National Bank for Financing Infrastructure and Development (NaBFID)

(An All-India Financial Institution established through an Act of Parliament)

The Capital, A Wing, 15th Floor, 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक

(संसद के अधिनियम के माध्यम से स्थापित एक अखिल भारतीय वित्तीय संस्था)

Request for Proposal for Procurement of Manpower Services for IT Floor Support (L1 & L2)

RFP Ref. No.: NaBFID/IT/RFP/011 Dated: 23.09.2026

Schedule of Events

Sr.	Particulars	Remarks
1	Coordinates for correspondence	Email: rfp@nabfid.org. Address: National Bank for Financing Infrastructure and Development (NaBFID), The Capital, A Wing, 15th Floor – 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051.
2	Bid document availability (including amendments, if any)	Bid documents may be downloaded from NaBFID's website – www.nabfid.org and from the GeM portal (https://gem.gov.in).
3	Last date for requesting clarification/Queries	Up to 05:00 PM on 29.09.2026 (as per the GeM Bid). All queries requiring clarification shall be sent by email to rfp@nabfid.org.
4	Last date and time for Bid submission	As per the Bid document published on the GeM Portal.
5	Mode of Bid submission	Bidders shall submit their Technical Bid and Commercial Bid online through the GeM portal only, within the prescribed timeline. Physical submission is required only for the Earnest Money Deposit, where applicable and in the form prescribed in this RFP / GeM Bid.
6	Date and time of opening of Technical Bids	As per the Bid document published on the GeM Portal. Upon opening of the technical bids, bidders will be notified through the GeM portal. (There is no in-person/VC meeting for the bid opening process.)
7	Commercial Bid opening	Commercial bid opening date will be communicated subsequently to the bidders who qualify in the Technical Bid, through the GeM portal.

Earnest Money Deposit & Performance Security

Particulars	Details
Earnest Money Deposit (EMD)	Rs. 4,00,000/- (Rupees Four Lakh only), payable in the mode prescribed in the GeM Bid (Bank Guarantee as per Appendix E in favour of National Bank for Financing Infrastructure and Development, payable at Mumbai, uploaded on the GeM portal). MSEs and DPIIT-recognised Startups are exempt as per Clause 9, subject to submission of the Bid Security Declaration (Appendix H).
Performance Bank Guarantee (PBG)	5% (five percent) of the total contract value, to be furnished by the successful Bidder as per Clause 29(c).

Introduction

a. The National Bank for Financing Infrastructure and Development (NaBFID) is a specialised Development Finance Institution in India aimed at supporting the country's infrastructure sector, which can significantly gain from an enabling credit flow by means of attractive instruments and channelised investment.

b. NaBFID was set up in 2021 by an Act of Parliament (The National Bank for Financing Infrastructure and Development Act, 2021), with the essential objectives of addressing the gaps in long-term non-recourse finance for infrastructure development, strengthening the development of bonds and derivatives markets in India, and sustainably boosting the country's economy.

c. The purpose of this Request for Proposal (RFP) is to invite bids for the **provision of manpower services for desktop support (L1 & L2)** at the Bank's office in Mumbai and for the Bank's remote locations, in accordance with the Scope of Work, Appendix D and the Service Level Agreement in this RFP.

d. Interested bidders are advised to go through the entire RFP before submission of bids to avoid any chance of elimination. The eligible bidder desirous of taking up the project for providing the proposed services is invited to submit technical and commercial proposals in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at the Bank's discretion. This RFP seeks proposals from bidders who have the necessary experience, capability and expertise to provide the Bank the proposed services adhering to the Bank's requirements outlined in this RFP.

e. This RFP document shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued.

Scope of Work & Deliverables

Service	Quantity	Support scope
IT floor support services (L1 & L2)	**Total 10 resources:** L1: 7 L2: 3	**Activities for IT Floor Support (L1 & L2):** • Provide on-site support for all desktop and laptop hardware, operating system, standard software, peripheral and end-user computing issues at the Bank's premises, including diagnosis, troubleshooting, resolution, escalation and user coordination. • Provide remote support for desktop, laptop, operating system, standard software and peripheral-related issues reported from the Bank's remote locations, including coordination with users, vendors and OEMs for timely resolution. • Monitor, support and ensure compliance for desktop operating system patches and approved third-party application patches, including installation, verification, reporting of patch status and follow-up for closure of non-compliant endpoints. • Support antivirus and endpoint-security related activities, including troubleshooting AV agent issues, ensuring endpoint protection status, coordinating remediation for alerts or non-compliance, and providing periodic compliance inputs as required by the Bank. • Provide operational support for audio-visual and video-conferencing devices, including meeting-room setup, device testing, first-level troubleshooting, coordination with OEMs/vendors and support during scheduled meetings or events, wherever required. • Log support calls with respective OEMs and authorised service providers, track the status of such calls, coordinate for timely attendance and resolution, and keep the Bank informed of progress, delays and closures. • Coordinate with vendors for reported device issues from logging through resolution, including sharing required details, arranging user availability, following up for spares/replacements where applicable, and confirming satisfactory closure with the Bank/user. • Provide first-level support for printer and multifunction device issues, including connectivity, driver/configuration, print queue and basic troubleshooting, and coordinate with the relevant vendor/OEM for hardware faults, consumables or escalations. • Carry out installation, configuration, testing and handover of new hardware, approved software, operating system images, peripherals and standard end-user tools as per the Bank's approved process and access-control requirements. • Maintain and update IT asset inventory records for end-user computing devices and related peripherals, including allocation, movement, replacement, return, tagging, periodic verification and reconciliation with the Bank's records. • Quarterly preventive maintenance of the Bank's desktops, laptops, iPad, Printers and other peripherals shall form part of the L1/L2 scope of work under this RFP and shall include health checks, cleaning where applicable, verification of OS/patch/AV status, basic

Service	Quantity	Support scope
		performance review, and submission of preventive-maintenance completion reports to the Bank. • Prepare and submit daily call MIS, monthly MIS inputs, SLA compliance data and other service reports required by the Bank, including ticket status, ageing, pending items, escalations, preventive-maintenance status and support trends. • Provide operational and administrative support for Microsoft 365 and Active Directory, including configuration, setup, user and group administration, mailbox and licence management, access and permission management, password/MFA support, basic Group Policy and endpoint-related coordination, routine maintenance, health checks, troubleshooting, service-request fulfilment, incident resolution, documentation and reporting. The designated support resource shall also assist the Bank in all internal, external, regulatory, statutory and other audits conducted from time to time for Microsoft 365 and Active Directory, including furnishing required information, evidence and reports, supporting remediation activities, and ensuring timely closure of related audit observations within the timelines stipulated by the Bank.

The detailed resource specifications, working hours and service levels applicable to this scope are set out in Appendix D and Clause 26 (Service Level Agreement).

Disclaimer

i. The information contained in this RFP or information provided subsequently to Bidder(s), whether verbally or in documentary form/email, by or on behalf of NaBFID, is subject to the terms and conditions set out in this RFP.

ii. This RFP is not an offer by NaBFID but an invitation to receive responses from eligible Bidders. The purpose of this RFP is to provide the Bidder(s) with information to assist in the preparation of their Bid proposals.

iii. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis, check the accuracy, reliability and completeness of the information contained in this RFP and, where necessary, obtain independent advice/clarifications. NaBFID may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information in this RFP.

iv. NaBFID, its employees, secondees and deputed employees make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations, or tort, principles of restitution or unjust enrichment or otherwise, for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein, or arising in any way from participation in this bidding process.

v. NaBFID accepts no liability of any nature, whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any Bidder upon the statements contained in this RFP. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP, or submission of a Bid not substantially responsive to this RFP in all respects, will be at the Bidder's risk and may result in rejection of the Bid.

vi. The issue of this RFP does not imply that NaBFID is bound to select a Bidder or to award the contract to the selected Bidder, and NaBFID reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of the purchase order and/or its acceptance thereof by the successful Bidder.

vii. NaBFID reserves the right to amend, rescind or reissue the RFP at any time prior to the deadline for submission of Bids. NaBFID may, on its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by amendment, which will be made available to Bidders by way of corrigendum/addendum on the GeM portal and the Bank's website. Such amendments/clarifications, if any, shall be binding on the participating Bidders. NaBFID, at its discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders reasonable time to take the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed herein.

viii. No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained.

ix. NaBFID reserves the right to reject all or any of the proposals without assigning any reason thereof and to restrict the list of Bidders to any number as deemed suitable, if too many applications/proposals are received satisfying the basic prequalification criteria. NaBFID also has the right to reject all applications and to go in for re-advertisement without assigning any reason thereof.

Definitions

In this RFP, the following terms shall be interpreted as indicated below:

(i) "NaBFID" / "the Bank" means the National Bank for Financing Infrastructure and Development, established under the National Bank for Financing Infrastructure and Development Act, 2021.

(ii) "Bidder" means an eligible entity/firm submitting a Bid in response to this RFP.

(iii) "Bid" means the written reply or submission of response to this RFP.

(iv) "Contract" / "Agreement" means the agreement entered into between NaBFID and the Vendor, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

(v) "Vendor" / "Service Provider" means the successful Bidder found eligible as per the eligibility criteria set out in this RFP, whose technical Bid has been accepted and to whom notification of award has been given by NaBFID.

(vi) "Services" means all services, scope of work and deliverables to be provided by the Vendor as described in this RFP.

(vii) "Purchase Order" means the official document issued by NaBFID to the selected Bidder awarding the contract.

(viii) "Resource" means an individual deployed by the Vendor at the Bank under this Contract, conforming to the profiles specified in Appendix D.

Cost of Bid Document

The participating Bidders shall bear all costs associated with or relating to the preparation and submission of their Bids, including but not limited to preparation, copying, delivery fees, expenses, charges levied by the GeM portal or any agency thereof for services rendered by GeM, or otherwise incurred in connection with or relating to their Bid and the resultant Contract. NaBFID shall not be liable in any manner whatsoever for the same or for any other costs or expenses incurred by a Bidder, regardless of the conduct or outcome of the bidding process.

Terms & Conditions

1. Bidder Constitution

The Bidder must be a ***Government Organisations/PSUs/PSEs,*** Partnership Firm, Limited Liability Partnership (LLP), Private Limited Company or Public Limited Company registered in India. Joint Venture (JV) / consortium participation is not allowed for this Bid.

2. Statutory Registrations

The Bidder should have valid PAN, GST and, in the case of an MSE, Udyam registration.

3. Financial Submissions

a. The Bidder must submit Income Tax Returns (ITRs) filed for the last three (3) financial years, i.e. FY 2023-24, FY 2024-25 and FY 2025-26.

b. The Bidder must submit audited financial statements for the same three financial years. Where the audit for FY 2025-26 is pending, provisional financials certified by a Chartered Accountant (with UDIN) shall be acceptable.

c. The Bidder shall submit a Positive Net Worth Certificate issued by a Chartered Accountant, along with a valid UDIN (Unique Document Identification Number). The certificate must be signed and stamped by the Chartered Accountant and uploaded as part of the Bid.

4. Experience & Capability

a. The Bidder should have satisfactorily executed similar services (supply of IT support / desktop support / IT facility management manpower) for Scheduled Commercial Banks / BFSI entities / Central or State Government departments / PSUs / reputed corporates in India during the last 5 (five) years, till the date of bid submission, of the following value:

- one purchase order of value not less than ₹80 lakh; or
- two purchase orders each of value not less than ₹60 lakh; or
- three purchase orders each of value not less than ₹40 lakh.

b. The Bidder should have deployed at least 9 (Nine) IT support resources at a single client site, currently or at any time during the last three financial years, preferably for BFSI / Government / PSU entities.

c. The Bidder shall provide documentary proof, such as Purchase Orders and corresponding Completion/Satisfactory Performance Certificates, in support of the above.

5. Signing of Bid Documents

All pages of this RFP document shall be duly signed and stamped by the authorised signatory of the Bidder. The scanned copy of the same shall be uploaded on the GeM portal as part of the Bid. Non-compliance with this clause will result in rejection of the Bid.

6. Non-Blacklisting Declaration

The Bidder shall submit a Non-Blacklisting Declaration on company letterhead (with reference to the GeM Bid number), confirming that the Bidder is not under any debarment/blacklist period for breach of contract, fraud or corrupt practices by any Scheduled Commercial Bank, Public Sector Undertaking, or State or Central Government or their agencies/departments, as on the date of Bid submission.

7. Office of the Service Provider

The Bidder must have a registered office or branch office in Mumbai. Documentary evidence (on company letterhead, supported by GST registration or equivalent proof of address) shall be submitted with the technical Bid.

8. Quality Certifications

a. The Bidder must possess a valid ISO 9001:2015 (Quality Management System) certificate issued by an accredited certification body (mandatory).

b. Valid ISO/IEC 20000-1 (IT Service Management) and ISO/IEC 27001 (Information Security Management) certifications are desirable and shall be given due consideration but shall not be eliminatory.

9. EMD Exemption for MSEs and Startups

a. Bidders registered as Micro or Small Enterprises (MSEs) with valid Udyam Registration, or Startups holding a valid Certificate of Recognition issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India, are exempt from submission of EMD in terms of Rule 170 of GFR 2017.

b. In lieu of EMD, such Bidders shall submit a Bid Security Declaration as per Appendix H along with the technical Bid, together with the valid Udyam Registration Certificate (category: Micro or Small) or DPIIT Certificate of Recognition, as applicable. The certificate must be valid as on the due date / extended due date for Bid submission and must cover the services tendered.

c. Bidders claiming MSE/Startup benefits should ensure their registration is updated on the GeM portal; waiver of EMD will be extended as per GeM terms. Only a Bidder that, solely on its own, fulfils each eligibility criterion under this RFP and holds MSE or Startup status can claim EMD exemption.

d. If these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, Bids without EMD will be summarily rejected and no queries will be entertained.

10. NaBFID's Right to Accept or Reject Bids

NaBFID reserves the right to accept or reject any Bid in part or in full, or to cancel the bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for NaBFID's action.

11. Contents of Bid Document

a. The Bidder must thoroughly study, analyse and properly understand the contents of this RFP, its meaning and the impact of the information contained therein.

b. Misrepresentation by the Bidder, or failure to furnish all information required in this RFP, or an inconsistent response in submission to this RFP in any respect, will be at the Bidder's risk and responsibility and may finally result in rejection of its Bid. NaBFID has made considerable effort to ensure that accurate information is contained in this RFP, and it is supplied solely as guidance for Bidders.

c. The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and NaBFID, and all supporting documents, shall be in English.

d. The information provided by Bidders in response to this RFP will become the property of NaBFID and will not be returned. Incomplete information in the Bid document may lead to non-consideration of the proposal. The Bidders shall be deemed to license, and grant all rights to NaBFID, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

12. Deadline for Submission of Bids

a. Bids must be submitted on the GeM portal (https://gem.gov.in) by the date and time mentioned in the Schedule of Events / GeM Bid.

b. In case NaBFID extends the scheduled date of submission, Bids shall be submitted by the rescheduled time and date. All rights and obligations of NaBFID and the Bidders will remain the same.

c. Any Bid received after the deadline for submission of Bids will be rejected without further notice.

13. Right to Verification

NaBFID reserves the right to verify any or all statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction the Bidder's capacity/capabilities to perform the job. The Bidder shall extend all necessary assistance in this regard, failing which NaBFID reserves the right to reject the Bid.

14. Bidder's Obligations

a. The Bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract, using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract. The Bidder shall ensure that any change in its constitution or ownership, or any material incident having a bearing on its performance obligations towards NaBFID, is immediately brought to the notice of NaBFID along with an action plan to cure deficiencies, if any, arising therefrom.

b. The Bidder is obliged to work closely with NaBFID's staff, act within its own authority, abide by directives issued by NaBFID from time to time, and complete implementation activities.

c. The Bidder will abide by the job safety measures prevalent in India and will hold NaBFID harmless from all demands or responsibilities arising from accidents or loss of life caused by the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold NaBFID responsible or obligated.

d. The Bidder is responsible for the activities of its personnel and will hold itself responsible for any misdemeanours.

e. Without NaBFID's prior written permission, the Bidder shall not store or share NaBFID's materials, including confidential information, outside the geographical boundary of India or in/with a public cloud.

f. The Bidder agrees that it shall communicate to NaBFID well in advance, along with a detailed plan of action, any changes in the Bidder's environment/infrastructure of a nature that may have a direct or indirect impact on the Services provided under the Contract.

g. The Bidder shall ensure the confidentiality, integrity and availability of NaBFID's information at all times.

15. Liquidated Damages

a. Delay in deployment. If the Vendor fails to deploy all Resources conforming to Appendix D within the timeline in Clause 24, NaBFID may, without prejudice to its other remedies under the Contract, recover liquidated damages of 0.5% of the annual contract value per week of delay or part thereof.

b. Vacancy during the contract. If any deployed position remains vacant beyond the 7 (seven) calendar day replacement window in Clause 28, NaBFID shall

(i) not be billed the pro-rata resource cost for the vacant period, and

(ii) may additionally recover liquidated damages of 0.5% of the annual contract value per resource per week of vacancy or part thereof.

c. Cap. The maximum amount recoverable as liquidated damages under this clause shall not exceed 5% of the annual contract value. Once the maximum deduction is reached, NaBFID may consider termination of the Agreement under Clause 22.

16. Insurance

The Vendor shall, at its own cost, obtain and maintain for the duration of the Contract: (i) Workmen's Compensation / Employees' Compensation insurance for all deployed Resources as required under applicable law; (ii) Group Personal Accident cover for all deployed Resources; and (iii) Commercial General Liability insurance covering third-party injury and property damage arising from the acts or omissions of its personnel at the Bank's premises. Proof of such insurance shall be furnished to the Bank prior to deployment and upon each renewal.

17. Adherence to Cyber Security Policy

The Vendor shall be liable for meeting the security standards and desired security aspects of all ICT resources as per the Bank's IT / Information Security / Cyber Security Policy. The said policy will be shared with the successful Bidder. The Vendor shall ensure data security and protection of facilities/applications managed by it and shall ensure that all deployed Resources undergo the Bank's information-security awareness briefing before commencement of work and comply with the Bank's acceptable-use and access-control requirements at all times.

18. Modification and Withdrawal of Bids

a. The Bidder may modify or withdraw its Bid after submission, provided the modification (including substitution) or withdrawal is received by NaBFID through the GeM portal prior to the deadline prescribed for submission of Bids.

b. No modification in the Bid shall be allowed after the deadline for submission of Bids.

c. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiry of the period of Bid validity. Withdrawal of a Bid during this interval may result in appropriate action as per the terms of this RFP, including forfeiture of EMD / invocation of the Bid Security Declaration.

19. Period of Bid Validity

a. Bids shall remain valid for a duration of 180 calendar days from the Bid submission date, or as may be extended.

b. In exceptional circumstances, NaBFID may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse or not respond to the request; however, any extension of validity will not entitle the Bidder to revise/modify the Bid.

20. Rejection of Bid

The Bid is liable to be rejected if:

- The document does not bear the signature of the authorised person on each page, duly stamped;
- It is received after expiry of the due date and time stipulated for Bid submission;
- It is incomplete, including non-submission or non-furnishing of requisite documents; it is a conditional Bid; or it does not conform to the terms and conditions stipulated in this RFP;
- It is evasive or contains incorrect information;
- Any form of canvassing / lobbying / influence / query regarding shortlisting, status etc. is resorted to;
- The Bidder does not comply with all points mentioned in the scope of work, technical specifications and all other clauses of the RFP;
- Bid security / EMD (or Bid Security Declaration, where exempt) is not submitted as prescribed.

1. Contacting NaBFID

i. No Bidder shall contact NaBFID on any matter relating to its Bid, from the time of opening of Technical Bid to the time the vendors are empanelled.

ii. Any effort by a Bidder to influence NaBFID in its decisions on Bid evaluation, bid comparison, or contract award may result in the rejection of the Bid.

2. Delay in Bidder's Performance:

If at any time during performance of the Contract, Bidder should encounter conditions impeding timely delivery of the Services/goods, Bidder shall promptly notify NaBFID in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of Bidder's notice, NaBFID shall evaluate the situation and may, at its discretion, extend Bidders' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

Any delay in performing the obligation/ defect in performance by Bidder may result in imposition of penalty, liquidated damages and/or termination of Contract (as laid down elsewhere in this RFP document).

3. Confidentiality

NaBFID reserves its right to recall all NaBFID's materials including confidential information, if stored in Applicant's system or environment, at any time during the term of the Contract or immediately upon expiry or termination of Contract. Selected Bidder shall ensure complete removal of such material or data from its system or environment (including backup media) to the satisfaction of NaBFID.

4. Conflict of Interest:

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, NaBFID shall be entitled to forfeit and appropriate the EMD/ Security Deposit (as may be highlighted in the RFP), as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by NaBFID.

21. Code of Integrity:

The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained herein, NaBFID shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding process.

Bidders are obliged under this clause to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of Contract. Failure to do so would amount to violation of this code of integrity.

Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.

For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

- "**Corrupt practice**" means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution.
- **"Fraudulent** practice**"** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declarations or providing false information for participation in an RFP process or to secure a contract or in execution of the contract.
- **"Coercive** practice**"** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract.
- **"Anti-**competitive **practice"** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more Bidders, with or without the knowledge of NaBFID, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;

"Obstructive practice" means materially impede NaBFID's or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding NaBFID's rights of audit or access to information.
Debarment/Banning
Empanelment/participation of Bidders and their eligibility to participate in NaBFID's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in NaBFID's procurement process shall be considered against delinquent Vendors/Bidders:
a) **Holiday Listing (Temporary Debarment - suspension):** Whenever a Service Provider is found lacking in performance, in case of less frequent and less serious misdemeanours, the service providers may be put on a holiday listing (temporary debarment) for a period up to 12 (twelve) months. When a Service Provider is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Service Provider is, however, not removed from the list of empanelled service providers, if any. Performance issues which may justify holiday listing of the Service Provider are:

- Service Providers who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and

maintenance services etc.);

- Providers undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

b) **Debarment from participation including removal from empanelled list:** Debarment of a delinquent Service Provider (including their related entities) for a period (one to two years) from NaBFID's procurements including removal from empanelment, wherever such Service Provider is empanelled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Service Provider from the list of empanelled Service Providers are:

- Without prejudice to the rights of NaBFID under Clause 42(i) hereinabove, if a Bidder is found by NaBFID to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by NaBFID during a period of 2 (two) years from the date of debarment.
- Service Provider fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely or fails to cooperate or qualify in the review for empanelment.
- If Service Provider ceases to exist or ceases to operate in the category of requirements for which it is empaneled.
- Bankruptcy or insolvency on the part of the Service Provider as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency.
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents;
- If the Central Bureau of Investigation/CVC/C&AG or Compliance/Vigilance Department of NaBFID or any other investigating agency recommends such a course in respect of a case under investigation;
- Employs a government servant or NaBFID's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which NaBFID considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company have been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) **Banning from Ministry/Country-wide procurements**

For serious transgression of code of integrity, a delinquent Service Provider (including their related entities) may be banned/debarred from participation in a procurement process of NaBFID including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

22. Termination for Default; Exit & Transition

a. NaBFID may, without prejudice to any other remedy for breach of Contract, by written notice of not less than 30 (thirty) days, terminate the Contract in whole or in part: (i) if the Bidder fails to deliver any or all of its obligations within the time period specified in the RFP/Contract or any extension thereof granted by NaBFID; (ii) if the Vendor fails to perform any other obligation(s) under the RFP/Contract; (iii) upon violation of any terms and conditions stipulated in the RFP; or (iv) upon the happening of any termination event mentioned in the RFP/Contract.

b. In the event of failure of the Vendor to render the Services, or in the event of termination of the Contract or expiry of its term, or otherwise, without prejudice to any other right, NaBFID at its sole discretion may make alternate arrangements for obtaining the Services from another vendor, giving prior notice to the existing Vendor. The existing Vendor shall continue to provide Services as per the terms of the Contract until a new vendor completely takes over the work. During the transition phase, the existing Vendor shall render all reasonable assistance to the new vendor within such period prescribed by NaBFID, at no extra cost to NaBFID, for ensuring smooth switchover and continuity of Services; provided that where transition services are required by NaBFID or the new vendor beyond the term of this Contract for reasons not attributable to the Vendor, payment shall be made to the Vendor for such additional period on the same rates and payment terms as specified in this Contract.

c. If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ NaBFID's data or any other relevant information to NaBFID in timely manner and shall also support the orderly transition to another service provider or to NaBFID.

d. During the transition, Service Provider shall also support NaBFID on technical queries/support on process implementation or in case of software provision for future upgrades.

e. NaBFID's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.

TERMINATION FOR INSOLVENCY:

NaBFID may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to NaBFID.

23. Force Majeure

a. Notwithstanding the provisions of the terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.

b. For the purposes of this clause, 'Force Majeure' means extraordinary events or circumstances beyond human control, such as an act of God (like a natural calamity) or events such as wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bandh, fires, floods, epidemics, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, vis major, or acts of Government in their sovereign capacity, impeding reasonable performance by the Vendor; but does not include any foreseeable events, commercial considerations, or events involving fault or negligence on the part of the party claiming Force Majeure.

c. If a Force Majeure situation arises, the Vendor shall promptly notify NaBFID in writing of such condition and the cause thereof. Unless otherwise directed by NaBFID in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

d. If the Force Majeure situation continues beyond a continuous period of 30 (thirty) days, either party shall have the right to terminate the Contract by giving notice to the other party. Neither party shall have any penal liability to the other in respect of termination of the Contract as a result of an event of Force Majeure; however, the Vendor shall be entitled to receive payment for all Services actually rendered up to the date of termination.

24. Deployment Timeline

The successful Bidder shall deploy all Resources, conforming to the profiles in Appendix D and after completion of background verification under Clause 27, within 3 (three) weeks of issuance of the Purchase Order. Delay in deployment shall attract liquidated damages as per Clause 15.

25. Right to Audit

a. The Bank shall have the right to conduct audits through its internal/external auditors or agents appointed to act on its behalf. The Vendor shall furnish all relevant information, records and data to such auditors and/or inspecting officials. Where any deficiency has been observed during audit of the Vendor on the risk parameters finalised by

NaBFID or in the certification submitted by the auditors, the Vendor shall correct/resolve the same at the earliest and/or within timelines stipulated by NaBFID and shall provide all necessary documents related to the resolution thereof.

b. The Vendor shall ensure compliance with information security according to the Bank's policy and mitigate identified risks within the stipulated time without any additional cost to NaBFID. The Bank's regulators, including the Reserve Bank of India, or persons authorised by them, shall have the right to access the Bank's documents, records of transactions and other information given to, stored with or processed by the Vendor, and to inspect the Vendor's premises in relation to the Services, in line with the RBI Master Direction on Outsourcing of Information Technology Services, 2023.

26. Service Level Agreement (SLA)

The following service levels shall apply to the Services and shall be measured on a monthly basis using the Bank's ITSM tool records. Response time shall be calculated from the time a ticket is logged or assigned to the Vendor's support queue, whichever is later. Resolution time shall be calculated from the time a ticket is logged or assigned to the Vendor's support queue, whichever is later, until the ticket is resolved in the ITSM tool or a mutually agreed workaround is provided and recorded. Any delay attributable to the user, Bank approval, OEM/vendor dependency, non-availability of spares, force majeure, or any other reason beyond the Vendor's reasonable control shall be excluded only where such dependency is recorded in the ITSM tool with supporting remarks.

Priority	Response time	Resolution time	Description
P1 – Critical	30 minutes	4 hours	User or group of users unable to perform work due to a critical desktop, laptop, operating system, network-access, Microsoft 365, printer, AV/VC or endpoint-security issue; VIP user affected; or any business-critical function materially impacted.
P2 – High	1 hour	8 business hours	Major degradation of service affecting one or more users where no reasonable workaround is available, including repeated endpoint failure, recurring application or Microsoft 365 access issue, printer or peripheral outage affecting business work, or an escalated incident requiring L2 intervention.
P3 – Medium	4 hours	24 business hours	Degraded service where a reasonable workaround is available, or standard service requests such as installation, configuration, movement, addition, change, access support, routine troubleshooting, endpoint compliance follow-up, or user assistance that does not materially stop business work.
P4 – Low	8 hours	48 business hours	Low-impact queries, information requests, documentation support, routine coordination, scheduled support activities, preventive-maintenance follow-up, minor configuration assistance, or other requests

Priority	Response time	Resolution time	Description
			that do not affect business continuity and can be handled in the normal support queue.

Other service levels: (i) monthly attendance of deployed Resources ≥ 98% of scheduled person-days (with approved backup arrangements counting as presence); (ii) monthly SLA and call MIS to be submitted by the 5th working day of the following month; (iii) closure of quarterly preventive-maintenance schedule within the quarter.

Service credits: failure to meet any SLA in a month shall attract a service credit of 0.5% of the monthly invoice value per SLA breached, subject to a maximum of 5% of the monthly invoice value. Service credits are independent of, and in addition to, liquidated damages under Clause 15, and shall be adjusted in the immediately following invoice. Persistent breach (any SLA missed in three consecutive months) shall constitute a default under Clause 22.

27. Statutory Labour Compliance; Background Verification; NDA

a. Labour law compliance. The Vendor shall comply with all applicable labour legislation in respect of all deployed Resources, including the Minimum Wages Act, 1948; the Employees' Provident Funds and Miscellaneous Provisions Act, 1952; the Employees' State Insurance Act, 1948; the Payment of Bonus Act, 1965; the Payment of Gratuity Act, 1972; and the Contract Labour (Regulation and Abolition) Act, 1970 (including registration/licence where applicable), and the corresponding Labour Codes as and when notified. Proof of remittance of PF and ESI contributions for the preceding month in respect of the deployed Resources shall accompany each invoice and shall be a condition precedent to payment.

b. Wage revisions. Revisions in statutory minimum wages notified by the appropriate Government shall be passed through at actuals. No other price variation shall be admissible during the contract period.

c. Background verification. Prior to deployment, the Vendor shall complete background verification of each Resource covering identity, address (including police verification), highest education and previous employment, and shall submit the BGV report to the Bank. The Bank reserves the right to reject any Resource, or seek replacement, without assigning reasons.

d. Confidentiality undertakings. Each deployed Resource shall execute an individual Non-Disclosure Undertaking in the format prescribed by the Bank before being granted access to the Bank's premises or systems.

28. Resource Replacement, Backup and Working Conditions

a. Replacement on demand. The Vendor shall replace any Resource found non-performing, or otherwise unacceptable to the Bank, within 7 (seven) calendar days of the Bank's written request, with a substitute of equal or better profile as per Appendix D, including a knowledge-transfer overlap of at least 3 (three) working days where feasible.

b. Attrition and leave. In the event of resignation or long leave of any Resource, the Vendor shall provide a qualified backup so that deployed strength never falls below the contracted headcount for more than 7 (seven) calendar days. Vacancy beyond this window attracts Clause 15(b).

c. Working hours. Services shall be provided on all Bank working days during office hours (09:00 AM to 07:00 PM), with coverage staggered across the team as directed by the Bank, and on Bank working Saturdays / extended hours / holidays when reasonably required for planned activities, at no additional cost. Remote-location support shall be provided on-call/remotely as part of the scope.

29. Terms of Payment

a. The contract charges will be payable monthly in arrears, based on invoices supported by attendance records, the monthly SLA/MIS report, and proof of PF/ESI remittance under Clause 27(a).

b. Payment will be made online in INR within 30 days from the date of receipt of a complete and undisputed invoice.

c. The successful Bidder must furnish a Performance Bank Guarantee of 5% (five percent) of the total annual contract value, valid for the contract period plus a claim period of 3 (three) months, within 21 days of issuance of the Purchase Order.

d. The contract shall be for an initial period of one (1) year, extendable at the sole discretion of NaBFID on the same terms and conditions for up to two (2) further periods of one (1) year each, with an enhancement in the per-Resource monthly rate not exceeding 5% per annum or the actual increase in statutory wage components, whichever is lower. Either party may terminate the contract by giving three (3) months' written notice.

30. Evaluation Process

- **30.1 Bidding Method:**

The bidding process shall be conducted online through the Government e-Marketplace (GeM) portal using a single-stage, two-bid system. Each Bidder shall submit both the Technical Bid and the Commercial (Financial) Bid on the GeM portal within the prescribed timeline.

- **30.2 Technical Evaluation and Scoring:**

Technical Bids shall be opened and evaluated first to assess eligibility and compliance with the qualification criteria and technical requirements specified in this RFP, including Appendix B and Appendix D. Bids not accompanied by all required supporting documents shall be rejected. Only Bidders meeting the prescribed eligibility and technical criteria shall be treated as technically qualified and shall be considered for technical scoring.

The Technical Score shall be evaluated out of a maximum of 100 marks in accordance with the criteria specified in this RFP. A Bidder must secure a minimum of 70 marks out of 100 in the technical evaluation to qualify for opening of its Commercial Bid. The Technical Score shall carry 70% weightage in the final evaluation under the Quality and Cost Based Selection (QCBS) method.

- **30.3 Commercial Bid Opening:**

The Commercial Bids of only technically qualified Bidders shall be opened on the GeM portal for financial evaluation. Authorised representatives of Bidders may attend the online opening; however, the Commercial Bids may be opened even if one or more representatives are absent.

Commercial Bids of Bidders who do not secure the minimum qualifying technical score of 70 marks out of 100, or who otherwise do not qualify in the technical evaluation, shall not be considered for financial scoring.

- **30.4 Commercial Evaluation and Scoring:**

Commercial Bids shall be complete, clear and free from alteration or overwriting. The Bank may reject a Commercial Bid, or load the financial implication of any alteration, at its discretion. Any cost item offered free of cost shall be entered as zero; if left blank, the Bid shall be treated as defective and rejected.

The total cost computed as per Appendix C (per-resource monthly rates × quantity × 12 months), as determined by the Bank, shall be final and binding on the Bidders.

The lowest evaluated commercial quote (L1) shall receive a Commercial Score of 100. The Commercial Score of other Bidders shall be calculated using the following formula:

Commercial Score = (Lowest Evaluated Commercial Quote / Bidder’s Evaluated Commercial Quote) × 100

The Commercial Score shall carry 30% weightage in the final evaluation under the QCBS method.

- **30.5 Final QCBS Score and Award of Contract:**

The Final QCBS Score of each technically qualified Bidder shall be calculated using the following formula:

Final QCBS Score = (Technical Score × 70%) + (Commercial Score × 30%)

Only Bidders securing the minimum qualifying technical score of 70 marks out of 100 shall be considered for Commercial Bid opening and final QCBS scoring. The Bidder achieving the highest Final QCBS Score shall be declared the Successful Bidder and awarded the contract, subject to fulfilment of all RFP terms and conditions and approval of the competent authority.

In the event of a tie in the Final QCBS Score, the Bidder with the higher Technical Score shall be ranked higher.

- **30.6 Illustration of QCBS Calculation:**

The following illustration explains the QCBS calculation methodology using 70% technical weightage and 30% commercial weightage. The figures are indicative and provided solely for understanding the evaluation process. Only Bidders securing at least 70 marks out of 100 in the technical evaluation shall be considered for Commercial Bid opening and final QCBS scoring.

Mathematical Calculation

Step 1: Commercial Score

Lowest Financial Quote (L1):

$$= \text{₹}\mathbf{90,00,000}$$

For Bidder A:

$$\textbf{Commercial Score} = \left(\frac{\mathbf{90,00,000}}{\mathbf{1,00,00,000}}\right) \times \mathbf{100} = \mathbf{90.00}$$

For Bidder C:

$$\textbf{Commercial Score} = \left(\frac{\mathbf{90,00,000}}{\mathbf{1,10,00,000}}\right) \times \mathbf{100} = \mathbf{81.82}$$

Step 2: Weighted Technical Score at 70%

For Bidder A:

Weighted Technical Score = Technical Score × 70%

For Bidder B:

Weighted Technical Score = Technical Score × 70%

For Bidder C:

Weighted Technical Score = Technical Score × 70%

Step 3: Weighted Commercial Score at 30%

For Bidder A:

Weighted Commercial Score = Commercial Score × 30%

For Bidder B:

Weighted Commercial Score = Commercial Score × 30%

For Bidder C:

Weighted Commercial Score = Commercial Score × 30%

Step 4: Final QCBS Score

For Bidder A:

Final QCBS Score = Weighted Technical Score + Weighted Commercial Score

For Bidder B:

Final QCBS Score = Weighted Technical Score + Weighted Commercial Score

For Bidder C:

Final QCBS Score = Weighted Technical Score + Weighted Commercial Score

Note

In the above example, the Final QCBS Score shall be determined by applying 70% weightage to the Technical Score and 30% weightage to the Commercial Score. This illustrates the effect of adopting a 70:30 Technical-to-Commercial weightage under the QCBS methodology, while ensuring that only Bidders securing at least 70 marks out of 100 in the technical evaluation are considered for Commercial Bid opening.

The Final QCBS Score shall be calculated by applying 70% weightage to the Technical Score and 30% weightage to the Commercial Score. Only Bidders securing the minimum qualifying technical score of 70 marks out of 100 shall be considered technically qualified for Commercial Bid opening. The technically qualified Bidder achieving the highest Final QCBS Score shall be declared the Successful Bidder, subject to compliance with all RFP terms and approval of the competent authority.

31. Other Terms

a. Any response which does not provide all the information in the specified formats shall be rejected, and the Bank shall not enter into any correspondence with the Bidder in this regard.

b. The Bank reserves the right to accept or reject the tender in whole or in part without assigning any reason thereof. The Bank's decision will be final, and the Bank will not entertain any correspondence in this regard. Mere response to the tender will not entitle, nor confer any right on, the Bidders for supply of services to the Bank.

c. Bidders who do not fulfil any of the required specifications or do not meet other criteria will not be considered.

32. Indemnity

The Vendor will indemnify, protect and save the Bank against all claims, losses, costs, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyright etc. in respect of the services rendered by it, and against all claims arising from the acts or omissions of its deployed personnel.

33. Information and Secrecy

The Vendor must provide a written undertaking to the Bank to comply with the secrecy provisions pursuant to the Banking Regulation Act, 1949 and other applicable laws. The Vendor will follow professional ethics and conduct in performing its duties. The Bank has the right to terminate the services of the Vendor if it fails to comply with the conditions imposed. The external and internal auditors of the Bank will be given the right to review the books and internal controls of the Vendor in relation to the Services. Any weaknesses highlighted during audit must be promptly rectified, especially where such weaknesses may affect the integrity of the internal controls of the Bank.

34. Publicity

The Vendor shall not advertise or publicly announce that it is undertaking work for NaBFID without the written consent of NaBFID.

35. No Employer–Employee Relationship

The Vendor, or any of its holding / subsidiary / joint venture / affiliate / group companies, or any of their employees, officers, staff, personnel, representatives or agents — including all Resources deployed under this Contract — shall not under any circumstances be deemed to have any employer–employee relationship with the Bank or any of its employees, officers, staff, representatives, personnel or agents.

36. Authorised Signatory

The Vendor shall indicate the authorised signatories who can discuss and correspond with the Bank with regard to the obligations under the Contract. The Vendor shall submit, at the time of signing the Contract, a certified copy of the resolution of its Board, authenticated by the Company Secretary/Director, authorising an official or officials of the company, or a copy of a Power of Attorney, to discuss and sign agreements/contracts with the Bank. The Vendor shall furnish proof of signature identification for the above purposes as required by the Bank.

37. Intellectual Property Rights

The Bidder represents that it has obtained appropriate rights to provide/use the deliverables and Services upon the terms and conditions contained in this RFP. The Bidder shall be responsible, at its own cost, for obtaining all necessary authorisations and consents from third-party licensors of software used by the Bidder in performing its obligations under this project. If a third party's claim endangers or disrupts the Bank's use of any deliverable, the Bidder shall, at no further expense, charge, fee or cost to the Bank, obtain a licence so that the Bank may continue use of the deliverable in accordance with the terms of this RFP. The Bidder shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims or damages from third parties arising out of the use of software, designs or processes used by the Bidder in respect of any services rendered under this RFP.

38. Disputes / Arbitration (applicable to the successful Bidder only)

a. All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including disputes concerning interpretation) or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion, and whether before or after termination, abandonment or breach of the Contract) shall be settled amicably. If the parties are unable to resolve them amicably within 30 (thirty) days after a dispute arises — as evidenced through the first written communication from any party notifying the other regarding the dispute — either party may give written notice to the other party clearly setting out the specific dispute(s)/difference(s), which shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus on a sole arbitrator, the dispute shall be referred to an arbitration panel: one arbitrator nominated by each party, and the said arbitrators shall nominate a presiding arbitrator before commencing the arbitration proceedings. The arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 and any amendments thereto. Any appeal shall be subject to the exclusive jurisdiction of the courts at Mumbai.

b. The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by NaBFID, or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

c. Any dispute of value Rupees 10 Crore or above which remains unresolved between the parties shall be referred to mediation as per the Mediation Act, 2023.

d. Arbitration/mediation proceedings shall be held at Mumbai, India, and the language of the proceedings, and of all documents and communications between the parties, shall be English.

39. Sub-Contracting:

As per the scope of this RFP, sub-contracting may be allowed subject to the Bank's approval and applicable terms and conditions.

Limitation of Liability:

The maximum aggregate liability of the Service Provider in respect of any claims, losses, costs, or damages arising out of or in connection with this RFP / Contract shall not exceed the Total Project Cost. Under no circumstances shall either party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.

The limitations set forth herein shall not apply with respect to claims that are the subject of indemnification pursuant to infringement of third-party intellectual property rights / Damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider / Damage(s) occasioned by Service Provider for breach of confidentiality obligations / Regulatory or statutory fines imposed by a government or regulatory agency for non-compliance of statutory or regulatory guidelines applicable to NaBFID, provided such guidelines were brought to the notice of Service Provider.

"Gross Negligence" means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith.

"Willful Misconduct" means any act or failure to act with an intentional disregard of any provision of this RFP, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

Governing Language

The governing language shall be Hindi or English.

Applicable Laws

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai. Governing Laws & Dispute Resolution: The RFP and selection process shall be governed by and construed in accordance with the laws of India.

Taxes and Duties:

Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the commercial price bid by Service Provider shall include all such taxes in the quoted price. All expenses, stamp duty and other charges / expenses in connection with the execution of the Contract as a result of this RFP process shall be borne by Service Provider. The Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

Tax Deduction at Source:

Wherever the laws and regulations require deduction of such taxes at the source of payment, NaBFID shall affect such deductions from the payment due to Service Provider. The remittance of amounts deducted and issuance of certificate for such deductions shall be made by NaBFID as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.

Tender/RFP Cancellation:

The Bank reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever.

40. Order of Precedence; Tender Cancellation

a. In case of any conflict or inconsistency between the provisions of this RFP document and the Bid document / Additional Terms & Conditions published on the GeM portal, the GeM Bid document shall prevail.

b. The Bank reserves the right to cancel the tender/RFP at any time without assigning any reasons whatsoever.

Appendix A

Bid Form (Technical Bid)

[On Company's letterhead — to be included in the Technical Bid]

Date:

To: National Bank for Financing Infrastructure and Development (NaBFID),

The Capital, A Wing, 15th Floor – 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051

Ref: RFP No. [●] / GeM Bid No. [●]

Dear Sir,

We have examined the above RFP, the receipt of which is hereby duly acknowledged, and subsequent pre-bid clarifications/modifications/revisions, if any, furnished by NaBFID, and we offer to deliver the services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP.

i. While submitting this Bid, we certify that: the undersigned is authorised to sign on behalf of the Bidder and the necessary supporting document delegating this authority is enclosed; we are not in contravention of the conflict-of-interest obligations mentioned in this RFP; the commercial bid submitted by us has been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition; our commercial bid has not been disclosed and will not be disclosed to any other Bidder responding to this RFP; we have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition; we have quoted for all the services mentioned in this RFP in our commercial Bid; and the rates quoted in the commercial Bid are as per the RFP and subsequent pre-bid clarifications/modifications/revisions furnished by NaBFID, without any exception.

ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India, namely the Prevention of Corruption Act, 1988.

iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of NaBFID, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract, in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

iv. We undertake that we will not resort to canvassing with any official of NaBFID connected directly or indirectly with the bidding process to derive any undue advantage. We understand that any violation in this regard will result in disqualification of the Bidder from the further bidding process.

v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation from the terms and conditions of the RFP. We accept that in the event of any information/data/particulars proving to be incorrect, NaBFID will have the right to disqualify us from the RFP without prejudice to any other rights available to NaBFID.

vi. We certify that while submitting our Bid document, we have not made any changes to the contents of the RFP document, read with its amendments/clarifications provided by NaBFID.

vii. We agree to abide by all the RFP terms and conditions, and the rates quoted therein for the orders awarded by NaBFID, up to the period prescribed in the RFP, which shall remain binding upon us.

viii. On acceptance of our technical Bid, we undertake to participate in the commercial bid. In case of declaration as the successful Bidder, we undertake to complete the formalities as specified in this RFP. We understand that the successful Bidder will be the one whose commercial bid is the lowest (L1) as per the commercial evaluation conducted by NaBFID.

ix. Till execution of a formal contract, the RFP, along with NaBFID's notification of award by way of issuance of a purchase order and our acceptance thereof, shall constitute a binding contractual obligation on NaBFID and us.

x. We understand that NaBFID is not bound to accept the lowest or any Bid it may receive and may reject all or any Bid without assigning any reason or giving any explanation whatsoever.

xi. We hereby certify that our name does not appear in any 'Caution' list of RBI / IBA or any other regulatory body for outsourcing activity.

xii. We hereby certify that, on the date of submission of the Bid for this RFP, we do not have any past/present litigation which adversely affects our participation in this RFP, and we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank, Public Sector Undertaking, or State or Central Government or their agencies/departments.

xiii. We hereby certify that we have an escalation and account-management structure for this engagement with a designated single point of contact and an escalation matrix up to senior management, reachable from Mumbai.

xiv. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or, if from such a country, have been registered with the competent authority, and we are eligible to participate in this RFP. Our certificate as per Appendix I is enclosed.

xv. We understand that, as per the 'Earnest Money Deposit & Performance Security' section of this RFP, Bids must be supported by EMD (or a Bid Security Declaration where exempt). Accordingly, we undertake that: (a) we shall not withdraw or modify our Bid during the period of Bid validity; (b) if we are considered a technically qualified Bidder by NaBFID, we shall participate in the commercial bid; (c) we have not made any statement or enclosed any form which may turn out to be false/incorrect at any time prior to signing of the Contract; and (d) if we are awarded the Contract, we shall accept the Purchase Order and/or sign the Contract with NaBFID and furnish the Performance Bank Guarantee within the time period specified in the RFP. In case we do not comply with any of the above, NaBFID has the right to forfeit the EMD / invoke the Bid Security Declaration

xvi. We further hereby undertake and agree to abide by all the terms and conditions stipulated by NaBFID in the RFP document.

Dated this …… day of ………… 2026

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign the Bid for and on behalf of ……………… Seal of the company.

Appendix B

Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting the eligibility criteria, it shall be rejected.

Pre -Qualification criteria			
S. No	**Parameter**	**Criteria**	**Documents Required**
1.	Legal Entity and GST Registration	A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto. OR An entity registered under LLP Act 2008 and subsequent amendments thereto. Also, must in IT Managed services from last 10 years	Valid documentary proof of: i. Certificate of incorporation ii. Certificate of Commencement iii. Copy of Memorandum of Association (If applicable) iv. Certificate of name change (as applicable) v. Copy of GST Certificate vi. Copy of PAN Card vii. Relevant work order copies /completion certificate /LOA /agreement for said services.
2.	Annual Turnover	The Bidder must have an annual turnover of Rs.45 Lakh should be from IT Managed Services in each three financial years (i.e. 2023-24, 2024-25, 2025-26) In case audited financial statement of FY 2025-26 is not available bidder may submit financial statement of FY 2022-23.	i. Copy of audited profit and loss account and balance sheet for last three financial years (FY, 2023-24, 2024-25, 2025-26) In case audited financial statement of FY 2025-26 is not available bidder may submit financial statement of FY 2022-23. ii. Certificate for CA with registration number/UDIN and stamp.
3.	Positive Net worth	The Bidder must have positive net worth for last three (3) financial years for which audited financial statements are available (i.e. 2023-24, 2024-25, 2025-26) In case audited financial statement of FY 2025-26 is not available bidder may submit financial statement of FY 2022-23.	i. Copy of audited profit and loss account and balance sheet for latest three financial years (FY 2023-24, 2024-25, 2025-26) In case audited financial statement of FY 2025-26 is not available bidder may submit financial statement of FY 2022-23. ii Certificate from CA
4.	Project Experience	The Bidder should have executed projects of the following scale in the last five (5) years till the date of bid submission.	For completed projects i. Work orders / Agreement highlighting scope of work. ii. Completion certificates or service certificates on the client letter head or CA certificate of receipt of the payment
4.1		A) The bidder should have prior experience of executed a minimum of one IT Managed Services (FMS) project for any Government institution or PSU / BFSI with minimum onsite deployment of 10 Infrastructure resources with minimum contract value per annum delivered is 80 Lakh to single or 2 orders of 60 Lakhs or 3 orders of 40 Lakhs customer during last 5 years within Mumbai.	

4.2		B) Bidder must have supported minimum 3 BFSI customer during last five years of order value more than 80 Lakhs per annum (for the IT services)	For completed projects i. Work orders / Agreement highlighting scope of work. Ii. Completion certificates or service certificates on the client letter head or email or CA certificate of receipt of the payment Along with references
5	Resources/ Manpower Strength of MSP	The Bidder should have at least 150 employees on its payroll having more than 3 years' experience.	Certificate from the Head of HR or Authorized Signatory on company letterhead with EPF/ESI.
6.	Certifications	The Bidder should have the following valid certifications and latest (if applicable): i. ISO 9001:2015(Quality Management System) ii. ISO 20000-1:2018 (Service Management System) iii. ISO 27001:2022 (Information Security Management System) iv. CMMI Level 3 or above certificate	Copies of valid certificates issued by accredited certification bodies.
7.	Project Office	The Bidder should have a Support office in Mumbai.	Self-certification duly signed by authorized signatory on company letter head along with address proof is must
8.	Resources/ Manpower Strength	Bidder must have to quote the resource on their direct payroll, and each resource must have 2 years' experience with Graduate or Diploma in IT /Electronics / Computers etc.	Self-declaration from HR Head / Authorized Signatory.
9	For Existing bidders only	Bidder must submit the satisfaction letter /Certificate from the existing customer for delivering satisfactory services for 3 customers	Customer Satisfaction Certificates on client letterhead.
10.	Non-Blacklisting	The Bidder must not have been blacklisted as on date of bid submission d for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/ Department/ PSU/ Government Company/ any BFSI customer	Self-certification on a non-judicial stamp paper of ₹100 duly signed by the Authorized Signatory.
11.	Terms & Conditions	The Bidder need to submit the acceptance of the terms and conditions mentioned in the RFP	Declaration on ₹100 non-judicial stamp paper duly signed by the Authorized Signatory.

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorised signatory of the Bidder. Relevant portions in the documents submitted in support of the eligibility criteria should be highlighted.

Name & signature of authorised signatory;

Seal of company.

Appendix C

Commercial Bid Format

Name of the Bidder:

Sr.	Item (specifications as per Appendix D)	Qty	Monthly rate per Resource (₹, excl. GST)	Months	Total (₹, excl. GST)
1	IT Floor Support Engineer – L1	7		12	
2	IT Floor Support Engineer – L2 (AD, M365 and Team Lead)	3		12	
Total annual cost for 10 Resources (excl. GST)					

Notes for Commercial Bid: (i) The monthly rate quoted for each floor support Resource shall be inclusive of all costs payable by the Vendor, including salary, statutory contributions such as PF, ESI, bonus and gratuity, insurance, overheads, tools, uniforms or accessories required for on-site support, administrative charges and the Vendor's margin. GST shall be quoted separately and shall be payable extra at actuals. (ii) The quoted quantities and resource levels must exactly match the Scope of Work and Appendix D, namely Desktop Support Engineer – L1 and Desktop Support Engineer – L2. (iii) The total annual cost shall be calculated on the basis of the monthly rate per Resource multiplied by the applicable quantity and 12 months. This evaluated commercial cost shall be used for commercial scoring under the QCBS method. (iv) No cost item shall be left blank. Any item offered free of cost shall be entered as zero. (v) Bidders shall not add any condition, assumption, escalation clause or deviation in the Commercial Bid. Any deviation from the prescribed format or conditional commercial offer may render the Bid liable for rejection.

Name & signature of authorised signatory; Seal of company.

Appendix D

Technical Specifications: Resource Profiles

Parameter	IT Floor Support Engineer – L1	IT Floor Support Engineer – L2
Qualification	Graduate in any discipline, or 3-year engineering diploma (IT/Electronics preferred).	Graduate, preferably in IT/Computer Science/Electronics.
Experience	Minimum 2 years of hands-on experience in desktop/laptop support in a corporate environment, with demonstrated exposure to the L1 skill areas listed below, including Windows 10/11 support, MS Office/M365 and Outlook troubleshooting, printer support, basic network troubleshooting, ticket handling through an ITSM tool, AV/VC support (preferable HP Poly and YeaLink), IP phone support, end-user device support and routine user coordination.	Minimum 4 years of hands-on IT support experience, including at least 2 years in an L2 or escalation role and demonstrable administrator-level experience in Active Directory and Microsoft 365. The experience must be directly aligned with the L2 skill set listed below, including complex desktop/laptop troubleshooting; OS imaging and deployment; patch and antivirus compliance; Active Directory administration covering user, group, computer, organisational unit and Group Policy management; Microsoft 365 administration covering Exchange Online, Teams, SharePoint Online, OneDrive, licence assignment, mailbox configuration, access management and service troubleshooting; Intune/MDM support where applicable; vendor/OEM coordination; SLA follow-up; MIS preparation; and support to L1 engineers. BFSI experience shall be preferred.
Certifications	CompTIA A+ / Microsoft (MCP or equivalent) desirable.	CompTIA A+/Network+ or Microsoft equivalent desirable; ITIL Foundation desirable.
Skills	Required L1 skills shall include hands-on support for Windows 10/11 desktops and laptops, MS Office/M365, Outlook configuration and troubleshooting, printer and peripheral support, basic networking concepts and troubleshooting such as IP, DNS and DHCP, ITSM ticket logging and updates, antivirus issue remediation, AV/VC device support (preferable HP Poly and YeaLink), IP phone support, end-user coordination, basic Intune MDM support and Apple Business Manager related user/device	Required L2 skills shall include all L1 skills, with additional administrator-level capability in Active Directory and Microsoft 365. This shall include Active Directory domain join and administration of users, groups, computers, organisational units, permissions and basic Group Policy; Microsoft 365 administration covering Microsoft Entra ID, Exchange Online, Teams, SharePoint Online, OneDrive, licence assignment, mailbox configuration, user access, password/MFA issues and service troubleshooting; OS

Parameter	IT Floor Support Engineer – L1	IT Floor Support Engineer – L2
	support where applicable. Exposure to Cisco Meraki environments shall be preferred.	imaging and deployment; advanced desktop/laptop troubleshooting; patch-compliance monitoring; antivirus-console operations; Intune MDM and Apple Business Manager support; vendor/OEM escalation management; root-cause coordination for recurring incidents; SLA tracking; MIS preparation; and guidance to L1 resources.
Language	English and Hindi; Marathi desirable.	English and Hindi; Marathi desirable.

Working hours: as per Clause 28(c). Reporting: the team shall report functionally to the Bank's IT department and administratively to the Vendor's account manager, who shall conduct a monthly service review with the Bank.

Replacement/backfill as per Clause 28. Any Resource proposed for deployment or replacement shall be subject to profile screening and interview by the Bank, and to background verification under Clause 27 prior to joining.

S. No	Criteria Category	Evaluation Criterion	Max Marks	Total marks	Supporting Documents Required
1.	Legal Entity and GST Registration	A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto. OR An entity registered under LLP Act 2008 and subsequent amendments thereto. Also, must in IT Managed services from last 10 years in BFSI.	1) 10 Year -12 Year 12 Marks 2) >12Year -15 Year 16 Marks 3) >15Year 20 Marks	20	Relevant work order copies completion certificate /LOA /agreement for said services.
2.	Project Experience	The Bidder should have executed projects of the following scale in the last Five (5) years A) The bidder should have prior experience of executing a minimum of one IT Managed Services (FMS and AMC) project for any of the BFSI customer with minimum contract value delivered is single contract of 80Lakh per annum to single customer during last 5 years.	Delivered single project value amounting per annum of 1) Rs.80 L - 1 Cr 12 Marks 2) >Rs.1 Cr - 1.25 Cr 16 Marks 3) >Rs 1.25 Cr above 20 Marks	20	For on-going projects/completed projects - Work orders & Agreement highlighting scope of work. Along with. Completion certificates or service certificates (in case ongoing contract) on the client letter head.
3.	Project Experience	Bidder should have executed minimum 3 IT Floor support/ Managed services (IT FMS and AMC) Project with last 5 years for BFSI	No of IT Floor support/ Managed services (IT FMS) project executed. 1) 3 - 5 5 Marks 2) >5 - 7 8 Marks 3) >7 - 10 10 Marks	10	Work order copies with the customer reference along with Invoice copies /service letter/completion letter must be submitted
4.	Resources/ Manpower Strength of MSP	The Bidder should have at least 150 employees on its payroll having more than 2 years' experience of IT Managed services.	Number of resources on company payroll 1) 150-200 5 Marks 2) >201 10 Marks	10	Certificate from the Head of HR Department - along with list of resources with EPF/ESI.

5.	Certifications-Company	The Bidder should have the following valid certifications and latest (if applicable): i. ISO 9001:2015(Quality Management System) ii. ISO 20000-1:2018 (Service Management System) iii. ISO 27001:2022 (Information Security Management System) and iv. CMMI Level 3 and above certificate	valid certificates i. ISO 9001:2015 (Quality Management System) 5 Marks ii. ISO 20000-1:2018 (Service Management System) 5 Marks iii. ISO 27001:2022 (Information Security Management System) 5 Marks iv. -CMMI Level 5 5 Marks -CMMI Level 3 3 Marks	20	Copy of Valid Certificates.
6.	Certificates - Resources	1. Team Lead - no resources -1 Certified CV with 6-8 Years experience and ITIL certificates to be submitted 2. AD and M365 Management – 2 Certified CV with 5 Years experience in AD and M365 Management with Diploma/Degree in IT /CS /BCA etc 3. AV VC Management - 2 Certified CV with 2 Years experience in Poly VC device management with Diploma in IT /CS /BCA etc 4. IT floor support Engineer - 5 Certified CV 2 Years experience with Diploma/Degree in IT /CS /BCA etc and CCNA certificates	1. Team Lead 1 CV 5 Marks 2. AD and M365 Management 2 CV 5 Marks 3. AV VC Management 2 CV 5 Marks 4. IT Support 2 CV 5 Marks	20	Self-certification duly signed by authorized signatory on company letter head along with address proof is must
				100	

Note: 1. Minimum marks for technical qualification are 70 out of 100

2. If required, NaBFID will do the reference check for the document submitted by the bidder. If found and ambiguity bid will be rejected.

Appendix E

Bank Guarantee Format for Earnest Money Deposit

[Applicable only where the Bidder furnishes EMD by way of Bank Guarantee, uploaded on the GeM portal]

To: National Bank for Financing Infrastructure & Development (NaBFID),

The Capital, A Wing, 15th Floor – 1503, G Block,

Bandra Kurla Complex, Bandra (East),

Mumbai – 400051

WHEREAS (Name of Bidder) (hereinafter called “the Bidder”) has submitted its bid dated (Date) for (Name of Contract) (hereinafter called “the Bid”) in favour of the National Bank for Financing Infrastructure and Development (hereinafter called “the Beneficiary”);

KNOW ALL MEN by these presents that we, (name of the issuing Bank), a body corporate constituted under (constitution/statute), having its Head Office at (address) and, amongst others, a branch/office at (address) (hereinafter called “the Bank”), are bound unto the Beneficiary for the sum of Rs. 4,00,000/- (Rupees Four Lakh 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 Bid; or (b) if the Bidder, having been notified of the acceptance of its 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 the conditions of the Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the Beneficiary states that the amount claimed is due owing to the occurrence of one or both of the two conditions, specifying the occurred condition(s).

Notwithstanding anything contained herein: (i) our liability under this Bank Guarantee shall not exceed Rs. 4,00,000/- (Rupees Four Lakh only); (ii) this Bank Guarantee shall be valid up to [date = Bid validity of 180 days from bid submission + 45 days]; and (iii) we are liable to pay the guaranteed amount, or any part thereof, only if you serve upon us a written claim or demand on or before the said validity date.

Dated this …… day of ………… 2026. (Signature and seal of the issuing Bank)

Appendix F

Proof of MSE / Startup Status for EMD Exemption

Bidders claiming exemption from EMD under Clause 9 shall submit, along with the technical Bid:

- a valid Udyam Registration Certificate (category: Micro or Small) covering the services tendered, valid as on the due date / extended due date for Bid submission; or
- a valid Certificate of Recognition issued by DPIIT, Ministry of Commerce & Industry, Government of India (for Startups);
- together with the Bid Security Declaration as per Appendix H.

Appendix G

Letter for Refund of EMD

[To be submitted by unsuccessful Bidders, where EMD was furnished by Bank Guarantee]

To: National Bank for Financing Infrastructure & Development (NaBFID),

The Capital, A Wing, 15th Floor – 1503, G Block,

Bandra Kurla Complex, Bandra (East),

Mumbai – 400051.

Date:

We (Company Name) participated in the Request for Proposal (RFP) for Procurement of Manpower Services for IT Floor Support (RFP No. [●] / GeM Bid No. [●]) and are an unsuccessful bidder. Kindly refund/release the EMD submitted for participation. Details of the EMD submitted: Bidder name, BG number, drawn on (bank name), amount (Rs.). Bank details for NEFT credit (where applicable): name of the bank with branch; account type; account title; account number; IFSC code.

Signature;

Name of the signatory;

Designation;

Company seal.

Appendix H

Bid Security Declaration

[To be submitted only by MSE / DPIIT-recognised Startup Bidders claiming EMD exemption under Clause 9]

To: National Bank for Financing Infrastructure & Development (NaBFID),

The Capital, A Wing, 15th Floor – 1503, G Block,

Bandra Kurla Complex, Bandra (East),

Mumbai – 400051

Subject: Request for Proposal (RFP) for Procurement of Manpower Services for IT Floor Support.

We (bidder name) hereby undertake that we are liable to be suspended from participation in any future tenders of the Bank for a period of up to 5 (five) years from the date of submission of the Bid, in case of any of the following:

(1) if the Bid submitted by us is withdrawn/modified during the period of Bid validity;

(2) if any statement made, or any form enclosed, by us as part of this Bid turns out to be false/incorrect at any time prior to signing of the Contract;

(3) in case we become the successful Bidder and:

(a) we fail to execute the Contract within the stipulated time, or

(b) we fail to furnish the Performance Bank Guarantee within the timelines stipulated in this RFP document.

Yours faithfully,

Date;

For (company);

Signature;

Name;

Authorised Signatory (name & designation, seal of the firm).

Appendix I

Certificate regarding Restriction on Procurement due to National Security

[This certificate should be submitted on the letterhead of the Bidder]

To: National Bank for Financing Infrastructure & Development (NaBFID),

The Capital, A Wing, 15th Floor – 1503, G Block,

Bandra Kurla Complex, Bandra (East),

Mumbai – 400051

Ref.:

RFP No.:

Dated:

1. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries. I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority, and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)
2. I have read the clause regarding restrictions on procurement from a bidder/OEM of a country which shares a land border with India and on subcontracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, have been registered with the Competent Authority and will not subcontract any work to a contractor from such countries unless such contractor is registered with competent authority. I hereby certify that this bidder fulfills all requirement in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by competent authority shall be attached)

Yours faithfully,

Authorised Signatory:

Name:

Designation:

Bidder's corporate name:

Address:

Email and phone.

Appendix J

Declaration for Compliance

[On company letterhead]

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP, including all addenda, corrigenda etc. (Any deviation may result in disqualification of the Bid.)

Signature:

Name:

Date:

Seal of company.

Technical specification compliance:

we certify that the services offered by us for this tender conform to the specifications stipulated (Scope of Work and Appendix D), with the following deviations:

1) …

2) …

3) …

(If left blank, it will be construed that there is no deviation from the specifications.)

Signature;

Name;

Date; ss

Seal of company.