GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Request for Proposal (RFP)

for

Renewal of Cisco Collaboration Flex Plan 3.0 with

70 Webex Meeting Center Named User subscription license

for Video Conferencing for two years.

Date of Publishing the RFP	**22/06/2026**
Date and time of Pre Bid Meeting	**29/06/2026 at 4:00 PM**
Last Date for receipt of bids	**14/07/2026 at 3:00 PM**
Date and time of opening Technical bids	**14/07/2026 at 3:30 PM**

Issued by

Indian Bank
Information Technology Department
Head Office,
66, Rajaji Salai,
Chennai - 600 001

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

SCHEDULE

1)	Tender Reference Number and Date	**GEM/2026/B/7697161 dated 22/06/2026**
2)	Last date for seeking clarifications/queries through email: **ravi.k2@indianbank.bank.in** **hp.mohanty@indianbank.bank.in** **vinay.patil@indianbank.bank.in**	**29/06/2026 by 3.00 PM**
3)	Last Date & Time for submission of Bids in Online & Offline Mode	**14/07/2026 at 3.00 PM** Address for physical submission: **Asst. General Manager** **Indian Bank, Head Office,** **Information Technology Department,** **4th Floor, 66, Rajaji Salai,** **Chennai - 600 001**
4)	Documents to be submitted Online in GeM Portal	a. Eligibility Criteria, along with all supporting documents required. b. All Annexure as per this tender on Bidder's letter head with authored person's signature and Bidder seal on all pages. c. All supporting documents. d. Compliance to Technical Specifications. e. Commercial Bid e. Any other information sought by the Bank with relevant to this tender
5)	Documents to be submitted physically by Bidders (Offline Mode)	1. Earnest Money Deposit/Bid Security: In the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form to: **Account No.: 743848138** **Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II** **IFSC Code: IDIB000H003** **Branch: Harbour** **Note:** Companies registered as Micro/Small Units under MSE/NSIC and Start-up should submit documentary proof for claiming exemption.

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6)	Date of opening of Technical (Part I) Bids	**14/07/2026 at 3.30 PM** Technical Bids will be opened online in GeM portal.
7)	Date of Online Reverse Auction (Part II)	Will be intimated to technically qualified bidder (via email from GeM) after technical evaluation of the bids submitted.
8)	Earnest Money Deposit/Bid Security	**Rs. 75,000/-** (Rupees Seventy-Five Thousand Only) Bid Security should be Valid for 135 days from the last date for submission of Bid and may be in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any schedule Commercial Banks in India other than Indian Bank or payment online in an acceptable form. (Mode of submission: Offline/Online)
9)	Online Bid Submission Details	This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted in GeM Portal

SECTION – I

REQUEST FOR PROPOSAL (RFP)

Indian Bank, a leading Public Sector Bank having its corporate Office in Chennai, invites e-tender for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 no's of Webex Meeting Center Named User subscription license for Video Conferencing for two years through GeM Portal.

Bank will follow two bidding system. **Part-1** of the bid contains eligibility and compliance details. Bidders should enrol/register before participating through GeM Portal. Bids have to be submitted online only through e-procurement website. **Part 2** – Commercial Bid will be called through Online Reverse Auction Process, Intimation will be given to all qualifying bidders about the date and time of reverse auction.

Interested eligible bidders may submit their bids for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 no's of Webex Meeting Center Named User subscription license for Video Conferencing for two years, as specified in Part-I as per the following procedure:

1. Bidders should enrol/register before participating through GeM Portal. Bids have to be submitted online only at the GeM Portal. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.

2. **Part-1** contains eligibility and compliance details of the specifications for which Bid is called for. No column shall be left blank or altered.

3. **Part-2** – Commercials along with price break up details to be submitted separately along with the bid documentation (Closed bidding process). After technical evaluation, reverse auction will be conducted among technically qualified bidders with H1 Elimination (as per GeM rule). A notification for reverse auction will be sent by GeM through email.

4. Part 1 to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.
5. Bank has the right to accept or reject any quotation/cancel the e-tender at its sole discretion, at any point, without assigning any reason thereof. Also, Bank has the discretion for amendment / alteration / extension before the last date of receipt of bid.
6. Bank will also provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. The bidders to submit declaration for claiming MSME Benefits as per **Annexure-VII.**

7. **Bid to RA with H-1 elimination rule:** Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will be allowed to participate in RA if number of technically qualified bidders are only 2 or 3.

8. **Please note that**

(i) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.

(ii) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender without assigning any reason therefor.

(iii) Bank reserves the right to negotiate with the lowest quoted bidder (L1 bidder) for further reduction in price under exceptional circumstances.

(iv) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and kept with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.

(v) The Authority/Bank shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

(vi) Nothing in this Agreement shall obligate either Party to enter into any further Agreements.

After technical evaluation, intimation will be given to all qualifying bidders about the date and time of reverse auction through GeM portal.

Note: The tender cannot be split. Either the Bidder on behalf of the Principal/ OEM or the Principal/ OEM themselves can participate in the bid, but both cannot bid simultaneously for the same solution.

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SECTION-II

INSTRUCTIONS TO BIDDERS

1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Pre-Bid Meeting

a. A pre-bid meeting is scheduled to be held through physical/Video Conference/Skype/Web-ex on **29/06/2026 at 4:00 PM.** Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.
b. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.
c. The Bidder is requested to submit any queries/clarifications to the Bank to the following email ids on or before **29/06/2026 by 3:00 PM.**

Email id:
ravi.k2@indianbank.bank.in **hp.mohanty@indianbank.bank.in** **vinay.patil@indianbank.bank.in**

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in Bank's website: https://www.indianbank.bank.in and in GeM Portal.

3. Amendment of bidding documents

At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify/cancel/extend/amend the Bidding Document by modification(s) / amendment(s).

3.1 All prospective bidders who are eligible for pre-bid meeting, will be communicated of the details of amendments and clarifications. Signed copy of the amended document should form part of the Technical Bid. The amendments if any, will be published in Bank website and in the GeM Portal and will form part of the Bidding document.

3.2 The bid submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted in writing by the Bank.

4. Technical Bid

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract, if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Any bid document not complied against/accompanied by the above will be rejected.

5. Commercial Bid

1. The Bank will open commercials bids after evaluation of Part-1 and a notice will be given to the technically qualified bidders. Subsequently reverse auction will be conducted among technically qualified bidders, after H1 elimination.
2. The calling for bids does not confer any right on the bidder for being awarded any purchase order.

6. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder/s. The request for clarification and the response shall be in writing/by email, and no change in the substance of the bid shall be sought, offered, or permitted.

The Bidder shall make his/her own interpretation of any and all information provided in the Bidding Document. The Bank shall not be responsible for the accuracy or completeness of such information and/or interpretation. Although certain information is provided in the Bidding Document, however, bidder shall be responsible for obtaining and verifying all necessary data and information, as required by him. The Bank reserves the right to accept or reject any/all tender in whole or in part without assigning any reason whatsoever. The Bank shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of Bank in this regard shall be final.

7. Bid Security (Earnest Money Deposit)

The Bidder shall furnish, a bid security of Rs. 75,000/- in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form. In case of Bank guarantee, it should be issued by a scheduled commercial Bank located in India, other than Indian Bank, for a sum of Rs. 75,000/- (Rupees Seventy-Five Thousand Only) in the format specified in the bid document (Annexure-II).

Bid Security should be valid for One Hundred Thirty-five (135) days from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders.

Unsuccessful Bidders' Bid Security will be discharged or returned. The successful Bidder's Bid Security will be discharged upon the Bidder signing the Contract and furnishing the performance security.

Bid securities of the unsuccessful bidders should be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

The bid security may be forfeited:

1. **If the Bidder**
   (a) withdraws its Bid during the period of bid validity specified in the GeM Bid;
   or
   (b) does not accept the correction of errors in accordance with the GeM Bid terms;
   or
2. **If the Bidder**, having been notified of the acceptance of its bid by the Bank during the period of bid validity:
   (a) fails or refuses to execute the Contract Form/NDA;
   or
   (b) fails or refuses to furnish the performance security, in accordance with the GeM Bid terms.

8. Evaluation Criteria

- General evaluation
  a. The Bank will examine the quote to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed and whether the quote is generally in order.
  b. Arithmetical errors will be rectified on the following basis:
     i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
     ii. If there is a discrepancy between words and figures, the amount in words will prevail.

  If the Supplier does not accept the correction of the errors, its quote will be rejected.
  c. The Bank may waive any minor informality, non-conformity, or irregularity in a quote which does not constitute a material deviation.
  d. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of quote document. For purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the quote documents without material deviations.

- **Technical evaluation**

  The renewal of subscription and Support services offered should meet all the technical specifications as stipulated in the bid (Part 1). The Supplier should agree all the Other Terms and Conditions mentioned in the Part 1.

- **Commercial evaluation**
  Technically qualified bidders alone will be intimated to participate in the Online reverse auction to identify L1 bidder for awarding contract. The eligible Bidders will be communicated by GeM of the date and time of Online Reverse Auction Process,

The proposals will be evaluated in three stages.

- Phase 1 – Eligibility cum General Evaluation Criteria
- Phase 2 – Technical Evaluation Criteria
- Phase 3 – Commercial Evaluation Criteria

9. Formation of Technical Bid:

- The technical bid will be evaluated for technical suitability as well as for other terms and conditions mentioned in this RFP.
- It should include background of the bidder.
- It should include a brief summary of understanding of the banks requirements, vendor(s) capabilities, and solution / product description.
- It should include statement of compliance/ acceptance letter – eligibility criteria and requirements as per format.
- It is mandatory to provide the all the details in the exact format as given in the RFP. Correct functional & technical information of the solution being offered must be provided in the structured format. The offer may not be evaluated by Bank in case of non-adherence to the format or partial submission of technical details.
- It should include compliance with all technical requirements without deviations.
- As part of their bid, the bidder should submit documents agreeing to the bid's terms and conditions.

10. Proposal Process Management

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves rights to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons.

Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations, demos, and any other meetings during the process.

11. Liabilities of the Bank

This RFP is not an offer by the Bank, but an invitation for bidder responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the bidder.

12. Bid and Proposal Ownership

The Bid submitted and all supporting documentation/templates are the sole property of Indian Bank and should NOT be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, inter-alia causes the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

13. Bid Pricing Information

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

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SECTION–III

CONDITIONS OF CONTRACT

1. SCOPE OF WORK

The successful Bidder has to provide Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing for two years as detailed under:

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S. No	Subscription ID	Qty	Admin Email id
1	1915633	30	arun.ganesh@indianbank.co.in
2	1564154	40	arun.ganesh@indianbank.co.in

a) The successful bidder has to renew and support for Cisco Collaboration Flex Plan 3.0 with 70 numbers of WebEx Meeting Canter Named User Subscription license for Video Conferencing for two Years with mentioned components in RFP.

b) Since the Bank is already utilizing the Cisco Webex services, the successful bidder has to implement the project on turnkey basis.

c) The duration of subscription is two Year.

3. Period of Validity of Bids

Bids should remain valid for 90 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.

4. Eligibility Criteria

1. The bidder must be a registered Company (Public Limited/ Private Limited) / PSU / PSE / Firm (Partnership/Proprietorship) in India and should have been in operation in India for at least 5 years as on date of the RFP. Certificate of Incorporation issued by Registrar of Companies and full address of the registered office to be submitted along with GST registration certificate. For bidders who are MSE or Startup this criterion has been relaxed to 3 years. In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original limited company can be taken into account.

2. The Bidder should have an average Business Turnover of at least Rs.50 Lakh (for MSE/Startups – Rs.25 Lakh) during last 3 Financial Years (i.e. 2023-24, 2024-25 and 2025-26). Audited balance sheet for FY 2023-24, 2024-25 and 2025-26 and certificate from CA in this regard to be submitted.

   **If Financial Statements of 2025-26 of any bidder is unaudited then Bank would consider the CA Certificate for the provisional financial statements for FY 2025-26 along with an undertaking letter from the bidder that the 2025-26 Statements are not audited.*

3. The net worth of bidder firm should not be negative on 31/03/2026 and also should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31/03/2026. Audited balance sheet for FY 2023-24, 2024-25 and 2025-26 and certificate from CA in this regard to be submitted.

   *****If Financial Statements of 2025-26 of any bidder is unaudited then Bank would consider the CA Certificate for the provisional financial statements for FY 2025-26 along with an undertaking letter from the bidder that the 2025-26 Statements are not audited.*

4. Bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (M/s Cisco) mentioning GeM Bid Reference no and date of this bid. OEM and its authorized supplier cannot bid simultaneously.

5. The Bidder should not have been debarred/ blacklisted by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions at the time of submission of bid. Bidder should also not have been insolvent / bankrupt at the time of bid submission.

5. Authorization to Bid

Responses submitted by a Bidder to this represent a firm offer to contract on the terms and conditions described in this RFP document. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney/ authority letter authorizing the signatory to sign the bid.

6. Payment Terms

Payment for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing will be made on yearly basis on advance basis as detailed under:

First Year Subscription cost:

100% payment of year1 for the Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing will be paid within 30 days after acceptance of purchase order, submission of invoice along with all relevant documents i.e. Contract Form, Performance Security, Non-Disclosure Agreement (NDA), Proof of renewal duly counter signed by the Bank's Representative. Activation of product keys for supplied licenses to the satisfaction of the officers of the bank, confirming that the software licenses renewed are working and free from any defects based on sample testing.

Second Year Subscription Cost:

The quantity (70 nos of Cisco WebEx Licenses) mentioned in Commercial Bid Part 2) is for the 1st year subscription. Before the expiry of 1st year subscription, Bank will reassess the usage of no of WebEx Licenses and inform the bidder before 30 days of expiry of 1st year subscription to renew the subscription of 2nd year for the no of Licenses in use. Bank will pay only for renewal cost (calculated

@unit rate of year2) for the actual no of License in use for Renewal of Cisco Collaboration Flex Plan 3.0 WebEx Meeting Center Named User subscription license for Video Conferencing. Payment will be paid within 30 days of submission of Invoice copy and Proof of renewal renewal certificate duly counter signed by the Bank's Representative. Activation of product keys for supplied licenses to the satisfaction of the officers of the bank, confirming that the software licenses renewed are working and free from any defects based on sample testing.

Note: TDS, GST on TDS, LD will be deducted from the payment, as applicable.

7. Acceptance of Purchase Order

Successful Bidder has to submit the acceptance of the purchase order within 7 days from the issue of Purchase order, duly signed by the authorized signatory.

8. Signing of Contract Form, NDA

Within fifteen (15) days of Purchase Order, the successful bidder shall submit the signed Contract Form (Annexure IV) and Non-Disclosure Agreement (Annexure V) and return it to the Bank.

9. DELIVERY SCHEDULE:

The renewal of subscription is to be delivered within 15 Working Days from the date of Purchase Order**.**

9. Performance Security

- Within 15 days of issue of Purchase Order, the bidder shall furnish to the Bank the Performance Security in the form of DD/Fund Transfer/Bank Guarantee issued by Scheduled Commercial Bank other than Indian Bank equivalent to 5% of the contract value in the form of a Bank Guarantee, valid for 26 months from the date of PO with further three-month claim period in the format enclosed (Annexure-VIII).

- The Performance Security shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract. If not invoked, the Performance Security will be discharged by the Bank and returned to the Supplier after expiry of claim period.

- Failure of the successful bidder to comply with the requirement of signing of contract and performance security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

- Further relaxation if any provided by Government of India will be applicable for the tender.

10. Inspection of Records

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of records including the solution provided to the Bank under the order and the Supplier shall extend all cooperation in this regard.

Service Provider shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to the Bank, as per its own satisfaction at the office / factory or any other premises of the Supplier, in the presence of representatives of the Service Provider, at any point of time by giving notice.

11. Confidentiality

The vendor will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. After termination of the contract also they should not divulge any data / information.

12. Limitation of Liability

Vendor‘s aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

a) IP Infringement indemnity
b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor’s gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the vendor that gave rise to claim, under this tender.

13. Bank’s right to accept or reject any bid or all bids

Bank enforces the right to accept or reject any bid, and to annul the bidding process and reject any/all bid/s at any time prior to award of Contract.

If the service provided by the vendor is found unsatisfactory or if at any time during the period of contract it is found that the information provided for the contract or any claim is false or if irregularities shown by the vendor for applying for the contract, the Bank shall reserve the right to cancel the contract and remove such vendors from the contract without giving any notice to the vendor.

14. Negotiation

The Bank reserves the right to further negotiate on the price offered, with the L1 vendor, if the price quoted is found unreasonable or in any exceptional circumstances.

15. Disclaimer

a) The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

b) In case of Amalgamation/Merger of Indian Bank, the products & Services to be provided by the selected bidder under this RFP will be extended to the New/Merged Entity, at no additional cost and with the same terms & conditions.

16. Indemnity Clause

If at the time of bidder/vendor supplying, installing the Hardware/Software and Support in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the service provider shall indemnify the Bank and keep it indemnified in that behalf.

17. Patent Rights

The Service provider shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

18. Settlement of Disputes

a) If any dispute or difference of any kind whatsoever shall arise between the Bank and the service provider in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

b) If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the service provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

c) Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract. Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

a) In case of dispute or difference arising between the Purchaser and a Service provider relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Service provider; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.

b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

Notwithstanding any reference to arbitration herein,

a) the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
b) the Bank shall pay the service provider any monies due to the service provider.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

19. IT Act 2000

The equipment's to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

20. Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

21. Jurisdiction

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

22. Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Service provider, may terminate this Contract in whole or in part:

i. if the Service provider fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;

or

ii. if the Service provider fails to perform any other obligation(s) under the Contract.

iii. If the Service provider, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

If the contract is terminated due to default of the contractor, the advance payment would be deemed as an interest-bearing advance at the interest rate prevailing on the date of release of advance payment, plus 2% to be compounded quarterly. Interest reference rate for the same will be 1 year MCLR.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Service provider shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Service provider shall continue performance of the Contract to the extent not terminated.

23. Force Majeure

The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, “Force Majeure” means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

24. Exit requirements

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. Service Provider shall not erase, purge, revoke, alter or change any data during the transition period, unless specifically advised by the regulator or the Bank.

25. Other Terms and Conditions

- The relationship between the Bank and Successful Bidder/s is on Principal-to-Principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

- Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of any statutory/ regulatory authority or Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.

- Any additional or different terms and conditions proposed by the bidder would deem to be rejected unless expressly assented to in writing by the bank.

- Bank reserves the absolute right to reject any bid if the same is not in accordance with its requirements and no further correspondence, whatsoever, will be entertained by the Bank in the matter.

- Each bid should specify only a single solution which should meet the specifications mentioned in this RFP and should not include/suggest any alternatives

- To assist in the scrutiny, evaluation and comparison of offers Bank may, at its discretion, seek clarification from the bidder (SI/OEM). The request for clarification and the response shall be in writing/through e-mail and no change in the price or substance of the bid shall be sought, offered or permitted.

- In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall act expeditiously to extinguish such claims. If the bidder fails to comply and Bank is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Bank will give notice to the bidder of such claims, if it is made, without delay by fax/e-mail/registered post

- The bidder/SI must have an arrangement with the OEM such that the bidder/ Bank' SI/ Bank should be able to log a call with the OEM directly.

- The bidder should have a contact center in order to log the calls. The contact center numbers should be provided to the Bank along with the escalation matrix mentioning the contact person's name, number and designation in the company.

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

26. GENERAL TERMS AND CONDITIONS

- The cost of preparing the proposal including visit / visits to the Bank by the bidder is not reimbursable.
- All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (POA proof to be submitted). A certificate of authorization should also be attached along with the bid.
- The Bank is not bound to accept any of the proposals submitted and the Bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason therefore.
- The bid should be valid for 90 days from the date of submission of bid and can be further extended on request if the Bank
- Bidder should have back to back support from the OEM for the Software for the period for which renewal to be provided. OEM letter for the same to be submitted.

27. No Right to Set Off

In case the Bidder has any other business relationship with the Bank, no right of set-off, counter-claim and cross-claim and or otherwise will be available under the agreement to the Bidder for any payments receivable under and in accordance with that business.

28. Publicity

Any publicity by the Bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

29. Conflict of Interest

The Bidder shall disclose to the Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the services / appointment as soon as practical after it becomes aware of that conflict.

30. Notices and Other Communication

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, addressed to the other party at the addresses, email given in the contract.

Notices shall be deemed given upon receipt, except that notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by email, on business date immediately after the date of successful email. (that is, the sender has a hard copy of the page evidencing that the email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

31. Severability

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

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

PART I - Technical Requirements

Date:

The Asst. General Manager
Indian Bank, Head Office,
Information Technology Department
66, Rajaji Salai,
Chennai-600001

Dear Sir,

Sub: Request for Proposal (RFP) for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 WebEx Meeting Center Named User subscription license for Video Conferencing for two years.

GeM Bid Ref: GEM/2026/B/7697161 dated 22/06/2026

Referring to your above Request for Proposal (RFP), we submit the compliance details for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing for two Year, as mentioned below:

TECHNICAL SPECIFICATION

Existing Cisco Webex Subscription ID: Sub1915633
Admin Email id : arun.ganesh@indianbank.co.in

S.NO	PART CODE	DESCRIPTION	QTY	RENEWAL PERIOD	COMPLIANCE (Yes/No)
1.	A-FLEX-3	Collaboration Flex Plan 3.0	1	24/07/2026 to 23/07/2028	
2.	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	1	24/07/2026 to 23/07/2028	
3.	A-FLEX-NUM-MC	NU Meetings - Meetings Center	30	24/07/2026 to 23/07/2028	
4.	A-AUD-VOIP	Included VoIP (1)	1	24/07/2026 to 23/07/2028	
5.	A-AUD-EDGEAUD-USER	Webex Edge Audio (1)	30	24/07/2026 to 23/07/2028	
6.	A-AUD-TOLLDIALIN	Meetings Toll Dial-In Audio (1)	30	24/07/2026 to 23/07/2028	
7.	A-FLEX-NBR-STG	Webex Cloud Recording Storage Entitlement	30	24/07/2026 to 23/07/2028	
8.	A-FLEX-MTGC-ENT	Meetings Entitlement	30	24/07/2026 to 23/07/2028	
9.	A-FLEX-FILESTG-ENT	File Storage Entitlement	1000	24/07/2026 to 23/07/2028	
10.	A-FLEX-PROPACK-ENT	Pro Pack for Cisco Control Hub Entitlement	30	24/07/2026 to 23/07/2028	
11.	A-FLEX-MSG-NU-ENT	Messaging Named User Entitlement (1)	30	24/07/2026 to 23/07/2028	

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Existing Cisco Webex Subscription ID: Sub1564154
Admin Email id: arun.ganesh@indianbank.co.in

S.NO	PART CODE	DESCRIPTION	QTY	RENEWAL PERIOD	COMPLIANCE (Yes/No)
1.	A-FLEX-3	Collaboration Flex Plan 3.0	1	18/07/2026 to 17/07/2028	
2.	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	1	18/07/2026 to 17/07/2028	
3.	A-FLEX-NUM-MC	NU Meetings - Meetings Center	40	18/07/2026 to 17/07/2028	
4.	A-AUD-VOIP	Included VoIP (1)	1	18/07/2026 to 17/07/2028	
5.	A-AUD-EDGEAUD-USER	Webex Edge Audio (1)	40	18/07/2026 to 17/07/2028	
6.	A-AUD-TOLLDIALIN	Meetings Toll Dial-In Audio (1)	40	18/07/2026 to 17/07/2028	
7.	A-FLEX-NBR-STG	Webex Cloud Recording Storage Entitlement	40	18/07/2026 to 17/07/2028	
8.	A-FLEX-MTGC-ENT	Meetings Entitlement	40	18/07/2026 to 17/07/2028	
9.	A-FLEX-FILESTG-ENT	File Storage Entitlement	1000	18/07/2026 to 17/07/2028	
10.	A-FLEX-PROPACK-ENT	Pro Pack for Cisco Control Hub Entitlement	40	18/07/2026 to 17/07/2028	
11.	A-FLEX-MSG-NU-ENT	Messaging Named User Entitlement (1)	40	18/07/2026 to 17/07/2028	

(If left blank, it is treated that there are no deviations in the compliance of specifications)

- We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document.
- We agree for the time frame for completion of activities as per your above bid.
- We agree to the terms of payment mentioned in your bid.
- We submit that we shall abide by your terms and conditions governing the bid.
- We submit that the details given above are true to the best of our knowledge.

For

Office Seal
Place:
Date:

(Authorised Signatory)
Name:
Designation:
Mobile No:
Business Address:
Telephone No:
E-mail ID:

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

PART – 2 - Commercial Bid

Date:

To,

The Asst. General Manager
Indian Bank, Head Office,
Information Technology Department
66, Rajaji Salai, Chennai-600001

Dear Sir,

Sub: Request for Proposal (RFP) for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User
GeM Bid Ref: GEM/2026/B/7697161 dated 22/06/2026

Referring to your above Request for Proposal (RFP), we submit our commercial bid for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing for service duration of two years, as mentioned below:

											Amount (in Rs.)
	Table1	Subscriber ID: 1915633		Year1 Renewal Period (24/07/2026 to 23/07/2027)				Year2 Renewal Period (24/07/2027 to 23/07/2028)			
S. No	Part Code	Description	Qty (A)	Unit Price (exclusive of taxes) (B)	Total Price (exclusive of taxes) (C=A*B)	Total GST Amount in Rs. (D)	Total Price (inclusive of taxes) E = (C+D)	Unit Price (exclusive of taxes) (F)	Total Price (exclusive of taxes) (G=A*F)	Total GST Amount in Rs. (H)	Total Price (inclusive of taxes) J = (G+H)
1.	A-FLEX-3	Collaboration Flex Plan 3.0	1								
2.	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	1								
3.	A-FLEX-NUM-MC	NU Meetings - Meetings Center	30								
4.	A-AUD-VOIP	Included VoIP (1)	1								
5.	A-AUD-EDGEAUD-USER	WebEx Edge Audio (1)	30								
6.	A-AUD-TOLLDIALIN	Meetings Toll Dial-In Audio (1)	30								
7.	A-FLEX-NBR-STG	WebEx Cloud Recording Storage Entitlement	30								
8.	A-FLEX-MTGC-ENT	Meetings Entitlement	30								
9.	A-FLEX-FILESTG-ENT	File Storage Entitlement	1000								
10.	A-FLEX-PROPACK-ENT	Pro Pack for Cisco Control Hub Entitlement	30								
11.	A-FLEX-MSG-NU-ENT	Messaging Named User Entitlement (1)	30								
Total Cost of Software subscription for Year1 (inclusive of Taxes) (M)								Total Cost of Software subscription for Year1 (inclusive of Taxes) (N)			

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Amount (in Rs.)

	Table 2	Subscriber ID 1564154		Year1 Renewal Period (18/07/2026 to 17/07/2027)				Year2 Renewal Period (18/07/2027 to 17/07/2028)			
S. No	Part Code	Description	Qty (A)	Unit Price (exclusive of taxes) (B)	Total Price (exclusive of taxes) (C=A*B)	Total GST Amount in Rs. (D)	Total Price (inclusive of taxes) E = (C+D)	Unit Price (exclusive of taxes) (F)	Total Price (exclusive of taxes) (G=A*F)	Total GST Amount in Rs. (H)	Total Price (inclusive of taxes) J = (G+H)
1.	A-FLEX-3	Collaboration Flex Plan 3.0	1								
2.	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	1								
3.	A-FLEX-NUM-MC	NU Meetings - Meetings Center	40								
4.	A-AUD-VOIP	Included VoIP (1)	1								
5.	A-AUD-EDGEAUD-USER	WebEx Edge Audio (1)	40								
6.	A-AUD-TOLLDIALIN	Meetings Toll Dial-In Audio (1)	40								
7.	A-FLEX-NBR-STG	WebEx Cloud Recording Storage Entitlement	40								
8.	A-FLEX-MTGC-ENT	Meetings Entitlement	40								
9.	A-FLEX-FILESTG-ENT	File Storage Entitlement	1000								
10.	A-FLEX-PROPACK-ENT	Pro Pack for Cisco Control Hub Entitlement	40								
11.	A-FLEX-MSG-NU-ENT	Messaging Named User Entitlement (1)	40								
						Total Cost of Software subscription for Year1 (inclusive of Taxes) (O)				Total Cost of Software subscription for Year2 (inclusive of Taxes) (P)	

		Amount (in Rs)
Table 1 Subscriber ID: 1915633	**Total Cost of Software subscription for Year1 (inclusive of Taxes) (M)**	
	Total Cost of Software subscription for Year2 (inclusive of Taxes) (N)	
Table 2 **Subscriber ID: 1564154**	**Total Cost of Software subscription for Year1 (inclusive of Taxes) (O)**	
	Total Cost of Software subscription for Year2 (inclusive of Taxes) (P)	
	Total Cost of software subscription for two years (inclusive of taxes) (M+N+O+P)	

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

***Bidder has to bid price including taxes in Gem Portal.**

Total Rupees in words (Inclusive of taxes): __________________________________

Price is inclusive of all duties, levies, freight, insurance, Warranty, AMC and taxes. Octroi/entry tax, if applicable, will be reimbursed on production of original receipt. TDS if any, will be deducted from the payment.

We submit that we shall abide by the details given above and the conditions given in your above letter.

For

Office Seal
Place:
Date:

(Authorised Signatory)
Name:
Designation:
Mobile No:
Business Address:
Telephone No:
E-mail ID:

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Annexure-I

BID FORM

Date: ___________________

To

The Asst. General Manager
Indian Bank, Head Office,
Information Technology Department
66, Rajaji Salai,
Chennai-600001

Sub: Request for Proposal (RFP) for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing for two years.

Ref: GeM Bid Ref: GEM/2026/B/7697161 dated 22/06/2026

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to................................. .... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, we will provide the services and manpower support as detailed in the RFQ.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, if required.

This bid, together with your notification of award/purchase order, shall constitute a binding Contract between us.

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

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

Dated this ....day of ....….. 2026

Signature ....

(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder) ....

Mobile:
Email

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Annexure-II

BID SECURITY

To
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
66, Rajaji Salai
Chennai 600 001, India, India.

Whereas..................................... (Hereinafter called "the Bidder") who intends to submit its Request for Proposal (RFP) for Comprehensive AMC of Desktop PCs and Laptops through GeM Portal (name and/or description of the goods& services) against GeM Bid Number__________________________ (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We.................... *(name of bank)* of .... (name of country), having our registered office at .... *(address of bank)* (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of ______________________for which payment well and truly to be made to the said Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the seal of the said Bank this ____ day of _________.

THE CONDITIONS of this obligation are:

1. If the Bidder

   (a) withdraws its Bid during the period of bid validity specified in the GeM Bid;

   or

   (b) does not accept the correction of errors in accordance with the GeM Bid terms;

   or

2. If the Bidder, having been notified of the acceptance of its bid by the Bank during the period of bid validity:

   (a) fails or refuses to execute the Contract Form/NDA;

   or

   (b) fails or refuses to furnish the performance security, in accordance with the GeM Bid terms.

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

This guarantee will remain in force up to and including forty-five (45) days after the period of the bid validity (i.e. 135 days from last date of bid submission) and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

NOTE:

1. Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Annexure-III

SELF DECLARATION – BLACKLISTING
(To be Submitted on Bidder's Letter Head)

To
Assistant General Manager
Information Technology Department
Indian Bank, Head Office
66, Rajaji Sali,
Chennai- 600 001, India.

Dear Sir,

Sub: **Request for Proposal (RFP) for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing for two years.**

Ref: GeM Bid Ref: GEM/2026/B/7697161 dated 22/06/2026

We hereby certify that; we have not been blacklisted by any Government Dept / PSU / Banks currently.

Further, we certify that we are not under liquidation, court receivership or similar proceedings and are not bankrupt

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Name:

Annexure-IV

CONTRACT FORM

(To be submitted on Non - Judicial Stamp Paper by Successful Bidder)

THIS AGREEMENT made the ....day of.................................2026 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600014, includes its successors and assigns (hereinafter "the Purchaser") of the one part and .... (Name of Service Provider) having its Registered Office at (City and Country of Supplier), includes its successors and assigns (hereinafter called "the Supplier/Service Provider") of the other part:

WHEREAS the Purchaser invited bids vide GeM Bid Ref. No. ……………… dated ……………... for certain Goods and ancillary services viz.,.................................... (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for............................. (Contract Price in Words and Figures) (Hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
   (a) the GeM Bid Ref. No. ………. & its amendment floated by the Purchaser
   (b) the Bid Form and the Price Schedule submitted by the Supplier;
   (c) the Technical Specifications;
   (d) the Conditions of Contract;
   (f) the Purchaser's GeM Order Ref. No. ……… & GeM Contract Ref. No …….
3. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

		Amount (in Rs)
Subscriber ID: 1915633	Total Cost of Software subscription for Year1 (inclusive of Taxes) (M)	
	Total Cost of Software subscription for Year2 (inclusive of Taxes) (N)	
Subscriber ID: 1564154	Total Cost of Software subscription for Year1 (inclusive of Taxes) (O)	
	Total Cost of Software subscription for Year2 (inclusive of Taxes) (P)	
Total Cost of software subscription for two years (inclusive of taxes) (M+N+O+P)		

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Brief particulars of the services which shall be supplied/provided by the Service Provider are as under:

5. Terms of Payment

Payment for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing will be made on yearly basis on advance basis as detailed under:

First Year Subscription cost:

100% payment of year1 for the Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing will be paid within 30 days after acceptance of purchase order, submission of invoice along with all relevant documents i.e. Contract Form, Performance Security, Non-Disclosure Agreement (NDA), Proof of renewal duly counter signed by the Bank's Representative. Activation of product keys for supplied licenses to the satisfaction of the officers of the bank, confirming that the software licenses renewed are working and free from any defects based on sample testing.

Second Year Subscription Cost:

The quantity (70 nos of Cisco WebEx Licenses) mentioned in Commercial Bid Part 2) is for the 1st year subscription. Before the expiry of 1st year subscription, Bank will reassess the usage of no of WebEx Licenses and inform the bidder before 30 days of expiry of 1st year subscription to renew the subscription of 2nd year for the no of Licenses in use. Bank will pay only for renewal cost (calculated @unit rate of year2) for the actual no of License in use for Renewal of Cisco Collaboration Flex Plan 3.0 WebEx Meeting Center Named User subscription license for Video Conferencing. Payment will be paid within 30 days of submission of Invoice copy and Proof of renewal renewal certificate duly counter signed by the Bank's Representative. Activation of product keys for supplied licenses to the satisfaction of the officers of the bank, confirming that the software licenses renewed are working and free from any defects based on sample testing.

Note: TDS, GST on TDS, LD will be deducted from the payment, as applicable.

6. Confidentiality

The vendor will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. **After termination of the contract also they should not divulge any data / information.**

7. Limitation of Liability

Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

a) IP Infringement indemnity
b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the vendor that gave rise to claim, under this tender.

8. Disclaimer

a) The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.
b) In case of Amalgamation/Merger of Indian Bank, the products & Services to be provided by the selected bidder under this RFP will be extended to the New/Merged Entity, at no additional cost and with the same terms & conditions.

9. Indemnity Clause

If at the time of bidder/vendor supplying, installing the Hardware/Software and Support in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the service provider shall indemnify the Bank and keep it indemnified in that behalf.

10. Patent Rights

The Service provider shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

11. Settlement of Disputes

a. If any dispute or difference of any kind whatsoever shall arise between the Bank and the service provider in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
b. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the service provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
c. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract. Submitting to

arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

a. In case of dispute or difference arising between the Purchaser and a Service provider relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Service provider; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.
b. If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
c. Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
d. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
e. Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

Notwithstanding any reference to arbitration herein,

a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
b. the Bank shall pay the service provider any monies due to the service provider.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

12. IT Act 2000

The equipment's to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

13. Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

14. Jurisdiction

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

15. Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Service provider, may terminate this Contract in whole or in part:

i. if the Service provider fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;

or

ii. if the Service provider fails to perform any other obligation(s) under the Contract.

iii. if the Service provider, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and

"**fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Service provider shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Service provider shall continue performance of the Contract to the extent not terminated.

16. Force Majeure

The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

17. Exit requirements

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. Service Provider shall not erase, purge, revoke, alter or change any data during the transition period, unless specifically advised by the regulator or the Bank.

18. Other terms and conditions

The relationship between the Bank and Successful Bidder/s is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said .... (For Indian Bank)

in the presence of: ....

Signed, Sealed and Delivered by the

said .... (M/s ________________________)

in the presence of: ....

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Annexure-V

NON DISCLOSURE AGREEMENT

(To be submitted on Non-Judicial Stamp Paper of requisite value by Successful Bidder)

(GeM Bid Number ……………………………………………)

THIS AGREEMENT made and entered into at ……..on this the…..day of………2026 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

M/s.…………………………..…. Limited a company registered under the Companies Act having its registered office at…………………………………..….. hereinafter called the "Service Prvider" which term shall wherever the context so require includes its successors and assigns,

WITNESSETH:

WHEREAS
The Bank is interalia engaged in the business of banking and have been renewing Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription License for Video Conferencing for One Year.

M/s.……………………………. Limited has been engaged in the business………………......

The parties have entered into agreement for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription License for Video Conferencing for One Year "(herein after referred to as "purpose")" and established business relationship between themselves. In the course of execution of business relationship, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

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

1. Confidential information

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

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

2. Use of Confidential Information

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

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

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

3. Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:
Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality
Is or becomes publicly known through no unauthorized act of the Receiving party.
Is rightfully received from a third party without restriction and without breach of this agreement.
Is independently developed by the Receiving party without use of the other party's confidential information and is so documented.
Is disclosed without similar restrictions to a third party by the Party owning the confidential information
Is approved for release by written authorization of the disclosing party; or
Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party an made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

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

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

5. Title and Proprietary rights

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

6. Return of confidential information

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

7. Remedies

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

8. Entire agreement:

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

9. Severability

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

10. Jurisdiction

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

11. Indemnity clause

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

12. Governing laws

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

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

Signed, Sealed and Delivered by the

said .... (For Indian Bank)

in the presence of: ....

Signed, Sealed and Delivered by the

said .... (M/s __________________________)

in the presence of: ....

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

ANNEXURE-VI

Manufacturers' Authorization Form (MAF)

No. Date:

To

The Asst. General Manager
Indian Bank, Head Office,
Information Technology Department
66, Rajaji Salai,
Chennai-600001

MAF for your GeM Bid Ref: GEM/2026/B/7697161 dated 22/06/2026

Dear Sir,

We, who are established and reputable manufacturers/ developer of …………………………….………… *(name of product offered)* do hereby authorize M/s…………………………….……... *(name and address of Agent)* to submit a Quote, and sign the contract with you for the solution offered by us against the above RFP (Request for Proposal).

We hereby extend our full support as per Conditions of Contract for the services offered by the above firm against this RFP (Request for Proposal). We duly authorize the said firm to act on our behalf in fulfilling all installation, technical support and Annual maintenance obligations required under the Contract.

Yours faithfully,

(Name)

(Name of OEM)

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the OEM. It should be included by the Bidder in its bid.

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

ANNEXURE-VII

Declaration for MSE Benefits

(*To be submitted on the letter head of the bidder signed by* Director/Company Secretary)

To Date……………………..

The Asst. General Manager
Indian Bank, Head Office,
Information Technology Department
66, Rajaji Salai,
Chennai-600001

Dear Sir,

Sub: Request for Proposal (RFP) for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing for two years.

Ref: Your GeM Bid Ref: GEM/2026/B/7697161 dated 22/06/2026

This has reference to our bid submitted in response to your Request for Proposal (RFP)**.** GeM Bid Ref: GEM/2026/B/7697161 dated 22/06/2026 floated for **Request for Proposal (RFP) for Renewal of Cisco Collaboration Flex Plan 3.0 with 70 Webex Meeting Center Named User subscription license for Video Conferencing for two years.**

We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

a) Issue of Tender Documents to MSEs free of Cost
b) Exemption on submission of bid security

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancelation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

For M/s ____________________

Signature

Name:

Designation: Director/Company Secretary

Place:

Date:

Seal & Stamp

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

ANNEXURE - VIII

Performance Security Format

Bank Guarantee No. Date:

To:
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
66, Rajaji Salai
Chennai 600 001, India.

WHEREAS .... (Name of Supplier/Service Provider) hereinafter called "the Supplier/Service Provider") has undertaken, in pursuance of Contract No................. dated .... to..(Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

AND WHEREAS we have agreed to issue said Bank Guarantee in your favour:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of .... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of .... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ....day of..................2026

Signature of Authorized Official with Seal ....

Date..2026
Address: ....
....
....

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

Annexure-IX

Performa of Installation Certificate for Issue by The Bank after completion of Implementation of the Project

Date:

Sub: Certificate of Completion of renewal of Software Licenses Supplied.

Ref: Purchase Order No………………………………………………

1. This is to certify that the milestone _______ as detailed below has/have been implemented successfully covering delivery of all the deliverables for the phase (subject to remarks in Para No. 2). The same has been installed and commissioned.

   (a) Contract No.________________ dated _________________

   (b) Description of the phase __________________________

   (c) Deliverables in the phase ___________________________

   (d) Date of Initiation of Phase__________________

   (e) Date of commissioning and proving test _________________

2. Details of deliverables not yet supplied and recoveries to be made on that account:

   S.No. Description Amount to be recovered

3. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms

4. The supplier has fulfilled its contractual obligations satisfactorily for phase ___ of the project*

   or

   The supplier has failed to fulfil its contractual obligations with regard to the following:

   (a)

   (b)

Signature ______________________

Name ______________________

Designation with date and stamp _________________

*Explanatory notes for filling up the certificates:

(a) The Supplier has adhered to the time schedule specified for the phase in the contract in dispatching the documents pursuant to Technical Specifications.

(b) The Supplier has supervised the commissioning of the deliverables in time i.e. within the period specified in the contract from the date of initiation of phase in respect of the installation and completion of respective phase.

GeM Bid Ref: **GEM/2026/B/7697161** dated 22/06/2026

CHECKLIST FOR THE RFP

Sr. No.	Eligibility Criteria for Bidder	Supporting Documents
1.	The bidder must be a registered Company (Public Limited/ Private Limited) / PSU / PSE / Firm (Partnership/Proprietorship) in India and should have been in operation in India for at least 5 years as on date of the RFP. Certificate of Incorporation issued by Registrar of Companies and full address of the registered office to be submitted along with GST registration certificate. For bidders who are MSE or Startup this criterion has been relaxed to 3 years. In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original limited company can be taken into account.	Copy of Certificate of Incorporation issued by the ROC and Articles of Association should be submitted.
2.	The Bidder should have an average Business Turnover of at least Rs.50 Lakh (for MSE/Startups – Rs.25 Lakh) during last 3 Financial Years (i.e. 2023-24, 2024-25 and 2025-26). Audited balance sheet for FY 2023-24, 2024-25 and 2025-26 **If Financial Statements of 2025-26 of any bidder is unaudited then Bank would consider the CA Certificate for the provisional financial statements for FY 2025-26 along with an undertaking letter from the bidder that the 2025-26 Statements are not audited.*	Self-attested copies of audited balance sheet for FY 2023-24, 2024-25 and 2025-26 Certificate from a Chartered Accountant to confirm that the average turnover of the bidder is at least Rs.50 Lakh (for MSME/Startups- Rs. 25 Lakh) for the last 3 consecutive financial years (2023-24, 2024-25, 2025-26).
3.	The net worth of bidder firm should not be negative on 31/03/2026 and also should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31/03/2026. Audited balance sheet for FY 2023-24, 2024-25 and 2025-26	Certificate from a Chartered Accountant to confirm that the net worth is not negative as on 31/03/2026 and also the same should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31/03/2026.
4.	Bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (M/s Cisco) mentioning GeM Bid Reference no and date of this bid. OEM and its authorized supplier cannot bid simultaneously.	Manufacture Authorization Form (MAF) as per Annexure-VI.

5.	The Bidder should not have been debarred/ blacklisted by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions at the time of submission of bid. Bidder should also not have been insolvent / bankrupt at the time of bid submission.	A Self-Declaration to be furnished by the Bidder on the Company's letter head for the same as per Annexure-III.
6.	Bid Form	Bid Form signed by the Authorized Official of the Bidder should be attached as per Annexure-I
7.	Bid Security Form (for Bank Guarantee Only)	Bid Security of **Rs.75,000/-** (Rupees Seventy five Thousand Only) has to be submitted as mentioned in the RFP, if BG submitted it should be as per Annexure-II.
8.	Copy of RFP & Clarifications and amendments issued by the Bank	To be sealed and signed by the Authorised Official of the Bidder
9.	A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.	POA or certificate to the effect that the Authorized Signatory has authority to bind the company. to be uploaded with technical bid