

Request for Proposal (RFP)

UNION BANK OF INDIA
REGIONAL OFFICE LUDHIANA
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EMPANELMENT OF VENDORS/FIRMS/SUPPLIERS

for

RATE CONTRACT & ANNUAL MAINTENANCE CONTRACT
FOR SUPPLY, INSTALLATION & MAINTENANCE OF PORTABLE FIRE
EXTINGUISHERS IN THE BRANCHES/OFFICES/ATMS OF UNION BANK
OF INDIA UNDER REGIONAL OFFICE LUDHIANA

<u>ROLUD/SEC/03/2025-26 dated 10 Mar 2026</u>
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NOTE: This document contains 52 pages including this cover page

DISCLAIMER

The information contained in this RFP document or any information provided subsequently to Bidder(s) either verbally or in documentary form by or on behalf of Union Bank of India, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Union Bank of India in relation to the provision of services.

This RFP is neither an agreement nor an offer and is only an invitation by Union Bank of India to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This is not an offer by Union Bank of India but only an invitation to bid in the selection process initiated by Union Bank of India. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of Union Bank of India and the Bidder.

All the proposals received in response to this RFP are relevant & binding on this RFP and associated documents only and any reference to any other Request for Proposals by Union Bank of India will not be acceptable for evaluation of the proposal.

Notwithstanding the fact that eligibility criteria in any other previous Requests For Proposals/tender issued by Union Bank of India and whatever manner the same had been interpreted or evaluated therein, shall have no bearing on this case for evaluation and this RFP/tender shall be evaluated only as per the definition/stipulations contained herein in this RFP/tender. Union Bank of India reserves the right not to reopen previous Request For Proposals/tenders on this account.

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BID DETAILS

RFP Reference No. and Date	:	ROLUD/SEC/03/2025-26 dated 11/03/2026
RFP Title	:	Request for Proposal (RFP) for Empanelment of vendors for Rate Contract & Annual maintenance Contract for Supply, Installation & Maintenance of Fire Extinguishers - Regional Office Ludhiana
Document Cost	:	Rs. 2000/- (Rupees Two Thousand only) in the form of Demand draft/Pay order in favor Union Bank of India, payable at Ludhiana
Earnest Money Deposit (EMD)	:	Rs. 20,000/- (Rupees Twenty Thousand Only) in the form of Demand draft/ Pay order issued by a scheduled commercial bank favoring Union Bank of India, payable at Ludhiana
Tender Start Date	:	13/03/2026 from 10.00 A.M onwards
Last date and time for Receipt of Bidding Document	:	06/04/2026 at 03.30 P.M. Bid document to be deposited in the Tender Box at Regional Office Ludhiana before the stipulated time.
Technical Bid opening date / time	:	06/04/2026 at 04.00 P.M.
Place of Tender opening	:	Union Bank of India Regional Office Ludhiana 1 st Floor, 41/1 Walia Complex, Dugri Road Atam Nagar, Ludhiana - 141003
Pre-bid Meeting Date / Time	:	20/03/2026 at 3:30 P.M. at Union Bank of India, Regional Office, Ludhiana. All prospective bidders may avail this opportunity to interact with the tender committee and seek necessary clarifications with regards to this RFP. No representations would be entertained at any later stage from bidders due to misinterpretation/misunderstanding of clauses and decision of the tender committee would be binding on all the bidders.
Seek clarification start / end date & time	:	13/03/2026, 10.00 A.M to 20/03/2026, 04.00 P.M.
Address for communication	:	Union Bank of India Regional Office Ludhiana 1 st Floor, 41/1 Walia Complex, Dugri Road Atam Nagar, Ludhiana - 141003 Email: rso.ludhiana@unionbankofindia.bank.in
Contact person	:	Mr. Rajveer Singh, Regional Security Officer Ph- 0161 - 4502398, 9877602340 Interested Bidders are requested to send email to rso.ludhiana@unionbankofindia.bank.in or to CM (Operations) at pnd.roludhiana@unionbankofindia.bank.in containing following information, so that in case of any clarification same may be issued to them. Name of company, contact person, mailing address with Pin Code, Telephone No., email address, Mobile No. etc.

Date and Time of Financial bid Opening	Date and Time will be intimated by email to the qualified vendor after the Technical Evaluation of the Bids.
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The detailed information regarding, eligibility norms and tender document shall be available during aforesaid period at the Bank's website www.unionbankofindia.co.in and Government portal at www.eprocure.gov.in. The Bank reserves the right to reject any or all applications without assigning any reasons whatsoever. Any corrigendum, addendum for the subject tender will be available at banks website and Government portal and no newspaper publication will be released. All interested vendors to monitor the bank website for any addendum/amendments related to this Request for Proposal. Bidder must refer the same before final submission of the Tender. In case of any unexpected interruption due to events beyond control of the procurement committee, the process will be continued on the subsequent working day at the scheduled time. Bidders are advised to read all terms and conditions carefully before submitting the proposal. All terms & conditions and format of documents/Annexure mentioned in this RFP are final and not open to any modification. The Bidders /their representatives may be present at the time of opening of the Technical Bid Offers. No separate intimation will be sent in this regard to the suppliers for deputing their representatives. The Technical Bid offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present.

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Union Bank of India

REQUEST FOR PROPOSAL (RFP)

1. INTRODUCTION

Union Bank of India (hereinafter referred to as the 'Bank' and/or 'UBI'), is one of the leading Nationalized Banks in India and has its Central Office at 239, Vidhan Bhavan Marg, Union Bank Bhavan, Nariman Point, Mumbai - 400021 invites sealed tenders in TWO-BID system i.e. Technical Bid and Price Bid in the prescribed format from eligible bidders for empanelment of vendors for supply, installation & maintenance of Fire Extinguishers in the Branches/ Offices/ATMs under Regional Office Ludhiana of the bank.

The tender documents can be downloaded from Bank's corporate website: www.unionbankofindia.co.in and also from Central Public Procurement Portal: www.eprocure.gov.in. If soft copy of the format is required, please mail to rsoludhiana@unionbankofindia.bank.in. Please refer banks website and Government portal regarding any corrigendum, addendum for the subject tender till finalization.

2. SCOPE OF THE TENDER

Union Bank of India, a leading public sector bank, having its Central Office situated at Nariman Point, Mumbai (herein after referred as 'Bank' or 'UBI') has its network of branches and ATMs situated across length and breadth of the country. The bank is having structured Administrative offices situated in major cities across the country and is called Regional Office. The Regional Offices are administratively situated for administration and support of branches/offices/ATMs situated in nearby districts (as categorized by the bank).

Empanelment: Empanelment is for three years. In special cases, the empanelment period can be extended beyond initial period of 03-years for a specified period not exceeding one year for the circumstances unforeseen. Contract for supply and installation of new Fire Extinguishers and annual maintenance for new and existing Fire Extinguishers will be for the period of three years which would be renewed yearly on the basis of satisfactory performance. The contract would be awarded to Lowest bidder post meeting/fulfilling all criteria of the bank i.e. L1. Rates of supply, installation of new Fire Extinguishers plus annual maintenance for new (post warranty) and existing Fire Extinguishers fixed at the time of contract will be non-negotiable during entire period of empanelment and no revision will be permitted.

The work is required to be executed on as and when required basis from firms who fulfill the mandatory eligibility criteria/conditions/requirements. Vendors who are willing to undertake the Annual Maintenance contract of fire extinguishers presently installed in various branches of bank irrespective of make and condition shall only be considered.

The tender process also includes finalization of Rates for supply and installation of selected Fire extinguishers. Vendors should quote appropriate brand products with BIS and other mandatory certifications complied.

Hydraulic pressure testing, Refilling, Annual Maintenance contract and supply installation (Through limited tender from empaneled vendors on as and when required basis) of Portable Fire Extinguishers in branches/ATMs and other offices of Union Bank of India, under Regional

Office Ludhiana on, as and required basis. Rate contract for Supply, HPT, Refilling and AMC of Fire extinguishers and empanelment will be valid for a period of 3 years. If both parties are willing to continue the contract at the same rate, terms and conditions, it may be extended for further one year on mutually agreed terms and conditions.

The Bank at its discretion may initiate limited tender from all empaneled vendors towards procurement of new fire extinguishers as and when it is required during empanelment period.

Regional Office Ludhiana comprises of Rupnagar, Fatehgarh Sahib, Ludhiana, Malerkotla, Moga and Firozpur district of Punjab having large geographical area and branches/ATMs are widely dispersed. The requirements mentioned above pertain to the entire region and not to the center where Regional Office is located.

If the Central Office or any higher office of Union Bank of India conducts Pan India rate contract, Regional office will have the right to cancel this Rate contract. In such case notice of one month will be served to the firm for termination of rate contract and no other claims will be entertained.

The broad scope of the tender is as under:

2.1 Empanelment of Vendors/Firms/Suppliers for Rate Contract & Annual maintenance Contract for supply, installation & Maintenance of Portable Fire Extinguishers in the Branches/Offices/ATMs of Union Bank of India under Regional Office Ludhiana. Details of Regional Office Ludhiana area are as under -

Regional Office Name	Area of Jurisdiction	Tentative number of branches/offices/ATMs
Ludhiana	Ludhiana, Rupnagar, Fatehgarh Sahib, Malerkotla, Moga and Firozpur district of Punjab	62

Note: The number of branches/offices/ATMs and the area of jurisdiction of Regional Office may change.

2.2 Rate Contract (RC) with one or more of the shortlisted vendors for supply and installation of Fire Extinguishers for a period of 3 years.

2.3 Annual Maintenance Contract (AMC) with one or more of the shortlisted vendors for Maintenance of Fire Extinguishers for a period of 3 years.

2.4 The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

3. DEFINITION OF REGIONS/LOCATIONS TO BE COVERED

3.1 Regional Office Ludhiana - Regional Office Ludhiana consists of all the Union bank of India Branches, Admin offices and ATMs located Ludhiana, Rupnagar, Fatehgarh Sahib, Malerkotla, Moga and Firozpur district of Punjab state and herein after will be referred to as Regional Office Ludhiana.

Services will be required to be provided for the branches, ATMs and offices under Regional Office Ludhiana, spread across six districts of Punjab. The scope of this RFP covers the existing Branches / Offices / ATMs of the Bank under Regional Office Ludhiana and those opened during

the tenancy of the contract.

The Location of delivery of Fire Extinguishers will be communicated along with the work order or Purchase Order. Prospective vendors may inquire about location of branches/offices/CCs/ATMs from the official web site of the bank. However, the Bank reserves the right to change location as per Bank's requirement, before delivery. The installation of the Fire Extinguishers will be done as per requirement of the bank from time to time.

4. ELIGIBILITY CRITERIA FOR SHORT-LISTING

The following criteria would be applied for rate contract or short listing of vendors. The vendors must submit proof of documents along with tender. Vendors not submitting proof of documents and/or not conforming to any of these criteria will not qualify for rate contract or short listing. Bank reserve the right to verify / evaluate the claims made by the Bidder independently. Any decision of the bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

All documentary evidences/ certificates confirming compliance to eligibility criteria should be part of technical bid.

The details are tabulated below for information and compliance: -

Sl. No.	<u>Eligibility Criteria</u>	<u>Acceptable Proof documents</u>
(a)	The firm should be OEM (Original Equipment Manufacturer) or Authorized channel partner or Authorized dealer or Authorized distributor of portable fire extinguishers. <u>For vendors offering own products [Original Equipment Manufacturer (OEM)]</u> The product offered should not be exclusively made for the OEM and/or sister concern/s. Products which are not available in the open market shall not be considered. All spares of such products offered shall be available in the open market for ensuring after sales support. The OEMs should have minimum two authorized channel partner/dealer/distributor in the state of Punjab (includes Chandigarh also). <u>For authorized channel partner/dealer /distributor</u> Ink signed or digitally signed authorization letter from the OEM must be submitted in original. The certificate so furnished should clearly mention the period for which such authorization is valid and vendor name, address and contact details from where after sales services shall be provided to the Bank. The certificate should be submitted for each of portable fire extinguishers.	In case of OEMs a list of channel partners/dealers /distributors in the state of Punjab (includes Chandigarh also). (for the OEMs). In case of Authorized channel partner or Authorized dealer or Authorized distributor Ink signed/digitally signed copy of authorization letter from the OEM must be submitted in original.

(b)	For procurement of new Fire extinguishers, proposed/offered portable fire extinguishers should be of an established brand and should be in the market for last five years. The portable fire extinguishers and spares of the products offered should be available in the open market.	List of the sales outlet of the products offered.
(c)	The firm should be reputed in the concerned field with not less than five years' experience in supply and maintenance of portable fire extinguishers.	Attested copies of original work order/other supporting document from PSB/PSU. Authorised letter of dealership from OEM.
(d)	Firms should have Income Tax PAN and must have filed valid IT returns for last three years.	Attested copies of valid PAN card, and Income tax returns of last three financial years i.e. 2022-23, 2023-24 & 2024-25 to be submitted.
(e)	Firms should have Registration under Shops & Establishments Act in the state of Punjab (includes Chandigarh also)	Attested copy of Registration Certificates of Shops & Establishments in the state of Punjab (includes Chandigarh also) to be submitted.
(f)	Firms shall not be owned or controlled by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956.	A certificate on the firm's letter head denying the ownership of Agency/Firm/Manufacturer/Dealer by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm to be submitted along with the tender.
(g)	Firms should have a registration for GST and should have been allotted with Registration Number for payment of GST.	Attested copy of valid Registration Certificate with GSTIN to be submitted or undertaking stating that their firm doesn't come under the purview of GST registration by CEO of the company with company seal to be submitted.
(h)	Firms should not have been blacklisted by any Govt. Authority/PSUs/PSBs.	An undertaking (on their letter head) that they have not been blacklisted by any Govt. Authority or PSUs/PSBs duly signed by authorized signatory with company seal.
(i)	The firm should have average annual sales turnover of Rs.10 lakhs or above in the last three years and should have earned profit during the same period.	Copies of audited Balance Sheet and Profit & Loss Statement of past three financial years i.e., 2022-23, 2023-24, 2024-25.
(j)	Good Product quality and Robustness: - All the products offered should have BIS certification and / or other relevant certifications	Attested copies of the relevant certificates issued by BIS / certifying agencies to be submitted.

	mentioned in the technical specifications of the products and should conform to the latest standards. The vendor must produce relevant proof for meeting BIS standards and / or other certifications for the equipment / products offered by them. For BIS certified products, the Central Mark License (CML) number allotted by Bureau of Indian Standards for each product should be furnished.	
(k)	Good after sales service network: - The firm should have at least one of its own office/service center functioning in the state of Punjab (includes Chandigarh also). The office should essentially have a landline telephone connection/ postpaid mobile connection and should be manned during office hours. The office should have sufficient workshop space and technical equipment for testing, repairing and maintenance of portable fire extinguishers with adequate team of Engineers or Technicians to support geographical area of Regional Office Ludhiana.	Firms should submit attested copies of rent agreement, original rent receipt or landline bill/postpaid mobile bill proof to prove that it has own office and service center functioning in the required area. Provide attendance sheet copy/list of engineers/technicians
(l)	The firm applying for empanelment should have installed/looking after the Annual Maintenance of portable fire extinguishers of at least two Public/Private Sector Banks or Public Sector Undertakings/Govt institutions for at least last three years.	Firm should provide reference site details in the annexure and they will qualify only if the bank gets positive feedback from public/private sector banks or public sector undertakings. Additionally, the tender committee at its discretion may obtain feedback from any other site to determine efficiency in services of bidders. Copies of Empanelment letters, work order issued by Public/Private Sector Banks or PSU/Govt Institutions.
(m)	Firm should not have been de-empaneled by any of the office of Union bank of India due to unsatisfactory services.	Firms should submit an undertaking (on their letter head) that they have not been de-empaneled by any of the office of Union bank of India due to unsatisfactory services duly signed by authorized signatory with company seal.

5. GENERAL CRITERIA

No work order would be placed on the firm in case the firm does not comply with directives incorporated in this tender document or does not abide by stipulated timelines listed in the document. Firms should have their own employees and should have Infrastructure and network to support branches/offices/ATMs under Regional Office Ludhiana. Email and Whatsapp

message will be considered as valid means to report complaint and vendor is bound to attend the complaint within 48 hrs.

6. TECHNICAL BID OFFER

The Technical Bid Offer should be complete in all respects and contains all information asked for in this document. It should not contain any price information. Please note, if any information related to price is found in technical bid then whole bid will be rejected and no correspondence/representation in this regard would be entertained.

- 6.1 The Technical Bid Offer should comprise of the following:
- 6.2 Document cost Rs.2000/-i.e., Cost of RFP Forms. (Non-Refundable).
- 6.3 Acceptance of Terms and Conditions.
- 6.4 Pre-qualification.
- 6.5 Profile of the vendor/firm.
- 6.6 Declaration for compliance as per format given in annexures.
- 6.7 Technical Specifications as per format given in annexures.
- 6.8 Details of reference sites.
- 6.9 Earnest Money Deposit of Rs.20,000/- for Fire Extinguishers (DD/Pay order drawn in favour of Union bank of India payable at Ludhiana).
- 6.10 LATE BIDS: -Any bid received after the deadline for submission of bid prescribed by the bank will be rejected and/or returned unopened to the bidder, if bidder so desires.
- 6.11 All the Annexure I, II, III, IV, V, VI, VII, VIII, IX, X & XI should be submitted on company's letter head duly signed with Name and designation of the authorized person with seal of the company.
- 6.12 The bid shall be typed or written in indelible ink and is to be signed by the bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney to participate in the tender. Bids signed by representatives who don't have written power of attorney to participate in the tender shall be rejected. All pages of the bid including un-amended printed literature shall be initialed by the person or persons signing the bid.
- 6.13 Attested photocopies of relevant documents/certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor are also to be signed by the bidder or a person duly authorized to bind the bidder to the contract.
- 6.14 Those who are registered with National Small Industries Corporation (NSIC/MSME) or the concerned Ministry or Department notified time to time by the Govt. of India / CVC for exemption from Tender Cost, Bank will honor the same on production of duly attested certificate of registration in this regard.
- 6.15 In case of bidders registered with NSIC/Udyog Aadhaar as SME or a Start-up Company, they are eligible for waiver of EMD. However, SME bidders need to provide valid NSIC/SME Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Commerce & Industry, Government of India.

7. TECHNICAL REQUIREMENTS - PORTABLE FIRE EXTINGUISHERS

7.1 For procurement of Fire extinguishers from empanelled vendors through limited tender, following will be the minimum required Technical criteria: -

Sl. No.	Description of Item
1.	Carbon dioxide (CO2) 4.5 kg fire extinguisher made of manganese seamless tube high pressure steel cylinder, internal discharge tube with 1 meter discharge hose and horn fitted with wheel type valve conforming to latest IS specifications with ISI mark, with

	suspension wall bracket with ISI mark complete with initial charge. (The CO ₂ cylinder should have certificate from CCE and the serial no should be embossed on the cylinder).
2.	Carbon dioxide (CO ₂) 2 kg fire extinguisher made of manganese seamless tube high pressure steel cylinder, internal discharge tube with 1 meter discharge hose and horn fitted with wheel type valve conforming to latest IS specifications with ISI mark, with suspension wall bracket with ISI mark complete with initial charge. (The CO ₂ cylinder should have certificate from CCE and the serial no should be embossed on the cylinder).
3.	ABC powder type fire extinguisher 4 kg capacity inside cartridge type complete with gunmetal operational assembly cap with metallic safety clip, CO ₂ gas cartridge, high pressure braided discharge hose with plain nozzle, initial charge (Powder) as per latest IS specifications with ISI mark.
4.	ABC powder type Automatic Modular fire extinguisher 5 Kg capacity inside cartridge type complete with gunmetal operational assembly cap with metallic safety clip, CO ₂ gas cartridge, high pressure braided discharge hose with plain nozzle, initial charge (Powder) as per latest IS specifications with ISI mark.
5.	Clean Agent Gas Based Automatic Modular type fire extinguishers of 5 Kg IS 15683:2018 & IS 2190:2024 specifications with ISI mark.
6.	Water type, squeeze grip stored pressure type fire extinguishers/Gas cartridge type fire extinguishers of 9 lit. Capacity, fitted with wall bracket confirming to IS 15683:2018 & IS 2190:2024 with ISI mark, with initial refilling at site.
7.	Dry chemical powder squeeze grip stored pressure type fire extinguishers/Gas cartridge type fire extinguishers of 4 Kg capacity with discharge hose and nozzle fitted with wall bracket confirming to IS 15683:2018 & IS 2190:2024 specifications with ISI mark.
8.	Brand - CEASEFIRE/KANEX/MIMIMAX/SAFEX or other equivalent.

7.2 Marking - In addition, fire extinguisher shall be clearly and indelibly marked by means as stated in latest IS specifications with the following-

- Name or Trademark of manufacturer
- BIS License number (CM/L- xxxxxxxx)
- Type of media of fire extinguisher
- Base material and its percentage for Powder
- Model number
- Rating and classification of fire extinguisher
- Acceptable to use at temperature from to °C.
- Empty mass in kg
- Nominal full mass in kg/Gross mass with tolerance or Min & max gross mass in kg
- Year of manufacture
- Sequential serial number

Following statement as applicable -

- For rechargeable extinguishers: 'Recharge immediately after any use'
- For disposable extinguishers: 'Discard immediately after any use'

- (n) Operating, recharging, inspection and maintenance instructions in the form of an etched or embossed metal name plates or band or an acceptable pressure sensitive nameplate or by silk screening of paint. Operating instructions also to be shown by pictorial view.
- (o) Name of Clean agent to be marked on the label of fire extinguisher.
- (p) In case of extinguishers covered by Gas Cylinder Rules, stamp of approval should be embossed on the neck of cylinder.
- (q) The CO₂ cylinder should have certificate from CCE and the serial no should be embossed on the cylinder.
- 7.3 **Warranty:** - For procurement of new fire extinguishers, OEM warranty of at least 1 Year is required. The warranty should not be client specific, rather general in nature.

8. EARNEST MONEY DEPOSIT

Earnest Money Deposit of Rs.20,000/- (Rupees twenty Thousand Only), in the form of a demand draft/pay order issued by a scheduled commercial bank favouring Union Bank of India, payable at Ludhiana, must be submitted along with the offer. Offers not accompanied with Earnest Money Deposit of Rs. Twenty Thousand will not be accepted. EMD to remain valid for a period of minimum 90 days beyond the final bid validity period. Firms registered with National Small Scale Industries (NSIC) or vendors falling under the category of Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department submitting valid proof of documents would be exempted from payment of document cost and EMD. EMD amount will be forfeited if, having been selected by the bank for the job, the vendor refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned therein. Bank Guarantee/FD/Cash/Cheque etc. in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful vendors only on completion of the entire tender process and finalization of vendors. The Earnest money paid by the successful vendors will be released only after finalization of rate contract and submission of Performance Bank Guarantee.

FORFEITURE OF EMD: EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the validity period of its tender. EMD of successful bidder will also be forfeited by the Bank if he fails to undertake the job if has been communicated about, acceptance of his rates or does not comply any of the tender terms after award of the contract. Further, if the successful tenderer fails to furnish the required performance security within the specified period, it's EMD will be forfeited. This amount will be forfeited if, having been selected by the Bank for the supplying, installing and maintenance of Fire Extinguishers, the vendor refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned therein. Bank Guarantee in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful Bidders.

Additionally, The Earnest Money Deposit will be forfeited if the vendor: -

- Withdraws its bid during bid validity period.
- Refuses to honour price bid. Bank reserves the right to place order onto vendor based on prices quoted by them.

- Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
- Refuses to submit bank guarantee on finalization of rate contract.

REFUND OF EMD: EMD submitted by the unsuccessful bidders will be returned to them without any interest whatsoever, at the earliest after expiry of the final tender validity period but not later than 45 days after conclusion of the contract. EMD to successful vendor will be refunded only after submission of Performance Bank Guarantee by the vendor.

9. PERFORMANCE BANK GUARANTEE

Before entering into an agreement, the selected vendors should submit Bank Guarantee of Rs.40,000/- favoring Union Bank of India and payable at Ludhiana for a period of 38 months from the date of rate contract, issued by a scheduled commercial bank other than Union Bank of India. Purchaser will have the right to make good any loss arising during the execution of rate contract from the bank guarantee given by bidder. If the work order is split between two or more vendors in a Region, the value of the PBG will be split proportionally between the vendors awarded contract. Union Bank of India will have the right to make good any losses arising from unsatisfactory AMC Services on part of vendor from the Performance Bank Guarantee given by the bidder if not given separately, irrespective of the purpose of the guarantee. Vendor should submit the bank guarantee within 21 days, after award of contract.

All liabilities arising from this tender will be made good from the Performance Bank Guarantee.

10. TERMS OF IMPLEMENTATION

10.1 The vendor shall provide service support as and when required during the warranty period under AMC and thereafter, if required by the Bank.

10.2 Hydraulic pressure testing/refilling of all Fire extinguishers installed in branches needs to be carried out in within a span of 180 days after issue of Rate contract. The pressure testing is required to be carried out in Government approved test centres only and the vendor is required to submit proof of testing to branch and Regional office.

10.3 During half-yearly servicing/hydraulic pressure testing and refilling of fire extinguishers, vendor/representative will explain the operation of fire extinguishers and clear the doubts of employees of the bank.

10.4 The total duration for completion of half-yearly servicing at branches/offices/ATMs should not exceed 30 days from the date due for servicing under any circumstances except Force Majeure or else the terms of Liquidated Damages (LD) will be applicable.

10.5 The total duration for completion of hydraulic pressure testing and refilling of fire extinguishers at branches/offices/ATMs should not exceed 180 days from issue of work order under any circumstances except Force Majeure or else the terms of Liquidated Damages (LD) will be applicable. To rule out any doubt about date of last refilling/pressure testing, bank will get all the fire extinguishers installed in the branches/offices/ATMs pressure tested/refilled within 180 days from issue of work order itself unless the fire extinguisher is not more than 3 years old or the fire extinguisher is life expired.

a) The vendor shall supply, install & make operational the new Fire Extinguishers within 10 working days from the date of receipt of such Work Order through Email/Whatsapp/SMS etc. else, the terms of Liquidated Damages (LD) at the rate of Rs 100.00 (Rs. One Hundred Only) per

day but not more than Rs 2,000/- (Rs. Two Thousand) per work order or net cost of the work order whichever is higher in each case of delay in supply & installation of Fire Extinguishers to any Branch/Office/CC/ATMs under Regional Office Ludhiana.

b) The vendor shall provide service support as per requirement of the bank & as per terms of AMC.

c) On Installation /Servicing vendor/representative will explain and teach the operation of concerned Fire Extinguishers to employees of the bank in making them well versed with functioning of the Fire Extinguishers.

d) Down time of to make any Fire Extinguishers serviceable whether under warranty or under AMC would not be more than two working days. Bank reserves the right to invoke LD Clause. Intimation of downing or un-serviceability of Fire Extinguishers would be given by branches/offices/CCs to vendor through his Official Email/Whatsapp/SMS etc. day of email would be excluded from calculating working day, if email is sent post 1400 hrs.

MANUALS/ GUIDES: The Fire Extinguishers will have to be supplied with all the manuals/guides in electronic form and/ or in printed booklet(s) as provided by the respective Original Fire Extinguishers Manufacturers. All the manuals/ guides should be in English only.

11. BIDDING PROCESS (TWO STAGE)

11.1 For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, Technical Bid containing the General Terms and Conditions including Compliance to Technical Specifications and Price Bid containing the final Price Bid.

11.2 The offer will be in two parts, Technical bid and Price Bid. Both the parts should be submitted in separate sealed covers duly super scribed "Technical/Price bid" respectively and the technical bid and price bid sealed envelopes should be placed in another sealed envelope super scribed

"Technical Bid for supply & Maintenance of Fire Extinguishers for Branches/Offices/Currency Chests/ATMs under Regional Office Ludhiana"

AND

"Price Bid for supply & Maintenance of Fire Extinguishers for Branches/Offices/Currency Chests/ATMs under Regional Office Ludhiana"

Note: -

"Separate sealed envelopes should be used while submitting Technical Bid and Price Bids for supply & Maintenance of Fire Extinguishers for Branches/Offices/Currency Chests/ATMs under Regional Office Ludhiana and these sealed envelopes should be placed in another Master Sealed Envelope super scribed "Offer for Supply & Maintenance Of Fire Extinguishers for Branches/Offices/Currency Chests/ATMs under Regional Office Ludhiana". The offer should be dropped in the Tender Box at the below mentioned address.

Union Bank of India
Regional Office Ludhiana
1st floor, 41/1 Walia Complex, Dugri Road,

Atam Nagar, Ludhiana - 141003

- 11.3 Technical bid will contain the Bidders information in the format as given in this document.
11.4 TECHNICAL BID shall not contain any pricing or commercial information at all.
11.5 Tenders which are not in sealed covers will not be accepted.

12. EVALUATION PROCESS

The process will be completed in following stages: -

12.1 Stage I

12.1.1 Initially only Envelope I (Technical bids) will be opened on scheduled date and time in the presence of bidders/their authorized representatives. No separate communication for the same will be sent to bidders. Technical bids from bidders not accompanied with **demand draft/pay order** for cost of RFP and **demand draft/pay order** for EMD shall be summarily rejected except for vendors claiming exemption on Cost of RFP & EMD who are registered with National Small Scale Industries (NSIC) or vendors falling under the category of Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department provided proof document for registration is submitted.

12.1.2 Bid security (EMD) and tender fees is to be submitted by all bidders except who are registered with National Small Scale Industries (NSIC) or vendors falling under the category of Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department.

12.1.3 The registration with MSE of vendors claiming exemption shall be verified with MSE based on the proof documents and if found ineligible for such exemption, the bid of such vendors shall be summarily rejected.

12.1.4 The sealed price bids Envelope II of only the technically qualified vendors shall be opened after completion of technical evaluation for empanelment process. Price bids shall be opened on a future date, as decided by the bank.

12.2 Stage II

12.2.1 Bidders qualifying Stage-I shall be evaluated against the stipulated minimum eligibility criterion purely based on proof of documents submitted. Documents submitted along with the Tender shall be considered as final & conclusive proof, thus bidders are advised to submit complete documents. However, bank at its own discretion may ask proof of documents as and when it is required for technical evaluation.

12.2.2 A comparative chart capturing information on compliance of minimum eligibility criterion shall be prepared and evaluated as per submitted proof of documents.

12.2.3 Offers not complying or adhering with any of the minimum eligibility criterion or without relevant proof of documents will not qualify this stage.

12.3 Stage-III

12.3.1 Veracity of documents/facts of Bidders qualifying Stage-II will be further verified through site visits to the offices/service centre/tie-up arrangements of the bidders. Bidder/s should not have any objection to bank inspecting their manufacturing / R&D / other infrastructure or any office to verify documentary/other claims as per application process. Bank may also hold inquiries from past/existing clients of the applicant.

12.3.2 Positive/Satisfactory service feedback with regard to supply, installation &

12.3.3 Maintenance of Fire Extinguishers is required to be submitted by bidders from PSBs, Private Banks where they had rendered similar services duly signed and sealed by the competent authority/designated Security Officer(s) of the bank/s with Bank's official email id & contact details for cross verification. Email ID intimated in tender documents will be treated as valid mode of communication.

12.3.4 Bidders with unsatisfactory feedback from reference sites or documents/facts not found in order on verification as per stipulated criterias applicable shall not qualify this stage.

12.4 Stage IV

12.4.1 Demonstration of Fire Extinguishers at Regional office Ludhiana as per date and time scheduled by the bank. At the discretion of the bank, the bidder have to organise demonstration of Fire extinguishers of all types of fire extinguishers including ABC Powder & Clean Agent based Modular Type Fire Extinguishers which are quoted in technical bids at date time and venue decided by the bank at their own cost. Products demonstration including site visit to firm's office/service centre/workshop & to the facility conducting HPT Testing of Portable Fire extinguishers shall be seen & will be undertaken by the evaluation committee to check their specifications, standards and quality. The products of bidders not conforming to required standards and specification will not qualify.

12.4.2 Bidders qualifying this stage will be empanelled for three years under Regional Office Ludhiana.

12.4.3 Vendor awarded the contract will be required to send his team to Regional Office building/place decided by Regional Office for fire extinguisher operation demonstration for training of staff members/for evacuation drills any/multiple time as and when called for.

12.5 Stage-V

12.5.1 Price bids of only empanelled bidders shall be opened in presence of the empanelled bidders or their authorised representatives as per date and time and place given/communicated by the bank. Bidders shall be informed through email to local office for participation in bidding process.

12.5.2 Price bids of bidders shall be evaluated and L1 price bid(s) shall be decided for Regional Office Ludhiana from the qualifying price bids.

12.5.3 A written offer shall be given to L2 and/or L3 bidders to match L1 price and a written confirmation for matching L1 price shall be obtained. The decision on whether or not to exercise the option of taking services of L2 and/or L3 vendors post given written confirmation to match L1 price by allotting % of Branches/Offices/CCs/ATMs to be covered under Regional Office Ludhiana totally rests with the bank. Based on receipt of written confirmation from L2 or/and L3 bidders that they are ready to match

L1 rates and are ready to provide equivalent/better/superior products for our Branches/Offices/CCs/ATMs and are confirming to required/desired BIS & other standards as well as specifications as mentioned in RFP document and after successful demonstration of said Fire Extinguishers with accessories to the valuation committee, the valuation committee may allot the work to L2 or/and L3 vendors also, then the proportion of work order will be allotted as under:-

In case Bank decides to allot work to 02 vendors out of L1/L2/L3, then

Percentage of Branches/Offices/ATMs to be allotted to L1 = 60%

Percentage of Branches/Offices/ATMs to be allotted to L2 or L3 = 40%

In case Bank decides to allot work to 03 vendors out of L1/L2/L3, then

Percentage of Branches/Offices/ATMs to be allotted to L1 = 50%

Percentage of Branches/Offices/ATMs to be allotted to L2 = 30%

Percentage of Branches/Offices/ATMs to be allotted to L3 = 20%

Bank reserves all the rights to consider or not consider L2 or L3 vendors to match L1 rates. The Bank will reserve total rights while allotting the percentage of branches/offices/ATMs (both Onsite & Offsite) to successful bidders (L1/L2/L3) depending on geographical spread and need as per requirement of the bank and vendor(s) will have no rights to place any objection in this aspect.

12.5.4 Bid documents are to be prepared in such a way that it is comprehensive without any ambiguity. All essential information, which a bidder is required to respond, should be clearly spelt out in the bid document.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. **The authorization shall be indicated by written power of attorney accompanying the Bid.** All pages of the bid including un-amended printed literature shall be initialled by the person or persons signing the Bid.

The bid shall contain no erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be authorized by the person or persons signing the bid. The bidder should quote the price as per PRICE BID Performa provided in the RFP document.

12.5.5 The Bank reserves total rights to call other Empanelled Vendors for Award of Work Order in part or in full, consolidated as per Bank's Discretion at L1 Rates, same Terms & Conditions of Empanelment in case the assigned vendor backs out/off from providing AMC Services or could not complete the terms of contractual obligations of AMC or his contract/AMC gets Cancelled/Terminated due to Unsatisfactory AMC Services or gets into liquidation or for any other unforeseen reason whatsoever.

12.5.6 Execution of service level contract, Allocation of work orders and handing over of the Annual maintenance contract of fire extinguishers. New installation work orders shall be issued based on requirements from branches on, as and when required basis.

13. EVALUATION CRITERIA

13.1 Technical Bids (Offers):

13.1.1 The Technical offer should be complete in all respects and contain all information asked for in this document. It should not contain any price information. However, Technical Bid Offer should confirm that all required rates have been quoted in Price Bid Offer, without showing the actual amounts in the Technical Bid Offer. Any supplement supplied either free along with the system must be indicated separately and specifically.

13.1.2 Any component which is left out and which may be required for maintenance of fire extinguisher must be indicated separately and specifically along without the cost. Cost of such parts should be quoted in price bid. If no part is quoted in the bid separately bank shall presume that such parts will be free of cost.

13.1.3 The Technical Offer must be submitted in an organized, numbered and structured manner (spiral binding will be appreciated). Brochures/leaflets etc. showing technical specifications and other details preferably to be submitted in tidy/binding form.

13.1.4 Bank reserves the right to reject an offer under any of the following circumstances:

- Tender Cost of Rs. 2000/- (Rupees Two Thousand only) and EMD for Rs 20,000/- (Rupees Twenty Thousand Only) is not submitted except for vendors claiming exemption on Cost of EMD who are registered with National Small Scale Industries (NSIC) or vendors falling under the category of Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department provided proof document for registration is submitted.
- Offer is incomplete and/or not accompanied by all stipulated documents.
- Offer is not in conformity with the terms and conditions stipulated in this document.
- Specifications stipulated in RFP are not met with. However, deviations resulting in higher/superior configuration products will be accepted.
- Price Bid is not submitted separately along with Technical Offer.
- Price Bid is submitted on different format other than format of this tender document.
- Violates any terms and conditions in the RFP document.
- If found that the information provided in the offer is bogus/invalid.

13.2 Price Bids:

13.2.1 Price bids of only technically qualified (after demonstration) short listed bidders will be opened. **The date of opening of Price Bids will be communicated to all successful bidders who qualify technical, minimum, general criteria given in this RFP document by mail/post.**

13.2.2 The Price Bid should contain all relevant rates and charges **including installation, freight, delivery charge etc. However, GST will be paid extra as per Government norms.** The price bid for Regional Office Ludhiana is to be put in Price bid envelope. The Price Bid should also contain price for all components which may be needed in installation/servicing/repair of the equipment. There should not be any kind of hidden charges for installation and servicing/repair of the equipment.

13.3 Determination of L1 Bidder and Awarding of Contract:

The Bank will shortlist vendors, who satisfy Technical, General and other requirements laid down in the tender document. Short listed vendors will be notified by e-mail only and the suppliers/authorized representatives may be present at the time of opening of the Price Bids. Bank will open Price Bids only of bidders shortlisted in technical evaluation and contract may be awarded to the lowest bidder L1. Contract may also be given to L2 and L3 bidders if they match L1 rates.

For Fire Extinguishers price comparison for deciding L1, Sum total of rate of new extinguishers (A) + Sum total AMC charges per branch per year (B) + Sum total of Refilling Charges for 3 Types of Fire Extinguishers (C) + Sum Total of HPT Charges for 3 Types of Fire Extinguishers (D) - Buy Back value of existing portable fire extinguishers (E) = Rs. _____) will be considered.

Note: AMC charges are for carrying out Annual maintenance on half yearly basis (twice a year) irrespective of number of Fire extinguishers available in the branch.

AMC of the existing Fire Extinguishers will also be awarded to the manufactures/authorized dealers if they are in the empanelled list.

Failure or refusal to offer the services/goods by the successful bidder at the price committed shall result in forfeiture of EMD/Bank Guarantee which may be noted. The Bank reserves the right to cancel the entire tendering process or reject any or all proposals without assigning specific reasons. Similarly, Bank reserves the right not to include any vendor in the final short-list.

If any of the shortlisted vendors is unable to fulfill the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other shortlisted vendors after giving 30-days' notice to the defaulting vendor. In case there are more than one L1 vendor, then the work orders shall be split equally among them.

14. NO ERASURES OR ALTERATIONS AFTER SUBMISSION OF BIDS

No submissions for erasures or alteration will be entertained after submission of tender document. However, if a bidder submits two bids the lowest quoted bid accompanied by document fee and EMD will be considered and the EMD will be released after finalization of Rate contract.

15. VALIDITY OF RATE CONTRACT & PRICE FREEZING

The rate contract for supply, AMC, refilling and HPT of Fire extinguishers will be initially for a period of 1 year from date of issue of Work order. However, after satisfactory completion of the contract if both parties are willing to continue the contract on the existing terms and conditions and same rates, the rate contract and AMC for fire extinguishers may be extended to another one year. Empanelment/Contract is for three years which would be renewed yearly on the basis of satisfactory performance. In special cases, the empanelment period can be extended beyond initial period of 03 years for a specified period not exceeding one year for the circumstances unforeseen. Contract for supply and installation of new Fire Extinguishers and annual maintenance for new (post warranty) and existing Fire Extinguishers will be for the period of three year which would be awarded to Lowest bidder meeting all criteria of the bank

i.e. L1. Contract may also be given to L2 and L3 bidders if they match L1 rates. AMC rates fixed at the time of contract will be nonnegotiable and no revision will be permitted within the contract period including extended period. After completion of the contract if the vendor performance is satisfactory, the contract may be renewed on same terms and conditions of the existing contract beyond initial period of 03 years for a specified period not exceeding one year for the circumstances unforeseen.

16. ASSIGNMENT OF OBLIGATION

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Banks (Purchaser) prior written consent. The Vendor must undertake to supply All/Any kind of New Portable Fire Extinguishers having date of manufacture not older than 1 year from date of placing of work order.

17. ORDER CANCELLATION

The bank reserves the right to cancel the Work Order in the event of one or more of the following situations: -

17.1 If the vendor fails to deliver and/or install the Fire Extinguishers within 10 working days or the extended date as communicated by the Bank, it will be a breach of contract.

17.2 The Bank reserves its right to cancel the work order in the event of delay in delivery/installation / commissioning of Fire Extinguishers and invoke LD clause.

17.3 Supply/Installation of security Fire Extinguishers of sub-standard quality.

17.4 In the event of order cancellation, the vendor shall be responsible to take back the faulty Fire Extinguishers at their cost & expenses.

17.5 Bank (Purchaser) will have the right to cancel the contract by issuing 30 days' notice without giving any reason for such cancellation.

18. AVAILABILITY OF SPARES

Vendor should ensure that the Spares for the product offered are available for at least 6 years from the day of installation of Fire Extinguishers. No obsolete Fire Extinguishers should be supplied to the bank.

19. PATENTS RIGHTS

19.1 The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

19.2 The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees.

19.3 The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim and shall at no time admit to any liability for or express any intent to settle the claim.

19.4 The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other

software items) if any, provided by the supplier, including all inventions, designs and marks embodied therein in perpetuity.

19.5 The vendor shall indemnify, protect & save the Bank against all claims, losses, costs, damages, expenses, action suits & other proceedings resulting from infringement of any patent, trademark, copyright etc. or such other statutory infringements in respect of all the Fire Extinguishers supplied by it.

20. DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

21. LIQUIDATED DAMAGES FOR DELAY IN SERVICES

21.1 Notwithstanding the Bank's right to cancel the order, liquidated damages at the rate of Rs. 100.00 (Rs. One Hundred) per day but not more than Rs 2,000/- (Rs. Two Thousand) per work order or net cost of the work order whichever is higher in each case of delay in installation of Fire Extinguishers. It should be ensured that the half yearly AMC visits should be conducted with a gap of at least 5 months and not later than 7 months between successive visits. Any further delay of more than 7 months from previous visit will attract penalty at the same rate as the rates for half yearly AMC visit. For delay more than 2 months from last half yearly AMC visit in carrying out six monthly AMC visit or if such case reported twice during the contract period, Bank reserves all rights to terminate the contract and shall recover the penalty amount payable to the vendor or AMC charges to be paid by the Bank or after invoking Performance Bank Guarantee and also de-empanel the firm from Empanelled list.

21.2 The Bank reserves its right to recover such penalties by any mode such as adjusting from any payments to be made by the Bank to the company/EMD/Performance Bank guarantee.

22. PENALTY FOR LACK OF SERVICE SUPPORT

Bank expects proper service support during warranty and post warranty (AMC) period. The Fire Extinguishers should be set right within 48 hours of reporting the complaint. In case the Fire Extinguishers is defective for more than 3 working days and no substitute is provided by the vendor, a penalty of Rs 100.00 (One Hundred) per day but not more than Rs 2,000/- (Rs. Two Thousand). In case there is delay of more than 10 days in supply of fire extinguishers penalty at the rate of Rs 100.00 (One Hundred) per day but not more than Rs 2,000/- (Rs. Two Thousand only) or the net cost of the extinguisher whichever is higher. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company/EMD/Performance Bank guarantee. Email/Whatsapp/SMS will be considered as valid means to report complaint.

23. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligation(s) under the Contract. In the event of the Bank terminating the contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it

deems appropriate, services similar to those undelivered, and the bidder shall be liable to the Bank for any excess costs for such similar services.

24. TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without any additional compensation to the Bidder except invoking of PBG.

25. LIABILITY

Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury/electric shock (including death) and damage to real property (due to malfunction of Fire Extinguishers) and tangible personal property caused by vendor's gross negligence/lapse or due to below standard Fire Extinguishers or use of unskilled/unprofessional technicians by vendor. Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the Fire Extinguishers under the agreement/purchase order. In case of any dispute/difference of opinion, Bank's investigation outcome will prevail and will be final.

26. MINIMUM MAINTENANCE STANDARD REQUIRED

26.1 All complaints should be attended within 48 hrs.

26.2 The vendor should ensure that the Fire Extinguishers reported faulty on any working day is set right at the earliest from the date of reporting the complaint through email/whatsapp/SMS and in no case, later than two working days of the bank. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide standby replacement of the same till the hardware is returned duly repaired without any additional charges.

26.3 The fire extinguishers installed in branches/offices/ATMs are to be serviced at half-yearly intervals as part of preventive maintenance AMC visits. The half-yearly preventive maintenance AMC visits need to be undertaken during warranty period also.

26.4 Hydraulic Pressure Testing (HPT) and Refilling of fire extinguishers installed in branches/offices/ATMs needs to be undertaken once in three years. The vendor should have tie up arrangement/own facilities to undertake HPT of all types of portable fire extinguishers. The HPT/refilling will be carried out at govt approved sites only for which proper HPT certificate is to be submitted by the vendor. The certificate should clearly mention the date of test, branch name, type & Capacity of fire extinguisher tested, Sl. No. of fire extinguisher tested, Material State of fire extinguisher, Pressure (in kg/cm²) at which test carried out and HPT test report (Pass/Fail). In absence of proper HPT certificate, it will be considered that vendor has not done HPT of the cylinder and no payment will be released for the same. The branches need to be provided stand-by fire extinguishers prior to their removal from branch premises for hydraulic pressure testing.

26.5 Cylinders which fails in Hydraulic pressure testing are to be discarded as per norms and a certificate of the same be submitted to the bank in original. Charges for HPT and Disposal of Cylinders will be charged by the vendor as per rates quoted in Price bids.

26.6 The tender evaluation committee, at its discretion, may visit the HPT test site as part of tender evaluation process to ascertain facilities available and methodology adopted for hydraulic pressure testing of fire extinguishers.

26.7 The vendor(s)/service provider(s) endeavor must always be towards keeping the existing Fire Extinguishers operational & fully functional by carrying out periodic maintenance (to cut down cost component but at the same time not compromising the basic safety aspects) & as far as there is any possibility left to bring back the defective Fire Extinguishers in-line and ensuring their optimal functional availability at all times other than for Extinguishers having completed their Shelf Life or Failed Hydraulic Pressure Testing or Model/ specifications gets outdated with BIS Standards revised for Fire Extinguishers with Different Make Model with more Safety Features in line. In case all possibilities have been tried and there is no way out for repairs & the situation entails for replacement of the same, proper justification with reasons for it being non-repairable must reflect in the service report generated by technician duly verified by the branch along with branch recommendations. The same is to be vetted by Branch Manager & must carry Branch Seal.

26.8 In case the urgency of situation warrants to investigate any unforeseen instance of Fire the details for which have been asked either by State Fire Dept. or Police Or Central Office/concerned Regional Office then Vendor will shoulder the total responsibility to respond within 24 hrs to the request made by the Branch/Office to provide necessary AMC Support without any additional charges.

26.9 All complaints/service requests of routine nature will be reported/ conveyed through email/whatsapp/SMS. For Emergency/Urgent Requirements to address any unforeseen instance of Fire, investigations etc. any Mode of direct communication (Call/SMS/What's app/Email) shall be applicable as earliest means of information & the time of 24 hrs. would commence from there on.

26.10 If fire extinguisher is taken away for refilling/pressure testing, standby fire extinguishers is to be provided to the branch and after refiling/pressure testing the original fire extinguisher of the branch is to be installed back in the branch.

27. MAINTENANCE OF FIRE EXTINGUISHERS ADHERING TO LATEST IS SPECIFICATIONS

27.1 SERVICING AND MAINTENANCE OF FIRE EXTINGUISHERS

27.1.1 Servicing / refilling of Fire Extinguishers should be done adhering to Latest IS specifications. The maintenance records of New, Serviceable and Rejected extinguishers prescribed in IS: 2190:2024 to be maintained at Service Provider level & are to be shared with the Bank on need to know basis. General safety precautions for maintenance as per IS:2190:2024 or latest IS standards should be adhered to by the vendor.

27.1.2 In Annual Maintenance, vendor will do Maintenance / servicing of Fire extinguishers installed in the branches/offices/ATMs of Regional Office Ludhiana on Half Yearly basis. The first half yearly maintenance should commence from the date of contract and similarly, second half yearly maintenance should commence after completion of 6 months (from the date of contract) & so on. There should be at least 5 months difference between two successive visits of the same branch/Office/CC/ATMs. The payment of servicing / refilling/ HPT Testing & Fresh Supply of Fire extinguishers will be done by the respective Branches/Offices/CCs as and when the same is carried out. Vendors should be willing to take the Annual Maintenance of existing Fire Extinguisher in branches irrespective of Make/Model & Date of Supply other than Expired Ones.

27.1.3 Life of extinguishers shall be considered from the date of manufacture of extinguishers. In case of failure in hydraulic pressure testing, extinguishers shall be rejected immediately before the lifetime given above. The vendor is expected to ensure same maintenance standards as mentioned in maintenance standards during AMC period

the technicians should visit the branches half yearly during bank working hours in addition to the emergency fault repair calls.

27.1.4 It should be ensured that the AMC vendor(s) strictly adhere to the maintenance checklist given below:

a) Water (Stored Pressure) Extinguishers

- i. See that the extinguisher is in the allotted place and kept as per the plan.
- ii. Check the pressure gauge, discharge the extinguisher and check its performance.
- iii. Examine and verify that the pressure gauge or any other pressure indicating device fitted in is indicating the internal pressure correctly, if the extinguisher shows a loss of pressure of more than 10 percent, fill the pressure with nitrogen gas.
- iv. Examine the extinguisher body internally and externally for corrosion and damaged conditions with an illuminating probe. Damaged and corroded extinguishers should be removed from service.
- v. Examine valve assembly, discharge hose, nozzle, strainer, vent holes, siphon tube and sealing washer; replace them if not in good condition. Otherwise clean them thoroughly.
- vi. Check the operating mechanism for free movement and clean, rectify or replace, if necessary;
- vii. Open the extinguisher, see the water level and throw away the old water.
- viii. Refill the cylinder with fresh and clean water.
- ix. Replace safety clip/wire seal or equivalent as originally fitted.
- x. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
- xi. Make sure that the extinguisher is in proper condition and is not accidentally discharged.

b) Water (Gas Cartridge Pressure) Extinguishers

- i. See that the extinguisher is in the allotted place and kept as per the plan.
- ii. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
- iii. Examine the extinguisher body internally and externally for corrosion and damaged conditions with an illuminating probe. Damaged and corroded extinguishers should be removed from service. Corroded gas cartridge should also be replaced.
- iv. Examine the gas cartridge for mass. If there is loss of more than 10 percent of the original mass, the cartridge should be sent for recharging after being replaced with a charged one.
- v. Examine the nozzle, plunger, strainer, vent holes, internal discharge tube and sealing washer; replace them if not in good condition. Otherwise clean them thoroughly.
- vi. Check the operating mechanism for free movement and piercing mechanism to see if these are working properly.
- vii. Open the extinguisher, see the water level and throw away the old water.
- viii. Refill the cylinder with fresh and clean water.
- ix. Slightly grease the threads and tighten the cap to the extent possible. Replace the protection caps of nozzle and plunger.

c) Carbon-Dioxide Extinguishers

- i. See that the extinguishers are in the allotted place.
- ii. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
- iii. Examine the extinguisher body for any corrosion or mechanical damage.
- iv. Examine that the safety clip is in position.
- v. Clean the exterior of the cylinder with a dry and then a wet cloth.
- vi. Weigh the extinguisher. Compare the weight with the weight of a fully charged extinguisher, which is marked on the body. If the loss is more than 10 percent, send the extinguisher for recharging.
- vii. Clean and polish externally.
- viii. Examine hose and horn assembly. In case of trolley mounted extinguishers, examine the wheel carriage for free movement. Change the defective ones.
- ix. Make sure that the extinguisher is in proper condition and is not accidentally discharged.

d) Dry Chemical Powder (DCP) Extinguishers

- i. Withdraw the gas cartridge. Weigh the cartridge. If the loss of weight is more than 10 percent of the fully charged contents, it should be replaced with a new cartridge.
- ii. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
- iii. See that the sealing disc is intact.
- iv. Check the piercing mechanism in the cap and check that the washer in the cap is soft and intact.
- v. Empty the dry powder in a dry container and examine for caking and granulation. If granulation has taken place, change the powder. Otherwise retain the same powder for reuse.
- vi. Examine the extinguisher body internally for any damage or corrosion and replace corroded or damaged extinguishers.
- vii. Check the trigger nozzle for clogging and clean.
- viii. Check rubber hose for cracks.
- ix. Remove the inner shell and clean portholes.
- x. Make sure that the extinguisher is in proper condition and is not accidentally discharged.

e) ABC Multi-Purpose Powder Type Extinguishers

- i. See that the extinguisher is in the allotted place and kept as per the plan.
- ii. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
- iii. The Extinguisher should be opened in a dry room and for a minimum possible time to avoid effect to atmospheric moisture on powder.
- iv. Examine and verify that the pressure gauge indicator or any other pressure indicating device fitted in is indicating the internal pressure correctly, if the extinguisher shows a loss of pressure of more than 10 percent, fill the pressure with nitrogen gas.

- v. Examine extinguisher body externally. Damaged or corroded extinguisher should be replaced.
- vi. Check the operating mechanism for free movement and clean, rectify or replace, if necessary.
- vii. Replace safety clip/wire seal or equivalent as originally fitted.
- viii. Make sure that the extinguisher is in proper condition and is not accidentally discharged.

27.1.5 Typical Conditions Indicating that an extinguisher is unsafe for use: -

Potentially the most serious hazard of defective extinguishers is the sudden uncontrolled release of pressure or ejection of parts. It could be caused due to anyone of the following causes:

- a) Corrosion, wear and tear or damage to threads of any pressure retaining part.
- b) Corrosion of welds.
- c) Extensive general corrosion or severe pitting.
- d) Bubbling or separation from the metal of a plastic lining/powder coating.
- e) Corrosion of the metal body under a plastic lining/powder coating.
- f) Corrosion of the metal body under a zinc or tin/lead lining.
- e) Corrosion, wear or damage to any part of the operating or control mechanism.

All the above facts must be checked while rendering any extinguisher fit for use/application post undertaking half yearly maintenance as per **latest IS specification IS 2190:2024**. The vendor(s)/ service provider(s) will be solely responsible and compensate the bank towards any loss/claim including third party claims made of any sort due to loss of life/ damage to Bank's property in case of accidental/sudden blast of Fire Extinguishers placed in Branches/Offices/Currency Chests/ATMs including existing ones post undertaking half yearly scheduled maintenance due to any negligence on part of vendor(s) representative in carrying out thorough checks as per guidelines mentioned in RFP and non-compliance on maintenance checks & extent guidelines as per latest IS specification IS 2190:2024 on Portable Fire Extinguishers.

27.1.6 Hydraulic Pressure Testing Schedule of Fire Extinguishers: Every Extinguisher installed in the Branches/Offices/CCs/ATMs premises should be hydraulically pressure tested as per the following schedule: -

Sl. No.	Type of Fire Extinguisher	Test Interval Years	Test Pressure Kg/cm ²	Pressure maintained for Seconds
1.	Water Type (Gas Cartridges)	3	35	150
2.	Water Type (Stored Pressure)	3	35	150
3.	Dry Powder Type (DCP)	5	35	150
4.	ABC Powder Type (Stored Pressure)	3	35	150
5.	Carbon Dioxide (Co ₂) Type	5	225	30
6.	Clean Agent	5	35	150

27.1.7 Refilling Schedule and Performance Test: The extinguishers should be refilled for performance test in cyclic manner as per intervals as tabulated below: -

Sl. No.	Type of Extinguisher	Refilling Interval Years
1.	Water Type (Gas Cartridges)	3

2.	Water Type (Stored Pressure)	3
3.	Dry Powder Type (Cartridge type)	3
4.	Dry Powder Type (Stored Pressure)	5
5.	Carbon Dioxide (Co2) Type	5

27.1.8 Hydraulic Pressure test and refilling the above type fire extinguishers should be carried out along with any annual servicing (carried on half yearly basis) at branches/ATMs and offices and this occasion should also be used to familiarize the branch/office staff in understanding and handling these extinguishers. Besides, apart from routine refilling. To rule out any doubt about date of last refilling/hydraulic pressure testing, bank will get all the fire extinguishers installed in the branches/offices/ATMs pressure tested/refilled in the first year itself unless the fire extinguisher is not more than 3 years old or the fire extinguisher is life expired. It will be treated as a part of AMC work. No AMC charges will be paid additionally, however HPT charges and refilling charges as applicable will be paid. The hydraulic pressure testing of the fire extinguishers is to be done as per latest IS standards. All the Fire extinguishers are to be tested hydraulically at approved HPT centers only. Proper HPT Certificate mentioning the details of Fire extinguishers is to be submitted to the bank, without which the HPT will not be considered valid and payment will not be released. Cylinders which fails in Hydraulic pressure testing are to be discarded as per norms and a certificate of the same be submitted to the bank in original.

27.1.9 A copy of HPT register maintained by the vendor and the firm undertaking HPT are to be submitted to Regional Security Officer on completion of hydraulic pressure testing of all branches/offices.

27.1.10 **Life of Fire Extinguishers:** The Life of fire extinguishers is as given below:

Sl. No.	Type of Extinguisher	Lifetime in Year(s)
1.	Water Type - Gas Cartridge and Stored Pressure	10
2.	Powder Type - DCP and ABC	10
3.	Carbon Dioxide Type	15
4.	Clean Agent Type	10

Note: Life of fire extinguishers shall be considered from the date of manufacture of extinguishers. In case of failure in hydraulic pressure testing, extinguishers shall be rejected immediately even if before the lifetime given above.

Before vendor taking Fire Extinguishers for hydraulic pressure testing & refilling, the extinguishers are to be operated by the Branch/ Office staff as part of training in handling these extinguishers, the Vendor shall arrange for Technician for demonstration of the same while carrying out the said activity. Besides, apart from routine refilling, if any extinguisher is used either on a real fire or for training purpose, it should be refilled immediately.

27.1.11 **Other Requirements:**

As an accident prevention measure; Refilling, Maintenance & Hydraulic pressure testing tasks to be carried out outside the branch/ office premises and away from staff members/ customers. In case of Carbon dioxide extinguishers, if there is a loss of more than 10% mass, these should be sent for re-charging and shall be pressure tested every time the

cylinders are sent for recharging. There should not be any leakage or visible distortion during the pressure test. Extinguishers, which fail this requirement, should be replaced. In case of stored pressure type ABC powder extinguishers, the aforementioned stipulations and directions to be adhered to.

During AMC period, the technicians should visit the branches on half yearly basis (twice a year) during bank working hours, in addition to the visit to branches for emergency / fault repair calls. During Half Yearly AMC visit, the representative should explain the operation of Fire extinguisher to the employees free of cost which is a mandatory obligation. During AMC visit the representative should give a technical report of Fire extinguisher as per format given in the RFP, which clearly reveals the present status / condition of the Fire Extinguishers, Illegible and blank reports will be rejected. Each Fire extinguisher shall have a tag or label securely attached that indicates the month & year of recharging & AMC visit which identifies the technicians performing the service. Buy back rate of old life expired fire extinguishers is to be incorporated in the price list.

27.1.12 Warranty:

- a) The warranty offer must include comprehensive on-site warranty as provided by the OEM from the date of installation/commissioning of Fire Extinguishers. There should not be any additional cost towards repair/replacement of defective Fire Extinguishers with accessories during the warranty period. NO AMC charges would be admissible for Fire Extinguishers which comes under warranty period as provided by the OEM at any time during the period of empanelment/contract till completion of warranty period as provided by the OEM post installation of the same at Branches/Offices/Currency Chests/ATMs towards mandatory Half Yearly visits of technicians to assess and ensure optimal functional availability of Fire Extinguishers installed in all Branches/Currency Chests/Offices/ ATMs.
- b) The vendor(s) need to give an undertaking to maintain the Fire Extinguishers installed at Branches/ Offices/ Currency Chests/ ATMs in optimal functional & updated state at all times by making Half Yearly mandatory visits of technicians to Branches/Offices/Currency Chests/ATMs under Regional Office Ludhiana during warranty period, as provided by the OEM post installation of said Fire Extinguishers despite the fact that Bank may decide to go for fresh empanelment/renewal of contract and there may be change of vendor/service provider due to the said exercise at any time during the period of empanelment. In case the vendor fails to comply the same, then Bank will have the right to compensate the cost of Fire Extinguishers and as well as the cost which Bank may require to pay to other vendors/service providers to maintain the Fire Extinguishers till completion of warranty period as provided by the OEM from the date of supply/installation of Fire Extinguishers installed at Branches/Offices/Currency Chests/ATMs from performance bank guarantee.
- c) It is mandatory on part of selected vendor(s) to ensure Half Yearly AMC service visits during the period of Empanelment to Branches/Offices/Currency Chests/ATMs under Regional Office Ludhiana.
- d) Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of Fire Extinguishers, accessories against any defect during the warranty period. During the warranty period vendor shall maintain the Fire Extinguishers and repair/replace all the defective components at the installed site, at no

additional charge to the Bank. The down time of the Fire Extinguishers will be added in the warranty period of the Fire Extinguishers.

e) Cost of all spares and labour charge would be borne by the vendor during warranty period.

28. PAYMENT TERMS

No advance amount will be paid to vendor. Payment will be released only against satisfactory completion of work by the respective branch/Office. AMC Payment (AMC charges will be divided in two parts, one half part will be paid after 1st visit and 2nd half part will be paid after 2nd visit) will be made by the branch after submission of half yearly visit report signed by Branch Manager of the bank to Regional office. If the firm fails to attend half yearly visit in any branch it will be treated as a lapse in service by the vendor and AMC charge for that half year will be withheld till successful service of the fire equipment in that branch. If the vendor purposefully avoids branches due to any reason for the half year visits, then will attract penalty at the same rate as the rates for half yearly AMC visit. For delay more than 2 months from last half yearly AMC visit in carrying out six monthly AMC visit or if such case reported twice during the contract period, Bank reserves all rights to terminate the contract and shall recover the penalty amount payable to the vendor or AMC charges to be paid by the Bank or after invoking Performance Bank Guarantee and also de-empanel the firm from Empanelled list.

Tax Deducted at Source: TDS, if applicable will be deducted as per Govt. instructions applicable from time to time.

During AMC visit the representative should explain the operation of Fire extinguisher to the employees free of cost which is a mandatory obligation. During AMC visit the representative should give a technical report of Fire extinguisher as given below which clearly reveals the present status/condition of the equipment. Illegible and blank reports will be rejected. Each fire Extinguisher shall have a tag or Label securely attached that indicates the month and year of recharging and AMC visit which identifies the person performing the service.

On completion of Maintenance in a branch, data in the following format is to be submitted to Regional Office. The payment will be released by the branch only after receipt of the format at Regional Office (To be submitted on the letter head of the vendor)

Sequential Serial No of Extinguisher (to be numbered by the vendor if no identification no is provided by Manufacturer)	Type of Fire extinguisher	Date of Completion of Life of Fire Extinguisher as per BIS standards	Date of last HPT, Performance Test and Refill date. (Mandatory once in three years)	Date of AMC (Mandatory once in six months)	AMC technicians Remarks if any

I certify that maintenance task has been completed adhering to IS 2190:2024 or latest standards.

Signature of Technician with Firm's seal

Certified that Technician has serviced the fire extinguishers
Signature of Branch Manager with seal and date

29. FORCE MAJEURE

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's 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 the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

30. GOVERNING LAW AND DISPUTES

30.1 The provisions of this tender shall always be subject to government notifications, any rules/ guidelines that may be in force from time to time.

30.2 All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these tender documents or breach thereof shall be settled amicably. However, if the parties are not able to solve them amicably, the same shall be referred to the sole arbitrator mutually agreed by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliations Act, 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The award of the arbitrator shall be final and binding on the parties. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

30.3 During the arbitration proceedings the vendor shall continue to work under the contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

30.4 The venue of the arbitration shall be Ludhiana for Ludhiana region.

31. UNDERTAKING BY VENDOR

The successful bidder must give an undertaking that all components used in the Fire Extinguishers supplied are new and original and not refurbished. This must be submitted along with the Invoices else payment will not be released.

32. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any

reasons whatsoever. The bank will have right to opt for any new technology optimum for the bank's usage.

33. PRELIMINARY EXAMINATION

The tender evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer shall be treated as non-responsive.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is discrepancy between words and figures, the amount in the words will prevail. If the supplier does not accept the correction of the errors, its bid will be rejected.

The bid determined as not substantially responsive will be rejected by the purchaser and may not be made responsive by the bidder by correction of the non-conformity. The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

34. SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a contract with Bank within 15 days of the award of the tender or within such extended period as may be specified by Union Bank of India, Regional Office, Ludhiana on the basis of the Tender Document, the Tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. Bank shall have the option of terminating the contract during the contract period by giving 30 days' notice. In the absence of any formal contract, the copy of PO, the RFP document and other related documents will be treated as contract.

35. PURCHASE THROUGH GEM PORTAL (GOVERNMENT E-MARKET)

Bank reserves the right to purchase the fire extinguisher through GeM portal of Govt. of India and provide the same to the selected vendor for installation and commissioning in the required branch. However, cost of any material / component provided by the bidder for installation and commissioning of the system would be paid as per approved rates, including installation charges.

36. OPENING OF OFFERS AND PRE-BID MEETING

Pre bid meeting will be conducted at Regional Office Ludhiana at 3:30 P.M. on 20/03/2026. Technical Bid offers will be opened at Bank's Regional Office, Ludhiana at 4:00 P.M., on 06/04/2026. The Offerers / their representatives may be present at the time of opening of the Technical Bid Offers. No separate intimation will be sent in this regard to the suppliers for

deputing their representatives. The Technical Bid offers will be opened at the time and date stipulated above irrespective of the number of offerers or their representatives present.

In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the same time.

37. INFORMATION SECURITY

The Vendor/Firm shall represent and warrant that it has developed, implemented and will maintain effective information security policy & procedures that includes administrative, technical, physical safeguard design to: -

- (i) Ensure the security & confidentiality of the information provided to the vendor in the RFP document/here under.
- (ii) Protect against anticipated threat and hazard to the security and or integrity of such confidential information.
- (iii) Protect against unauthorized access for use of such confidential information.

The vendor represents and warrants that its collections, access, use, storage, disposal and discloser of information does and comply with all applicable privacy and data protection law, as well as all other applicable regulations and directions.

The vendor shall agree to notify the bank within 2 business days in writing upon any discovery by the vendor if any breach or suspected breach or any loss or unauthorized use, discloser, acquisition of or access to any confidential information and or/bank business system which vendor become aware. The vendor shall promptly take all appropriate or legal required corrective action and shall cooperate fully with bank in all reasonably and efforts to prevent mitigate, rectify such data breach.

38. Registered Companies and Partnership Firms fulfilling our criteria and are interested in our proposal for Supply & Maintenance of Portable Fire Extinguishers in the Branches/ Offices/ATMs of Regional Office Ludhiana of Union Bank of India, conforming to the aforesaid terms and conditions may send their offers to our Regional Office, Ludhiana latest by the last date & time for submission of offers.

Date- 10 Mar 2026
Place- Ludhiana




ASST GENERAL MANAGER
DY REGIONAL HEAD



(Letter to the bank on the Company letter head)

To,

The Regional Head,
Union Bank of India
Regional Office - Ludhiana
1st floor, 41/1, Walia Complex , Dugri Road
Atam Nagar, Ludhiana - 141003

Sir,

Sub: Our bid for Maintenance of Portable Fire Extinguishers in the Branches Offices/ATMs

We submit our Bid Document herewith. We understand the following: -

1. I / We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.
2. I / We agree that the decision of Union Bank of India in selection of Vendors will be final and binding to me / us.
3. I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
4. I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.
5. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).
6. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.
7. That I/We are not convicted or facing any criminal proceedings in Court/competent authority under Law of the land.
8. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.
9. I/ we are responsible for the due performance of the contract. We are willing to take the Annual Maintenance of existing fire extinguisher in branches irrespective of make and year of manufacturing or any other maintenance tasks as allotted by you.
10. I/We hereby certify that we are not Blacklisted/Debarred from any other Firm.

Yours faithfully,

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

BIO - DATA OF VENDOR / FIRM

1. a) Name of the Firm :
b) Address :
c) Telephone Nos. :
Office :
Residence :
Mobile :
Fax :
E-Mail :
2. a) Whether Proprietary/Partnership/ Pvt. Ltd. :
/ Public Ltd. (Certificate of Registration /
Partnership Deed to be enclosed)
b) Name of the Proprietor, Partners, Directors:
i)
ii)
c) Year of establishment :
3. a) Registration with Tax authorities at Head Office Location :
I. Income, Service-Tax (PAN, TAN) No. :
II. Service Tax no. :
III. EPF Regn. No. :
IV. ESI Regn. No. :
V. TIN / VAT No. :
b) Registration with Tax Authorities :
I. TIN/ VAT No. :
II. Service Tax No. :
III. GST No :
c) Address, Cel. /Tel. Nos. of Branches/Offices in Ludhiana, Fatehgarh Sahib, Rupnagar, Malerkotla, Moga, Ferozpur district of State of Punjab, and Nos. of Employees, Name, Qualification, Designation, posted at each location:

Name, Address & Tel. / Cel. Nos. of Centers	Nos. of Employees at each Center	Names of Employees	Qualification	Designation

4. Names of the Bankers with address & telephone numbers:
5. Furnish copies of Audited Balance Sheet & Profit & Loss A/C for :
last 3 years i.e. 2022-23, 2023-24, 2024-25
6. Empanelled with Govt./Public Sector/Banks (attach self-attested copies of work orders/empanelment letters)

Name of the Organization	Year since empaneled

7. Give details if involved at present in litigation in similar type of contracts:

Sl. No.	Name of Project	Name of Employer	Nature of work	Work Order dated	Date of completion of work	Value Rs.

8. Details of civil suit, if any, that arose during execution of contract in the past 10 years :

9. Specify maximum value of single value project executed during the last three years :

10. Name & relation, if any, with any staff member of Union Bank of India :

11. Details of Total Work Executed during the last 5 years :

Type of work	Name of Client	Nature of work (in brief)	Location	Value Rs.	Duration of work with dt. Commence, Completion	If work left incomplete or terminated, give reasons

12. **Note:** Copies of Work Orders/Client Certificate, TDS certificate, satisfactory Completion Certificate Clients.

13. Details of work, **ON HAND** (copies of Performance Certificate, Work Orders/ Client Certificate, Banks (preferably), PSUs to be enclosed).

Type of work	Name of Client	Contact Numbers of Officer with Designation for Feedback	Nature of work (in brief)	Location	Value Rs.	Duration of work, stipulated time	Present stage of work

14. Details of **Pre-Qualifying work** - (Filling of columns is mandatory & to be supported by copies of Work Order/Client Certificate, Completion Certificate/letters, etc. for having completed the installations

Type of the work	Name of the Client	Work Order reference /date	Completion letter reference/ date	Value of work completed

15. List of staff/technicians responsible for Ludhiana Region.

Name	Qualification	Experience	Particulars of work done	Employed in your Firm since	Value of work done

16. Any other relevant information:

NOTE:

- Without copies of documents, certificates of Registration, Performance Certificates, Work-Orders, Details, Credentials, Supporting Documents, etc., duly stamped and signed, your application is liable to be rejected without assigning any reason.
- Details to be filled up in all columns.

Authorised Signatories

(Name, Designation and Seal of the Company / Firm)

PRE-QUALIFICATION

The minimum qualification criteria for the bidders are as under: -

Sl. No.	Pre-Qualification Criteria	Compliance (Yes/No)	Details of proof Attached if any
1	Certificate of Registration of Company / Partnership deed.		
2	Firms should be reputed in the concerned field with not less than five years dealing in the products offered.		
3	The firm applying for Fire Extinguishers should have empanelled, installed / presently looking after the Annual Maintenance of Fire Extinguishers in at least two Public/Pvt. Sector Banks/PSU units situated the state of Punjab (includes Chandigarh also), for last three (03) years.		
4	The Firm should be on the Rate contract of at least two Public/Pvt. Sector Banks/Public Sector undertakings in the state of Punjab (includes Chandigarh also) for the last three (03) years. Works Executed - Work Orders/AMC/Client Certificate, relevant TDS Certificate, and satisfactory Completion Certificate with value of work.		
5	Whether offered systems/ Fire Extinguishers conforming to latest BIS standards as per Minimum Eligibility, General Criteria?		
6	The Firm should have at least one of its own office and service centre functioning in the state of Punjab (includes Chandigarh also), for not less than three years as on the date of commencement of issue of RFP. Details & nos. of Company owned Registered Offices/Service Centres in state of Punjab (includes Chandigarh also) with Names of employees, Address, Tel./Mob. Nos., etc.		
7.	Whether undertaking as per Annexure IX submitted (on their letter head) that vendor has not been blacklisted by any of the Govt. Authority or PSUs/PSBs.		
8	Whether Copy of PAN card, TIN No/ GSTIN No, EPF, ESI and latest Income tax returns with audited balance sheets, Profit & Loss A/c. Statement of last consecutive three years is submitted.		
9	Whether firms submitted copy of registration certificate under shops and establishment act.		
10	Whether a certificate denying the ownership of Agency/Firm/Manufacturer/Dealer by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm submitted along with the tender.		
11	Address of office/Contact person to enquire/report complaints with pin code, official e-mail ID and Telephone/Mob no.		

12	The firms to have a combined average financial turnover during the last three years, ending 31 st March of the previous financial year to be of minimum Rs. 10.00 Lakhs when submitting bids to collectively provide/supply Fire Extinguishers with accessories. The bidders at the time of filing bids are to enclose audited balance sheets. (Audited Balance sheet to be submitted).		
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NOTE: In ABSENCE of any of the information/enclosures OR any FAKE, WRONG, FICTICIOUS, FALLACIOUS, etc. reporting, the tender is likely to be rejected. The Vendor shall produce/provide original of any document, required by the Bank for verification.

Authorised Signatories

(Name, Designation and Seal of the Company / Firm)

Union Bank of India

TECHNICAL SPECIFICATION OF FIRE EXTINGUISHERS

Technical requirements of portable fire extinguishers are elaborated below. Below mentioned specifications furnished are broad guidelines for the system. Wherever the specifications are not furnished or specific, the specification shall be as per their respective IS standards/ISO standards or as per best engineering practice and they shall not be diluted. The design standards, materials or components used for manufacturing process shall all conform to the respective BIS Code and any other standards mentioned elsewhere in this tender as applicable. However, the following specifications, technical parameters, etc., are furnished by way of basic or minimum requirement for the result. The vendor shall be solely responsible for the entire design/specification, safety aspects of the entire equipment and related works as detailed in the tender notwithstanding the specifications furnished hereunder.

If technical specification given anywhere in this document contradicts with the specifications given below, then higher specification whichever is, will prevail.

Sl. No.	Description of Item	Make/ Model	Compliance Yes/ No.
1.	CO ₂ Portable 2 kg / 3 Kg/ 4.5 kg Fire Extinguisher (a) Stored pressure squeeze type fire extinguisher (b) With high pressure braided discharge hose and nozzle (c) Brass valve of wheel type with pressure relief discs (d) Initial charge (Carbon Dioxide Gas) (e) As per IS 15683 specifications with ISI mark (f) With wall suspension bracket / floor stand (g) Certification / Approval: BIS		
2.	ABC Powder Portable 4 Kg/6 Kg Fire Extinguisher (a) Stored pressure squeeze type fire extinguisher (b) With high pressure braided discharge hose and plain nozzle (c) With pressure gauge (d) Complete with Initial charge of MAP 90 / MAP 50 (e) As per IS 15683 specifications with ISI mark (f) With wall suspension bracket / floor stand (g) Certification / Approval: BIS		
3.	Automatic Modular 5 Kg Fire Extinguisher (a) Stored pressure automatic trigger type fire extinguisher (b) Automatic Detection and Suppression in a single unit (c) Brass chrome plated discharge sprinkler. (d) With pressure gauge (e) Complete with Initial charge of MAP 90 / MAP 50 (f) With wall suspension bracket / ceiling mount bracket		

(Letter to the bank on the Supplier's letterhead)

TECHNICAL SPECIFICATION- LIST OF DEVIATIONS

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations.

List of deviations with reasons.

Sl. No.	Product	Deviations	Reasons for deviations

(If left blank it will be construed that there is no deviation from the specifications given above)
(deviations will be accepted only if the offered specification is higher/superior configuration than requirement)

Authorised Signatories

(Name, Designation and Seal of the Company / Firm)

**PRICE BID FOR SUPPLY AND MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS FOR BRANCHES,
ATMs & OFFICES UNDER REGIONAL OFFICE LUDHIANA**

Sl. No.	Description of Item	Branch Name	Warranty in Years	Qty	Amount
1.	CO ₂ Portable 2 kg Fire Extinguisher with suspension wall bracket			1 No.	₹
2.	CO ₂ Portable 3.0 kg Fire Extinguisher with suspension wall bracket			1 No.	₹
3.	CO ₂ Portable 4.5 kg Fire Extinguisher with suspension wall bracket			1 No.	₹
4.	ABC Powder Portable 4 Kg Fire Extinguisher with suspension wall bracket			1 No.	₹
5.	ABC Powder Portable 6 Kg Fire Extinguisher with suspension wall bracket			1 No.	₹
6.	Automatic Modular Fire Extinguisher (ABC Type - MAP 90 Based) 5 KG with suspension wall bracket of minimum 2 feet length			1 No.	₹
7.	Automatic Modular Fire Extinguisher (ABC Type - MAP 90 Based) 5 KG with suspension ceiling mount bracket of minimum 2 feet length			1 No.	₹
A	TOTAL (A)				₹

(Total (A) - Amount in words: Rupees _____)

Note:

- Quote all rates exclusive of GST.
- Rate quoted should be for supply and installation of portable fire extinguishers with initial charge and in ready to use condition.
- Brand name and Warranty in Years of fire extinguishers which will be supplied is to be mentioned.

**RATE SHEET - AMC OF FIRE EXTINGUISHERS FOR BRANCHES, ATMs & OFFICES UNDER REGIONAL
OFFICE LUDHIANA**

Sl. No.	Type of Extinguisher	Yearly AMC Charges per branch per year (6 monthly visit) (B)	Refilling Charges per Extinguisher (C)	Hydraulic Pressure Testing (HPT) charges per Extinguisher (D)
1.	CO ₂ Portable Fire Extinguisher (6 Kg and below)		₹	₹
2.	ABC Powder Portable Fire Extinguisher (6 Kg and below)		₹	₹
3.	Automatic Modular Fire Extinguisher (6 Kg and below)		₹	₹

B	Total AMC charges per branch per year (irrespective of number of Fire extinguishers). Note: Annual maintenance is to be carried out twice a year (on half yearly basis) for servicing of fire extinguishers (Total B)	₹		
C	Total Refilling Charges for above 3 Types of Extinguishers (Total C)		₹	
D	Total HPT Charges for above 3 Types of Extinguishers (Total D)			₹

Note:

- Pressure testing is a part of AMC and to be undertaken whenever fall due, pressure testing charges as per rate contract will be paid extra.
- Refilling of extinguishing agent and gas or cartridge is a part of AMC and to be undertaken whenever fall due, refilling charges as per rate contract will be paid extra.
- AMC charges for year will include servicing of all the fire extinguishers in the branch, ATM & Offices. AMC visit is to be carried out on 6 monthly basis (two times in a year). 50% of AMC charges quoted will be paid after 1st six monthly visit and 50% of AMC charges will be paid after 2nd six monthly visit. Onsite ATM is part of the branch and is counted as one unit only.

RATE SHEET - COST OF SPARES AND ACCESSORIES OF FIRE EXTINGUISHERS FOR BRANCHES, ATMs & OFFICES UNDER REGIONAL OFFICE LUDHIANA

Sl. No.	Item/ Description	Unit	Rate (Rs.)
1	Supply and installation of DCP 5 kg type fire extinguisher with suspension wall bracket ISI Mark	1 No.	₹
2	Supply and installation of Water CO ² (Gas Cartridge) Type Fire Extinguisher Capacity 9 Ltr. with suspension wall bracket ISI Mark	1 No.	₹
	Supply and installation of Gas Cartridge for Water CO ²	1 No.	₹
3	Supply and installation of Automatic Modular Fire Extinguisher (Clean Agent type) 5 KG with ceiling mount bracket of minimum 2 feet length	1 No.	₹
4	Supply and installation of Automatic Modular Fire Extinguisher (ABC Type - MAP 90 Based) 10 KG with suspension wall bracket of minimum 2 feet length	1 No.	₹
5	Supply and installation of Automatic Modular Fire Extinguisher (ABC Type - MAP 90 Based) 10 KG with ceiling mount bracket of minimum 2 feet length	1 No.	₹
6	Supply and installation of Automatic Modular Fire Extinguisher (ABC Type - MAP 50 Based) 5 KG with wall bracket of minimum 2 feet length	1 No.	₹
7	Hydraulic Pressure Testing (HPT) charges for Water type fire extinguisher	1 No.	₹
8	Refilling Charges for Water type fire extinguisher	1 No.	₹
9	Hydraulic Pressure Testing (HPT) charges for DCP type fire extinguisher	1 No.	₹
10	Refilling Charges for DCP type fire extinguisher	1 No.	₹
11	Mild Steel Hook/Bracket for Wall Mounting of Fire Extinguisher(s) capable to withstand the weight of Fire Extinguishers. (The rates quoted to include fitting/ placement of hook/bracket charges on wall).	1 No.	₹
12	Mild Steel Floor stand for Fire Extinguishers	1 No.	₹

13	Celling mounting Bracket (minimum 2 feet long) for Modular Fire Extinguishers	1 No.	₹
14	Suspension wall bracket (minimum 2 feet long) for Modular Fire Extinguishers	1 No.	₹
15	Painting charges per Cylinder	1 No.	₹
16	Floor Stand for any type of fire extinguisher	1 No.	₹
17	Warranty period in Years (for supply of new extinguishers)	Years	
18	Any other spare parts/accessories/component required for maintenance	1 No.	₹

Note:

- a) You are requested to give all possible accessories rates. Later on, if it is informed that any accessory rate is not quoted by the bidder, the component will be supplied free of cost by the vendor/cost of repair of fire extinguisher will be borne by the vendor.
- b) You can use extra paper for accessories if space provided is not sufficient.

**RATE SHEET FOR BUY BACK - FIRE EXTINGUISHERS FOR BRANCHES, ATMs & OFFICES
UNDER REGIONAL OFFICE LUDHIANA**

Sl. No.	Item/ Description	Unit	Rate (Rs.)
1	Buy Back value of existing portable fire extinguishers (Any type, capacity, model, brand and vintage) in "as is" condition.	1 No.	₹
E	TOTAL (E)		₹

Note:

- a) Quote all rates exclusive of GST
- b) Vendor has to mandatory quote minimum buy back rate; bids without buy back rates will be summarily rejected.
- c) This buy back clause will be included whenever new supply order is placed for supply of fire extinguishers to branches. i.e. vendor must take scrap extinguishers (any type) from the branches as per the buyback amount quoted against supply of new Fire Extinguishers to branches.

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Determination of L1 Bidder for Regional Office Ludhiana {* Refer Para 13.3}}:-

(Sum total of rate of new extinguishers (A) + Sum total AMC charges per branch per year (irrespective of number of Fire extinguishers). Note: Annual maintenance is to be carried out on half yearly basis (B) + Sum total of Refilling Charges for 3 Types of Fire Extinguishers (C) + Sum Total HPT Charges for 3 Types of Fire Extinguishers (D) - Buy Back value of existing portable fire extinguishers (E) = _____Rs.)

Note:- You are requested to give all possible accessories rates, later on if it is informed that this accessory rate is not given, you will be responsible for that and the Fire Extinguisher has to be repaired at your cost. You can use extra paper for accessories if space provided is not sufficient. All rates quoted should be inclusive of transportation charges, installation charges, any other charges etc. Only applicable GST as per Government guidelines will be paid extra.

FORMAT OF PERFORMANCE BANK GUARANTEE
(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than Rs.500/-).
3. This Performance Bank Guarantee should be furnished within 21 days from the date of award of the Contract.
4. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Union Bank of India.

To
Union Bank of India,

_____,
_____,

Dear Sir,

In consideration of Union Bank of India, _____ placing an order for **Request for Proposal (RFP) for Empanelment of Vendors for Supply, Installation and Maintenance of Security Equipment in the Branches/Offices/ATMs under Union Bank Of India, Regional Office** _____ having registered office at _____ (hereinafter called the firm) as per the work order entered into by the firm vide contract order no. _____ dated _____ (hereinafter called the said contract), We _____ (Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at _____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the firm as to the Supply, Installation, Maintenance of _____ at _____.

If the said firm fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid unless you certify that the vendor has fully performed all the terms and

conditions of the said contract and accordingly discharge this guarantee, or until _____, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the firm and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the firm and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the firm or any other forbearance act or omission on your part or any indulgence by you to the firm or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the firm hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the firm, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e., _____ (Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

I) Our liability under this bank guarantee shall not exceed Rs. _____/- (Rupees _____ Only)

II) This bank guarantee shall be valid up to _____.

III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____ before 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature

Name

(In Block letters)

Designation

(Staff Code No.)

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

Union Bank of India

REFERENCE SITE DETAILS

Name of the Public/Private sector Bank	
Address of the bank's Central/Zonal/Regional Office	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of work executed by vendor in last 3 years	

Reference site details of at least 2 clients be given in above mentioned format for which additional sheet may be used.

Note: -

1. Please mention all asked data as mentioned above including contact details. Email id should be from bank's/firm's domain only. Emails from gmail, rediffmail and other similar domains will not be accepted under any circumstances.
2. Confidential feedback (Quantitative) from the clients will be undertaken from mentioned email id/Physical mail/courier only.
3. It should be ensured that contact details of genuine officer, posted in Client office should be submitted. If required bidder to obtain updated contact details and submit.
4. Reference site details of at least 2 clients of vendor should be given in above format for which additional sheet may be used. In case positive feedback from at least one reference site is not received within 15 days of our communication, the feedback will be considered unsatisfactory. It shall be ensured that at least one reminder (at least 10 days after initial correspondence) be sent to concerned clients.
5. Bank shall ask confidential feedback from the clients as per list given by the bidder. More the number of positive feedbacks received from clients, it shall be considered that the vendor has given good services and the same weightage will be given in short listing of bidders.
6. If poor or unsatisfactory feedback is received for any vendor from reference site details or from any other sources, the bid shall not be considered for empanelment. No complaint in this regard will be entertained under any circumstances.
7. To ensure transparency, confidential feedback from Union Bank of India will not be considered for evaluation and thus the bidder should not provide reference site details from any of Branch/regional offices of Union Bank of India.
8. Confidential feedback will be obtained from Clients of vendor as per format of the bank. The feedback may be obtained on quality of services/work and other operational parameters.

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

UNDERTAKING FOR NOT BEING BLACKLISTED
Undertaking (To be submitted by all bidders on their letter head)

From

Phone No.

To

The Regional Head,
Union Bank of India
Regional Office Ludhiana
1st floor, 41/1 Walia Complex, Dugri Road
Atam nagar, Ludhiana - 141003

Dear Sir,

Undertaking for not being blacklisted

We _____ (bidder name), hereby
undertake that-

As on date of submission of tender, we have not been blacklisted/debarred by the Central Government / any of the State Governments / PSUs/PSBs in India or any Financial Institution in India in the past three years.

We also undertake that we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

MODEL CERTIFICATE FOR TENDER

I/We have read the clause regarding restriction on procurement from a bidder of a country/countries which share a land border with India: I hereby certified that the agency (.....) is not from such a country/countries and is eligible to be considered.

Or

I/We have read the clause regarding restriction on procurement from a bidder of a country/countries which share a land border with India. I hereby certified that the agency (.....) is not from such a country/countries or, if from such a country/countries has been registered with the Competent Authority, I hereby certify that the agency (.....) fulfil all requirement in this regards & is eligible to be considered. (Where applicable, evidence of registration to be attached).

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

DECLARATION FOR COMPLIANCE ALL TERMS AND CONDITIONS INCLUDING SCOPE OF WORK

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

Authorised Signatories

(Name, Designation and Seal of the Company / Firm)