



Tripura State Cooperative Bank Ltd.

(A Scheduled Bank)

Head Office: 1st Floor, Tripura State Cooperative Bank Building, Post Office Chowmuhani,
Agartala, Tripura - 799001

NOTICE INVITING EMPANELMENT (NIE) FOR INTERIOR FURNISHING & ALLIED WORKS OF ATM BOOTHS

Empanelment Reference No.: TSCB/IT/ATM/2025-26/02

Date of Publication: 24/12/ 2025

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Section 1

1. Invitation: Tripura State Cooperative Bank Ltd. (hereinafter referred to as “the Bank”) invites applications from eligible, experienced and competent firms / contractors for empanelment to undertake interior furnishing and allied works of ATM Booths / Kiosks at various existing and proposed locations of the Bank across the State of Tripura.

The empanelment is intended to create a panel of pre-qualified vendors to execute works on a rate-contract and requirement basis during the empanelment period.

2. Nature of Empanelment

- The empanelment shall be non-exclusive in nature.
- Empanelment does not guarantee award of any work.
- Work orders shall be issued as and when required, based on:
 - Operational necessity
 - Location-specific requirements
 - Vendor performance and SLA compliance
 - Discretion of the Bank

3. Broad Scope of Work (Indicative): The empanelment shall broadly cover turnkey interior furnishing and allied works, including but not limited to:

- Interior furnishing of ATM Booths / Kiosks
- Civil, false ceiling, ACP cladding and painting works
- Electrical wiring, lighting and earthing
- LAN cabling and networking support
- Supply, installation, testing and commissioning of:
 - UPS systems with battery banks
 - Split Air Conditioners or Exhaust Fan systems
 - CCTV surveillance systems
- Glass doors, signage, fire safety equipment and accessories

The detailed scope, technical specifications and BOQs are provided in the Empanelment RFP document.

4. Empanelment Period

- **Initial Empanelment Period:** One (1) Year from the date of approval.
- **Renewal:** Performance-based, subject to satisfactory execution, SLA compliance and Bank's discretion.

The Bank reserves the right to:

- Extend or curtail the empanelment period
- Empanel additional vendors
- Suspend or terminate empanelment at any stage

5. EMPANELMENT TIMELINE



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(Indicative Schedule – Subject to Change at Bank's Discretion)

All prospective applicants are advised to adhere strictly to the following timeline. Any change in schedule shall be notified on the official website of **Tripura State Cooperative Bank Ltd..**

Sl. No.	Activity	Date & Time
1	Date of Publication of Empanelment Notice	24/12/ 2025
2	Availability of Empanelment RFP Document	20/01/ 2026
3	Last Date for Seeking Clarifications (if any)	05/01/ 2026 (up to 17:00 hrs)
4	Last Date for issuance of Corrigendum	09/ 01/ 2026
5	Last Date & Time for Submission of Applications	20/01/ 2026 (up to 03:00 PM)
6	Opening of Eligibility & Technical Documents	20/01/ 2026 (up to 04:00 PM)
7	Validity of Empanelment	One (1) Year from date of approval

Important Notes

1. The above timeline is indicative only and may be modified by the Bank at any stage.
2. The detailed BOQ can be downloaded from www.tscb.bank.in
3. Any corrigendum, amendment or extension shall be published on the Bank's official website only.
4. Applicants are responsible for regularly checking the Bank's website for updates.
5. Delays or non-submission due to ignorance of changes shall not be entertained.

Authority

The Bank reserves the right to:

- Extend or shorten any stage of the empanelment process
- Cancel or re-schedule any activity
- Reject any or all applications without assigning reasons

The decision of the Bank shall be final and binding.



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SECTION 2

INTRODUCTION & BACKGROUND

2.1 About the Bank

Tripura State Cooperative Bank Ltd. (hereinafter referred to as “the Bank”) is a State Cooperative Bank functioning under the provisions of the applicable Cooperative Societies Act and the regulatory oversight of the Reserve Bank of India and NABARD. The Bank plays a pivotal role in providing banking and financial services to the people of Tripura through its network of branches, ATMs and digital delivery channels.

The Bank continuously undertakes initiatives for:

- Expansion of customer access points
- Modernization of banking infrastructure
- Enhancement of service quality and operational resilience
- Strengthening of security, compliance and risk controls

2.2 Background of the Empanelment Requirement

As part of its ongoing efforts to:

- Expand ATM coverage,
- Replace aging or non-standard ATM infrastructure,
- Upgrade security and surveillance systems, and
- Ensure uniform branding and customer experience,

the Bank is required to undertake interior furnishing and allied works for ATM Booths / Kiosks at various locations across the State.

These works involve multi-disciplinary execution, including civil interiors, electrical works, HVAC installation, UPS systems, CCTV surveillance, fire safety and associated fittings, all of which must be executed in a time-bound, secure and compliant manner.

2.3 Rationale for Empanelment Approach

Instead of issuing individual tenders for each ATM location, the Bank has adopted an empanelment-based procurement approach with the following objectives:

- To establish a pre-qualified pool of reliable vendors
- To ensure uniform quality and technical standards across all ATM locations
- To reduce procurement cycle time and administrative overhead
- To facilitate rate-contract based execution
- To ensure accountability through defined SLA and performance monitoring

Empanelment enables the Bank to respond swiftly to operational requirements while maintaining transparency, competition and audit compliance.

2.4 Nature of Empanelment

This empanelment shall be:

- Non-exclusive in nature
- Valid for a period of 1 year.
- Performance-linked for renewal

Empanelment:



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- Does not create any contractual obligation on the Bank to award work
- Does not assure any minimum volume or value of work
- Only establishes eligibility for consideration for future work orders

All work orders, if and when issued, shall be governed by:

- This RFP
- Issued Work Order
- Applicable Bank policies and guidelines

2.5 Objectives of the RFP

The primary objectives of issuing this RFP are to:

- Empanel technically competent and experienced vendors
- Define clear technical, commercial and compliance expectations
- Establish transparent evaluation and selection criteria
- Define rights, responsibilities and risk allocation
- Ensure audit-safe and vigilance-compliant procurement

2.6 Structure of the RFP Document

This RFP document is structured into multiple sections covering:

- Scope of work and technical specifications
- Eligibility and qualification criteria
- Commercial framework and BOQs
- Service Level Agreements and penalties
- Performance evaluation and renewal
- Legal, audit, indemnity and termination clauses

Bidders are advised to carefully read all sections of the RFP before submitting their application.



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SECTION 3

OBJECTIVE & SCOPE OF EMPANELMENT

3.1 Objective of Empanelment

The objective of this empanelment is to identify, assess and approve competent, experienced and reliable vendors who can execute interior furnishing and allied works of ATM Booths / Kiosks in a professional, secure and time-bound manner, in accordance with the Bank's technical, operational and security requirements.

Through this empanelment, the Bank seeks to:

- Establish a pre-qualified panel of vendors capable of executing ATM infrastructure works
- Ensure uniformity in design, quality, safety and branding across ATM locations
- Reduce procurement lead time by avoiding repetitive tendering
- Enable rate-contract based execution with predictable commercial terms
- Ensure accountability through defined Service Level Agreements (SLAs) and performance monitoring
- Maintain compliance with audit, vigilance and regulatory expectations

3.2 Scope of Empanelment (Functional Overview)

The empanelment shall cover execution of turnkey interior furnishing and allied works for ATM Booths / Kiosks, including all activities necessary to make the ATM site fully operational and customer-ready.

The scope includes works at:

- Existing ATM locations requiring refurbishment or upgradation
- New ATM sites
- Relocated or temporary ATM installations
- Mobile / kiosk-based ATM units, as applicable

3.3 Detailed Scope of Work

The scope of work under this empanelment broadly includes the following categories:

3.3.1 Civil & Interior Furnishing Works

- Interior furnishing of ATM Booths / Kiosks (standard or site-specific dimensions)
- False ceiling (gypsum / mineral fibre or approved equivalent)
- Wall cladding using ACP or approved materials
- Painting using Bank-approved brands and colour schemes
- Glass façade, doors and internal partitions
- Flooring and finishing works, where applicable

3.3.2 Electrical & Networking Works

- Internal electrical wiring using copper conductors
- Distribution boards, switches, sockets and fittings
- Earthing and power stabilization arrangements
- LAN cabling for ATM, CCTV and network equipment
- Integration with available power and communication infrastructure

3.3.3 Supply, Installation & Commissioning of Equipment

- UPS systems with battery banks in Hot Standby configuration



- Split Air Conditioners with outdoor unit cages and timers
- CCTV Surveillance Systems including IP cameras, NVRs, storage and cabling
- Exhaust fans and ventilation systems
- Timers for lights and air-conditioning systems

3.3.4 Safety, Security & Signage

- Fire extinguishers and smoke detectors
- LED glow signboards and branding elements
- Check drop boxes, waste bins and notice boards
- Any additional safety or security items mandated by the Bank

3.4 Nature of Execution

- All works shall be executed on a turnkey basis, including supply, installation, testing and commissioning.
- The vendor shall arrange all materials, manpower, tools and equipment required for execution.
- Execution shall strictly adhere to:
 - Technical & Functional Specifications (TFS)
 - Approved makes and brands
 - Site conditions and local statutory requirements

3.5 Exclusions

Unless explicitly stated in the Work Order, the scope shall not include:

- Supply of ATM machines or banking hardware
- Networking links or telecom bandwidth provisioning
- Any civil construction beyond interior furnishing limits

Any additional work outside the defined scope shall require prior written approval of the Bank.

3.6 Geographical Coverage

The empanelment shall be applicable for works across:

- All districts of Tripura
- Urban, semi-urban and rural locations
- Locations with logistical and accessibility constraints

Vendors must factor local conditions while quoting and executing works.

3.7 Bank's Rights

The Bank reserves the right to:

- Modify or expand the scope of work
- Issue location-specific or item-specific work orders
- Allocate work among one or more empaneled vendors
- Not issue any work order despite empanelment



SECTION 4

EMPANELMENT PERIOD, VALIDITY & RENEWAL MECHANISM

4.1 Empanelment Period

The empanelment of vendors under this RFP shall be valid for an initial period of One (1) Year, commencing from the date of issuance of the formal empanelment approval letter by the Bank.

During the empanelment period:

- Empaneled vendors shall be eligible to receive work orders, subject to requirement and performance
- Commercial terms and unit rates approved under this RFP shall remain valid, unless revised by the Bank

4.2 Nature of Validity

The empanelment shall:

- Be non-exclusive
- Be non-transferable
- Be valid only for the period specified
- Not create any right, claim or entitlement for assured work

Empanelment only establishes eligibility for consideration of work orders and does not constitute a contractual commitment by the Bank to award any work.

4.3 Extension of Empanelment Period

The Bank may, at its sole discretion:

- Extend the empanelment period for a further term
- Extend empanelment for a limited period to meet operational exigencies
- Empanel additional vendors during the validity period

Such extension, if any, shall be communicated in writing and may be subject to revised terms or conditions, if deemed necessary by the Bank.

4.4 Renewal of Empanelment

Renewal of empanelment after expiry of the initial period shall be performance-based and subject to:

- Satisfactory execution of assigned works
- Adherence to Service Level Agreements (SLAs)
- Compliance with technical specifications and approved makes
- Timely rectification of defects during Defect Liability Period
- Absence of adverse audit, vigilance or inspection observations
- No pending disputes, penalties or unresolved deficiencies

The Bank reserves the right to:

- Renew empanelment in full
- Renew empanelment partially (restricted scope or locations)
- Decline renewal without assigning reasons

4.5 Performance Consideration for Renewal

For renewal purposes, the Bank shall consider:

- Quarterly and annual performance evaluation scores



- Frequency and severity of SLA breaches
- Quality and consistency of workmanship
- Responsiveness and coordination with Bank officials
- Compliance with documentation and billing requirements

A vendor failing to meet the minimum performance thresholds prescribed by the Bank shall not be eligible for renewal.

4.6 Modification of Terms During Empanelment

The Bank reserves the right to:

- Modify technical specifications
- Update approved makes and brands
- Revise SLA parameters
- Introduce additional compliance requirements

Such modifications shall be communicated to empaneled vendors in writing and shall be binding.

4.7 Suspension of Empanelment

The Bank may suspend an empaneled vendor, temporarily or otherwise, in cases including but not limited to:

- Repeated SLA violations
- Poor quality of work
- Failure to comply with Bank instructions
- Adverse audit or vigilance observations

During suspension:

- No new work orders shall be issued
- Ongoing obligations shall continue unless otherwise specified

4.8 Effect of Expiry or Termination

Upon expiry or termination of empanelment:

- No new work orders shall be issued
- The vendor shall continue to be responsible for:
 - Completion of ongoing works
 - Defect rectification obligations
 - Warranty and indemnity commitments

All provisions intended to survive termination shall remain enforceable.



SECTION 5

ELIGIBILITY & PRE-QUALIFICATION CRITERIA

5.1 General

This section specifies the minimum eligibility and pre-qualification requirements that must be satisfied by all applicants seeking empanelment under this RFP.

These criteria are intended to ensure that only legally compliant, technically competent and experienced vendors are empaneled, thereby safeguarding the Bank's operational, financial and reputational interests.

Failure to meet any one of the mandatory eligibility criteria shall result in outright rejection of the application and such applications shall not be considered for further evaluation.

5.2 Legal & Statutory Eligibility (Mandatory)

The applicant must possess and submit self-attested copies of the following valid documents:

5.2.1 Statutory Registrations

- Permanent Account Number (PAN) issued by Income Tax Department
- Goods and Services Tax (GST) Registration Certificate
- Valid Trade License / Municipality License, wherever applicable

5.2.2 Contractor Registration

The applicant must hold a valid contractor registration with at least one of the following:

- Tripura State Public Works Department (PWD)
- Central Public Works Department (CPWD)

The contractor registration must:

- Be valid as on the date of application
- Cover interior, civil, electrical or allied works relevant to the scope of this RFP

5.3 Local Presence & Operational Capability

To ensure prompt execution and effective coordination, the applicant must:

- Have a registered office or operational support setup within the State of Tripura
- Demonstrate capability to:
 - Deploy manpower locally
 - Mobilise materials within short notice
 - Attend urgent or emergency requirements

Proof of address and operational setup shall be submitted.

5.4 Experience Criteria

5.4.1 Similar Work Experience (Mandatory)

The applicant must have successfully executed similar works during the last three (3) to five (5) years, such as:

- Interior furnishing of ATM Booths / Kiosks
- Bank branch interiors
- Interiors for financial institutions, PSUs or government offices
- Commercial or institutional interior projects of comparable nature

Documentary Evidence Required:

- Copies of Work Orders / Contracts



- Completion Certificates or Performance Certificates issued by clients
- The Bank reserves the right to verify submitted credentials.

5.4.2 Previous Empanelment Experience (Desirable)

Preference shall be given to applicants who are / were empanelled with:

- Banks or Financial Institutions
- PSUs or Government Departments
- Reputed public or private organizations

Copies of empanelment letters or validity certificates shall be submitted, wherever applicable.

5.5 Financial & Organizational Capability

The applicant shall demonstrate adequate organizational capability, including:

- Skilled manpower (civil, electrical, HVAC, CCTV)
- Supervisory and project management capability
- Capacity to execute multiple locations simultaneously, if required

The Bank may seek additional information or clarification in this regard.

5.6 Non-Blacklisting & Integrity Declaration (Mandatory)

The applicant must submit a self-declaration on its letterhead, duly signed by an authorized signatory, confirming that:

- The applicant has not been blacklisted, debarred or suspended
- No punitive action has been initiated by any Central/State Government, PSU, Bank or Financial Institution

Any false declaration shall lead to:

- Immediate rejection of application
- De-empanelment, if discovered later
- Blacklisting as per Bank policy

5.7 Conflict of Interest

The applicant shall disclose any actual or potential conflict of interest, including:

- Relationships with Bank officials
- Existing contractual engagements that may influence performance

Non-disclosure of conflict of interest may result in rejection or termination.

5.8 Right of Verification

The Bank reserves the right to:

- Verify documents submitted
- Seek clarifications or additional documents
- Conduct site visits or reference checks

Failure to cooperate during verification shall be treated as non-compliance.

5.9 Acceptance of RFP Conditions

Submission of application shall be deemed as:

- Unconditional acceptance of all terms and conditions of this RFP
- Confirmation that the applicant has understood the scope, obligations and risks involved.

SECTION 6



TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS) – OVERVIEW & COMPLIANCE REQUIREMENTS

6.1 Purpose of Technical & Functional Specifications

This section defines the technical, functional, quality and performance requirements applicable to all works, materials, equipment and systems to be supplied, installed, tested and commissioned under this empanelment.

The Technical & Functional Specifications (TFS) are intended to ensure that:

- All ATM Booths / Kiosks meet uniform standards of quality, safety and reliability
- Equipment installed is robust, energy-efficient and suitable for continuous ATM operations
- Works are compliant with banking security, audit and regulatory expectations
- Long-term maintainability and operational continuity are ensured

6.2 Scope of Technical Specifications

The detailed TFS, provided in subsequent sections and annexures, shall cover specifications relating to:

- UPS systems and battery banks
- Air-conditioning systems
- CCTV surveillance systems
- Electrical and LAN cabling
- Interior furnishing materials and finishes
- Fire safety and security equipment
- Signage and auxiliary fittings

Each specification shall define:

- Minimum technical parameters
- Performance requirements
- Compliance standards
- Warranty obligations
- Approved makes / brands or equivalents

6.3 Compliance Requirement

All empaneled vendors shall:

- Strictly comply with the Technical & Functional Specifications prescribed by the Bank
- Use only Bank-approved makes and brands or approved equivalents
- Ensure that all materials and equipment supplied are new, unused and of current manufacture
- Ensure compliance with applicable Indian Standards (IS), IEC standards and statutory norms

Any deviation from the prescribed specifications shall require prior written approval of the Bank. Unauthorized deviations may result in rejection of work and imposition of penalties.

6.4 Approved Makes & Equivalents



- The Bank shall provide a list of approved makes/ brands for major equipment and materials.
- Where “or equivalent” is permitted, the equivalence shall be:
 - Technically comparable
 - Equal or superior in performance
 - Subject to Bank’s approval

The Bank’s decision regarding acceptability of makes or equivalents shall be final and binding.

6.5 Quality Assurance & Inspection

The vendor shall ensure:

- Quality checks at procurement, installation and commissioning stages
- Availability of test certificates, warranty documents and manuals
- Rectification of any deficiencies pointed out during inspection

The Bank reserves the right to:

- Inspect materials before installation
- Reject sub-standard materials or workmanship
- Direct replacement at vendor’s cost

6.6 Documentation & Certification

Upon completion of work, the vendor shall submit:

- Completion report
- As-built drawings / layouts (where applicable)
- Warranty certificates
- Test reports and compliance certificates

Failure to submit required documentation may delay acceptance and payment.

6.7 Warranty & Support Obligations

- All equipment and installations shall carry manufacturer warranty as specified in the detailed TFS.
- The vendor shall coordinate with OEMs for warranty support during the Defect Liability Period.
- Any failure during warranty or DLP shall be rectified at no cost to the Bank.

6.8 Future Modifications

The Bank reserves the right to:

- Modify technical specifications
- Upgrade standards based on operational or regulatory requirements

Such modifications shall be applicable to future work orders and shall be binding on empaneled vendors.



SECTION 7

DETAILED TECHNICAL SPECIFICATIONS – UPS SYSTEMS

7.1 Purpose & Criticality

Uninterrupted Power Supply (UPS) systems are a mission-critical component of ATM Booth operations. The UPS system shall ensure:

- Continuous availability of power to ATM, networking and surveillance equipment
- Protection against voltage fluctuations, power outages and electrical disturbances
- Safe shutdown and data protection during extended power failures

Given the critical nature of ATM uptime, stringent technical and performance standards are mandated.

7.2 System Configuration

Each ATM Booth shall be provided with a redundant UPS system configured as follows:

- Configuration: Hot Standby (HSB)
- UPS Capacity: 2×3 KVA
- Operation Mode: One UPS active, one UPS in standby
- Automatic Changeover: Mandatory

The HSB configuration ensures uninterrupted operation in case of failure of one UPS unit.

7.3 Technical Specifications – UPS

Sl. No.	Parameter	Minimum Requirement
1	Rated Capacity	3 KVA per UPS
2	Input Voltage Range	230V AC \pm 15%
3	Input Frequency	50 Hz \pm 5%
4	Output Voltage	230V AC \pm 1%
5	Output Frequency	50 Hz \pm 0.5%
6	Waveform	Pure Sine Wave
7	Efficiency	\geq 90% at full load
8	Isolation Transformer	Mandatory
9	Transfer Time	Zero (online UPS)
10	Cooling	Forced air cooling
11	Protections	Overload, short circuit, surge, over/under voltage
12	Compliance	IS / IEC standards

7.4 Battery Bank Specifications

Each UPS shall be supported by an independent battery bank with the following minimum specifications:

Sl. No.	Parameter	Requirement
1	Battery Type	SMF / Tubular (as approved)
2	Battery Rating	12V, 100 AH
3	Number of Batteries	8 Nos. per UPS
4	Backup Duration	Minimum 3 hours at full load
5	Battery Enclosure	Proper rack / enclosure
6	Battery Protection	Overcharge & deep discharge protection



7.5 Performance Requirements

The UPS system shall:

- Support full ATM load including:
 - ATM machine
 - CCTV system
 - Network equipment
 - Lighting (as defined)
- Maintain stable output without voltage spikes
- Operate continuously without manual intervention

7.6 Installation & Integration

The vendor shall ensure:

- Proper placement of UPS and battery banks
- Adequate ventilation and clearances
- Secure cabling and earthing
- Integration with ATM electrical distribution board

All installation work shall comply with electrical safety standards and local regulations.

7.7 Testing & Commissioning

Prior to handover, the vendor shall:

- Conduct load testing
- Demonstrate backup duration
- Test automatic changeover functionality
- Submit test reports to the Bank

The Bank reserves the right to witness testing or require re-testing.

7.8 Warranty & Support

- **Warranty:** Minimum **3 years** comprehensive warranty for UPS and batteries
- The vendor shall coordinate warranty support with OEMs
- Replacement or repair during warranty/DLP shall be at no cost to the Bank

7.9 Approved Makes

UPS and battery makes shall be:

- From reputed manufacturers such as Exide, Luminous, Amaron, Microtek, APC, Cyberpower etc,
- Battery from reputed manufacturer such as Amaron, Exide, Quanta, TATA.
- Approved by the Bank prior to installation

The Bank reserves the right to update approved makes during the empanelment period.

7.10 Non-Compliance & Penalties

- Any deviation from specified configuration or performance shall result in rejection
- Repeated non-compliance may lead to penalties or suspension of empanelment



SECTION 8

DETAILED TECHNICAL SPECIFICATIONS – AIR CONDITIONING / VENTILATION SYSTEMS

8.1 Purpose & Applicability

Environmental control systems are critical to ensure:

- Safe operating temperatures for ATM machines, UPS, batteries and surveillance equipment
- Reliability and longevity of electronic components
- Acceptable ambient conditions for customers and service personnel

Depending on site category, size, power availability and operational feasibility, the Bank may approve either:

- Split Air Conditioning Systems, or
- Exhaust Fan-based Ventilation Systems

The final decision on system type shall rest solely with the Bank and shall be specified in the respective Work Order / BOQ.

8.2 System Selection Criteria

The Bank may adopt either system based on:

- Size of ATM Booth / Kiosk
- Electrical load capacity
- Location (urban / rural / mobile / temporary)
- Power availability and backup constraints
- Cost and operational feasibility

The vendor shall quote and execute strictly as per the system specified in the Work Order.

8.3 OPTION A – SPLIT AIR CONDITIONING SYSTEM

8.3.1 System Configuration

- Split Air Conditioner units installed to provide continuous cooling
- Automatic timer-based changeover where more than one unit is installed

8.3.2 Technical Specifications – Split Air Conditioner

Sl. No.	Parameter	Minimum Requirement
1	Type	Split Air Conditioner
2	Capacity	1.5 Ton
3	Energy Rating	Minimum 3-Star BEE
4	Compressor	Inverter preferred
5	Refrigerant	R32 / R410A
6	Voltage	230V AC, 50 Hz
7	Auto Restart	Mandatory
8	Timer Compatibility	Mandatory
9	Noise Level	Low noise operation
10	Climate Suitability	Tropical conditions

8.3.3 Installation & Accessories

The vendor shall provide:



- Outdoor unit cage
- Copper piping with insulation
- Drain piping
- Electrical cabling with MCB
- Stabilizer, if required
- Switchover

Installation shall comply with OEM guidelines and safety norms.

8.3.4 Performance & Warranty

- Continuous operation without manual intervention
- Warranty: Minimum 3 years comprehensive
- OEM warranty certificates mandatory

8.4 OPTION B – EXHAUST FAN–BASED VENTILATION SYSTEM

8.4.1 Applicability

Exhaust fan systems may be adopted in:

- Small ATM kiosks
- Rural or semi-urban locations
- Mobile / temporary ATM units
- Locations with limited power availability

8.4.2 Technical Specifications – Exhaust Fan

Sl. No.	Parameter	Minimum Requirement
1	Type	Heavy-duty Exhaust Fan
2	Size	12" / 15" or as site-approved
3	Air Delivery	Adequate for full air circulation
4	Make	Reputed brands only
5	Power Consumption	Energy-efficient
6	Noise Level	Low noise
7	Protection	Dust & moisture resistant
8	Mounting	Wall / window mounted

8.4.3 Installation Requirements

- Proper placement for effective ventilation
- Protective grill and weather cover
- Secure electrical connection with switch control
- Integration with ATM operating hours

8.4.4 Performance Requirements

The ventilation system shall:

- Maintain acceptable ambient temperature
- Prevent heat build-up affecting equipment
- Operate continuously without frequent breakdown

8.5 Testing & Commissioning (Both Options)

The vendor shall:

- Demonstrate system operation



- Verify airflow / cooling effectiveness
- Submit commissioning and installation report

The Bank reserves the right to require re-installation or modification if performance is unsatisfactory.

8.6 Approved Makes

All ACs or Exhaust Fans shall be:

- From Bank-approved reputed manufacturers
- Subject to prior approval before installation

8.7 Non-Compliance

- Installation of unapproved system type or make shall result in rejection
- Repeated deviations may lead to penalties or suspension of empanelment

8.8 Bank's Right

The Bank reserves the right to:

- Change system type (AC ↔ Exhaust Fan) based on operational needs
- Modify specifications for future work orders



SECTION 9

DETAILED TECHNICAL SPECIFICATIONS – CCTV SURVEILLANCE SYSTEMS

9.1 Purpose & Regulatory Importance

Closed-Circuit Television (CCTV) surveillance systems are a **mandatory security component** for ATM Booths / Kiosks. The CCTV system shall:

- Provide continuous surveillance of ATM premises
- Support deterrence, detection and investigation of security incidents
- Ensure compliance with banking security norms, audit and regulatory requirements
- Enable remote monitoring and evidence retrieval

Given the sensitive nature of ATM operations, the CCTV system shall be **robust, tamper-resistant, interoperable and scalable**.

9.2 System Architecture

Each ATM Booth / Kiosk shall be equipped with a **network-based IP CCTV surveillance system** comprising:

- IP Cameras
- Network Video Recorder (NVR)
- Storage media
- Structured cabling and accessories
- Power and network connectivity

The system shall be designed to support **24×7 continuous recording**.

9.3 Camera Coverage Requirements

- **Minimum Coverage:**
 - ATM machine area
 - Customer transaction area
- Additional cameras may be installed based on:
 - Site size
 - Risk assessment
 - Bank's security guidelines

Camera placement shall ensure:

- Clear facial visibility
- Coverage without blind spots
- Adequate illumination during day and night

9.4 Technical Specifications – IP Cameras

Sl. No.	Parameter	Minimum Requirement
1	Camera Type	IP Camera
2	Resolution	Minimum 3 Megapixel
3	Sensor	1/2.9" CMOS or better
4	Aspect Ratio	16:9
5	Compression	H.264 / H.265
6	Frame Rate	Minimum 25 fps



7	WDR	Digital WDR
8	Low Light	IR support for night vision
9	IR Range	Minimum 30 meters
10	ONVIF Compliance	Mandatory
11	Power	PoE supported
12	Mobile Viewing	Android & iOS support
13	Environmental Protection	Dust & moisture resistant

9.5 Technical Specifications – Network Video Recorder (NVR)

Sl. No.	Parameter	Minimum Requirement
1	Channels	Minimum 4-channel
2	Processor	Industrial-grade chipset
3	Recording	Simultaneous multi-channel
4	Resolution Support	Up to Full HD / 4K
5	Storage Interface	Minimum 1 SATA
6	Storage Capacity	Up to 8 TB per HDD
7	Video Output	HDMI / VGA
8	Network Interface	10/100 Mbps Ethernet
9	USB Ports	Minimum 2 × USB 2.0
10	Backup	USB / Network backup
11	Remote Access	Web & mobile supported

9.6 Storage & Retention Requirements

- CCTV footage retention shall be **minimum 90 days** or as specified by the Bank.
- Storage sizing shall be calculated based on:
 - Number of cameras
 - Resolution
 - Frame rate
 - Recording mode

The vendor shall ensure sufficient HDD capacity as per retention requirements.

9.7 Cabling & Installation Standards

The vendor shall ensure:

- Structured cabling using CAT-6 or higher
- Concealed cabling wherever feasible
- Secure routing to prevent tampering
- Proper earthing and surge protection

All equipment shall be securely mounted with tamper-resistant fixtures.

9.8 Integration & Interoperability

- The CCTV system shall support:
 - Integration with Bank's centralized monitoring systems (if applicable)
 - Compatibility with third-party VMS platforms
- ONVIF compliance is mandatory to ensure interoperability.



9.9 Testing & Commissioning

Before handover, the vendor shall:

- Verify camera focus and coverage
- Test recording, playback and backup
- Demonstrate remote viewing functionality
- Submit commissioning and configuration reports

The Bank reserves the right to witness testing or demand reconfiguration.

9.10 Warranty & Support

- **Warranty:** Minimum **1 year comprehensive warranty** (or as specified by OEM)
- Vendor shall coordinate OEM support during warranty and DLP
- Any malfunction during warranty/DLP shall be rectified at no cost to the Bank

9.11 Approved Makes

CCTV cameras, NVRs and storage devices shall be:

- From reputed, Bank-approved manufacturers
- Subject to prior approval before installation

The Bank reserves the right to update approved makes during the empanelment period.

9.12 Data Security & Confidentiality

- CCTV footage shall be treated as **confidential Bank data**
- Vendor shall not copy, access or share footage without written authorization
- Any data breach shall be treated as a **serious security violation**

9.13 Non-Compliance

- Use of non-compliant equipment or deviation from specifications shall result in rejection
- Repeated non-compliance may lead to penalties, suspension or de-empanelment

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SECTION 10

DETAILED TECHNICAL SPECIFICATIONS – ELECTRICAL & LAN CABLING

10.1 Purpose & Importance

Electrical and LAN cabling infrastructure forms the backbone of ATM operations, supporting uninterrupted power supply, secure data transmission and reliable functioning of ATM, CCTV and networking equipment.

This section prescribes minimum technical, safety and quality standards to ensure:

- Electrical safety and compliance
- Reliability and longevity of installations
- Protection of sensitive banking equipment
- Audit-ready documentation and traceability

10.2 General Electrical Design Principles

All electrical works shall be:

- Designed for 24×7 continuous operation
- Executed using copper conductors only
- Compliant with applicable IS standards, IE Rules and local electrical regulations
- Neatly routed, concealed wherever feasible and properly labelled

Temporary, unsafe or ad-hoc wiring practices are strictly prohibited.

10.3 Power Distribution System

Each ATM Booth / Kiosk shall be provided with a dedicated electrical distribution arrangement including:

- Main incoming power point
- Distribution Board (DB) with:
 - MCBs / RCCBs
 - Proper phase segregation
 - Surge protection devices (where required)

The distribution system shall be designed to safely handle:

- ATM load
- UPS load
- Air-conditioning / ventilation load
- CCTV and lighting load

10.4 Wiring Specifications

Sl. No.	Parameter	Minimum Requirement
1	Conductor Type	Copper only
2	Insulation	FRLS / fire-retardant
3	Voltage Grade	1.1 kV
4	Routing	Concealed / PVC conduit
5	Jointing	No loose joints; proper termination
6	Colour Coding	As per IS standards

All wiring shall be adequately sized to avoid overheating and voltage drop.

10.5 Switches, Sockets & Accessories



- Modular switches and sockets of reputed makes
 - Separate power points for:
 - ATM
 - UPS
 - Air-conditioning / exhaust fan
 - CCTV and network equipment
 - Industrial-grade sockets for UPS and high-load equipment
- Switches and sockets shall be securely mounted and clearly identified.

10.6 Earthing & Electrical Safety

- Proper earthing is **mandatory** for all electrical installations
- Separate earth pits shall be provided where required
- Earth resistance shall comply with statutory norms
- Earthing continuity shall be tested and certified

Inadequate earthing shall be treated as a **major safety violation**.

10.7 Lighting System

The lighting system shall:

- Provide adequate illumination for customer safety and camera visibility
- Use energy-efficient LED fixtures
- Be integrated with timers, where specified

Lighting layout shall avoid glare on ATM screens and CCTV blind spots.

10.8 LAN Cabling – General Requirements

LAN cabling is critical for secure and reliable data transmission. The vendor shall provide a **structured LAN cabling system** compliant with industry standards.

10.9 LAN Cabling Specifications

Sl. No.	Parameter	Minimum Requirement
1	Cable Type	CAT-6 or higher
2	Conductor	Solid copper
3	Termination	RJ-45 connectors
4	Routing	Concealed / PVC conduit
5	Labelling	Mandatory
6	Testing	End-to-end testing

All LAN cables shall be tested for continuity and performance.

10.10 LAN Points & Network Layout

- Dedicated LAN points shall be provided for:
 - ATM
 - CCTV NVR
 - Network equipment
- Proper separation shall be maintained between:
 - Power cables
 - Data cables

Cross-interference shall be avoided at all times.



10.11 Testing, Certification & Documentation

The vendor shall:

- Conduct electrical insulation and continuity tests
- Test LAN cabling using appropriate testers
- Submit:
 - Electrical test reports
 - LAN test reports
 - As-built wiring layouts

Acceptance of work shall be subject to satisfactory test results.

10.12 Compliance & Rectification

- Any deviation from specifications shall require Bank approval
- Deficiencies identified during inspection shall be rectified immediately
- Repeated non-compliance may attract penalties or suspension of empanelment

10.13 Safety & Housekeeping

The vendor shall:

- Maintain clean and safe work environment
- Remove debris and waste material after completion
- Ensure no exposed wiring or loose fittings remain

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10.13 Safety & Housekeeping

The vendor shall:

- Maintain clean and safe work environment
- Remove debris and waste material after completion
- Ensure no exposed wiring or loose fittings remain



A handwritten signature in blue ink, consisting of a stylized 'S' followed by a horizontal line and a small flourish.

SECTION 11

DETAILED TECHNICAL SPECIFICATIONS – INTERIOR FURNISHING & FINISHES

11.1 Purpose & Design Philosophy

Interior furnishing of ATM Booths / Kiosks shall be executed to achieve:

- Uniform aesthetics and branding across all Bank ATMs
- Durability and vandal resistance suitable for 24×7 public access
- Ease of maintenance and long service life
- Compliance with safety, security and accessibility norms

All finishes shall be of commercial / institutional grade and suitable for continuous operation under varying climatic conditions.

11.2 Booth Size & Layout

- Standard ATM Booth size shall be approximately 8' × 10' × 9' (L × W × H), unless otherwise specified.
- Actual layout may vary depending on:
 - Site conditions
 - Available space
 - Local statutory constraints

The vendor shall strictly follow:

- Bank-approved layouts
- Site-specific drawings issued with the Work Order

11.3 Flooring

Parameter	Specification
Type	Anti-skid vitrified tiles / approved equivalent
Thickness	Commercial grade
Finish	Matte / anti-glare
Colour	As per Bank-approved scheme
Installation	Proper levelling with minimal joints

Flooring shall be:

- Slip-resistant
- Easy to clean
- Resistant to wear and moisture

11.4 Wall Treatment & Cladding

Wall finishes shall include one or more of the following, as specified:

- ACP (Aluminium Composite Panel) cladding
- Premium emulsion painting (Asian / Berger or Bank-approved brands)

Parameter	Specification
ACP Thickness	Minimum 3 mm
Paint Type	Washable, low-VOC
Colour Scheme	Bank-approved
Finish Quality	Uniform, defect-free

All edges and joints shall be neatly finished.



11.5 False Ceiling

Parameter	Specification
Type	Gypsum / Mineral fibre ceiling
Grid	Metal grid system
Access	Provision for maintenance
Finish	Smooth, uniform

Ceiling design shall:

- Allow access to electrical and networking points
- Support lighting fixtures and smoke detectors

11.6 Doors & Glazing

Component	Specification
Front Door	Toughened glass door
Glass Thickness	Minimum 12 mm
Locking	Secure locking mechanism
Hardware	SS fittings of reputed make

Doors shall be:

- Vandal-resistant
- Easy to operate
- Compliant with safety norms

11.7 Signage & Branding

The vendor shall supply and install:

- LED Glow Sign Board with Bank branding
- Directional and informational signage, if specified

Parameter	Specification
Type	LED illuminated
Visibility	High visibility during day & night
Branding	As per Bank guidelines

11.8 Fire Safety & Accessories

Each ATM Booth shall be provided with:

- Fire extinguisher (ABC type or as specified)
- Smoke detector
- Check drop box
- Waste bin
- Soft board / notice board

All safety equipment shall be:

- IS-compliant
- Installed at accessible locations

11.9 Workmanship & Finish Quality

- All works shall exhibit clean workmanship
- No sharp edges, exposed screws or uneven finishes
- Alignment, symmetry and finish shall be visually inspected



A handwritten signature in blue ink, appearing to be 'R. S. S.', written over the stamp.

Any sub-standard finish shall be rectified at the vendor's cost.

11.10 Inspection & Acceptance

Interior works shall be subject to:

- Visual inspection
- Dimensional verification
- Compliance check against specifications

Final acceptance shall be issued only after satisfactory completion of all items.

11.11 Maintenance & Durability

Materials used shall be:

- Resistant to wear, moisture and minor vandalism
- Capable of withstanding frequent public use
- Easy to repair or replace during maintenance

11.12 Non-Compliance

- Use of inferior materials or deviation from approved finishes shall result in rejection
- Repeated quality issues may lead to penalties or suspension of empanelment



SECTION 12

BILL OF QUANTITIES (BOQ) & ATM TYPE-WISE SCOPE

12.1 Purpose of BOQ

This section defines the Bill of Quantities (BOQ) framework for execution of works under this empanelment.

The BOQ is intended to:

- Establish a uniform unit-rate framework across all empaneled vendors
- Enable transparent and comparable commercial evaluation
- Facilitate site-specific work order issuance
- Avoid ambiguity during billing, audit and payment

All empaneled vendors shall quote item-wise unit rates only, and work orders shall be issued based on approved BOQs corresponding to the ATM type.

12.2 General BOQ Conditions

- All BOQ rates shall be:
 - Firm and fixed
 - Inclusive of material, labour, transportation, installation, testing and commissioning
- No escalation shall be permitted during the empanelment period.
- Quantities indicated are indicative and may vary based on site conditions.
- Payment shall be made on actual quantities executed and certified.

12.3 Classification of ATM Types

For standardization and ease of execution, ATM locations are classified into the following categories:

- ATM Type-A: Standard Onsite ATM (Branch / Office premises)

12.4 BOQ – ATM TYPE-A (STANDARD ONSITE ATM)

(Typical size approx. 8' × 10' × 9')

Sl. No.	Item Description	Unit	Qty (Indicative)
1	Interior Furnishing incl. false ceiling, ACP, painting	Job	1
2	UPS 3 KVA with Battery Bank (HSB)	Set	2
3	Split AC 1.5 Ton / Exhaust Fan (as approved)	No.	1-2
4	CCTV IP Camera 3 MP	No.	2
5	4-Channel NVR with HDD	No.	1
6	Electrical Wiring & Distribution Board	Job	1
7	LAN Cabling & Termination	Job	1
8	Fire Extinguisher & Smoke Detector	Set	1
9	Glow Sign Board	No.	1
10	Glass Door with Locking	No.	1

12.7 BOQ Customization

- The Bank reserves the right to:
 - Modify BOQ quantities



- Add or delete items based on site conditions
- Issue hybrid BOQs combining multiple ATM types
- Any non-standard item shall be:
 - Specifically approved by the Bank
 - Paid as per mutually agreed unit rate

12.8 Measurement & Certification

- Measurement of work shall be carried out jointly by:
 - Bank representative
 - Vendor representative
- Certification by the Bank shall be final for payment purposes.

12.9 Billing & Payment Reference

- Bills shall strictly reference:
 - Approved BOQ
 - Work Order number
 - Measurement certification
- Incomplete or incorrect bills shall be returned for correction.

12.10 Audit & Traceability

BOQs and related bills shall be:

- Subject to internal and statutory audit
- Maintained as part of procurement records
- Used as reference for performance evaluation



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SECTION 13

COMMERCIAL TERMS, PRICING & PAYMENT CONDITIONS

13.1 Commercial Framework

This empanelment shall operate on a rate-contract basis, wherein empanelled vendors shall quote item-wise unit rates for BOQ items as specified in this RFP.

All commercial transactions under this empanelment shall be governed by:

- Approved unit rates
- Issued Work Orders
- Measurement and certification by the Bank
- Applicable statutory provisions

13.2 Price Structure

- Vendors shall quote firm and fixed unit rates.
- Quoted rates shall be:
 - Inclusive of material, labour, transportation, handling
 - Inclusive of installation, testing and commissioning
 - Inclusive of overheads, supervision and profit
- No escalation on rates shall be permitted during the empanelment period.

13.3 Taxes & Duties

- All applicable taxes, duties, levies and cess except GST shall be borne by the vendor.
- GST shall be:
 - Charged separately in invoices
 - Paid by the Bank as per prevailing GST laws
- The vendor shall ensure:
 - Correct GST classification
 - Timely filing of returns
 - Compliance with GST input credit provisions

Any statutory liability arising due to vendor non-compliance shall be recoverable from the vendor.

13.4 Price Validity

- Quoted unit rates shall remain valid for:
 - Entire empanelment period
 - Any extension period, unless revised by the Bank
- Prices shall also hold good for:
 - Increase or decrease in quantities
 - Location-wise variations

13.5 Payment Terms

- Bills shall be raised after completion of work and submission of all required documents.
- Payment shall be released:
 - Within 15 working days from date of receipt of complete and correct bill
 - Subject to certification and acceptance by the Bank
- Part payments may be allowed at the discretion of the Bank for large works.



13.6 Documents Required for Payment

The following documents shall accompany each bill:

- Copy of Work Order
- Measurement sheet duly certified
- Completion certificate
- Test & commissioning reports
- Warranty certificates
- GST-compliant invoice

Incomplete bills shall not be processed.

13.7 Deductions & Recoveries

The Bank reserves the right to deduct or recover from vendor payments:

- Liquidated damages / penalties
- Statutory deductions, if applicable
- Cost of rectification due to vendor default
- Any other dues payable by the vendor to the Bank

13.8 Security Deposit & Performance Guarantee

- The vendor shall furnish **Security Deposit / Performance Guarantee** as prescribed by the Bank.
- Security Deposit may be:
 - Adjusted against penalties or recoveries
 - Released only after completion of DLP obligations

13.9 No Advance Payment

- No advance payment shall ordinarily be made.
- Mobilization advance, if any, shall be:
 - At Bank's discretion
 - Against suitable security

13.10 Audit & Financial Scrutiny

All commercial transactions under this empanelment shall be:

- Subject to internal audit
- Subject to statutory audit
- Subject to vigilance review

The vendor shall extend full cooperation during audits.

13.11 Price Negotiation

The Bank reserves the right to:

- Negotiate unit rates
- Seek revised commercial offers
- Rationalize pricing to align with market benchmarks



SECTION 14

SERVICE LEVEL AGREEMENT (SLA) & PERFORMANCE STANDARDS

14.1 Purpose of SLA

This Service Level Agreement (SLA) defines measurable performance standards, timelines and responsibilities applicable to all empanelled vendors. The SLA framework is intended to:

- Ensure timely execution of ATM furnishing works
- Minimise ATM downtime and service disruption
- Establish accountability and performance discipline
- Provide an objective basis for penalties, escalation and renewal decisions

Compliance with SLA conditions is mandatory and shall be monitored throughout the empanelment period.

14.2 SLA Applicability

The SLA shall apply to:

- All work orders issued under this empanelment
- All locations and ATM types
- Entire lifecycle of work, including Defect Liability Period (DLP)

14.3 SLA Timelines – Execution Phase

Sl. No.	Activity	SLA Requirement
1	Acknowledgement of Work Order	Within 24 hours
2	Site Visit & Joint Inspection	Within 48 hours
3	Submission of Execution Plan	Within 3 working days
4	Mobilisation & Start of Work	Within 72 hours
5	Completion of Work	Within 15 calendar days
6	Testing & Commissioning	Within 2 days
7	Submission of Completion Documents	Within 3 days

14.4 SLA – Defect Rectification (During DLP)

Sl. No.	Nature of Defect	Rectification Timeline
1	Critical defect affecting ATM operations	Within 24 hours
2	Major defect (UPS, AC, CCTV failure)	Within 48 hours
3	Minor defect / finishing issue	Within 72 hours

14.5 Performance Monitoring

- SLA performance shall be monitored by:
 - Branch officials
 - Head Office departments
- SLA adherence records shall form part of:
 - Quarterly performance evaluation
 - Renewal consideration

14.6 Penalties for SLA Breach

14.6.1 Delay in Completion

- Liquidated Damages (LD) at:
 - 2% of Work Order value per week or part thereof



- Maximum 10% of Work Order value

14.6.2 DLP SLA Violations

Violation	Penalty
Failure to attend complaint within SLA	₹1,000 per instance
Repeated violation (≥ 3 per quarter)	Written warning
Continued non-compliance	Suspension of work orders
Chronic breach	De-empanelment

14.7 Escalation Mechanism

- **Level 1:** Branch Manager / Site In-charge
- **Level 2:** Head Office – ATM / Premises / IT Division
- **Level 3:** Tender / Empanelment Committee

Unresolved issues beyond escalation levels may attract disciplinary action.

14.8 Third-Party Rectification

In case of vendor failure to comply within SLA:

- The Bank may engage alternate agency
- Cost incurred shall be recovered from the vendor
- Such action shall be without prejudice to other remedies

14.9 Linkage with Renewal & Work Allocation

- SLA performance shall directly impact:
 - Allocation of future work orders
 - Empanelment renewal eligibility
- Poor performers may receive reduced or no allocation.

14.10 Documentation & Audit Trail

All SLA records, penalties and corrective actions shall be:

- Documented
- Auditable
- Retained for review by auditors and vigilance authorities



SECTION 15

SECURITY DEPOSIT, PERFORMANCE GUARANTEE & DEFECT LIABILITY

15.1 Purpose

This section defines the requirements relating to Security Deposit, Performance Guarantee, and Defect Liability Period (DLP), which are essential safeguards to protect the Bank against:

- Non-performance or poor performance by vendors
- Financial risk arising from defects or incomplete works
- Failure to comply with contractual, technical or SLA obligations

15.2 Security Deposit

15.2.1 Quantum

- Empanelled vendors shall furnish a Security Deposit as prescribed by the Bank at the time of empanelment and/or issuance of individual Work Orders.
- The amount may be specified as:
 - A percentage of the Work Order value, or
 - A fixed amount, as decided by the Bank.

15.2.2 Form of Security Deposit

The Security Deposit may be furnished in the form of:

- Demand Draft, or
- Bank Guarantee from a scheduled commercial bank, or
- Any other form acceptable to the Bank.

15.3 Performance Guarantee

- In addition to the Security Deposit, the Bank may require a Performance Guarantee to ensure satisfactory execution of works.
- The Performance Guarantee shall:
 - Remain valid until completion of work and expiry of DLP
 - Be liable for invocation in case of vendor default, poor workmanship or SLA violations

15.4 Adjustment & Forfeiture

The Bank reserves the right to:

- Adjust Security Deposit / Performance Guarantee against:
 - Penalties or liquidated damages
 - Cost of rectification of defects
 - Any dues payable by the vendor
- Forfeit the Security Deposit in full or part in case of:
 - Breach of terms
 - Abandonment of work
 - Misrepresentation or fraud

15.5 Defect Liability Period (DLP)

- The Defect Liability Period shall be minimum twelve (12) months from the date of completion and acceptance of work.
- During DLP, the vendor shall be responsible for:



- Rectification of defects due to faulty workmanship
- Replacement of defective materials or equipment
- Restoration of damaged finishes or installations

All rectification during DLP shall be carried out at no cost to the Bank.

15.6 Failure During DLP

If the vendor fails to rectify defects within prescribed SLA:

- The Bank may carry out repairs through a third party
- Cost incurred shall be recovered from:
 - Security Deposit, or
 - Vendor's pending bills

Such action shall be without prejudice to other contractual remedies.

15.7 Release of Security Deposit

- Security Deposit shall be released only after:
 - Successful completion of work
 - Expiry of Defect Liability Period
 - Certification by the Bank that no dues or defects are pending
- No interest shall be payable on the Security Deposit.

15.8 Survival of Obligations

Vendor obligations relating to:

- Warranty
 - Indemnity
 - Defect rectification
- shall survive the expiry or termination of empanelment.



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SECTION 16

INDEMNITY, INSURANCE & RISK ALLOCATION

16.1 Purpose

This section defines the indemnity, insurance and risk allocation obligations of empanelled vendors. These provisions are intended to protect the Bank against:

- Financial losses
- Third-party claims
- Statutory non-compliance
- Damage to Bank assets
- Personal injury or death

These obligations shall apply throughout the empanelment period and shall **survive termination**.

16.2 Indemnity

The empanelled vendor shall fully indemnify, defend and hold harmless the Bank, its Directors, officers, employees and representatives from and against any and all:

- Losses, damages, costs or expenses
- Claims, demands or proceedings
- Fines, penalties or liabilities

arising out of or in connection with:

- Execution or non-execution of work
- Defective workmanship or materials
- Breach of statutory obligations
- Injury to persons or damage to property
- Acts or omissions of the vendor, its employees or subcontractors

16.3 Scope of Indemnity

The indemnity shall include, but not be limited to:

- Claims by third parties
- Labour and employment-related claims
- Intellectual property infringement claims, if any
- Environmental or safety-related claims

The indemnity shall be **unlimited** and shall not be restricted by the value of the work order.

16.4 Insurance Requirements

16.4.1 Mandatory Insurance Coverage

The vendor shall, at its own cost, obtain and maintain the following insurance policies:

- **Workmen Compensation Insurance**
- **Third Party Liability Insurance**
- **Contractor's All Risk Insurance**, where applicable

The insurance policies shall:

- Remain valid throughout execution and DLP
- Name the Bank as beneficiary / additional insured, where applicable

16.5 Risk Allocation

- All risks associated with:



- Materials
- Equipment
- Tools
- Manpower

during execution shall be borne by the vendor until final acceptance.

- The Bank shall not be responsible for:
 - Loss or damage to vendor's assets
 - Injury to vendor's personnel

16.6 Limitation of Bank's Liability

Under no circumstances shall the Bank be liable for:

- Indirect or consequential losses
- Loss of profit or business opportunity of the vendor

16.7 Survival of Clauses

The provisions relating to:

- Indemnity
- Insurance
- Risk allocation shall survive completion, termination or expiry of empanelment.

16.8 Non-Compliance

Failure to comply with indemnity or insurance obligations may result in:

- Suspension of work
- Withholding of payments
- Termination of empanelment
- Invocation of Security Deposit / Performance Guarantee



SECTION 17

AUDIT, INSPECTION & RIGHT OF ACCESS

17.1 Purpose

This section defines the Bank's rights relating to **audit, inspection, verification and access** to ensure transparency, compliance and accountability in execution of works under this empanelment.

These provisions are intended to:

- Enable effective oversight of empanelled vendors
- Ensure compliance with technical, commercial and statutory requirements
- Support internal, statutory and vigilance audits
- Safeguard the Bank's financial and operational interests

17.2 Right to Inspect Works

The Bank, through its authorised representatives, shall have the right to:

- Inspect works at any stage of execution
- Verify quality of workmanship and materials
- Check compliance with approved specifications and drawings
- Inspect installed equipment and systems

Inspection may be carried out:

- With or without prior notice
- At site, vendor premises or storage locations

17.3 Audit Rights

The Bank, its internal auditors, statutory auditors, concurrent auditors, vigilance officials or any authority appointed by the Bank shall have the right to:

- Audit bills, invoices and supporting documents
- Verify BOQ measurements and certifications
- Examine records related to procurement, installation and commissioning
- Review SLA compliance records and penalty recoveries

The vendor shall provide **full cooperation** during audits.

17.4 Access to Records & Information

The vendor shall:

- Maintain proper books, records and documents related to works executed
- Preserve records for a minimum period as prescribed by the Bank or law
- Provide access to records in physical or electronic form, as required

Failure to provide records shall be treated as non-compliance.

17.5 Site Access & Coordination

The vendor shall:

- Allow Bank officials and auditors unrestricted access to work sites
- Coordinate inspections without causing obstruction or delay
- Ensure safety of visitors during site inspections

17.6 Rectification of Audit Observations

- Any deficiencies or non-compliance identified during inspection or audit shall be:



- Communicated in writing
- Rectified within timelines specified by the Bank
- Repeated or serious observations may attract:
 - Penalties
 - Suspension of work orders
 - De-empanelment

17.7 Confidentiality During Audit

- All audit and inspection activities shall be conducted with due regard to confidentiality of Bank operations
- Vendors shall not disclose audit findings to any third party without written approval

17.8 Survival of Audit Rights

The Bank's audit and inspection rights shall:

- Continue during the empanelment period
- Survive termination or expiry of empanelment
- Apply during Defect Liability Period and warranty period

17.9 Non-Compliance

Non-cooperation during audit or inspection shall be treated as a **material breach** and may result in:

- Withholding of payments
- Invocation of Security Deposit
- Termination of empanelment



SECTION 18

ETHICAL CONDUCT, CONFIDENTIALITY & CONFLICT OF INTEREST

18.1 Purpose

This section lays down the **ethical standards, confidentiality obligations and conflict-of-interest requirements** applicable to all empanelled vendors. These provisions are intended to:

- Uphold integrity, transparency and fairness in procurement
- Prevent undue influence, inducement or misconduct
- Protect sensitive Bank information and assets
- Ensure decisions are free from bias or conflict

Compliance with this section is **mandatory** and subject to vigilance oversight.

18.2 Ethical Standards & Code of Conduct

Empaneled vendors shall adhere to the **highest standards of ethical conduct** and shall ensure that:

- No attempt is made to influence Bank officials through:
 - Gifts, hospitality, favors or inducements
 - Direct or indirect canvassing
 - Misrepresentation or coercion
- All dealings with the Bank are:
 - Transparent
 - Honest
 - Professional

Any violation of ethical standards shall result in **immediate action**, including de-empanelment.

18.3 Prohibition of Canvassing

- Canvassing in any form, whether directly or indirectly, is strictly prohibited.
- Any attempt to solicit work orders or favourable consideration outside the prescribed process shall render the vendor liable for:
 - Rejection of application
 - Cancellation of work orders
 - De-empanelment

18.4 Confidentiality Obligations

The vendor shall treat as **strictly confidential** all information relating to:

- Bank premises, layouts and infrastructure
- ATM locations, security arrangements and surveillance systems
- Technical specifications, drawings and documents
- Commercial terms, pricing and internal communications

Confidential information shall not be:

- Disclosed to any third party
- Used for any purpose other than execution of work
- Copied, stored or transmitted without authorization

18.5 Data Protection & Information Security



- Any data accessed or generated during execution (including CCTV-related information) shall be handled securely.
- Vendors shall comply with:
 - Bank's information security guidelines
 - Applicable data protection laws
- Unauthorized access, copying or leakage of data shall be treated as a **serious security breach**.

18.6 Conflict of Interest

The vendor shall disclose any **actual or potential conflict of interest**, including but not limited to:

- Relationships with Bank employees, officers or decision-makers
- Existing engagements that may compromise impartiality
- Financial or business interests that could influence performance

Disclosure shall be made:

- At the time of application
- Immediately upon occurrence of any new conflict during empanelment

18.7 Consequences of Conflict or Misconduct

If a conflict of interest or ethical violation is identified, the Bank may:

- Seek clarification or mitigation measures
- Suspend the vendor temporarily
- Cancel work orders
- Terminate empanelment
- Initiate legal or disciplinary action, as applicable

The Bank's decision in this regard shall be **final and binding**.

18.8 Survival of Obligations

Ethical conduct and confidentiality obligations shall:

- Remain valid throughout the empanelment period
- Survive termination, expiry or completion of works

18.9 Undertaking

Vendors shall submit a **signed undertaking** confirming acceptance of:

- Ethical standards
- Confidentiality obligations
- Conflict-of-interest disclosure requirements



SECTION 19

SUB-CONTRACTING, MANPOWER & LABOUR COMPLIANCE

19.1 Purpose

This section governs the conditions relating to sub-contracting, deployment of manpower and compliance with labour laws, with the objective of ensuring:

- Clear accountability for execution of works
- Compliance with statutory and regulatory requirements
- Protection of the Bank from labour-related liabilities
- Safe and orderly execution at Bank premises

19.2 Sub-Contracting

- **Sub-contracting is strictly prohibited** without prior written approval of the Bank.
- Any request for sub-contracting shall:
 - Clearly specify scope proposed to be sub-contracted
 - Identify the proposed sub-contractor
 - Include documentary credentials of the sub-contractor

Approval of sub-contracting, if granted, shall:

- Be at the sole discretion of the Bank
- Not relieve the empaneled vendor of full responsibility and accountability

19.3 Responsibility for Sub-Contracted Work

Where sub-contracting is permitted:

- The empanelled vendor shall remain **fully responsible** for:
 - Quality of work
 - SLA compliance
 - Safety and statutory obligations
- Any act or omission of the sub-contractor shall be deemed to be that of the empanelled vendor.

19.4 Manpower Deployment

The vendor shall deploy:

- Adequate number of skilled and semi-skilled personnel
- Qualified electricians, technicians and supervisors
- Personnel familiar with ATM / banking environment works

All personnel shall:

- Be properly trained
- Follow Bank security and conduct protocols
- Carry valid identification while on Bank premises

19.5 Labour Law Compliance

The vendor shall comply with all applicable labour laws, including but not limited to:

- Minimum Wages Act
- Contract Labour (Regulation & Abolition) Act
- Employees' Provident Fund (EPF) Act
- Employees' State Insurance (ESI) Act



- Workmen Compensation Act

The vendor shall be solely responsible for:

- Payment of wages
- Statutory contributions
- Maintenance of labour records

19.6 Indemnity Against Labour Claims

The vendor shall indemnify and hold harmless the Bank against:

- Any labour disputes
- Claims, demands or proceedings initiated by vendor's personnel or sub-contractors
- Penalties arising from non-compliance with labour laws

19.7 Safety & Conduct of Personnel

- Vendor personnel shall maintain discipline and decorum within Bank premises.
- Consumption of alcohol, drugs or any prohibited substances is strictly forbidden.
- Any misconduct may result in:
 - Removal of personnel
 - Penalties
 - Suspension or termination of empanelment

19.8 Right of the Bank

The Bank reserves the right to:

- Object to deployment of any personnel
- Direct replacement of personnel found unsuitable
- Seek compliance records related to labour laws

19.9 Survival of Obligations

Obligations under this section shall survive:

- Completion of works
- Termination or expiry of empanelment



SECTION 20

EVALUATION PROCESS & EMPANELMENT CRITERIA

20.1 Objective of Evaluation

The evaluation process is designed to ensure that empanelment is carried out in a transparent, objective and fair manner, selecting vendors who are:

- Statutorily compliant
- Technically competent
- Experienced in similar works
- Capable of meeting the Bank's quality and SLA requirements

The process shall also ensure compliance with audit, vigilance and procurement norms applicable to **Tripura State Cooperative Bank Ltd.** (hereinafter referred to as "the Bank").

20.2 Evaluation Stages

The evaluation shall be carried out in the following stages:

1. **Preliminary Scrutiny (Eligibility Check)**
2. **Technical Evaluation**
3. **Commercial / BOQ Evaluation**
4. **Final Empanelment Approval**

Only applications qualifying at each stage shall be considered for the subsequent stage.

20.3 Preliminary Scrutiny – Eligibility Check (Pass / Fail)

At this stage, applications shall be examined for compliance with mandatory eligibility requirements, including but not limited to:

- Valid statutory registrations
- Valid contractor registration
- Submission of required declarations and undertakings
- Compliance with submission instructions

Applications failing to meet any mandatory criterion shall be rejected outright and shall not be considered for further evaluation.

20.4 Technical Evaluation

Only applications clearing the preliminary eligibility check shall be subjected to technical evaluation.

20.4.1 Technical Evaluation Parameters

Technical evaluation shall be carried out based on parameters such as:

- Similar work experience
- Previous empanelment with Banks / PSUs
- Technical capability and resource availability
- Local presence and response capability
- Quality and completeness of documentation

A detailed technical scoring matrix shall be applied as specified in the relevant annexure.

20.4.2 Minimum Qualifying Score

- Total Technical Marks: **100**
- Minimum Qualifying Marks: **70**



Applicants scoring less than the minimum qualifying marks shall be disqualified from further consideration.

20.5 Commercial / BOQ Evaluation

Commercial evaluation shall be carried out only for technically qualified applicants.

- Evaluation shall be based on:
 - Item-wise unit rates quoted in BOQs
- No weightage shall be assigned to commercial bids for empanelment.
- Commercial rates shall be used for:
 - Rate contract finalisation
 - Work order issuance
 - L1 determination on a per-work / per-site basis

20.6 Clarifications & Verification

The Bank reserves the right to:

- Seek clarifications from applicants
- Verify submitted documents
- Conduct reference checks or site visits

Failure to provide clarifications within stipulated timelines may result in rejection.

20.7 Final Empanelment Approval

- Empanelment shall be approved by the competent authority of the Bank.
- The Bank may empanel:
 - One or more vendors
 - Vendors across different categories or capacities
- The decision of the Bank shall be final and binding.

20.8 Right to Reject or Modify

The Bank reserves the right to:

- Reject any or all applications without assigning reasons
- Modify evaluation criteria or process
- Cancel or annul the empanelment process at any stage

Such decisions shall not be subject to challenge.

20.9 No Obligation to Award Work

Empanelment does not:

- Guarantee award of any work
- Create any contractual right for assured business

Work orders shall be issued strictly based on requirement and performance.



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SECTION 21

ANNEXURES & STANDARD FORMATS

This section contains standardized formats, declarations and templates that must be used by all applicants.

Failure to submit the required annexures in the prescribed formats may result in rejection of the application.

ANNEXURE-A

APPLICATION COVERING LETTER

(To be submitted on Applicant's Letterhead)

To

The Managing Director

Tripura State Cooperative Bank Ltd.

Agartala, Tripura

Subject: Application for Empanelment – ATM Booth Interior Furnishing & Allied Works

Dear Sir/Madam,

We hereby submit our application for empanelment for execution of interior furnishing and allied works of ATM Booths / Kiosks as per the terms and conditions of the RFP.

We confirm that:

- We have read and understood all provisions of the RFP.
- We agree to abide by all terms, conditions and specifications.
- The information submitted by us is true and correct.

We understand that empanelment does not guarantee award of work.

Thanking you,

Authorized Signatory

Name & Designation

Firm Name

Seal & Signature

Date:



BIDDER PROFILE & ORGANISATIONAL DETAILS

Particulars	Details
Name of Firm	
Legal Status (Proprietorship/Partnership/Company)	
Registered Address	
Local Office Address (Tripura)	
Contact Person	
Phone / Email	
PAN No.	
GST No.	
Contractor Registration Details	
Year of Establishment	



ANNEXURE-C**DETAILS OF SIMILAR WORK EXPERIENCE**

Sl. No.	Client Name	Nature of Work	Location	Order Value	Completion Date
1					
2					

(Attach copies of Work Orders & Completion Certificates)

ANNEXURE-D**PREVIOUS EMPANELMENT DETAILS**

Sl. No.	Organisation	Nature of Empanelment	Validity Period
1			
2			

ANNEXURE-E**NON-BLACKLISTING DECLARATION**

We hereby declare that our firm has not been blacklisted, debarred or suspended by any Government Department, PSU, Bank or Financial Institution.

If found otherwise, the Bank may take appropriate action including rejection or de-empanelment.

Authorized Signatory

Seal & Signature

Date:

ANNEXURE-F**CONFLICT OF INTEREST DECLARATION**

We declare that there is no conflict of interest affecting our application.
Any potential conflict shall be immediately disclosed to the Bank.

Authorized Signatory

Seal & Signature

Date:

ANNEXURE-G**UNDERTAKING FOR ACCEPTANCE OF RFP TERMS**

We confirm unconditional acceptance of all terms, conditions, SLA, penalties, indemnity and obligations mentioned in the RFP.

Authorized Signatory

Seal & Signature

Date:



BOQ FORMAT (UNIT RATE BASIS)*(Rates to be quoted exclusive of GST)***DETAILED BILL OF QUANTITIES (BOQ)***(ATM Booth Interior Furnishing & Allied Works – Rate Contract Basis)***Important Notes**

1. Vendors shall quote **UNIT RATES ONLY**
2. Rates shall be **inclusive of supply, installation, testing & commissioning**
3. GST shall be quoted **separately**
4. Payment shall be on **actual quantities executed & certified**

SECTION A – CIVIL & INTERIOR FURNISHING WORKS

Sl. No.	Item Description	Unit	Rate
A1	Interior furnishing of ATM Booth including layout execution	Job	
A2	False ceiling (Gypsum / Mineral fibre) including framework	Sq.ft	
A3	ACP wall cladding (3 mm) including framing & fixing	Sq.ft	
A4	Premium emulsion painting (Asian / Berger approved)	Sq.ft	
A5	Anti-skid vitrified floor tiles including laying & finishing	Sq.ft	
A6	Skirting with tile / ACP	Rmt	
A7	Toughened glass door (12 mm) with SS fittings & locking	No.	
A8	Glass façade / partition (12 mm toughened)	Sq.ft	
A9	Minor civil repair / surface preparation	Sq.ft	

SECTION B – ELECTRICAL WORKS

Sl. No.	Item Description	Unit	Rate
B1	Complete internal electrical wiring (FRLS copper)	Job	
B2	Distribution Board with MCBs / RCCB	No.	
B3	Modular switches & sockets	Set	
B4	Industrial socket for UPS	No.	
B5	LED light fixtures (panel / batten)	No.	
B6	Timer for lights / AC	No.	
B7	Earthing arrangement including earth pit	Job	
B8	Electrical testing & certification	Job	



SECTION C – LAN & NETWORK CABLING

Sl. No.	Item Description	Unit	Rate
C1	CAT-6 LAN cabling including conduits	Job	
C2	LAN I/O point with RJ-45	No.	
C3	Patch cords & connectors	Set	
C4	LAN testing & certification	Job	

SECTION D – UPS SYSTEM (HOT STANDBY CONFIGURATION)

Sl. No.	Item Description	Unit	Rate
D1	Online UPS – 3 KVA with isolation transformer	No.	
D2	Battery – 12V 100Ah SMF/Tubular	No.	
D3	Battery rack / enclosure	Set	
D4	UPS interconnection & commissioning	Job	
D5	Load testing & backup demonstration	Job	

(HSB Configuration: 1/2 UPS + 8 batteries per ATM unless specified otherwise)

SECTION E – AIR CONDITIONING / VENTILATION

Option-1: Split Air Conditioner

Sl. No.	Item Description	Unit	Rate
E1	Split AC 1.5 Ton (3-Star / Inverter preferred)	No.	
E2	Outdoor unit protective cage	No.	
E3	Copper piping & insulation	Per mtr	
E4	AC electrical cabling & MCB	Job	
E5	AC timer integration	No.	

Option-2: Exhaust Fan System

Sl. No.	Item Description	Unit	Rate
E6	Heavy-duty exhaust fan (12" / 15")	No.	
E7	Protective grill & weather cover	No.	
E8	Exhaust fan wiring & switch	Job	

(System to be selected as per Work Order)

SECTION F – CCTV SURVEILLANCE SYSTEM

Sl. No.	Item Description	Unit	Rate
F1	IP CCTV Camera – 3 MP with IR	No.	
F2	Network Video Recorder (4-Channel)	No.	
F3	Surveillance HDD (1 TB as per retention policy)	No.	

F4	Camera mounting brackets	No.	
F5	CCTV LAN & power cabling	Per meter	
F6	CCTV installation, configuration & testing	Job	

SECTION G – SAFETY, SECURITY & ACCESSORIES

Sl. No.	Item Description	Unit	Rate
G1	Fire extinguisher (ABC type)	No.	
G2	Smoke detector	No.	
G4	Waste bin	No.	
G5	Soft board / notice board	No.	

SECTION H – SIGNAGE & BRANDING

Sl. No.	Item Description	Unit	Rate
H1	LED Glow Sign Board with Bank branding	No.	
H2	Directional / statutory signage	Set	

SECTION I – TESTING, DOCUMENTATION & HANDOVER

Sl. No.	Item Description	Responsibility
I1	Testing & commissioning of all systems	Job
I2	Submission of completion report	Job
I3	As-built layout & wiring diagram	Job
I4	Warranty certificates & manuals	Job
I5	Site handover & acceptance support	Job

SECTION J – OPTIONAL / CONDITIONAL ITEMS

Sl. No.	Item Description	Unit	Rate
J1	Dismantling of existing interiors	Job	
J2	Re-furnishing / modification works	Job	
J3	Emergency deployment charges	Job	

COMMERCIAL DECLARATION (To be printed below BOQ)

"We confirm that the above unit rates are firm, inclusive of all costs except GST, and valid for the entire empanelment period. We agree to execute work strictly as per BOQ, RFP terms and Work Orders issued by the Bank."



ANNEXURE-I

TECHNICAL EVALUATION MATRIX

Parameter	Max Marks	Marks Obtained
Similar Work Experience	35	
Previous Empanelment	20	
Technical Capability	25	
Local Presence	10	
Documentation Quality	10	
Total	100	

(Minimum qualifying marks: 70)

ANNEXURE-J

PERFORMANCE REVIEW SCORECARD (POST-EMPANELMENT)

Parameter	Weightage
Quality of Work	30
Timeliness / SLA	25
Technical Compliance	15
Responsiveness	10
Asset Protection	10
Documentation	10
Total	100

ANNEXURE-K

FORMAT FOR BANK USE (EMPANELMENT APPROVAL)

Name of Vendor	Technical Score	Empanelled (Yes/No)	Remarks



[Handwritten signature]

DOCUMENT SUBMISSION CHECKLIST & COMPLIANCE MATRIX
(Empanelment of Vendors for ATM Booth Interior Furnishing & Allied Works)

Tripura State Cooperative Bank Ltd.

A. PREREQUISITES (MANDATORY CONDITIONS)

Sl. No.	Prerequisite	Compliance (Yes/No)
A1	Firm legally registered and operational	
A2	Valid PAN available	
A3	Valid GST Registration available	
A4	Valid Trade / Municipality License	
A5	Valid Contractor Registration (PWD/Govt.)	
A6	Local office / operational presence in Tripura	
A7	Firm not blacklisted by any Bank / PSU / Govt. Authority	
A8	Capability to execute ATM interior & allied works on turnkey basis	
A9	Acceptance of unit-rate BOQ / rate-contract model	

Note: Failure to meet any prerequisite shall lead to rejection at preliminary scrutiny stage.

B3. Eligibility & Experience Documents

Sl. No.	Document Description	Annexure Ref.	Submitted (Yes/No)
B3.1	Proof of Local Office / Presence in Tripura	—	
B3.2	Similar Work Experience Details	-	
B3.3	Copies of Work Orders (Similar Works)	—	
B3.4	Completion / Performance Certificates	—	
B3.5	Previous Empanelment Details (if any)	-	

B4. Declarations & Undertakings (MANDATORY)

Sl. No.	Declaration / Undertaking	Annexure Ref.	Submitted (Yes/No)
B4.1	Non-Blacklisting Declaration	-	
B4.2	Conflict of Interest Declaration	-	
B4.3	Acceptance of RFP Terms & Conditions	-	
B4.4	Ethical Conduct & Confidentiality Undertaking	—	
B4.5	SLA & Penalty Acceptance Undertaking	—	

C. PART-B : FINANCIAL / COMMERCIAL DOCUMENTS

(To be submitted in **SEALED ENVELOPE-B : "FINANCIAL / BOQ BID"**)

Sl. No.	Document Description	Submitted (Yes/No)
C1	Detailed BOQ – Unit Rates only	
C2	BOQ signed & stamped on all pages	
C3	Rates quoted exclusive of GST	
C4	No conditions / remarks written in BOQ	



End of Document

