bid in respect of this requirement.
2. The Service Provider must have minimum **10 years of experience** in India of managing comprehensive Record Management System including cataloging, transportation and storing. The service provider must be managing a minimum of
 - **3 nos of storage area of 4 lakh sq ft each (or)**
 - **2 nos of storage area of 5 lakh sq ft each (or)**
 - **1 no of storage area of 8 lakh sq ft each**

And preferably be servicing at least **5 PSUs/Govt.** excluding Pilot Projects. Proof of the same is to be enclosed.

3. In the last three financial years i.e. 2018-19, 2019-20 and 2020-21, the Service Provider must have achieved minimum average annual financial **turnover of Rs. 11 Crores from their records storage services rendered** and should have positive net worth. The Service Providers shall submit audited annual accounts of all three years in respect of this requirement. (**Form 6**)

4. STORAGE REQUIREMENTS

1. Service Providers should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority. A Self-declaration Certificate should be enclosed (**Form 4**).
2. There should have been no past history of damage to records at facilities at identified storage locations due to **FIRE & FLOOD**. A Self-declaration Certificate should be enclosed (**Form 4**).
3. The Service Provider must have / possess aggregate space of **at least 2,00,000 sq. feet exclusively for storing records**, spread across **at least 15 locations PAN India within geographical boundary of Indian Bank's 14 FGM Centers as listed in Table / Annexure (Form 8)**. Each facility must range from a minimum of 7,000 sq. ft. to 10,000 sq. ft. or a minimum of 20,000 cft. storage capacity with provision to allot required storage space for Indian Bank's records when required. They also must have adequate scalability in Storage Space in the locations over the period for added records. (**Form 7**)



4. Title of Space acquired by the Service Provider must be legally managed by Service Provider only. Title of space must be clear and it must be free from any encumbrances. (**Form 7**).
5. The Service Provider should comply to all National / State / Local Body Rules / Acts / Regulations and should possess all relevant certificate / registrations (like E.S.I.C., P.F. registration, Labor License, if required). Photocopies of relevant registrations / license must be furnished with the Technical Bid.
6. Service Provider must certify that proper Shops & Establishment licenses are acquired and able to produce whenever required by Indian Bank. Photocopies of valid registrations and license must be furnished with the Technical Bid.
7. Storage area must be insured against fire, flood, cyclone and other natural calamity besides theft, burglary etc. and the Service Provider will bear the cost of such insurance. Photocopies of valid insurance policy must be furnished with the Technical Bid.
8. The Service Provider must have ISO 27001:2013 and ISO 9001:2015 certification for Data Security in Service Provider's name. Photocopy of the certificate must be furnished with the Technical Bid.
9. The Service Provider must have International certification / affiliation / Membership from Professional Records & Information Services Management (PRISM) for record management. Photocopy of the registration must be furnished with the Technical Bid.
10. The building / structures for storage facility should be a permanent construction preferably on a minimum of three feet plinth with RCC / Strong and Corrosion Resistance modern metal roofing, specially designed to protect Indian Bank's records from fire, theft, dust and having proper drainage provision (**Form 7**).
11. The Records Storage Centre Premises where **Indian Bank's** Records are going to be stored must be certified by a competent engineer / firm on the **Dead Weight Bearing & Structural Stability** aspects (**Form 7**).
12. Storage facilities must be locked and guarded 24 X 7. No unauthorized personnel can be allowed access to the **BANK's** records at any time. Access be controlled by card based / bio-metric electronic access control system and a record kept on register of personnel and material entering and leaving the secured area (**Form 7**).
13. CCTV monitoring of the area with recording for **minimum 90 days** is essential (**Form 7**).
14. Fire protection system to include Fire alarm system, VESDA (Very Early Smoke Detection Apparatus), Fire Extinguishers (including modular extinguishers) in accordance with relevant local standards should exist. The Service Provider's staff should be adequately trained in handling fire equipments (**Form 7**).
15. Service Provider must confirm that Pest and Rodent Control and Termite treatments are carried out regularly in the storage space for a Pest Free environment (**Form 7**).



5. SPHERES OF OPERATION

5.1 Collection

The Service Provider will visit different Branches, Field General Manager Office, Zonal Office and Corporate / Head Office of identified locations of **Indian Bank** for collection of record documents including flat files, box files, bounded files, ledgers, registers, book, etc., in physical form for storage at STORAGE FACILITY in a time bound period which will be decided mutually. The requirement includes the indexing of files and packing of boxes. The Service Provider shall carryout related activities on the instructions of authorized person from Indian Bank in writing / mail from Office ID. Indian Bank will provide a soft copy of list of records to be collected. Acknowledgements of the records / documents i.e. flat files, box files, bounded files, registers, ledgers, books etc with description in each box / container are to be given to the concerned Department at the time of pickup. The service provider shall give the soft copy and hard copy of list of inventory.

5.2 Cataloguing

The Service Provider will barcode the identified files and prepare inventory. Bar codes are to be pasted on each box and each file, registers, etc. to prevent any loss during storage or removal / retrieval. Scope of cataloguing will also include indexing / data entry (upto 4 fields). Acknowledgments of the records giving the number of boxes and files / registers etc., are to be given to the concerned office at the time of pickup. Thereafter the Service Provider shall give the soft copy of list of inventory within 8 working days of the pickup. Bar coding should be tamper / water proof.

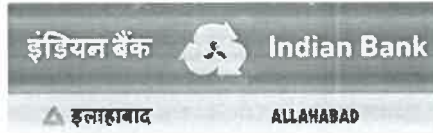
5.3 Transport

The Service Provider will arrange lifting of records, as provided by authorized person, from Indian Bank premises by their own transport facility for storage at STORAGE FACILITY. The Service Provider must comply with the local traffic, health, safety, insurance and other legislative / Government requirements during transport.

5.4 Storage

The Service Provider will provide facility satisfying the following minimum requirements:

- The building / structures for storage facility should be a permanent construction preferably on a minimum of three feet plinth with RCC / Strong and Corrosion Resistance modern metal roofing, specially designed to protect Indian Bank's records from fire, theft, dust and having proper drainage provision.
- The metal racks used for storing cartons in the warehouse should have fire rated coating.
- No leakage from water pipes sprinklers, mechanical installations, roots, drains, or any other source of water ingress.



- The Building for storage must be constructed in accordance with local relevant legislations. Service Providers are required to demonstrate / provide evidence of legal ownership or lease of the storage facility with approved site / building plan.
- Service Providers are required to use any racking system of reputed company.
- The storage cartons must be dust resistant with flaps or a lid forming a seal against airborne particles as per following specifications.

Carton design: 5 ply die-cut bottom minimum
Size: 42 cms x 32.5 cms x 26 cms
with corresponding 3 ply die-cut top lid
with tuck-in on the top / on the width sides.

Board properties: Top minimum 180 GSM 24 BF paper and rest 140 GSM 20 BF.

- The Service Provider is required to operate the facility of storage of Indian Bank's records in accordance with local legislative requirement in respect of health and safety legislation, employment law, fire safety law, relevant building codes.
- The Indian Bank's representative / security official reserves the right to inspect the STORAGE FACILITY to confirm compliance at any time.
- The premises being used as storage should have a clear title and permission from the competent authority for its commercial use should be in place.
- The bidder should have storage facility at all metro cities and major Class-'A' cities and must have their storage facility spread across atleast 14 locations PAN India within geographical boundary besides Chennai and Indian Bank's Offices as listed in Table / Annexure

5.5 Retrieval of Records

The Service Provider undertakes to retrieve and deliver the requested cartons, files, registers etc. and any other documents within below specified TAT upon receipt of a written request in the form of e-mails or letters from the authorized officials of Indian Bank. Retrieval shall mean delivery of document from STORAGE FACILITY to Indian Bank's office. The Service Provider will provide retrieval satisfying the following minimum requirements:

- Retrieval should be done on written request from authorized officials only.
- Retrieval should be done within specified TAT.
- For retrieval of documents to a remote location in outskirts of the city limit, courier charges (actuals) if incurred by the service provider will be reimbursed by the Indian Bank after considering the same on case to case basis.

Turn-Around-Time (TAT)

Failure to maintain TAT will lead to imposing penalty and liquidated damages and termination as well, periodically / monthly as required.



5.6 Reports

The Service Provider is required to provide the location wise reports as per Indian Bank's requirement and periodicity to the designated offices.

Nature of Retrievals	Turn-Around-Time (TAT)
Ordinary Retrievals	All requests by e-mail received by 12:00 noon, will be delivered in T+2 working days to local office / courier.
Urgent Retrievals	All requests by e-mail received by 12:00 noon, will be delivered in T+1 working day to local office / courier. (A maximum request of 25 files shall be entertained at one time)
Bulk / Project Retrievals	As communicated by Indian Bank at the time of assigning the task (with mutual consent)

- Total number and details of the cartons containing records of the Indian Bank being stored at STORAGE FACILITY.
- Total number and details of the Indian Bank's cartons / files retrieved (delivered) during a period.
- Total number and details of the Indian Bank cartons / records destroyed.
- Any other report as and when required by the Indian Bank

5.7 Retention of Records

The Service Provider will retain and maintain the records as per Record Maintenance Policy of the Indian Bank which shall be provided by Indian Bank. The Service Provider will maintain strict confidentiality in maintaining Bank's records and will execute a Non-Disclosure Agreement (NDA) with indemnity clause to this effect as stipulated by the Bank.

5.8 Destruction / Permanent Retrieval

- In the beginning of each quarter (January, April, July, October), Indian Bank will share the List of records, which have outlived their retention period in terms of Records Maintenance Policy and inform the service provider in written for destruction.
- Unless there are instructions to the contrary, records meant for destruction will be shredded in the presence of authorized officials of Indian Bank.
- Mode, date of destruction and details of Indian Bank's authority will be recorded in the system, against each relevant item.
- The Service Provider will arrange for transport, labor and other necessary support to send the records to chemical furnace or paper mill, for burning or converting into pulp.

5.9 Timeline

The contract will be for a period of three years. The rates quoted will be fixed for the first three years. Bidders have to start the work immediately on signing the agreement. Indian Bank retain the right to extend the service of the selected bidder for additional period of three years with an escalation of 10% on the commercials agreed, on finalized in the contract agreement to be entered with the selected bidder.

6. BID DETAILS – SUBMISSION OF BIDS

The Technical and commercial proposals / Bid shall be submitted as per the requirement of the Bank in prescribed formats.

Please refer to “Other Terms & Conditions” as well.

6 (a) Technical Proposal / Bid:

The technical proposal shall be organized and submitted as per the following sequence:

- EMD - NEFT / RTGS / IMPS / UPI / Account Transfer to the account given below
Account No. 432438421
Account Name – HO EXPENDITURE DEPT
Branch – Harbour, IFSC – IDIB000H003
- List of documents enclosed
- Organization profile
- All copies of certificates, documentary proofs, etc.
- Declarations as per Form 2 and Form 4
- Proof of the experience
- Details of infrastructural and other capabilities
- Declaration / self-affidavit by the bidding firms as to their technical suitability
- Technical bid should have no financial information. If technical proposal is found containing any commercial information, the bid will be summarily rejected.
- Authorization letter from the organization for the person signing the bid documents.

6(b) Commercial proposal: This will contain the financial quote covering the cost for all the deliverables mentioned in this RFP. The financial quote should be in Indian rupees and it should include all expenses proposed exclusive of taxes.

6(c) Documents comprising commercial Bid: Bidders are expected to furnish their commercial bid duly signed by authorized representative of the company.

- Price Bids containing any conditional offers will be rejected.
- The only variability allowed in the price Bids is on account of government taxes. The **BANK** will reject price Bids which have any other variability.
- Price Bids should be inclusive of professional fees and all costs to be incurred by the bidder in the discharge of this assignment.
- In case of discrepancy between price in words and figures, the price quoted in words will be taken as final.
- Any over writing, erasure etc has to be initialed by the authorized person
- Bids are to be quoted in Indian Rupees only
- The Bidder shall submit the Bid properly lined up so that the papers are not missed during scanning. The Bidder shall submit the proposal in suitable capacity of the file such that the papers do not bulge out and tear during scrutiny.
- Bank will have the final price determination through reverse auction from the bidders who are technically qualified.





It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be addressed to the nominated point of contact as mentioned below:

Designation : Assistant General Manager (P&E)
Address : Indian Bank, Corporate Office,
No 254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600014
E-mail ID : hoestate@indianbank.co.in
Phone : 044 – 28134498 / 4401 / 4540

Bidders should provide their E-mail address and contact numbers in their queries without fail.

6.1 Bid Earnest Money (Refundable)

Bid Earnest Money of Rs.10,00,000/- (Rupees Ten Lacs only) (refundable), in the form **NEFT / RTGS / IMPS / UPI / account transfer (A/c details mentioned in previous page)**, proof of which must be submitted along with the Technical offer. This amount will be forfeited if the service provider refuses to accept work order or having accepted the work order, or fails to carry out his obligations mentioned therein. Guarantee in lieu of Bid Earnest Money will not be accepted. No interest will be payable on the Bid Earnest Money amount. The Bid Earnest Money must be submitted along with technical offer. In the event of non-submission of the Bid Earnest Money of Rs.10,00,000/- (Rupees Ten lacs only) the proposal will be rejected. The Bid Earnest Money will be refunded to the un-successful bidders only after the completion of the bid process / award of work to the successful bidder(s).

6.2 Forfeiture of Earnest Money

The EMD will be forfeited on account of one or more of the following reasons:

- a) The Service Provider withdraws or modifies the offer after opening of bid but before acceptance of bid.
- b) When the Service Provider does not execute the agreement if any, prescribed within the specified time.
- c) When the Service Provider does not deposit the EMD after the work order is given.
- d) When the Service Provider fails to commence the work as per work order within the time prescribed.

6.3 Deadline for Submission of Bids

Indian Bank should receive the tender Document by e-Mode as per schedule. Indian Bank may, at its discretion, extend this deadline for submission of bids due to any administrative or operational exigencies.

6.4 Modification and / or Withdrawal of Bids

Bids once submitted will be treated, as final and no modification will be permitted. No correspondence in this regard will be entertained. No Service Provider shall be allowed to withdraw the bid after the deadline for submission of bids. In case of the successful Service Provider, he will not be allowed to withdraw/back out from the bid commitments, the bid earnest money in such eventuality shall be forfeited and all interests/claims of such Service Provider shall be deemed as foreclosed.



6.5 Pre-Bid Meeting

A Pre-bid meeting will be held at Indian Bank, Corporate Office on 04.04.2022 at 3.00 PM., either through direct or webex meeting. The interested bidders who have obtained the RFP SHOULD be present in the pre-bid meeting compulsorily. No additional / extra meeting on pre-bid would be conducted. In case of online meeting, the link will be ported in our Bank's website ONE day before the pre-bid meeting date.

6.6 Bank's Right To Accept or Reject any Bid or All Bids

Indian Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason thereof, without thereby incurring any liability to the affected Service Provider or Service Providers or any obligation to inform the affected Service Provider or Service Providers of the ground for the Indian Bank's action. Indian Bank reserves the right to select more than one Service Provider keeping in view its large requirements. Bank may at its discretion abandon the Request for Proposal (RFP) process any time before issuance of award of contract, without any advance intimation to any bidders.

Bank shall have the option to terminate the RFP / Contract / Subsequent Agreement at any stage without assigning any reasons.

6.7 Signing of Contract

The successful Service Provider(s) shall be required to enter into a contract with Indian Bank, within 15 days of accepting the LOI. The contract papers shall be finalized in discussion with successful Service Providers with regard to the terms and conditions and other relevant clauses, which shall be mostly in line with tender criteria, terms and conditions of the tender document. **The contract will be valid for three years initially unless terminated by the either party before that date by giving 3 months' time. The contract could also be renewed for a further period of 3 years on agreed terms and with mutual consent.**

The successful bidder / service provider is required to sign the contract containing the terms and conditions of RFP, confidentiality, indemnity, penalty, liquidated damages, liability and other clauses and terms and conditions as stipulated by the Bank. The successful bidder / service provider will execute contract / SLA and NDA to this effect.

The Service Provider(s) will be liable for damage, loss incurred by Indian Bank due to the misconduct, non-performance, breach of duties and obligations, negligence, fraud willful default or omission on the part of the Service Provider(s) subject to limitation of liability specified in the contract signed by both parties.

The Service Provider(s) will be liable for failing to carry out any of its obligations under the above contract including any and all acts and omissions of its subcontractors, and not be liable in the event of their failure results from Acts of God, war, civil commotion, fire, flood, any government action or intervention and sudden change in political situation, strike or labor dispute, pandemic conditions and/or any other situations, causes or contingencies beyond its reasonable control.



6.8 Governing Law and Disputes (Applicable in case of Successful Service Provider/s)

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents 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 Arbitration and Conciliation Act, 1996 and other applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/s shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of Honorable Courts at Chennai.

The Service Provider shall continue work under the contract during the arbitration proceedings unless otherwise directed in writing by Indian Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Chennai.

Submitting to arbitration may be treated as additional remedy and it does not preclude the parties to seek redressal / to other legal course.

The Contract shall be interpreted in accordance with the Laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai. Compliance with labour and tax laws, etc., will be the responsibility of the service provider/s at their cost.

6.9 Assignment & Sub-Letting

The Service Provider shall not assign / sub-let, in whole or in part, its obligations to perform under the contract only with Indian Bank are prior written consent.

6.10 Audit Requirements

The facility and the documents should be available for inspection by the internal / external auditors of Indian Bank.

6.11 Payment Terms

The Bank will release the payments from Field General Manager's Office within a period of 30 days from the date of receipt of invoice. Any dispute regarding the relevant invoice will be communicated in writing to the Service Provider within 30 days from the date of receipt of the relevant invoice after the dispute is resolved; will make payment within 30 days from the date of dispute stands resolved. If no dispute is informed in the period afore stated, the invoice shall stand approved by the Bank.

In the case when the boxes stored, deteriorate over a period of time due to natural ageing process, considering an average life of the boxes of five (5) years, requirement of re-boxing will be intimated by the service provider to the FGMO and a decision on the same will be taken by the Bank and communicated to the service provider. Accordingly, re-boxing will be done and charges for the same will be charged to the Bank on mutually agreed rates.

6.12 Initial Security Deposit

The successful bidder requires furnishing the Guarantee equivalent to 05% of the estimated total fixed cost plus annual recurring cost, issued by a scheduled commercial Bank in favor of Indian Bank within 30 days of signing the agreement. This will be reviewed annually and Guarantee amount will be decided accordingly.

6.13 Cost of Bidding

The Service Provider shall bear all the costs associated with the preparation and submission of its bid, and the Tendering Authority in no case, will be responsible / liable for these costs, regardless of conduct or outcome of the bidding process.

6.14 Bidding Document

The Service Provider is expected to examine all instructions, forms, terms and specifications in the bidding documents. The bidding Documents submitted should be clear, unambiguous, legible and without any strikethrough / corrections. Failure to furnish all information required in the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Service Provider's risk and may result in rejection of the bid.

6.15 Audit

There should be computerized facility to track record while it is away from the original storage area. Movement of records should adhere to the policy defined by the Bank.

There shall be periodic internal / external audits to ensure that all processes are performed as per policy defined and required by the Bank. There should also be facility for third party audit / audit by RBI or its representative.

The system will maintain an audit trail of all relevant events and actions performed

- Records added per day / week / fortnight / month.
- Records edited / updated / deleted per day / week / fortnight / month.
- Failed Transactions or unauthorized access or disapproved records on the basis of quality, etc
- Tracking the physical movement of the documents collected from the source to the final destination point.

7.EVALUATION CRITERIA FOR BIDS

7.1 Bid Opening and Evaluation

The Bank shall open the e-bids, in the presence of Service Provider's representative who choose to attend, at the time and date mentioned in bid document at the address mentioned. The Service Providers' representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day. Date of opening of the Commercial Bid shall be indicated after finalizing the technical eligibility.



7.2 Preliminary Examination

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.

The Bank will reject the bid determined as not substantially responsive. The Bank may waive any minor non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not affect the relative ranking of any Service Provider.

7.3 Evaluation Criteria

Only the Service Providers who score more than 75 (Seventy Five) marks in Technical Evaluation process will qualify for Commercial Evaluation process. Once the evaluation of technical proposals is completed, the Service Providers who score more than the prescribed cut-off score will only be short listed. In case, only two of the participating Service Providers qualify on technical criteria and reach or exceed the cut-off score of 75, then the Bank, at its sole discretion, may qualify three Service Providers on the basis of the top 3 scores. The commercial proposals of technically short listed Service Providers will be opened. The Service Provider whose bid has been determined as the lowest final commercial quote (i.e. L1) shall be awarded the project subject to Split Clause.

7.4 Split Clause

Bank may, at its sole discretion allot the work to two or three Service Providers based on L2 and L3 agreeing to parity of rates quoted by L1. Basis of allotment will be as under:

- In case the Bank decides to have two Service Providers, work allotted to L1 will be 60% and L2 will be 40%.
- In case the Bank decides to have three Service Providers, work allotted to L1 will be 50%, L2 will be 30% and L3 will be 20%.

Note: Bank will have right to re-fix the percentage of sharing among L1, L2 & L3. The Bank at its sole discretion will allot the work in above ratios on the basis of their estimation and Bank's decision will be final and binding.

Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

7.5 Liquidated Damages

Turn-Around-Time (TAT) to be maintained at all the time else will attract a penalty as mentioned below:

Ordinary Retrievals

Applicable Condition	Applicable Penalty
95% of the total Retrievals in a month as per TAT	NIL
Less than 95% of the total Retrievals in a month as per TAT	10% of the retrievals billing of the month



Urgent Retrievals

Applicable Condition	Applicable Penalty
Retrievals which are not adhered to in 1 day TAT-will be considered as Ordinary Retrieval	As above.

In case the Service Provider fails to provide services as per requirement of the Bank, the Bank shall without prejudice to its other remedies under the contract forfeit the Initial Security Deposit either in part or full. The Bank will be the final authority to ascertain the veracity of any reason provided by the Service Provider.

Notwithstanding the provisions of contract, the Service Provider shall not be liable for forfeiture of its Initial Security Deposit or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure (For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the successful bidder and not involving the successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes).

7.6 Price and Validity

All the prices mentioned in the proposal should be in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of **180** days from the date of opening of the Bids.

7.7 Integrity Pact

Bidders shall submit Integrity Pact agreement (IP) along with the technical bid. Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the terms of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings. **The format of Integrity Pact is available with this document.**

The integrity pact begins when both parties have legally signed it. Integrity Pact with the successful bidder(s) will be valid till 12 months after the last payment made under the contract. Integrity Pact with the unsuccessful bidders will be valid 6 months after the contract is awarded to the successful bidder.

7.8 Adoption of Integrity Pact

- The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect / stage of the contract.
- Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.

• The Bidders shall submit signed Pre Contract Integrity Pact. Those Bids which are not containing the above are liable for rejection.



- Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty / Guarantee / AMC if contracted whichever is later.
- Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- Integrity pact shall be signed by the person who is authorized to sign the Bid.

The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

1. Shri. Brahm Dutt, IAS (Retd) Email: dutt.brahm@gmail.com
2. Shri. Girraj Prasad Gupta, ICAS (Retd) Email: gpgupta1804@gmail.com

- Change of law / policy / circular relating to Integrity Pact vitiate this agreement accordingly with immediate effect on written intimation.
- Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 or other Financial Rules as may be applicable to the organization concerned.



8. OTHER TERMS & CONDITIONS

INFORMATION PROVIDED

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Indian Bank in relation to the provision of services. Neither Indian Bank nor any of its officers, employees, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document.

FOR RESPONDENT ONLY

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent") i.e., Government Organization / PSU / Limited Company, Partnership Firm / LLP and/or an Autonomous Institution approved by GOI. **CONFIDENTIALITY** The RFP document is confidential and is not to be disclosed, reproduced, transmitted or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of undertaking of confidentiality given by the Recipient to Indian Bank. Indian Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Indian Bank or any of its customers or suppliers without the prior written consent of Indian Bank.

DISCLAIMER

Subject to any law to the contrary, and to the maximum extent permitted by law, Indian Bank and its directors, officers, employees, contractors, representatives, agents and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damages (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Indian Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

1. INSTRUCTIONS

1.1. Rules for Web Portal Access

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - <https://www.tenderwizard.in/indianbank> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of power & internet connectivity (due to any reason whatsoever it may be) at bidder end either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.
9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in point no. 3 of schedule, however physical documents, if required, to be submitted offline, on the next working day up to 03.00 PM on next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.
11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.



1.2. Registration

To use the Bank's e-tendering Portal (<https://www.tenderwizard.in/indianbank>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e-tendering portal
- Upload the scan copy of the PAN Card and GST Registration certificate
- Acknowledgement copy will be generated with user id & password & the same will be sent to their registered email id.
- After verification by department/service provider, the id will be activated.
- At the first login, DSC details will be automatically captured by the system.
- Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the reverse auction & support required if any for online bid submission through e-tendering Website will be provided by the service provider M/s. Antares Systems Limited.

Note: Please contact M/s. Antares Systems Limited's support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details

M/s. Antares Systems Limited
#24, Sudha Complex, 3rd Stage, 4th Block
Basaveshwaranagar, Bangalore – 560 079.
Support Contact No. 080-40482100, 99432 77499, 89519 44383
Support Email: gunaseelan.m@antaressystems.com

1.3. Submission of Bids through E-Tendering Portal

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- Eligibility Criteria, along with all supporting documents required.
- All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- All supporting documents and product literature in support of Technical specifications.
- Relevant brochures
- Compliance to Technical Specifications as per Technical Bid.
- Any other information sought by the Bank with relevant to this tender

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating “search” on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

1.4. Bid Related Information

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

1.5. MSME - Exemption of EMD

Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for EMD.

1.6. Other Instructions

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://www.tenderwizard.in/indianbank>), click on System Requirement Manual / User Manual.

The following ‘Four Key Instructions’ for bidders must be assiduously adhered to

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance before tender submission deadline on e-tendering portal.
- b. Register your organization on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- c. Get your organization's concerned executives trained on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- d. Submit your bids well in advance of tender submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.

COSTS BORNE BY RESPONDENTS

All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, presentations, etc. and providing any additional information required by Indian Bank, will be borne entirely and exclusively by the Recipient / Respondent.

NO LEGAL RELATIONSHIP

No binding legal relationship will exist between any of the Recipients / Respondents and Indian Bank until execution of a contractual agreement to the full satisfaction of Indian Bank.

RECIPIENT OBLIGATION TO INFORM ITSELF

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

EVALUATION OF OFFERS

Each Recipient acknowledges and accepts that Indian Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as material for any investigation or review to be carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

ERRORS AND OMISSIONS

Each Recipient should notify Indian Bank of any error, fault, omission, or discrepancy found in this RFP document during the pre-bid meeting by sending email/s in advance..

ACCEPTANCE OF TERMS

The Recipient will, by responding to Indian Bank RFP document, be deemed to have accepted the terms as stated in this RFP document.



RFP RESPONSE TERMS:

(a) Lodgment of RFP Response

Lodgment of RFP Response terms should be guided by points a) to d) hereunder of Section I (current section) and any changes thereof will not be considered.

(b) RFP Closing Date

RFP Response should be submitted not later than 1.00 P.M on 12.04.2022.

At any time prior to the deadline of submission of the Bids, the Indian Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment. Notification of amendments will be posted on Indian Banks website. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing the Bids, the Indian Bank, at its discretion, may extend the deadline for a reasonable period.

(c) Submission to Indian Bank

The RFP response documents should be submitted in e-Mode The proposal should be prepared in English in MS Word / Excel format. The e-mail address and phone / fax numbers of the Bidder should also be included.

All correspondence will be in English. The Bid shall be typed in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the Bids shall initial all pages of the Bids. Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person signing the Bids. Indian Bank reserves the right to reject the Bids not conforming to the above.

All the documents have to be scanned and uploaded in the respective folders of e-tender provider's website <https://www.tenderwizard.in/indianbank> well before the due date and time. The bidders are advised to compulsorily avoid uploading of documents at the last minute and the Bank will be not be responsible for any procedural / technical difficulties faced by the bidders.

The evaluation of the bids will be done as defined in this document. The Bidders who do not qualify under Technical Bid, as per the evaluation / selection done by the Indian Bank on the criteria specified, will not be considered for opening of Commercial Bid.

(d) Submission will be valid if;

Copies of the RFP response documents are submitted as per clause c) above, subject to clause g) below, before the aforementioned closing date specified in clause b). Submission by Fax transmission or email is not allowed and will be considered invalid.



(e) RFP Validity Period

RFP responses will remain valid and open for evaluation according to their terms for a period of at least 180 days from the RFP closing date. In exceptional circumstances, Indian Bank may solicit the Bidder's consent to an extension of period of validity.

(f) Requests for Information

Recipients are required to direct all communications for any clarification related to this RFP to Indian Bank official as mentioned under point 6 Section c. All queries relating to the RFP, technical or otherwise, must be either in writing or by email only and will be entertained by Indian Bank only in respect of the queries received upto one day before the date of Pre Bid Meeting. Indian Bank will endeavor to reply, without any obligation in respect thereof, every reasonable query raised by the Recipients in the manner specified. However, Indian Bank will not respond to any communication initiated by Respondents later than the date of Pre Bid Meeting. Indian Bank may, in its absolute discretion seek, but being under no obligation to seek, additional information or material from any Respondent after the RFP closes and all such information and material provided will be taken to form part of that Respondent's response. Respondents should invariably provide details of their email address. Responses to queries will be consolidated and provided to the Respondents as pre-bid clarifications in the Bank's website. If Indian Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Indian Bank reserves the right to communicate such response to all Respondents in the pre-bid meeting. Indian Bank may in its sole and absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

NOTIFICATIONS

Indian Bank will either notify the Respondents individually in writing as soon as practicable, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted / rejected or shall cause to publish / notify the name of the firm / agency finally selected in Indian Bank's website after completion of the entire evaluation process, as enumerated in this RFP. Indian Bank is not obliged to provide any reasons for any such acceptance or rejection.

DISQUALIFICATION

Any form of canvassing / lobbying / patronising / query regarding short listing, status, etc will lead to disqualification.



PROCESS & TIMEFRAME

Selection of the suitable agency will involve a SIX (6) stage approach. The approach follows the Indian Government's Central Vigilance Commission (CVC) guidelines.

STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5	STAGE 6
Issue of RFP	Pre-Bid Meeting	Receipt of RFP Bids (e-Mode)	Evaluation of Bids: -Technical Evaluation	Reverse Auction	Award of Work / Contract

The following is an indicative timeframe for the overall selection process. Indian Bank reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

Description	Due Date & Time
Issue of RFP by Indian Bank	21.03.2022
Queries to be mailed by	03.04.2022 before 5.00 PM Email – hoestate@indianbank.co.in
Pre Bid Meeting	04.04.2022 – 3.00 PM At Corporate Office, Chennai – 14 / Webex Meeting
Bid Submission Last Date & Time	12.04.2022 before 1.00 PM
Opening of Technical Bids	12.04.2022 – 1.30 PM
Communication to the short-listed applicants	Shall be intimated later
Opening of Commercial Bid	Shall be intimated later

The dates mentioned above are tentative dates and the Bidder acknowledges that it cannot hold the Indian Bank responsible for breach of any of the dates.

Note: Bidders, if they so desire, can depute their representative (only one) to attend the bid opening process with due authorization letter. No separate intimation will be given in this regard to the Bidders for deputing their representatives.



9. BID FORMATS

Form 1 – Service Provider's Proposal Letter

(Letter to be submitted by Service Provider on Service Provider's company's letter head)

Date: _____

The Assistant General Manager

Dear Sir/Madam,

Reg: Our bid for Implementation of Record Management System

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by Indian Bank to do so, a contract / agreement.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the execution of the contract.

We understand that Indian Bank is not bound to accept the lowest or any bid received, and may reject all or any bid without assigning any reason whatsoever.

We also understand Indian Bank may accept or entrust the entire work to one Service Provider or divide the work to more than one Service Provider, without assigning any reason whatsoever.

We confirm that we have read and understood the terms and conditions in the tender document including the process of technical short listing.

We certify that the details provided about the firm and the documents enclosed are correct and we are liable to be disqualified in case any information contained therein is / are found to be false at any stage of the tender process.

Yours faithfully,

Signature & Seal: _____

Name & Designation: _____

Address: _____

Contact No: _____



Form 2 - Service Provider's Authorization Certificate

To,

The Asst General Manager

Dear Sir / Madam

<Service Provider's Name> _____,
<Designation> _____ is hereby authorized to sign
relevant documents on behalf of the company in dealing with Tender of reference
<Tender No. & Date> _____. He/She is also
authorized to attend meetings & submit technical & commercial information as may
be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory

<Company Name>
Seal



Form 3 – Technical Bid: Basic Information of Bidder

SL No	Description	
1	Name of the Applicant	
1.1	Address of the registered offices (With Phone Nos. Fax Nos. & Email ID & Contact Person)	
2	Year of Establishment	
3	Type of the Organization (whether Sole Proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.)(Enclose Certified Copies of documents as evidence)	
4	Name & Qualification of the Proprietor / Partners / Directors of the Organization / Firm a) b) c)	
5	Details of Registration - Whether Partnership Firm, Company, etc. Name of Registering Authority, Date & Registration Number. Enclose certified copies of Document as evidence.	
6	Whether Registered with Government / Semi Government / Municipal Authorities of any other Public Organization and if so, in which class and since when? (Enclose certified copies of document as evidence)	
a)	No. of years of experience in the field and details of work in any other field.	
b)	Area of business activities other than Record Storage Services, if any, share the details.	
7	Address of office through which the proposed work will be handled and the name & designation of officer in charge.	
a)	Yearly turnover of the organization during last 3 years (year wise) and furnish audited balance sheet and Profit & Loss A/c (Audited) for the last -3-years. Turnover in <input type="checkbox"/> 2018-2019 <input type="checkbox"/> 2019-2020 <input type="checkbox"/> 2020-2021	
8	PAN No. :	
9	Details of Registration for a. GST b. ESIC c. EPF d. Labour License Details	

Experience Details:

S.No.	Name of Scheduled / Commercials for whom the Service Provider is providing Document Management services	Start Date	Valid till	No. of years served	Volume
1					
2					
3					
4					
5					

* Service Provider should produce copies of valid agreements as documentary evidence for abovementioned information.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____



Form 4 - Self Declaration

Date: _____

To,

The Assistant General Manager

Ref: RFP for Record Management Service dt. _____

In response to the RFP for Document Management System dated _____
as _____ of _____, I / we hereby declare that our
company is having unblemished past record and was not declared ineligible for
corrupt & fraudulent practices either indefinitely or for a particular period of time.

I / We further declare that we have _____ storage facilities at different locations
in India as per BANK's requirement and there have been no damage to records at
any of our existing facilities due to FIRE or FLOOD.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____



Form 5 - Certificate of Conformity

Date:

To,

The Assistant General Manager

CERTIFICATE

This is to certify that, the Record Document Management Services which we shall provide, if are awarded with the work, are in conformity with the Scope of Work in the Tender document. We also certify that the price we have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project except the applicable taxes, to meet the desired standards set out in the Conditions of the contract.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____



Form 6 - Financial Details as per Audited Accounts

Years	FY 2018-19		FY 2019-20		FY 2020-21		Average Turnover	
	Total	From RMS*	Total	From RMS*	Total	From RMS*	Total	From RMS*
Turnover (In Lakhs)								

* Record Management Services

Note:

- 1) The Service Provider should submit copies of Audited Accounts Statements.
- 2) The Service Provider should submit a certificate from their Chartered Accountant confirming the annual turnover from records storage services mentioned above.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____



Form 7 – Record Management System: Technical Evaluation

RECORDS STORAGE CENTRES	RATING	SELF RATING	Banks' RATING
Permanent Construction (Walls & Flooring) - Brick work, preferably with Three Feet Plinth	2		
RCC/Strong & Corrosion Resistance Modern Metal Roofing	2		
VESDA	4		
Sprinklers and Hydrant	6		
24 X 7 Security Guards	2		
DFMD / HHMD	2		
Card / Biometric Access Control	4		
Fire Fighting Equipment	4		
Fire Alarm System – Detectors	4		
CCTV With Minimum 90 days Recording	4		
Central Monitoring – CCTV	4		
Pest Control and Rodent Control	2		
SUB-TOTAL(i)	40		
EXPERIENCE (MANDATORY)			
Experience in storing and managing physical records for Schedule / Commercials in India. (Maximum 10 points)			
10 Years & above	10		
5-9 Years	8		
Experience of storing and managing physical records for Govt. and PSUs in India excluding Pilot Projects (Maximum 10 Points)			
Five PSUs or Govt. Sector 10	10		
Three PSUs or Govt. Sector 8	8		
Volume of storing and managing physical records for PSUs or Govt. Sector cumulatively (Maximum 10 Points)			
As per the space criteria given in Section 4, Point no 4 and Section 3, Point 2.	10		
Others 8	8		
Average annual financial turnover in the last three financial years i.e. 2018-19 to 2020-21 from records storage services rendered (Maximum 5 points)			
More than Rs.11 Crores 5	5		
More than Rs.05 Crores 4	4		
Aggregate space of exclusively for storing records, spread across PAN India with provision to allot required storage space for the BANK's physical records (Maximum 10 points)			
As per the space criteria given in Section 4, Point no 4	10		
Others 8	8		
Records Storage Facilities across India each, with minimum of 7000 - 10,000 square feet area and 20,000 cubic feet storage capacity, at least 15 locations PAN India within geographical boundary of BANK's Regional Offices as provided in (Form 8) (Maximum 5 points)			

Form 7 – Record Management System: Technical Evaluation

RECORDS STORAGE CENTRES	RATING	SELF RATING	Banks' RATING
15 STORAGE FACILITY	5		
10 RSC	4		
5 RSC	3		
SUB-TOTAL(ii)	50		
GENERAL & TECHNICAL INFORMATION RATING			
Certification / Membership from PRISM (Professional Records & Information Services Management)	2		
ISO Certifications	2		
Bank Committee's Observation	6		
SUB-TOTAL(iii)	10		
TOTAL SCORE (i) + (ii) + (iii)	100		

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____



BANK's List of Locations

1	Corporate Office, Chennai
2	FGMO, Allahabad
3	FGMO, Bengaluru
4	FGMO, Bhubaneshwar
5	FGMO, Chandigarh
6	FGMO, Chennai
7	FGMO, Coimbatore
8	FGMO, Delhi
9	FGMO, Hyderabad
10	FGMO, Kolkata 1
11	FGMO, Kolkata 2
12	FGMO, Lucknow
13	FGMO, Meerut
14	FGMO, Mumbai
15	FGMO, Patna

**Annexure - I
INTEGRITY PACT**

(To be submitted on Non-Judicial Stamp Paper)

INTEGRITY PACT

Between

Indian Bank hereinafter referred to as "The Bank"

and

M/s hereinafter referred to as "The Bidder / Contractor"

Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for supply, installation, configuration and maintenance of Record Management System (RMS). The Bank 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 Bidders(s) and / or Contractor(s).

In order to achieve these goals, the Bank will appoint an independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Bank

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - No employee of the Bank, 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.
 - The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank 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.
 - The Bank will exclude from the process all known prejudiced persons.
2. If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitment of the Bidder(s) / Contractor(s)

1. The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his 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 Bank's employees involved in the tender process or the execution of the contract or to any third person any material or 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 IPC/PC Act: further, the Bidder(s) / Contractor(s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals 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 on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s) / Contractor(s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
 - e. The Bidder(s) / Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
2. The Bidder(s) / Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 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 Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process.

Section 4 – Compensation for Damages

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to performance Bank Guarantee.

Section 5 – Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the tender process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.
3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder / Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings / holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
6. If the Bidder / Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 – Equal treatment of all Bidders/Contractors/Sub-Contractors

1. The Bidder(s) / Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.
2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Sub contractor(s)

If the Bank 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 of the Bank has substantive suspicion in this regard, the Bank will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

1. The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.



3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
4. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
7. If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
8. The word '**Monitor**' would include both singular and plural.

Section 9 – 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 on whomsoever it may be.

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 the Bank.

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Section 11 – Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
6. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

The parties hereby sign this Integrity Pact aton.....

(For & On behalf of the Bank)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place _____

Place _____

Date _____

Date _____

Witness 1:

Witness 1:

(Name & Address) _____

(Name & Address) _____

Witness 2:

Witness 2:

(Name & Address) _____

(Name & Address) _____



Annexure - II

NON DISCLOSURE AGREEMENT

(RFP Ref. No.)

THIS AGREEMENT made and entered into aton this the.....day of.....2022 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014, hereinafter called the “**BANK**” which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the “**Supplier**” which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of banking and intends to procure Record Management System (RMS).

M/s..... Limited has been engaged in the business of Supply, installation, configuration and maintenance of Record Management System (RMS).

The parties have entered into agreement dated _____ for Supply, installation, configuration and maintenance of Record Management System (RMS) “(herein after referred to as “purpose”)” and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information

Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.



2. Use of Confidential Information

Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement. Between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3. Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.



4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6. Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (i) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. Entire agreement: This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

11. Indemnity clause

"The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants."

12. Governing laws

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

BANK

.....

M/s

.....

