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**The Kerala State Financial Enterprises Limited**

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**NOTICE INVITING TENDER**

**E-TENDER FOR EMPANELMENT OF VENDORS FOR THE SUPPLY,  
INSTALLATION, MAINTENANCE AND RELATED SERVICES OF SECURITY  
EQUIPMENTS FOR KSFE BRANCHES ACROSS KERALA**

**TENDER NO:KSFE/GAD/8826/SECURITY EQUIPMENTS/2025-26**

**DATED 11.07.2025**

This invitation to bid is for the supply, installation, maintenance and related services of **security equipments** which includes **Strong Room Doors, Jewel Safe and Safe Deposit Locker Cabinets** for KSFE branch offices across Kerala on rate contract basis. The Tenderer should have a minimum period of **3 years experience in this field**. The Companies / Firms which are black listed by the Govt./Public sector Undertakings are not eligible for participating in this Tender. The **security equipments** should be supplied, installed as per the specifications given by the company. **Prices should be inclusive of all taxes, GST, Transportation, Loading & Unloading, Delivery and Installation etc.**

Bid publishing date	<b>:18:00 hours on 11.07.2025</b>
Bid download and submission start date	<b>:18:30 hours on 11.07.2025</b>
Bid submission end date	<b>:18:30 hours on 02.08.2025</b>
Date & time of opening of E- tender	<b>:11:00 hours on 05.08.2025</b>

The Company reserves the right to accept /reject any tender without assigning any reason whatsoever.

**Sd/-**

**Thrissur**  
11.07.2025

**MANAGING DIRECTOR**

**E-TENDER FOR EMPANELMENT OF VENDORS FOR THE SUPPLY, INSTALLATION,  
MAINTENANCE AND RELATED SERVICES OF SECURITY EQUIPMENTS FOR KSFE  
BRANCHES ACROSS KERALA**

**(Tender Document)**

**TENDER NO:KSFE/GAD/8826/SECURITY EQUIPMENTS/2025-26  
DATED 11.07.2025**

The Kerala State Financial Enterprises Ltd.

(A Government of Kerala undertaking)

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## **SECTION -1**

### **INVITATION FOR BIDS**

This invitation to bid is for the supply, installation, maintenance and related services of **security equipments** which includes **Strong Room Doors, Jewel Safe and Safe Deposit Locker Cabinets**, for KSFE branch offices across Kerala on rate contract basis as per the requirement specification detailed in **Proforma - 10** , projected schedule of requirements (approximate) given in **Section-5**, and instructions given in **Section-2** , of this document.

- 1.1 Bidders are advised to study the Tender Document and additional documents carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
- 1.2 **Five percentage (5%)** of the value of the order in the form of Bank Guarantee shall be furnished as Security Deposit by the successful bidder for proper fulfillment of the order. This will be returned with in three months after the expiry of the Warranty period.
- 1.3 Tender Forms can be obtained from web site [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) The cost of Tender Form is **Rs.29,500/- (Rupees Twenty Nine Thousand and Five Hundred only)** and once paid will not be refunded. Further clarification/ Corrigendum in this regard, if any, will be put up only on the above site. Bidders should regularly visit the above website to keep themselves updated.

#### **1.4 Schedule for Invitation to Tender:**

- |    |   |   |
|----|---|---|
| a) | Bid publishing date                           | : 18:00 hours on 11.07.2025                             |
| b) | Bid download<br>and Bid submission start date | : 18:30 hours on 11.07.2025                             |
| c) | Bid submission end date                       | : 18:30 hours on 02.08.2025                             |
| d) | Date&Time of opening of<br>E-Tender           | : 11:00 hours on 05.08.2025                             |
| e) | Date till which the tender is valid           | : 180 days from the Date of<br><br>opening of E- tender |

## **SECTION - 2**

### **INSTRUCTIONS TO BIDDERS**

#### **2.1 Introduction**

The Kerala State Financial Enterprises Limited, popularly known as **KSFE** came into existence in 1969, as a Miscellaneous Non Banking Company (MNBC) owned by the Government of Kerala, started with the objective of providing an alternative to the private chit promoters with a view to socialize the chit fund business. The Company which started in a humble manner has now grown into an institution doing business worth over Rs.90,000 crores annually, employing over 9000 persons directly and over 5000 persons indirectly, with a network of over 683 branches. The main activities of this organization are Chitties, Sugama savings, Loans and Fixed Deposits.

#### **2.2 Scope of the Work**

Whenever there is any requirement of the above mentioned security equipments, the successful bidder needs to provide the following infrastructure and related services for KSFE.

- **Supply ,Installation, Maintenance and related services of Security Equipments** which includes Strong Room Doors, Jewel Safe and Safe Deposit Locker Cabinets.

The successful bidder would be required to supply, install and maintain for three years the equipment indicated in **Proforma-10** of this document. If required, KSFE may increase / decrease the quantity at the per unit rates quoted in the commercial bid depending upon the requirement.

- **Adherence to the Service Level Agreements**

The successful bidder will be required to adhere to the Service Level Agreements regarding the required up-time for maintaining the quality of service expected from the KSFE. These SLAs have been presented in **Section-3.49**.

- **Warranty**

Every OEM / their authorized dealers should provide a **Comprehensive Onsite Warranty for a period of 1 year from the date of installation** of security equipments. The items supplied should be 100% warranted against any product failure.

#### **2.3 Preparation of Bids**

##### **2.3.1 Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

### 2.3.2 Documents Comprising the Bids (Criteria)

The Bids prepared by the Bidders shall comprise of following components:

**(a) Technical Bid shall consist of following :-**

1. Technical **bid letter** on the bidder's letter head (format given in **Proforma-1**)
2. The Corporate profile of the bidder (**printed corporate brochure is preferred**).
3. The profile of the bidder (**format given in Proforma-13**)
4. Qualifying data duly filled in as per relevant Proforma provided in the bid proposal that the bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (**Proforma -2**)
5. **Experience Criteria : Minimum 5 years of experience** in supply, installation, testing, maintenance and related services of **Security Equipments** to reputed Organizations / Banks / Financial Institutions / Companies which are spread all over Kerala preferably of size matching KSFE. Copies of relevant contracts or work orders to be submitted along with the bid in support of having supplied some quantity during each of the year.
6. **Turnover Criteria** : The bidder should have a minimum turnover of **Rs.1 Crores** (Rupees One Crore) in the last three previous financial years ending **31st March 2025**. Audited Financial Statements or a certificate from the Chartered Accountant indicating the annual turnover of the bidder over the preceding three financial years, for such equipments should be submitted along with the bid (**Proforma-3**). Bidder should also submit Copy of Income tax returns for the last three years ending **31st March 2025** with the bid.
7. Manufacturer's Authorization form(s) (**Proforma-6**)
8. List of bidder's support/service locations in Kerala. (**Proforma-7**)
9. The Bidder should have capabilities to offer services **through out Kerala**.
10. The Bidder should be **profit** (Profit after tax) making company in the last 3 Financial Years 2022-23, 2023-24 & 2024-2025.
11. **Past Performance** : The Bidder should provide list of three references (Clients of similar projects) each costing not less than **Rs.10 Lakh (Rupees Ten Lakh Only)** in Single or Multiple orders from a single client during the last three years ending 31<sup>st</sup> march 2025. Also provide the name, designation, address and contact details of a contact person (format given in **Proforma-8**) for each reference. The bidder should submit the copies of relevant Contracts or Work Orders and corresponding satisfactory/completion certificates from the clients against each reference
12. Bidder's quality certifications from an internationally recognized and reputed agency eg: ISO 9000. In case bidder is not the manufacturer, the bidder is required to submit the quality certifications of the manufacturer (format given in **Proforma-9**).
13. **Bidder should be an empanelled member of at least two commercial Banks**. Documentary evidence in support of such empanelment to be submitted along with the bid.
14. Only manufacturers or authorized dealers can participate in the tender. This is subject to verification if necessary.
15. **An Undertaking** to the effect that the bidder / firm has **not been black listed** by any PSU or any other Government agencies or restricted by any regulatory authorities from offering such services or solutions to the clients. The tender will

- be rejected straightway without assigning any reasons if the firm declared black listed by any Govt./Semi govt. department/agencies etc
16. Statement of deviation from requirement specifications (format given in **Proforma-4**).
  17. Statement of deviation from tender terms and conditions (format given in **Proforma 5**)
  18. Technical details of **Security Equipment** offered with make and model numbers of proposed equipment. (format given in **Proforma-10**).
  19. Warranty (Format given in **Proforma-11**)
  20. **Commercial Bid Letter (Template given in Proforma-12)**
  21. A signed and sealed copy of the Tender Document, Additional Document, and Notice Inviting Tender.
  22. Copy of **GST** Registration.
  23. Copy of **PAN** Card
  24. Detailed **list of the bidder's top 5 Clients**.
  25. The bidders must **strictly follow RBI guidelines** in matters related to specifications /norms of security equipments including strong room doors.

The soft copies of above documents should be uploaded in our e-tender website <http://etenders.kerala.gov.in> and the bidder should submit hard copies of all the above documents within three days after the closure of the tender.

(b) Commercial Bid consisting of the following: -

Duly filled “ **BOQ**” file should be uploaded in the e-tender website.

### 2.3.3 Bid Prices

The bidder shall indicate in the BOQ file, the unit prices of the Security Equipments proposed to be supplied under the contract and shall upload this filled up BOQ file in the E-tender website. **No hard copies of BOQ file or Bid prices should be submitted to KSFE offices.**

### 2.3.4 Firm Price

Prices quoted by the bidder must be all inclusive, firm , final, and shall not be subject to any escalation whatsoever **from the last date of submission of the bid**. Prices should indicate the price at site and should include GST, excise & customs duties, all cess, Taxes, levies, packing, forwarding, freight, transit insurance and installation charges, labour, Tools and Equipments required (Sec. 3.47) on the final finished equipment tendered for.

Prices should be shown separately for each item and other aspects as detailed in bid documents. The prices quoted should also include all rights (if any) of patent, registered design or trademark and the bidder shall indemnify KSFE against all claims in respect of the same.

Attention of the bidder is invited to the terms and conditions of payment given in **section 3.13**.

### 2.3.5 Bidder's Qualification

The “Bidder” as used in the tender documents shall mean the one who has signed the bid form. The bidder may either be an original equipment manufacturer of the items quoted in this bid or an authorized dealer of the OEM for this bid, in which case it shall submit a certificate of authority (format given in **Proforma-6**). All certificates and documents received hereby, shall, as far as possible, be furnished by the representative and the manufacturer. It is further clarified that the individual signing the bid or other documents in connection with the bid must certify that he/ she signs as ‘Constituted Attorney of the Company’.

### 2.3.6 Earnest Money Deposit

An **Earnest Money Deposit (EMD) of Rs.200,000/-** (Rupees Two Lakhs Only) shall be furnished, by the bidder as part of its bid towards bid security. The EMD should be paid online while submitting the tender through the e tender site <http://etenders.kerala.gov.in>. The EMD is required to protect KSFE against the risk of Bidder’s conduct, which would warrant the security’s forfeiture. Unsuccessful Bidder’s EMD will be automatically refunded to their accounts after the award of the contract to the successful Bidder.

The Successful Bidder’s EMD will be discharged upon signing the Contract and furnishing the Performance Bank Guarantee. No interest will be payable by KSFE on the amount of the EMD. The EMD may be forfeited:

- If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
- If the selected bidder fails to sign the Contract or to furnish Performance Guarantee in accordance with **Section 2.5.6**.

### 2.3.7 Period of validity of Bids

Bids shall remain valid for **180 days from the date of opening of E-tender** prescribed by KSFE. A bid valid for a shorter period may be rejected by KSFE as non-responsive.

In exceptional circumstances, KSFE may solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing/email. The bid security validity shall also be suitably extended. A bidder may refuse the request without forfeiting his bid security. A bidder granting the request will not be required nor permitted to modify his bid.

### 2.3.8 Revealing of Prices

Prices in any form or by any reasons should not be revealed in Technical bid or before opening the commercial bid, failing which the offer shall be liable to be rejected.

### 2.3.9 Terms and conditions of Tendering Firms

Printed terms and conditions of the bidders will not be considered as forming part of their bids. In case terms and conditions of the contract applicable to this invitation to bid are not acceptable to any bidder, clearly specify the deviation in **Proforma-5**. Similarly, in case the Security Equipment supply installation, maintenance and related services offered have



deviations from the requirement specifications laid down in **Proforma-10** and approximate schedule of requirements laid down in **Section-5**, the bidder shall describe in what respects and to what extent the Security Equipment supply installation maintenance and related services being offered differ/ deviate from the specification, even though the deviations may not be very material. Bidder must state categorically whether or not his offer conforms to requirement specifications and schedule of requirements and indicate deviations, if any, in **Proforma-4**.

## **2.4 Bid Opening**

### **2.4.1 Opening of Bid by KSFE**

On the basis of the Technical information **section 2.3.2 (a)** given by the bidder for the Technical bid, bidders will be short-listed for commercial bid.

The commercial bids of bidders not qualified in the Technical bid will not be opened. Commercial bids of short-listed bidders will be opened online by KSFE.

### **2.4.2 Clarifications**

If deemed necessary, KSFE may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the bid submitted or price quoted. KSFE may, if so desire, ask the bidder to give presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

### **2.4.3 Preliminary Examination**

KSFE will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids from dealers without proper authorization from the manufacturer as per **Proforma-6** shall be treated as non-responsive.

Bidders are expected to carefully check and crosscheck their bids before submission.

Arithmetical errors or discrepancy between amount in words and amount in figures, if any, will be treated as under:

1. The higher of the amounts will be considered for comparison.
2. The lower of the amounts will be considered for award.

A bid determined as not substantially responsive will be rejected by KSFE and may not subsequently be made responsive by the bidder by correction of the non-conformity.

### **2.4.4 Evaluation and Comparison of Bids**

- The Technical bid and commercial bid shall be evaluated to select a bidder for award of contract.
- The bids of technically qualified bidders would only be considered for commercial evaluation.
- The KSFE reserves the right to relax any terms and condition in the govt. interest with the approval of the Competent Authority.

- The tendering firm should demonstrate their product before technical committee for assessing its quality as per tender's technical specifications, if deemed necessary for technical evaluation.

#### **2.4.5 Verification**

KSFE reserves the right to conduct a verification of the customer references submitted by the bidder. KSFE also reserves the right to conduct a verification of the quality management system in place, the manufacturing facilities, and the support infrastructure of the bidder. KSFE will conduct all or any of these verification to satisfy itself on the bidder's capability to supply the tendered goods and services compliant to the requirement specifications defined in this tender.

In the event of the verification revealing that a bidder does not have the capability to supply the tendered goods and services compliant to the requirement specifications defined in this tender, KSFE may at its discretion reject the bid.

#### **2.4.6 Contacting KSFE**

Bidder shall not contact KSFE on any matter relating to this bid, from the time of the opening of commercial bid to the time the contract is awarded.

Any effort by a bidder to influence KSFE's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid.

### **2.5 Award of Contract**

#### **2.5.1 Due Diligence**

KSFE will determine to their satisfaction whether the bidder selected as having submitted the lowest evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of KSFE is final in such cases.

The determination will take into account the bidder's financial, technical and support capabilities. It will also involve an examination of the documentary evidence of the bidder's eligibility submitted by the bidder.

An affirmative determination will be a prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the bidder's bid, in which event KSFE will proceed to the next lowest evaluated bid to make a similar determination of that bidder's capabilities to perform satisfactorily.

#### **2.5.2 Award Criteria**

KSFE will review the Technical bids of the bidders to determine whether the Technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at KSFE's discretion.

Subject to above, KSFE will select the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

The qualified bidders as per tender conditions, who are ready to accept the rates fixed by KSFE after comparing the lowest bid obtained as above (Negotiated L1 rate) will be empanelled and the works will be divided among them.

KSFE reserves the right to issue Purchase Order for the total quantity ordered, in full or in parts or to split the work among various tenderer without assigning any reason thereof.

### 2.5.3 KSFE's Right to accept/ reject any or all bids

KSFE reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for KSFE's action.

### 2.5.4 Notification of Award

Prior to the expiration of the period of bid validity, KSFE will notify the bidder(s) in writing by registered letter/ fax/email, that his bid has been accepted. The receipt of acceptance should be sent by the bidder in writing through registered post as well as by fax/email. The notification of award will constitute the formation of the contract.

### 2.5.5 Signing of Contract

At the same time as KSFE notifies the bidder that his bid has been accepted, KSFE will send the bidder the contract form , incorporating all terms and conditions between the parties.

On receipt of the contract form, the bidder shall sign and date the contract form, and return it to KSFE as per mutually decided date.

### 2.5.6 Performance Bank Guarantee

Within **14** days of the receipt of notification of award from KSFE, the bidder shall furnish the performance bank guarantee security of **Five percentage (5%)** of the value of the order from any Nationalized Bank in accordance with the conditions of contract. **Bank Guarantee specified should be ensured at the beginning of each of the contract year during the Warranty period.**

Failure of the bidder to comply with the requirement of **section 2.5.5** or **section 2.5.6** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event KSFE may make the award to the other bidders or call for new bids.

### 2.5.7 KSFE's right to increase or decrease quantities after awarding the bid

KSFE reserves the right to increase or decrease the quantity of Security Equipment specified in the Schedule of Requirements without any change in unit prices or other terms and conditions within the contract period subject to the requirement.

### 2.5.8 Publicity

Any publicity by the bidder in which the name of KSFE is to be used, should be done only with the explicit written permission from KSFE

### 2.5.9 Negotiation

The KSFE reserves the right to conduct negotiations in the Govt. interest with the short listed tenderer or all of the tenderer, if necessary, before finalizing the contract. No tenderer shall have right to insist on negotiation or challenge the process of negotiation.

## SECTION – 3

### GENERAL CONDITIONS OF CONTRACT

#### 3.1 Definition

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

**‘KSFE’** - The Kerala State Financial Enterprises Limited

**‘Contract’** - The agreement entered into between KSFE and the successful Bidder as recorded in the contract form signed by KSFE and the Bidder, including all attachment and annexure thereto and all documents incorporated by reference therein.

**‘Contractor’** - The firm or the company with whom the order for supply, installation, testing, commissioning, and support of security equipments is placed and shall be deemed to include the contractor’s successors, representatives (approved by KSFE), heirs, executors, administrators and permitted assigns, as the case may be unless excluded by the terms of the contract.

**‘Contract Price’** - The price payable to the Contractor under the contract for the full and proper performance of his contractual obligations.

**‘OEM’** - Refers to the Original Equipment Manufacturer

**‘Equipments’** - The entire Security Equipment including Strong Room Doors, Jewel Safe, Cash Safe, Safe Deposit Locker Cabinets, Fire Resistant Filing Cabinets and File Compactors, which the Contractor is required to supply to KSFE under the contract.

**‘Service’** - Service refers to the entire Security Equipment's supply, installation, maintenance and related services, which the Contractor is required to supply to KSFE under the contract. Service also includes services ancillary to the supply of Security Equipment such as management, monitoring, transportation, insurance, and any other incidental services such as installation, testing, commissioning, provision of technical assistance, training and other such obligations of the bidder covered under the contract.

**‘Acceptance of Tender’**: The letter/ fax/email or any memorandum communicating to the bidder, the acceptance of his tender and includes an advance acceptance of his tender.

#### 3.2 Application

These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

#### 3.3 Standard

The Security Equipment's supply, installation, maintenance and related services supplied under this contract shall conform to the standards mentioned in the requirement specifications, and, when no applicable standard is mentioned, to the authoritative standards, such standard shall be the latest issued by the concerned institution.

### 3.4 Use of Contract document and Information

The contractor shall not, without KSFE's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of KSFE in connection therewith, to any person other than a person employed by the contractor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The contractor shall not without KSFE's prior written consent, make use of any document or information forming a part of this tender except for purpose of performing the contract.

Any document forming a part of this tender, other than the contract itself shall remain the property of KSFE.

### 3.5 Patent Rights

The contractor shall indemnify KSFE against all third-party claims of infringement of patent, trademark or industrial design rights arising from the use of the Security Equipment's supply, installation, maintenance and related services or any part thereof.

### 3.6 Performance Security

Within 14 days after the receipt of notification of award of the contract from KSFE, the successful bidder shall furnish performance security to KSFE, which shall be equal to 5 percent (5%) of the total bid price in the form of a bank guarantee bond from a nationalized bank as per the norms laid by the RBI.

### 3.7 Supply, Installation, Testing, Commissioning, & Implementation

The contractor shall be responsible for all the above-mentioned **Security Equipment's** supply, installation, maintenance and related services at KSFE's assigned offices within **21 days** of placing the Purchase Order. Contractor would also be responsible for its testing, commissioning, implementation, acceptance and making them fully operational **within 7 days from date of delivery / if the infrastructure is not ready during this period; within 7 days after the infrastructure is ready**. This will be evidenced by a certificate of acceptance duly signed and/or counter-signed by representatives of KSFE for all the supplied equipment and services.

At the direction of KSFE, the acceptance test of the Security Equipment's, maintenance and related services shall be conducted by the bidder in the presence of KSFE's authorized representative(s) and/ or any other team or agency nominated by KSFE. All expenses for acceptance test shall be borne by the bidder. **After the installation of the items, the bidder should hand over KSFE the following :**

(1) Key sets to the concerned KSFE branch Manager or to any other person authorized by the branch manager. If there is no concerned branch manager, the key sets should be handed over to Asst. General Manager (Region) concerned or to any other person authorized by the Asst. General Manager (Region)

(2) Details of the items delivered such as Product Manual , Serial Number, details of contact person, etc.

***Delay in installation will attract penalty as specified in Section 3***

There will be a single acceptance test per office that will cover all the tendered items and services. Acceptance test reports for all the tendered items and services commissioned in each and every office will be signed by the contractor's representative and the relevant KSFE officer-in-charge or designated KSFE officer at the concerned office in triplicate. One copy would be retained by the respective KSFE office and the other two copies retained by the contractor for submission to the **Manager (General Administration) KSFE at the Head Office for further verification and processing.**

### **3.8 Incidental Services**

In addition to the services specified in **Proforma-10(B)**, the contractor may be required to provide any or all of the following services:

- Furnish detailed manuals for each appropriate unit of the supplied The Security Equipment's supply, installation, maintenance and related services .
- Perform or supervise or maintain and/ or repair the supplied the Security Equipment's supply, installation, maintenance and related services for a period of time agreed by KSFE and the contractor, provided that this service shall not relieve the contractor of any warranty obligations under this contract.

### **3.9 Documentation**

The contractor is required to provide pre-printed product technical brochures of the tendered items along with the bid. The technical specifications of the tendered items should also be available on the OEM's web-site. KSFE reserves the right to verify the stated compliance against the technical specifications published on the OEM's web-site and/or the pre-printed product brochures.

### **3.10 Maintenance**

The contractor must integrate the entire supply, installation, maintenance and related services of the **Security Equipments** supplied by them to make them fully functional. It will be contractor's responsibility to locate the exact nature of the problem(s)/ fault(s) and rectify the same, if any. The contractor must also take necessary steps to successfully install all the The Security Equipment's supply, installation, maintenance and related services supplied by them. The contractor undertakes that necessary maintenance will be directly made available for at least **One year** after the acceptance of the The Security Equipment's supply, installation, maintenance and related services on a continuing basis, at the option of KSFE.

The service period consists of **1 year comprehensive onsite warranty**

### **3.11 Warranty**

The contractor is required to submit a warranty for all The Security Equipment's supply, installation, maintenance and related services supplied in the format given in **Proforma-11**.

The start date for the warranty may be mutually decided based on weighted average of the acceptance dates for various offices so as to have consistent warranty coverage across all the locations.

The contractor warrants that all the equipment supplied under the contract is newly manufactured. The contractor further warrants that the equipment supplied under this contract shall have no defect arising from design, materials or workmanship (except insofar as the design or material is required by KSFE's specifications) or from any act or omission of the contractor, that may develop under normal use of the supplied equipment's in the conditions prevailing in the country of final destination.

The contractor warrants that the services provided under the contract shall be as per the Service Level Agreement (SLA) between the contractor and KSFE.

This warranty, for all equipment shall remain valid for 12 **months** after the complete installation and acceptance of the equipment. The installation will be deemed incomplete if any component of the equipment or any documentation/ media is not delivered or is delivered and not installed and/ or not operational or not acceptable to KSFE after acceptance testing/ examination.

KSFE shall promptly notify the contractor through e-mail of Telephone of any complaints arising during the warranty period. Upon receipt of such complaint, the contractor shall, within the period of time as specified in SLA repair or replace the defective Goods or parts thereof, free of cost at the ultimate destination. The contractor shall take over the replaced parts/goods at the time of their replacement. No claim whatsoever shall lie on KSFE for the replaced parts/goods thereafter.

If the contractor, having been notified, fails to remedy the defect(s) within specified time in SLA, KSFE may proceed to take such remedial action as may be necessary, at the contractor's risk and expenses and without prejudice to any other rights, which KSFE may have against the contractor under contract.

The contractor shall guarantee a **100% up-time for Security Equipments**. If any related services gives continuous trouble, more than five times in any continuous 30 days during the warranty period, the contractor shall replace the equipment with new equipment without any additional cost to KSFE. Similarly, if any hardware problem could not be rectified within one month(30 DAYS) from the date of complaint, it should be replaced with a new one.

If the contractor, having been notified, fails to remedy the defect(s) within a reasonable period as per **SLA**, KSFE may proceed to take such remedial action including invoking of bank guarantee as may be necessary at the contractor's risk and expense and without prejudice to any other rights, which KSFE may have against the contractor under the contract.

### 3.12 Period of Rate Contract

The bidder will enter into a rate contract with the KSFE for supply, installation, testing, maintenance and related services of **Security Equipments**. The rates will be valid for a period of **36 Months**. The KSFE reserves the right to extend (after the expiry of the original contract) the period of the contract further for any period on mutual consent not exceeding



3 months at a time or till the next tender is finalized. The terms and conditions for the extended period will be same as that for the existing one. The KSFE shall have absolute right to terminate the contract at any time on reasonable grounds and the tenderer is not entitled to any compensation on this ground of such termination.

### 3.13 Payment Terms

- 1) **The KSFE will not pay any advance.**
- 2) The work will from time to time be examined **by Branch Manager/Officer-in-Charge of the concerned site**, but such examination shall not in any way exonerate the contractor from the obligation to remedying any defects which may be observed at any stage of the work or after the same is completed. And in such cases the payment would not be released until the contractor has taken necessary actions to rectify the defects.
- 3) Third party certification on complying with quality standards, if deemed necessary by KSFE on random basis, will be undertaken. In case of any deviations to specified quality standards, KSFE may withhold the entire payment for the work order / may award the work order to other contractor.
- 4) Payment will be released with in 10 (ten) days from the date of submission of Invoice in original (mentioning our GSTIN) from Branch Office and only after satisfactory installation of security equipment as per specifications and work order issued.
- 5) Applicable Tax deduction at source (TDS), if any, as per relevant provisions of Finance Act from time to time, will be made at the time of releasing the payments. The payments will be released through NEFT / RGTS and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

### 3.14 Currency of Payments

Payment shall be made in Indian Rupees (INR) only.

### 3.15 Change Orders

KSFE may at any time, by a written order given to the contractor pursuant to **section-3.28** make changes within the general scope of the contract in any one or more of the following prior to the date of shipping/provisioning whichever is relevant and earlier:

- i. Configuration or specifications of the equipment.
- ii. The method of shipment or packing.
- iii. The place of delivery.
- iv. The service to be provided by the contractor.

If any such change causes an increase or decrease in the cost of, or the time required for the contractor's performance of any part of the work under the contract, whether changed or not changed by the order, an equitable adjustment shall be made in the contract price or delivery schedule, or both and the contract shall accordingly be amended. Any claims by the contractor for adjustment under this clause must be asserted within thirty days from the date of the contractor's receipt of KSFE's change order.



### 3.16 Contract Amendment

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

### 3.17 Assignment

The contractor shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with KSFE's prior written consent. The permission, if any, of KSFE has to be taken before award of the contract.

### 3.18 Sub Contract

The contractor shall notify KSFE in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the contractor from any liability or obligation under the contract.

### 3.19 Delays in the Bidder's Performance

Supply & installation of security equipments shall be made by the successful bidder within **21 days, from the date of award of Work Order at the assigned office of the KSFE.**

Any unexcused delay by the contractor in the performance of his delivery/installation/service obligations shall render the contractor liable to any or all of the following sanctions: (a) forfeiture of his performance security, (b) imposition of liquidated damages, and/ or (c) termination of the contract for default.

If at any time during performance of the contract, the contractor should encounter conditions impeding timely delivery of the goods, performance of services, and/or disposal of buy-back items, the contractor shall promptly notify KSFE in writing of the fact of the delay, its likely duration and its cause(s), before the scheduled delivery / installation date. KSFE shall evaluate the situation after receipt of the contractor's notice and may at their discretion extend the contractor's time for delivery / installation , in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the delivery of goods, performance of services is not found acceptable to KSFE, the above-mentioned clause would be invoked.

### 3.20 Liquidated Damages during Delivery & Installation

If the contractor fails to deliver/install any or all of the security equipments or to perform the services within the time period(s) specified in the contract, KSFE shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the of the contract value, for every week (seven days) or part thereof of delay, subject to the delayed portion being less than or equal to 10% of the contract value. Once the maximum is reached, KSFE may consider termination of the contract.

### 3.21 Termination for Default

KSFE may, without prejudice to any other remedy for breach of contract by written notice of default sent to the contractor, terminate the contract in whole or in part:

i) If the contractor fails to deliver any or all of the security equipment's supply, installation, maintenance and related services within the time period(s) specified in the contract, or any extension thereof granted by KSFE pursuant to **section 3.19**,

OR

ii) If the contractor fails to perform any other obligation(s) under the contract, in the event KSFE terminates the contract in whole or in part, pursuant to above mentioned clause, KSFE may procure, upon such terms and in such manner, as it deems appropriate, Security Equipments supply, installation, maintenance and related services similar to those undelivered and the contractor shall be liable to KSFE for any excess costs for such similar goods. However, the contractor shall continue performance of the contract to the extent not terminated.

### **3.22 Force Majeure**

Notwithstanding the provisions of **section-3.19, 3.20 & 3.21** the contractor shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the contractor and not involving the contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of KSFE either in its contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the contractor shall promptly notify KSFE in writing of such conditions and the cause thereof. Unless otherwise directed by KSFE, the contractor shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### **3.23 Termination for Insolvency**

KSFE may at any time terminate the contract by giving written notice to the contractor, without compensation to the contractor, if the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to KSFE.

### **3.24 Termination for Convenience**

KSFE may by written notice sent to the contractor, terminate the contract, in whole or in part at any time of his convenience. The notice of termination shall specify that termination is for KSFE's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. The Security Equipments and related services that are complete and ready for shipment within 30 days after the contractor receipt of notice of termination shall be purchased by KSFE at the contract terms and prices. For the remaining Security Equipments and related services, KSFE may elect:

- To have any portion completed and delivered at the contract terms and prices; and/  
or
- To cancel the remainder and pay to the contractor a mutually agreed amount for security equipments previously installed by the contractor.

### 3.25 Arbitration

KSFE and the contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

If, after thirty (30) days from the commencement of such informal negotiations, KSFE and the contractor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

In the case of a dispute or difference arising between KSFE and the contractor relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by KSFE and the other to be nominated by the contractor or in case of the said arbitrators not agreeing, then to the award of an umpire to be appointed by the arbitrators in writing before proceedings to the reference, and in case arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India/ Institution of Engineers, India. The award of the arbitrators, and in the event of their not agreeing, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers, India shall be final and binding on the parties.

The Indian Arbitration Act, 1940, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings.

The venue of arbitration shall be the place from where the contract is issued i.e. Jurisdiction of Kerala High Court.

### 3.26 Governing Language

The contract shall be written in the language of the bid, as specified by KSFE in the instructions to bidders. Subject to **section-3.26**, that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.

### 3.27 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws.

### 3.28 Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing or by e-mail and confirmed in writing to the address specified for that purpose in the contract.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

### 3.29 Back up support

Contractor shall furnish details of the back-up engineering support that will be available to KSFE. If the maintenance of the Equipment, after expiry of the warranty period, is taken over either by KSFE or any other person/ agency to be nominated by KSFE, the contractor shall be responsible for

supply of spare parts and back-up maintenance support required by KSFE or that agency and shall continue to make available the spare parts.

### 3.31 Technical Data

Contractor shall furnish a copy of the technical specifications for all the Equipment including passive and active components, and any accessories supplied by the contractor under the contract. These specifications shall be recognized as "STANDARD" for the purpose of measuring performance.

### 3.32 Price Fall

The prices charged for the equipment/services supplied under the contract by the contractor shall in no event exceed the lowest price at which the contractor sells the equipment/services or offers to sell equipment/services of identical description and volume to any persons/organizations including KSFE or any department of the central or state government or any statutory undertaking of the central or state government as the case may be during the currency of the contract.

If any time during the said period the contractor reduces the sale price, sells or offers to sell such equipment/services to any person/ organization including KSFE or any department of a state or central government or any department of a state government or statutory undertaking of the state and central government as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction of sale or offer to sell to KSFE and the price payable under the contract for the equipment/services supplied after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced without affecting the specifications and other conditions.

### 3.33 Delivery

**The Security Equipments and related services are required to be supplied at the respective KSFE offices by the contractor within 21 days from the date of award of Purchase Order and tested and commissioned within 7 days from the installation date.**

### 3.34 Passing of Property

Ownership shall not pass to KSFE unless and until the **Security Equipments** and related services have been delivered, installed and accepted, in accordance with the conditions of the contract to the entire satisfaction of KSFE and KSFE has made payment for such equipment to the contractor. Necessary insurance covers should be taken by the contractor to protect his supplies till such time the transfer of property takes place as said above.

### 3.35 Engineering Changes

The contractor agrees to incorporate all hardware changes (upgrades) to the equipment, announced by them from time to time keeping in view the advancement in technology, shortcomings of the equipments and any changes required for improving the overall efficiency of the equipments, at a mutually agreed price, if any.

### 3.36 Prices

The prices quoted for the **Security Equipments** and related services shall be firm throughout the period of contract and shall not be subject to any escalation.

### 3.37 Deduction

Payments, as envisaged in **section-3.13**, shall be subject to deductions (such as TDS) of any amount, for which the contractor is liable under the agreement against this tender.

### 3.38 Taxes and Duties

The contractor shall be entirely responsible for all taxes, duties, cess, license fees, local levies and demurrage charges etc., incurred until delivery of the contracted goods & services to KSFE. If there is any changes in taxes and duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to KSFE.

### 3.39 Insurance

All insurances (e.g. all risk insurance, third party insurance, workmen's compensation insurance etc.) are the responsibility of the contractor.

The equipment supplied under the contract shall be fully insured by the contractor against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation.

The insurance shall be obtained by the contractor naming KSFE as the beneficiary, in an amount equal to 100% of the invoiced value of the goods on "all risks" basis (including war risks and civil riots clauses).

The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to KSFE.

### 3.40 No Claim Certificate

The contractor shall not be entitled to make any claim whatsoever against KSFE under or by virtue of or arising out of this contract, nor shall KSFE entertain or consider any such claim, if made by the contractor after he shall have signed a "No Claim" certificate in favor of KSFE in such forms as shall be required by KSFE after the works are finally accepted.

### 3.41 Continuing support

The contractor shall provide adequate and appropriate support and participation for the **Security Equipments** and related services supplied by them, on a continuing basis.

### 3.42 Satisfactory Complimentary Performance

The contractor shall, notwithstanding anything stated in **section-3.6, 3.7 & 3.11**, ensure satisfactory performance of all **Security Equipments** to the specifications in the contract and further undertake to reimburse KSFE or any agency nominated by KSFE, all payments made in pursuance of this contract and such other cost as may be decided by mutual consent or by

arbitrator as envisaged in **section-3.25**, if the **Security Equipments** and related services do not perform to committed standards thus materially affecting the installation of **Security Equipments** and related services

### **3.43 Manuals, Data and Information**

Complete information relating to installation, maintenance, service, support, and troubleshooting of Security Equipments and related services should be supplied by the contractor.

### **3.44 Inspection, Testing**

The contractor guarantees that it shall complete the Supply, Installation, testing, Commissioning, and achieve Operational Acceptance of the security equipments within the time periods mentioned in the contract.

The contractor will dispatch the security equipments to assigned offices of KSFE, as intimated after internal inspection testing along with the Suppliers' inspection report, manufacturer's warranty certificate.

KSFE or its representative shall have right to inspect and/or to test the Goods to confirm their conformity to the contract specifications at no extra cost to KSFE. The inspection of the goods shall be carried out to check whether the Goods are in conformity with the technical specifications attached to purchase order form and shall be in line with the inspection/test procedures laid down in the Requirement Specifications and the General Conditions of contract.

KSFE's right to inspect, test and, where necessary, reject the Goods after the Good's arrival at site shall in no way be limited or waived by the reason of goods having previously been inspected, tested and passed by KSFE or its representative prior to the goods shipment.

KSFE can test the equipment after completion of the installation, testing and commissioning at the site of the installation.

### **3.45 Limitation of Liability**

Contractor's cumulative liability for its obligations under the contract shall not exceed the contract value and the contractor shall not be liable for incidental, consequential, or indirect damages including loss of profit, saving, or data.

### **3.46 Confidentiality**

Contractor understands and agrees that all materials and information marked and identified by KSFE as 'Confidential' are valuable assets of KSFE and are to be considered KSFE's proprietary information and property. Contractor will treat all confidential materials and information provided by KSFE with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Contractor will not use or disclose any materials or information provided by KSFE without KSFE's prior written approval.

Contractor shall not be liable for disclosure or use of any materials or information provided by KSFE or developed by Contractor, which is:

- a. Possessed by contractor prior to receipt from KSFE, other than through prior disclosure by KSFE, as documented by Contractor 's written records;

- b. Published or available to the general public otherwise than through a breach of Confidentiality; or
- c. Obtained by Contractor from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to KSFE; or
- d. Developed independently by the bidder.

In the event that Contractor is required by judicial or administrative process to disclose any information or materials required to be held confidential here under, Contractor shall promptly notify KSFE and allow KSFE a reasonable time to oppose such process before making disclosure.

Contractor understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause KSFE irreparable harm, may leave KSFE with no adequate remedy at law and KSFE is entitled to seek to injunctive relief.

KSFE does not wish to receive the Confidential Information of Contractor, and Contractor agrees that it will first provide or disclose information, which is not confidential. Only to the extent that KSFE requests Confidential Information from Contractor will furnish or disclose Confidential Information. Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of two years following the initial date of disclosure.

Nothing contained in this contract shall limit the Contractor from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

### **3.47 Tools and Equipments**

The Contractor shall provide all necessary tools and equipment required for the installation and implementation of the supplied equipment & services. This includes any hoists / ladders / Cranes/ ropes / Chains and any other tools required for carrying out any work incidental to the installation and implementation.

### **3.48 Supervision**

The Contractor shall ensure that all activities are carried out under the direct on-site supervision of qualified / certified personnel.

### **3.49 Service Level Agreement (SLA)**

The Contractor is required to provide a draft SLA covering all the equipment and services supplied. The SLA must clearly mention how the commitments will be monitored and measured. The final SLA shall be drafted in consultation with KSFE.



**1. Scope and Services Covered under Warranty**

The Contractor shall provide the following services during the Warranty Period to keep the equipments in good working order:

1. Unscheduled call for corrective and remedial maintenance service to set right the malfunctioning of the system. This includes replacement of un-serviceable parts. The parts replaced would either be new parts or equivalent in performance to new parts. In the case of a removed defective part, the part so removed from the equipment will become the property of the supplier.
2. The Contractor warrants that spare parts for the equipment would continue to be supplied up-to a period of five years, and that however, before phasing out or discontinuation of production of any of the spare parts required for the maintenance of **Security Equipments** and related services, the bidder will give at least twelve (12) months' notice so that KSFE may order its requirements of the spares, if it so desires at the cost to be mutually agreed. If any of the spare parts are not available or are difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology hardware of equivalent capacity or higher capacity at no additional charges to KSFE.
3. The Contractor will be required to provide the contact details like names, and telephone numbers of the officials responsible for maintenance of Security Equipments and related services as well as a maintenance escalation chart regarding the same.
4. The new upgrade items or other hardware purchased from the Contractor or any other vendor and integrated into the existing warranty system will be included in the Warranty with the Contractor as soon as the warranty of the purchased item expires. This will be done through an Addendum to this contract signed by KSFE and the Contractor. The contractor may inspect the new hardware if it is procured from other sources. In case KSFE decides to withdraw any equipment from contract during the warranty period, the same will be taken out of this contract with written information to the supplier.
5. If the user is not able to hand over the system to the Contractor's engineer for maintenance purpose, such time will not be considered for the down time penalty.
6. In case of intermittent failures and repetitive problems due to improper diagnosis or repair and if the problem could not be rectified within one month from the date of complaint, it should be replaced with a new one.
7. The Contractor is not liable for service break downs or spares cost arising out of damages caused due to fire, theft, riots, accidents, earthquakes, flood, storm and other natural calamities.
8. The warranty for metal, plastic & fiber parts would be for one year
9. The complaints related to the security equipments purchased will be reported through e-mail / phone. The bidder should visit the site and rectify the calls / mail reported by our branches before start of the second working day(ie. Before 10 AM) after



reporting the complaint. . It is the responsibility of the bidder to timely update the call status. Calculation of penalty amount based on reported downtime.

10. Change of ownership: The obligation of the Contractor company/Firm under this contract shall not cease even if the ownership changes. The successor in interest or transferee shall have the obligation to perform the contract.

### 3.50. Delays in the Bidder's Performance

Supply & installation of security equipment shall be made by the successful bidder within **21 days, from the date of award of Work Order at the assigned office of the KSFE.**

Any unexcused delay by the contractor in the performance of his delivery/installation/service obligations shall render the contractor liable to any or all of the following sanctions: (a) forfeiture of his performance security, (b) imposition of liquidated damages, and/ or (c) termination of the contract for default.

If at any time during performance of the contract, the contractor should encounter conditions impeding timely delivery of the goods, performance of services, and/or disposal of buy-back items, the contractor shall promptly notify KSFE in writing of the fact of the delay, its likely duration and its cause(s), before the scheduled delivery / installation date. KSFE shall evaluate the situation after receipt of the contractor's notice and may at their discretion extend the contractor's time for delivery / installation , in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the delivery of goods, performance of services is not found acceptable to KSFE, the above-mentioned clause would be invoked. If the same complaint is repeated 5 times within a period of continuous 30 days to any of the item purchased, the item shall be replaced by a new one.

### 3.51 Liquidated Damages during Delivery, Installation & Warranty

If the contractor fails to deliver/install any or all of the security equipments or to perform the services within the time period(s) specified in the contract, KSFE shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the price of the contract price security equipment for every week (seven days) or part thereof of delay, subject to the delayed portion being less than or equal to 10% of the contract value. Once the maximum is reached, KSFE may consider termination of the contract pursuant to section-3.20

### 3.52 Set Off

Any sum of money due and payable to the tenderer, including security deposit under this contract may be appropriated by the KSFE and adjusted against any claim of the KSFE for the payment of any sum of money arising out of this or any other contract made by the tenderer with the KSFE. The KSFE shall also can recover the amounts if any due to it as per the provisions of Revenue Recovery Act of Kerala / Indian Revenue Act.

### 3.53 Jurisdiction

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of courts at Thrissur.

## SECTION - 4

### PROFORMA FOR BIDS

#### Proforma -1 : Bid Letter (Technical)

**Bidder's Proposal Reference No. & Date :**

**Bidder's Name & Address, email id :**

**Person to be contacted :**

**Designation :**

**Mobile No. :**

**Telephone No. : Fax No :**

**To**

**The Managing Director**

**Kerala State Financial Enterprises Limited (KSFE)**

**Reg.Office: "BHADRATHA"**

**Museum Road, P.B.No: 510**

**Thrissur-680 020**

**Subject: Proposal for supplying Security Equipments and related services to KSFE :-**

**Reference: .Tender No: KSFE/GAD/8826/Security Equipment/2025-26 DATED 11.07.2025**

Dear Sir,

#### **1.0 INSTRUCCION**

We, the undersigned Bidders, having read and examined in detail the specifications and all bidding documents in respect of supply, installation of Security Equipments do hereby propose to provide **Security Equipments** as specified in the bidding document.

#### **2.0 PRICE AND VALIDITY**

2.1 All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the Date of opening of E-Tender

2.2 We do hereby confirm that our bid prices include all taxes including Income Tax & Professional Tax.

2.3 We have studied the Clauses relating to Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.

### 3.0 EARNEST MONEY

The bidder should remit the required earnest money through e-payment. It is liable to be forfeited in accordance with the provisions of tender document.

### 4.0 DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the fine-tuned Technical specifications and other tender document except the deviations as mentioned in the Technical deviation Proforma (**Proforma-5**). Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviations Proforma, shall not be given effect to.

### 5.0 BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

### 6.0 QUALIFYING DATA

We confirm having submitted in qualifying data as required by you in your tender document. In case you require any further information/ documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

### 7.0 CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee as per terms of tender document.

**8.0** We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

**9.0** We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,

\_\_\_\_\_  
Signature of Bidder (with official seal)

Date \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile No: \_\_\_\_\_

E-mail address \_\_\_\_\_

**Proforma-2 : Particulars of Bidder & Manufacturer**

Name of the bidder \_\_\_\_\_

Address of the bidder \_\_\_\_\_

**details about the manufacturer(s) of equipment offered:**

<b>Equipment description</b>	<b>Name &amp; address of manufacturer(s)</b>	<b>Place of manufacture</b>
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Security Equipment	_____	_____
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Maintenance and service facilities of bidder

**Contact details of the officer to whom all references shall be made regarding this tender:**

Designation \_\_\_\_\_

Mobile No: \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

	<b>Witness</b>		<b>Bidder</b>
Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Mobile No:	_____	Mobile No:	_____
Address	_____	Address	_____
Date	_____	Date	_____

**Company Seal**

**Proforma-3 : Particulars of turnover over the preceding three financial years**

(as per audited accounts in Rupees & Lakhs)

Turnover Particulars	Turnover In 2022-23	Turnover In 2023-24	Turnover In 2024-25
Total Turn Over			
Profit before Depreciation & Tax			
Tax			
Profit after Tax			

	Witness	Bidder
	<hr/>	<hr/>
Signature		Signature
Name	<hr/>	Name <hr/>
Designation	<hr/>	Designation <hr/>
Mobile No:	<hr/>	Mobile No: <hr/>
Address	<hr/>	Address <hr/>
Company	<hr/>	Company <hr/>
E-mail	<hr/>	E-mail <hr/>
Date	<hr/>	Date <hr/>

**Company Seal**

**Proforma-4 : Statement of Deviation from Requirement Specifications**

Date:dd/mm/yyyy

To,

The Managing Director  
Kerala State Financial Enterprises Limited (KSFE)  
Regd.Office: "BHADRATHA"  
Museum Road, P.B.No: 510  
Thrissur-680 020

Tender No. **KSFE/GAD/8826/Security Equipment/2025-26 DATED 11.07.2025**

Sir,

There are no technical deviations (null deviations) from the requirement specifications of tendered items and schedule of requirements. The entire work shall be performed as per your specifications and documents.

OR *(Strike out whatever is not applicable)*

Following is the exhaustive list of technical deviations and variations from the requirement specifications of tendered items and schedule of requirements. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

S. No.	Section No.	Page No.	Statement of deviations and variations	Brief Reasons	Alternative Suggestion
i)					
ii)					
iii)					

**Witness****Bidder**

Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Mobile No:	_____	Mobile No:	_____
Telephone	_____	Telephone	_____
Address	_____	Address	_____
Company	_____	Company	_____
E-mail	_____	E-mail	_____
Date	_____	Date	_____

**Proforma-5 : Statement of Deviation from Tender Terms and Conditions**

Date: dd/mm/yyyy

To,  
The Managing Director  
Kerala State Financial Enterprises Limited (KSFE)  
Regd.Office: "BHADRATHA"  
Museum Road, P.B.No: 510  
Thrissur-680 020

**Tender No: KSFE/GAD/8826/Security Equipment/2025-26 DATED 11.07.2025**

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

OR *(Strike out whatever is not applicable)*

Following are the deviations from the terms and conditions of the tender. These deviations and variations are exhaustive. Except these deviations and variations, all other terms and conditions of the tender are acceptable to us.

S. No.	Section No.	Page No.	Statement of deviations and variations	Brief Reasons	Alternative Suggestion
i)					
ii)					
iii)					

**Witness****Bidder**

Signature

Name

Designation

Mobile No:

Telephone

Address

Company

E-mail

Date

Signature

Name

Designation

Mobile No:

Telephone

Address

Company

E-mail

Date

**Company Seal**

**Proforma-6 : Manufacturer's Authorization Form**

Date: dd/mm/yyyy

To,

The Managing Director

Kerala State Financial Enterprises Limited (KSFE)

Regd.Office: "BHADRATHA"

Museum Road, P.B.No: 510

Thrissur-680 020

**Reference: Tender No. KSFE/GAD/8826/Security Equipment/2025-26 DATED 11.07.2025**

Sir:

We \_\_\_\_\_ the Manufacturers of \_\_\_\_\_  
\_\_\_\_\_ having manufacturing \_\_\_\_\_ unit  
at \_\_\_\_\_

(Address of the factory) do hereby authorize M/s. \_\_\_\_\_ (Name and Address of the Bidder/Dealer) to submit a bid, and subsequently negotiate and sign the contract with you against the above tender. We hereby extend our full guarantee, warranty and support and also in meeting warranty obligations by providing necessary spares in time for the goods & services offered by the above dealer against this tender for supply, installation, testing, maintenance and related services of Security Equipments for KSFE branches

Yours faithfully,

(Name)

(Name of the manufacturers)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Mobile No: \_\_\_\_\_

Telephone \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

Date \_\_\_\_\_

**(Company Seal)**

**Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.**



**Proforma-7 : List of bidder's own support/service locations in Kerala**

Sl. No.	Name and Address of nearest KSFE Branches/	Address, Telephone Number and Fax Number of the Bidder's Office Corresponding to KSFE Branch Office	Name of Bidder's Contact Person and his email address

**Witness****Bidder**

Signature

Signature

Name

Name

Designation

Designation

Mobile No:

Mobile No:

Telephone

Telephone

Address

Address

Company

Company

E-mail

E-mail

Date

Date

**Company Seal**

**Proforma-8 : List of Bidder's Major Clients**

Provide three references of bidder's clients that have made purchases in excess of **Rs. 10 Lakh (Rupees Fifty Lakh Only)** in single or multiple orders from a single client during the last three years.

Sl. No.	Name, Designation, e-Mail, Postal Address, Telephone Number, & Fax Number of Contact Person	Details of Security Equipments	Value (rupees in figures & words)	No of Locations	Date of completion		Reference to job completion certificate
					Stipulated date of Completion	Actual Date of Completion	
1							
2							
3							

Provide attested documentary evidence in support of the above mentioned references.

**Witness**

Signature \_\_\_\_\_  
 Name \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Mobile No: \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Address \_\_\_\_\_  
 Company \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Date \_\_\_\_\_

**Bidder**

Signature \_\_\_\_\_  
 Name \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Mobile No: \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Address \_\_\_\_\_  
 Company \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Date \_\_\_\_\_

**Company Seal**

Provide attested documentary evidence in support of the above mentioned references.

**Proforma-9 : Certification for Equipment\* & Services (ISO)**

Attach an attested copy of the valid certificates .

Sl. No.	Name of Certified Entity and Area of Certification	Certification	Certification Agency	Validity Period of the Certificate

	<b>Witness</b>		<b>Bidder</b>
Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Mobile No:	_____	Mobile No:	_____
Telephone	_____	Telephone	_____
Address	_____	Address	_____
Company	_____	Company	_____
E-mail	_____	E-mail	_____
Date	_____	Date	_____

**Company Seal**

**\*In case the bidder is not the manufacturer of Security Equipments additionally provide the Manufacturer's Quality Certification for the products manufactured.**

**Proforma-10 : Requirement Specification sheet with make & models of proposed Security Equipments**

Sl. No.	Description of items with Technical Specification	Make & Model	Technical specification requirement as per tender	Technical specifications offered by the bidder
1	Strong Room Door with grill gate		SRD with Grill Gate B CLASS as per IS 11188 with BIS Certification	
2	Jewel Safe		61 inch BB CLASS TRTL IS 550 : 2003 With BIS Certification	
3	Safe Deposit Locker Cabinets		A1-90 IS 5244 : 1991 With BIS Certification	

Sl. No.	Item	Compliance with the RFP	Remarks
B	<b>Services</b>		
B.1	<b>Delivery</b> <b>Security Equipments</b> and related services specified in the schedule section-5 are required to be supplied installed, tested and commissioned at the respective KSFE offices by the bidder within <b>3 weeks from the date of award of Purchase Order</b> .		
B.2	<b>Installation</b> The bidder is required to install, test and commission all the supplied items as per <b>Para-3.7</b> of RFP.		
B.3	<b>Training</b> For each <b>Security Equipments</b> supplied and installed, the supplier is required to provide operational level training to the designated KSFE's technical and end-user personnel to enable them to effectively operate the total system. This training should cover the day-to-day maintenance, management, and operations related aspects of the <b>Security Equipments</b> etc. The training will be conducted at KSFE Branch offices, Regional/ Zonal offices and Head Office.		
B.4	<b>Service Level Agreement (SLA)</b> The bidder is required to provide a draft SLA covering all the equipment and services supplied, as per <b>Para-3.49</b> of RFP.		

<b>B.5</b>	<b>Documentation</b> The bidder is required to provide pre-printed product technical brochures of the tendered items (all items viz), <b>Security Equipments</b> along with the bid. The technical specifications of the tendered items should also be available on the OEM's web-site. KSFE reserves the right to verify the stated compliance against the technical specifications published on the OEM's web-site and/or the pre-printed product brochures.		
<b>B.6</b>	<b>Acceptance Tests</b> The bidder will have to conduct acceptance tests on the commissioned equipment and services in presence of KSFE representatives. The acceptance tests will be conducted as per test plans approved by KSFE. .		
<b>B.7</b>	The bidder is required to provide comprehensive on-site support for all the supplied equipment and services supplied during the service period. This support shall survive change of location of the equipment.		

**Witness****Bidder**

Signature

Name

Designation

Mobile No:

Telephone

Address

Company

E-mail

Date

Signature

Name

Designation

Mobile No:

Telephone

Address

Company

E-mail

Date

**Company Seal**

**Proforma – 11 : Warranty**

We warrant that all the equipment supplied under the contract is newly manufactured. We further warrant that the equipment supplied under this contract shall have no defect arising from design, materials or workmanship (except insofar as the design or material is required by KSFE's specifications) or from our any act or omission, that may develop under normal use of the supplied equipments.

We warrant that the services provided under the contract shall be as per our Service Level Agreement (SLA specified in **Section-3.49 of the tender document**) with KSFE and maintain all the items for one year during the Warranty period.

This warranty shall survive inspection of items and payment for, and acceptance and shall remain valid for **1 year** after the complete installation and acceptance of the equipments.

The obligations under the warranty expressed above shall include all costs relating to labor, spares, maintenance and transport charges from site to manufacturer's works / service facilities and back for repair or modification or replacement at site of the equipment or any part of the equipment, which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by KSFE to us (bidder). We shall provide comprehensive on-site support for all the items( **Security Equipments** ) and services supplied hereunder during the period of this warranty (12 months after acceptance for equipment).

<b>Witness</b>	<b>Bidder</b>
Signature	Signature
Name	Name
Designation	Designation
Mobile No:	Mobile No:
Telephone	Telephone
Address	Address
Company	Company
E-mail	E-mail
Date	Date

**Company Seal**

**Note: This warranty should be given on the letterhead of the Bidder.**

**Proforma-12 : Bid Letter (Commercial) Template**

Date: dd/mm/yyyy

To,  
The Managing Director  
Kerala State Financial Enterprises Limited (KSFE)  
Corporate Office: "BHADRATHA"  
Museum Road, Chembukav,  
Thrissur-680 020

Reference: Tender No. **KSFE/GAD/8826/Security Equipment/2025-26 DATED 11.07.2025**

Sir,

We hereby declare:

1. That we are manufacturers/ dealers authorized by the OEM of the Equipment quoted in the attached technical and commercial bid.
2. That we/ our principals are equipped with adequate machinery for production and testing of offered products and our manufacturing establishment is open for inspection by the representatives of The Kerala State Financial Enterprises Limited.
3. That we are equipped with adequate maintenance and service facilities for supporting the Security **Equipments** and related services. Our maintenance and service facilities are open for inspection by representatives of The Kerala State Financial Enterprises Limited

We hereby offer to supply the **Security Equipments** and related services at the prices and rates mentioned in the commercial bid.

We do hereby undertake that, in the event of acceptance of our bid, the supply of Security Equipments and related services shall be made as stipulated in the schedule of delivery as directed by KSFE.

We affirm that the prices quoted are inclusive of delivery, installation, testing and commissioning charges and all taxes.

***We have uploaded the BOQ file in our e-tender website <https://etenders.kerala.gov.in>***

We agree to abide by our offer for a period of **180 days from the Date of opening of E- tender** prescribed by KSFE and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to supply as per these terms and conditions.

- a) The deviations from the requirement specifications of tendered items and schedule of requirements are only those mentioned in **Proforma-4**.

OR *(Strike out whatever is not applicable)*

There are no deviations from the requirement specifications of tendered items and schedule of requirements.

- b) The deviations from the terms and conditions of the tender are only those mentioned in **Proforma-5**.

OR *(Strike out whatever is not applicable)*

There are no deviations from the terms and conditions of the tender.

We hereby certify that the Bidder is a Company and the person signing the tender is the constituted attorney.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

**Signature of Bidder (with official seal)**

Date

Name

Designation

Address

Mobile No

E-mail address



**Proforma- 13 : Bidder Profile**

Name & Address of The Bidder	
Location of Corporate Head Quarters	
Date & Country of Incorporation	
Manufacturing facilities location & size	
Name & Address of Manufacturer of the Equipment Offered	Proforma attached
Number of Employees Total Number / Manufacturing / R & D (If Any) / Maintenance	
Certification & area of certification (ISO)	Proforma attached
List of major clients	Proforma attached
Name & Address of Bidder's Contact Person with Tel.No/ Fax/ e-mail	
List of bidder's support/service locations in Kerala	Proforma attached
Sales Turnover over the preceding three financial years	Proforma attached
Net worth (Paid up capital plus free reserves less accumulated losses and intangible assets) for the previous financial year (2024-25)	
GST Registration Number	
Income Tax Registration No. with place	

**Witness****Bidder**

Signature

\_\_\_\_\_

Signature

\_\_\_\_\_

Name

\_\_\_\_\_

Name

\_\_\_\_\_

Designation

\_\_\_\_\_

Designation

\_\_\_\_\_

Mobile No:

\_\_\_\_\_

Mobile No:

\_\_\_\_\_

Telephone

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Telephone

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Address

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Address

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Company

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Company

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E-mail

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E-mail

\_\_\_\_\_

Date

\_\_\_\_\_

Date

\_\_\_\_\_

**Company Seal**

**Proforma-14 : Details of empanelment****Attach an attested copy of the valid empanelment certificates / Agreements .**

Sl. No.	Name of the Firm	Validity Period of the Empanelment

	<b>Witness</b>		<b>Bidder</b>
Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Mobile No:	_____	Mobile No:	_____
Telephone	_____	Telephone	_____
Address	_____	Address	_____
Company	_____	Company	_____
E-mail	_____	E-mail	_____
Date	_____	Date	_____
		<b>Company Seal</b>	

**SECTION 5****Schedule of Requirements**

The bidder should quote for **Security Equipments** and related services as described in the requirement specification (**Proforma-10**).

**5.1 Total Nos. Required (Approximate)**

SI NO	ITEMS	Total Numbers Required (Approximate)
1	Strong Room Doors	50
2	Jewel Safe	25
3	Safe Deposit Locker Cabinets	10

**Witness****Bidder**

Signature  
Name  
Designation  
Mobile No:  
Telephone  
Address  
Company  
E-mail  
Date

\_\_\_\_\_  
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\_\_\_\_\_

Signature  
Name  
Designation  
Mobile No:  
Telephone  
Address  
Company  
E-mail  
Date

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**Company Seal**

**E-TENDER FOR EMPANELMENT OF VENDORS FOR THE SUPPLY, INSTALLATION, MAINTENANCE AND  
RELATED SERVICES OF SECURITY EQUIPMENTS FOR KSFE BRANCHES ACROSS KERALA**

**(Additional Document)**

**General Tender Terms & Conditions for e-Procurement**

This tender is an e-Tender and is being published online **for the the supply, installation, maintenance and related services of security equipments which includes Strong Room Doors, Jewel Safe and Safe Deposit Locker Cabinets for KSFE branch offices across Kerala on rate contract basis**. The tender is invited in two cover system from the registered and eligible firms through e-procurement portal of Government of Kerala (<https://www.etenders.kerala.gov.in>). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal.

The tender timeline is available in the critical date section of this tender published in [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in).

**A). Online Bidder registration process:**

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on [www.cca.gov.in](http://www.cca.gov.in). Once, the DSC is obtained, bidders have to register on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088/188/388 or via email: [helpetender@gmail.com](mailto:helpetender@gmail.com) / [etendershelp@kerala.gov.in](mailto:etendershelp@kerala.gov.in) for assistance in this regard.

**B). Online Tender Process:**

The tender process shall consist of the following stages:

- i. **Downloading of tender document:** Tender document will be available for free download on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in). However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.
- ii. **Publishing of Corrigendum:** All corrigenda shall be published on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) and shall not be available elsewhere.
- iii. **Bid submission:** Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in). Manual submission of bids will not be accepted under any circumstances.
- iv. In case bidder encounters any technical issues pertaining to e-Procurement system while acting on the tender, computer screen shot of the error message with date & time stamp on the web-browser along with the query shall be e-mailed by the bidder to the help desk ([helpetender@gmail.com](mailto:helpetender@gmail.com)/[etendershelp@kerala.gov.in](mailto:etendershelp@kerala.gov.in)), for resolution of the problem. At the same time, problem must be intimated to the concerned Tender Inviting Authority via email.

- v. The time taken to ascertain, evaluate and suggest a solution for the problem reported by bidder may vary from case to case. Hence bidders are advised to submit the bid **at least 2 working days before the due date** and time of bid submission to avoid any last-minute issues that may come up.
- vi. **Opening of Technical Bid and Bidder short-listing:** The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- vii. **Opening of Financial Bids:** Bids of the qualified bidder's shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

**C). Documents Comprising Bid:**

**(i). The First Stage (Pre-Qualification or Technical Cover based on 1 cover or 2 cover tender system):**

Pre-Qualification or Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload:

- i) The Corporate profile of the bidder (**printed corporate brochure**) is preferred)
- ii) Copies of relevant contracts or work orders in support of **Experience Criteria**
- iii) **Turnover Criteria** : Audited Financial Statements or a certificate from the Chartered Accountant indicating the annual turnover of the bidder over the preceding last three previous financial years ending **31st March 2025**
- iv) Copies of **Income tax returns** for the last three years ending **31st March 2024**
- v) **Past Performance** - Copies of relevant Contracts or Work Orders and corresponding satisfactory/completion certificates from the clients against each reference costing not less than **Rs.10 Lakh (Rupees TEN Lakh Only)** in Single or Multiple orders from a single client during the last three years ending 31<sup>st</sup> march 2025
- vi) **Bidder should be an empanelled member of at least two commercial Banks.** Documentary evidence in support of such empanelment to be submitted along with the bid.
- vii) An **Undertaking** to the effect that the bidder / firm has **not been black listed** by any PSU or any other Government agencies or restricted by any regulatory authorities from offering such services or solutions to the clients
- viii) Copy of **GST** Registration.
- ix) Copy of **PAN Card**
- x) Detailed **list of the bidder's top 5 Clients**

**xi) Signed and sealed copy of the Tender Document, Additional Document, and Notice Inviting Tender**

**xii) Signed and sealed copy of Proforma 1 to 14**

The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload.

**(ii). The Second Stage (Financial Cover or as per tender cover system):**

The Bidder shall complete the Price bid as per format given for download along with this tender.

**Note:** The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

**Fixed price:** Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/variable price quotation will be treated as non - responsive and rejected.

**D). Tender Document Fees and Earnest Money Deposit (EMD)**

The Bidder shall pay, a tender document fees of **Rs.29,500/- (Twenty Nine Thousand Five Hundred Only)** and Earnest Money Deposit of **Rs. 200,000/- (Two Lakh Only)** The EMD is required to protect the purchaser against risk of Bidder's conduct, which would warrant the forfeiture of security.

**Online Payment modes:** The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system

**State Bank of India Multi Option Payment System (SBI MOPS Gateway):**

Bidders are required to avail Internet Banking Facility in any of below banks for making tender remittances in eProcurement System.

<b>A) Internet Banking Options (Retail)</b>		
1	Allahabad Bank	32
2	Axis Bank	33
3	Andhra Bank	34
4	Bandan Bank	35
5	Bank of Bahrain and Kuwait	36
6	Bank of Baroda	37
7	Bank of India	38
8	Bank of Maharashtra	39
9	Bassein Catholic Co-operative Bank	40
10	BNP Paribas	41
11	Canara Bank	42
12	Catholic Syrian Bank	43
13	Central Bank of India	44

14	City Union Bank	45
15	Corporation Bank	46
16	Cosmos Bank	47
17	DCB Bank	48
18	Dena Bank	49
19	Deutsche Bank	50
20	Dhanalaxmi Bank	51
21	Federal Bank	52
22	HDFC Bank	53
23	ICICI Bank	54
24	IDBI Bank	55
25	Indian Bank	
26	Indian Overseas Bank	
27	IndusInd Bank	
28	Jammu & Kashmir Bank	
29	Janata Sahakari Bank	
30	Karnataka Bank	
31	Karur Vysya Bank	
<b>B) Internet Banking Options (Corporate)</b>		
1	Bank of Baroda	21
2	Bank of India	22
3	Bank of Maharashtra	23
4	BNP Paribas	24
5	Canara Bank	25
6	Catholic Syrian Bank	26
7	City Union Bank	27
8	Corporation Bank	28
9	Cosmos Bank	29
10	Deutsche Bank	30
11	Development Credit Bank	31
12	Dhanalaxmi Bank	32
13	Federal Bank	33
14	HDFC Bank	34
15	ICICI Bank	35
16	Indian Overseas Bank	
17	Janta Sahakari Bank	
18	Jammu & Kashmir Bank	
19	Karur Vysya Bank	
20	Kotak Bank	

During the online bid submission process, bidder shall select **SBI MOPS** option and submit the page, to view the **Terms and Conditions** page. On further submitting the same, the e-Procurement system will re-direct the bidder to MOPS Gateway, where two options namely **SBI** and **Other Banks\*** will be shown. Here, Bidder may proceed as per below:

- a) SBI Account Holders shall click **SBI** option to with its Net Banking Facility., where bidder can enter their internet banking credentials and transfer the Tender Fee and EMD amount.
- b) Other Bank Account Holders may click **Other Banks** option to view the bank selection page. Here, bidders can select from any of the 54 Banks to proceed with its Net Banking Facility, for remitting tender payments.

*\*Transaction Charges for Other Banks vide SBI Letter No. LHO/TVM/AC/2016-17/47 – 1% of transaction value subject to a minimum of Rs. 50/- and maximum of Rs. 150/-*

*\* Bidders who are using Other Banks option under SBI MOPS Payment Gateway, are advised by SBI to make online payment 72 hours in advance before tender closing time.*

Any transaction charges levied while using any of the above modes of online payment has be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing “**Success**” during bid opening.

#### **E). SUBMISSION PROCESS:**

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) along with online payment of tender document fees and EMD.

**It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.**