



राजस्थान ग्रामीण बैंक
RAJASTHAN GRAMIN BANK

सरकार के स्वामित्वाधीन अनुसूचित बैंक
Scheduled Bank Owned by Government

**REQUEST FOR PROPOSAL (RFP) FOR COMMISSIONING & MAINTENANCE OF
2500 TELEPHONE NUMBERS (1600 SERIES) FOR FIVE (5) YEARS
FOR OUTBOUND CALLING TO CUSTOMERS**

Ref: RGB/ IT/ 02/ 2026-27 dated 06/06/2026

**The General Manager
Rajasthan Gramin Bank
Camp Office,
Tulsi Tower, 9th B Road,
Sardarpura
Jodhpur-342003**



PART 1: INVITATION TO BID

Rajasthan Gramin Bank (hereinafter referred to as RGB / the Bank) is having its Camp Office at Jodhpur, Head office at Jaipur and other Branches and offices (Regional Business Offices, Administrative Offices, etc.) in various centers across the Rajasthan.

For Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan), the Bank proposes to invite tenders from vendors (hereinafter referred to as "Bidder") to undertake Commissioning of 2500 Nos 1600 series telephone numbers.

Rajasthan Gramin Bank, Camp Office, Jodhpur invites "Technical" and "Commercial" bids for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years extendable up to 5000 Nos (where tender will be awarded to L1 & L2 bidders (with different TSPs) in a ratio of 60:40) for outbound calling. Both Technical and Commercial Bids would be submitted by the bidders online on the website of our e-Tendering vendor M/s e-Procurement Technologies Ltd.

The Bidding Document may be obtained from the Bank as under or download from Bank's Website www.rgb.bank.in or Government Tender's Website www.eprocure.gov.in or Bank's e-Tendering Vendor Website <https://etender.sbi> and the bid should be submitted online, Bank's authorized e-Tendering Vendor details are mentioned in **Annexure-J**.

- ❖ Please note that all the desired information needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- ❖ All Bids must be accompanied by Earnest Money Deposit as specified in the Bid document.
- ❖ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders.
- ❖ The information provided by the bidders in response to this RFP document will become the property of RGB and will not be returned. RGB reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.
- ❖ **Bidder may contact Bank's authorized e-Tendering Vendor for any help/queries related to online submission of Bids. A detail of e-Tendering Vendor is mentioned in Annexure-J.**



SCHEDULE OF EVENTS

Bid Document Availability	Bidding document can be downloaded from website from 06/06/2026 to 2:30 PM on 27/06/2026.
Last date for requesting clarification (optional)	Up to 13/06/2026 All communications regarding points / queries requiring clarifications shall be submitted through email only at email id "tender_publisher@rgb.bank.in"
Clarifications to queries raised through email will be responded	clarifications/ explanations/ additions/ modifications/ corrigendum on account of issues raised through email will be made available on following sites www.rgb.bank.in , www.eprocure.gov.in , https://etender.sbi latest by 17/06/2026
Last date of submission of Technical Bids & Receipt of EMD Rs. 5,00,000/-	Up to 2:30 PM on 27/06/2026
Opening of Technical Bids	02:00 PM on 29/06/2026
Online Commercial Bid Submission through Reverse Auction	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid.
Price Break Up	The item wise price break up will have to be provided by the vendor within 3 (three) days of reverse auction.
Contact Details	
Address for Communication, Pre-Bid meeting and submission of bids.	The General Manager, ITS Department, Camp Office- Jodhpur, Rajasthan Gramin Bank, Tulsi Tower, 9th B Road, Sardarpura, Jodhpur-342003
Telephone	0291-2593139, 2593186
All correspondence relating to this RFP should be sent to following email id	tender_publisher@rgb.bank.in
RFP Document Fees	RFP Document Fees of Rs. 5000/- has to be submitted through NEFT. Bank's NEFT details is mentioned in Annexure – E.
Note: The Bank reserves the right to amend the RFP/ rescind/ place clarifications/ explanations/ additions/ modifications/ corrigendum on account of issues submitted through email will be made available on Bank's website www.rgb.bank.in latest by 17/06/2026. It is to be noted that aforesaid will be displayed/notified on website only and these will be binding on participating bidders. The Bank shall not be liable for any communication gap. In addition, all intimations meant for the bidders, if any by the Bank, in context of this RFP will be displayed on Bank's website only.	



INTRODUCTION

The Bank invites technically complete and commercially competitive bids from bidders for Commissioning and maintenance of 2500 Nos 1600 series telephone numbers for five (5) years extendable up to 5000 Nos (where tender will be awarded to L1 & L2 bidders (with different Telecom Service Providers) in a ratio of 60:40) for outbound calling to customers at Bank's Camp Office / Call Centre / Head Office under Rajasthan state region. The two-stage online bidding process will comprise **Technical Bids & Commercial Bids (Reverse Auction)** as per the product technical specifications, mentioned by Rajasthan Gramin Bank in this RFP.

General Details	
Reference No.	RGB/ IT/ 02/ 2026-27 dated 06-06-2026
Department Name	ITS Department, Rajasthan Gramin Bank, Camp Office Jodhpur
Scope of Work	Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers extendable up to 5000 Nos where tender will be awarded to L1 & L2 bidders (with different TSPs) in a ratio of 60:40
Quotation Details	Signed and Stamped Technical bid (submitted online) and Commercial bid (Through Online Reverse Auction) are invited for Empanelment of vendor for Five (5) years for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk)
Mode of Tender Submission	Online mode through website https://etender.sbi signed and stamped quotations.
Tender Type	Online submission
Type of Contract	Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for Outbound calling
Tender activity Details	This Tender will follow Tendering process as under which will be conducted online. Following activities will be conducted: <ol style="list-style-type: none">Online Submission of Technical Bid & Commercial Bid through Reverse Auction by the bidder as per clause 4.3Opening of Technical Bid and Evaluation.Evaluation of Technical bids, clarification, if any, sought by the Bank.Online Commercial Bid Submission through Reverse Auction of Technically qualified bidders by the BankDeclaration of selected bidderSubmission of item-wise price break up by selected bidder.Issuance of empanelment letter to selected bidder



<p>Documents to be submitted online – A (Technical Bid) as per clause no. 4.3 of this document</p>	<p>Following documents are to be submitted. Bidders are advised to submit sealed & stamped documents duly annexed in following index order:</p> <ol style="list-style-type: none">1. Annexure- A: Tender Offer Covering Letter2. Letter for Authorized Signatory on letter head / Copy of power of attorney / board resolution authorizing representative to sign Bid documents3. Annexure- B: Bidder's General Information with relevant supporting documents4. Annexure- C: SLA Terms & Conditions for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) extendable up to 5000 Nos where tender will be awarded to L1 & L2 bidders (with different TSPs) in a ratio of 60:405. Annexure- D: Compliance to Bidder's Eligibility Criteria along with supporting documents6. Annexure- G: Indicative Commercial Proposal format duly signed and stamped by authorized signatory of bidder.7. Annexure- I: Escalation Matrix and Service Engineer Details8. Annexure – K: Pre-Bid Integrity Pact duly stamped and signed (To be stamped as an agreement on the Non judicial stamp paper of Rs.500/-) by all bidders (To be sent to Bank in Hard Copy as a bidding document.)9. Copy of this tender document duly signed and stamped on each page by authorized signatory as compliance to terms and conditions (including all the corrigendum if any).10. Other Undertaking / Compliance letter as advised in this tender Document11. Tender Fees & EMD Amount (NEFT Slip Scanned Copies)
<p>Documents to be submitted online- B (Commercial Bid through Reverse Auction) as per clause no. 4.3 of this document</p>	<p>Bank will conduct Online Reverse Auction for Commercial Bid on a subsequent date, which will be communicated to such bidders who qualify in the Technical Bid.</p> <p><u>NOTE: Annexure- H: Commercial Price Breakup Schedule- selected bidder submit the item-wise breakup within 3 days after reverse auction conducted.</u></p>

1. General Information

1.1 Objective

- a) Rajasthan Gramin Bank, invites technically complete and commercially competitive signed & stamped quotations for Empanelment of vendor for Five (5) years for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk).
- b) Bank intends to empanel the vendor for a period of five years. At the end of five years of empanelment period, the bank may extend the empanelment period for one and more years with mutual consent of bank and vendor on same terms & conditions.



- c) Vendor is required to provide all relevant information based on enclosed Annexures. Information and any supplementary information should be in printed format only. Based upon the review and evaluation of quotations, RGB may at its sole discretion empanel the vendor for five years with one successful Bidder.
- d) Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. RGB also reserves the right at its sole discretion to select or reject any or all Bidder(s) at any time in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

1.2 Quotations for Respondent only

This quotation calling document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent" or "the Bidder") and no other person or organization.

1.3 Confidentiality

This quotation calling document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the bidder to any other person. The Bank may update or revise this document or any part of it.

Unauthorized disclosure of any such confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

1.4 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this document or conduct ancillary to it whether or not the losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

1.5 Evaluation of Offers

Each Recipient/ Respondent/ Bidder acknowledges & accepts that the Bank may in its sole & absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this document.

The calling of quotation is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient/ Respondent/ Bidder. The Recipient/



Respondent/ Bidder unconditionally acknowledges by submitting its response to this document that it has not relied on any idea, information, statement, representation, or warranty given in this document.

1.6 Errors and Omissions

Each Recipient/ Respondent/ Bidder should notify the Bank of any error, fault, omission, or discrepancy found in this document but not later than last date of **Clarification submission and/or document submission**.

2. Acceptance of Terms

A Recipient/ Respondent/ Bidder will by responding to this document, be deemed to have accepted the terms as stated in this document.

The Bank contemplates to enter into a contract with successful bidder for five years from the date of empanelment letter as per further details in this document.

3. BIDDER'S ELIGIBILITY CRITERIA

Bank will examine the bids against Bidder's Eligibility Criteria mentioned in **Annexure-D**.

Note:

- Bidder must comply with all criteria mentioned in **Annexure-D**. Non-compliance of any of the criteria will entail rejection of the offer summarily.
- Duly self-attested photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. RAJASTHAN GRAMIN BANK reserves the right to verify/evaluate the claims made by the bidder independently or by virtue of a third party. Any decision of RAJASTHAN GRAMIN BANK in this regard shall be final, conclusive and binding upon the bidders.

Bidders who qualify the eligibility criteria will be eligible for the Technical Bid Evaluation. Offers received from the bidders who do not fulfill all or any of the eligibility criteria are liable to be rejected.

4. INSTRUCTIONS TO BIDDERS ON BIDDING PROCESS

4.1 Bidding process

The bids in response to this document must be submitted in two parts, i.e., 'Technical Bid' and 'Commercial Bid through Online Reverse Auction'. The mode of submission of Technical and Commercial Bid shall be online only.

The bidder has to give credit to Bank through NEFT/RTGS towards tender cost of Rs. 5,000/- (Rs. Five Thousand only) and Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lac only). Bidder has to submit the NEFT/RTGS details proof (scanned copy of NEFT/RTGS comprises of UTR No.) along with Technical Bid Document. Bank's NEFT/RTGS detail is mentioned in Annexure-E.

NOTE: Exemption of tender fee & EMD will be given only to MSME/NSIC registered bidders. Bidders claiming exemption from submission of EMD & Bid participation fee shall submit valid certificate, provided exemption from same have been indicated in the certificate and such



certificate is valid on the date of submission of the bid. Exemption of tender fee & EMD will be considered only if they are registered for relevant service/category/activity as per UAM certificate. Decision of Bid Evaluation Committee will be final in the matter.

Both the technical and commercial bids for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years will be accepted online on the e-Procurement portal i.e., <https://etender.sbi> of the Bank's authorized service provider M/s e-Procurement Technologies Ltd. The Bidder should be willing to participate in e-Procurement and have a valid Class-3 Digital Signature Certificate on the date of submission of Technical and Commercial Bids. Details of the Bank's authorized e-Procurement service provider is mentioned in **Annexure-J**.

Bids must be submitted online on the e-Procurement Portal of the Banks authorized service provider (<https://etender.sbi>), no later than the date & time specified in the "Schedule of Events" in Invitation to Bid.

Each bidder must submit a declaration from their TSP that

- a) TSP will ensure availability of uninterrupted back-to-back support throughout the contract period.**
- b) If participating bidder is not TSP itself then their TSP will not participate in this Tender.**

Bidders have to submit indicative commercial bid along with Technical Bid and bidders shortlisted in technical evaluation will only be permitted to participate in Reverse Auction conducted by Bank through online mode only. Commercial Bid submitted through other mode shall be liable for rejection of bid.

Receiving of the bids shall be closed by Bank as mentioned in the bid schedule. Bids received after the scheduled closing time will not be accepted by the Bank under any circumstances.

Technical bids along with the Indicative Commercial Bid must be uploaded on e-Procurement Site. **All pages of Schedules, Formats and Annexure should be signed and stamped by an authorized official of the bidder's company.** The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of the bid. No rows or columns of the Annexure should be left blank. Offers with insufficient information are liable to rejection. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.

The "**Indicative Commercial Bid**" **Annexure-G** should be submitted online along with Technical Bid. The indicative commercial bid will be used for finalizing the starting bid for reverse auction. Bank reserves the right to adopt any procedure to decide the starting bid for reverse auction from indicative commercial bid submitted or Bank may decide the starting bid for reverse auction at its own sole discretion.

The Bank reserves the right to reject any or all the bids without assigning any reasons.



4.2 Commercial Bid

The commercial bid through Reverse Auction should be submitted online only and the L1 bidder would be determined based on lowest price quoted by the bidder in Reverse Auction and should be without any conditions. The bank reserves the right to reject the alternate commercial bid format proposed by the bidder.

4.3 Sealing and Marking of Bid

Technical Bid – A: Signed and stamped should contain:

All annexure, formats and supporting documents be filed and tagged in the order as stated below and submit all Annexure A, B, C, D, G, I on vendor's letter head:

- a) Annexure - A: Tender Offer Covering Letter
- b) Letter for Authorized Signatory on letter head / Copy of power of attorney / Board Resolution authorizing representative to sign Bid documents.
- c) Annexure - B: Bidder's General Information with relevant supporting documents
- d) Annexure- C: SLA Terms & Conditions for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) extendable up to 5000 Nos where tender will be awarded to L1 & L2 bidders (with different TSPs) in a ratio of 60:40
- e) Annexure - D: Compliance to Bidder's Eligibility Criteria along with supporting documents
- f) Annexure - G: Indicative Commercial Bid format duly signed and stamped by authorized signatory of bidder
- g) Annexure - I: Escalation Matrix and Service Engineers Details
- h) Annexure – K: Pre-Bid Integrity Pact duly stamped and signed (To be stamped as an agreement on the Non judicial stamp paper of Rs.500/-) by all bidders **(To be sent to Bank in Hard Copy as a bidding document.)**
- i) Copy of this tender document duly signed and stamped on each page by authorized signatory as compliance to terms and conditions (including all the corrigendum if any)
- j) Other Undertaking / Compliance letter as advised in this tender Document
- k) Tender Fee & EMD Amount (NEFT Slip Scanned Copy)

Commercial Bid – B: Online Reverse Auction

The bidders qualified in Technical Bid evaluation shall be allowed to participate in Online Reverse Auction conducted by Bank and the L1 bidder would be determined based on lowest price bid by the bidder in Online Reverse Auction and should be without any conditions. The selected L1 bidder should submit duly filled, signed and stamped item-wise **Commercial Price Breakup Schedule** as mentioned in **Annexure-H** within 3 days after online reverse auction conducted on vendor's letter head.

Technical Bid & Indicative Commercial Bid duly signed and stamped scanned copies should be uploaded / submitted online on e-Procurement portal of the Bank's authorized service provider (<https://etender.sbi>) on or before the last Date and Time specified in "Schedule of Events". Any other mode of submission e.g. personal, by courier, by post, fax, e-mail etc. will



not be accepted. For any help and training requirement regarding online submission of Technical and Commercial Bid, kindly contact Bank's e-Procurement Service Provider as per details mentioned in **Annexure-J**.

4.4 Process of Opening of Bids

Bids received within the prescribed closing date and time will be opened in presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned in this document. The bidder's representatives present shall sign a register of attendance and minutes and they should be authorized by their respective companies to do so. A copy of the authorization letter should be brought for the bank to verify.

The bids shall be opened in two phases.

In Phase 1, the Technical Bid along with Indicative Commercial Bid will be opened as per the schedule given in this document for the purpose in the presence of bidder's who choose to attend the meeting and sign a register evidencing their attendance. However, the technical bid will be evaluated only for the bidders who satisfy all the eligibility criteria. Bidders who do not qualify the eligibility criteria will not be considered for technical evaluation.

In Phase 2, Bidders who meet the Technical Evaluation Criteria shall be allowed to participate in the online commercial bid submission through Reverse Auction conducted by the Bank at the time and on the date that will be communicated to them. Reverse Auction will be conducted by Bank's authorized e-Procurement Service Provider as per details mentioned in **Annexure-J**. The Bidder whose bid turn out to be lowest in reverse auction shall be declared the successful L1 bidder. Similarly next lowest bidder will be determined as L2 bidder and so on.

Detailed procedure for evaluating the Technical and Commercial Bids is described further in this document. Final decisive parameters would be at the sole discretion of the bank and the bank is not liable to disclose either the criteria or the evaluation report/ reasoning to the bidder(s).

4.5 Clarification / Amendment of Bidding Document

- a) Bidder requiring any clarification of the Bidding Document may notify the Bank by e-mail indicated in Schedule of events on or before 13/06/2026 indicated therein in the following format-

SN	Page No. and Clause No. of RFP	Query
1	<<Page No.--- / Clause --- >> as per RFP	XXXXX <<Bidder Query>>

- b) Response, to all queries raised by bidders till the stipulated time as above, will be submitted by bank latest by 17/06/2026.

Text of queries raise (without identifying source of query) and response of the Bank together with amendment to the bidding document, if any will be posted on Bank's website and e-Procurement website i.e., www.rgb.bank.in and <https://etender.sbi> respectively. No individual clarification will be sent to the



- bidders. It is the responsibility of the bidder to check the website before final submission of bids.
- c) Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on Bank's Website.
- d) All bidders must ensure that such clarifications / amendments have been considered by them before submitting the bid. Bank will not take responsibility for any omissions by bidder.
- e) At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment. The Bank will be at liberty to modify or alter the RFP Document at any time before the last date and time of submission of bids. Any clarification issued by RGB will be in the form of an addendum/ corrigendum and will be uploaded on Bank's website and e-Procurement website i.e., www.rgb.bank.in and <https://etender.sbi> respectively and newspaper advertisement will be released. The amendment will be binding on all bidders. The bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates / amendments.
- f) In order to enable bidders reasonable time in which to take amendments into account in preparing the bids, the Bank, at its discretion, may extend the deadline for submission of bids.
- g) It will be the sole discretion of the Bank to accept/reject any/all suggestion put forward by the vendors.

4.6 Cost of Preparing the Bids

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

4.7 Period of Validity of Bids

- a) Bids shall remain valid for a period of 90 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as non-responsive.
- b) In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD provided shall also be suitably extended.
- c) The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

4.8 Modification and Withdrawal of Bids

- a) The Bidder may modify or withdraw its bid after the bid submission but prior to the deadline prescribed for submission of Bids.
- b) No bid may be modified after the deadline for submission of Bids.
- c) No bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.



Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

4.9 Bank's right to accept Any Bid and to reject any or All Bids

The Bank reserves the right to accept or reject any bid in part or in full or to cancel the bidding process and reject all bids at any time prior to award of the contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

4.10 Contacting the Bank

- No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Commercial Bid to the time the contract is awarded.
- Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of the Bidder's Bid.

4.11 Award of Contract

Following the evaluations, contract may be awarded to the bidder whose bid meets the requirements and provides the best value to the bank from both a techno-functional and commercial point of view. Bank at its discretion, may split the contract between L1 and L2 bidders (with different TSPs) in the ratio of 60:40 provided that L2 match the rates of L1 bidder and agrees for all terms and conditions. In case L2 bidder is not willing or from Same TSP as L1, bank will approach L3, L4 and so on in that order to step into the shoes of L2 vendor. In the event of L3, L4 etc., bidder not matching the L1 rates, the entire quantity will be awarded to L1 vendor.

In the event of L1 bidder back outs or Bank rejects the proposal of L1 bidder on the ground of poor supports & services, the Bank may consider the L2 bidder as New L1 bidder provided that it matches the prices with that of the Old L1 bidder and/or security deposit of the Old L1 bidder will be forfeited. In the case, when L1 bidder is eliminated L2 will be considered as new L1, similarly L3 will be considered as new L2 and so on. Also, tender will be split between new L1 and new L2 bidders in the ratio of 60:40 as per mentioned above.

The Bank reserves the right to award the contract in whole or in part. The Bank reserves the right at the time of award of contract to add similar items at similar rate or remove/delete the items without any change in any other terms and conditions

The acceptance of the bid, subject to contract, will be communicated by way of placing an empanelment letter in writing at the address supplied by the bidder in the bid document. Successful bidder has to submit duly signed and stamped acceptance on duplicate copy of empanelment letter and Bank Guarantee also as specified in this document within 20 (Twenty) days of date of issuance of letter. After that a service level agreement for commissioning and maintenance of SIP Trunk channels would be executed by the selected bidder / bidders in the standard format drafted by RGB, on a stamp paper of suitable denomination. Any change of address of the bidder should therefore be notified promptly to the Bank. The selected bidder / bidders shall ensure commissioning and maintenance of SIP trunk channels within stipulated time period from the date of award of the work order/ contract or date informed by the Bank.



4.12 Legal Compliance

The successful bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including procurement of license, permits and certificates and payment of taxes where required. If at any time during the term of this agreement, the bank identifies or information comes to the bank's attention that the successful bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the bank shall be entitled to terminate this agreement with immediate effect.

4.13 Documentary Evidence Establishing Eligibility of Services & Conformity to Bidding Documents

- a) The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall be established to the Bank's satisfaction, that adequate, specialized expertise is available to ensure that the support services are responsive and the bidder will assume total responsibility for the fault-free operation and maintenance of the services during the service period and provide necessary maintenance services under the Rajasthan state.
- b) Any deviations from services/ terms and conditions etc. should be clearly brought out in the bid.
- c) The Bidder should quote for the entire package on a single responsibility basis.

5. Validity Period

The rates quoted shall be valid for a period of Five (5) years from the date of Empanelment letter. Rates quoted and tender offer valid for a shorter period shall be rejected by the Bank as non-responsive. At the end of five years of empanelment period, the bank may extend the empanelment period for one year with mutual consent of bank and vendor on same terms & conditions.

6. Proposal Currency & Price Structure

Prices shall be expressed in the Indian Rupees only without decimal places. The bidder must quote total price per unit as per **Annexure-H** and price quoted should be inclusive of all taxes, service visit, as also cost of incidental services such as transportation, insurance etc. but exclusive of applicable GST which is payable extra. However, Prices quoted by the bidder shall be fixed during the bidder's performance of the Commissioning / Maintenance of SIP Trunk channels and shall not be subject to variation on any account, including changes in taxes, duties, levies, charges etc. The cost will not depend on any variation in USD/£/€ or any other foreign currency exchange rate. The Bank reserves the right to re-negotiate the prices in the event of change in the market prices, but the bank shall not be bound to re-negotiate the prices.

The price quoted by the bidder for the services / support performed for the project shall not vary from the contracted prices and shall remain valid for the contract period.

7. Detailed Procedure for Evaluation of Bids



7.1 Opening of Technical Bids by the Bank

- a) The Bidders' names, bid modifications or withdrawals and the presence or absence of requisite EMD and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the time of Technical Bid opening.
- b) Bids and modifications sent, if any, that are not opened at Bid Opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

7.2 Preliminary Examination

- a) The Bank will examine the bids against Bidder's Eligibility Criteria mentioned as per **Annexure-D** under General evaluation and determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
- b) Prior to the detailed technical evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without any deviations.
- c) The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- d) If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

7.3 Technical Bid Evaluation

The Technical Bid essentials shall be evaluated as per the criterion determined by the Bank. The Bank will evaluate technical bids on the following broad criteria.

- a) Technical completeness of the bid.
- b) 100% Compliance with SLA Terms & Conditions i.e., **Annexure-C: SLA Terms & Conditions for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk)** along with supporting documents.
- c) Compliance to Bidder's eligibility criteria **Annexure-D**
- d) Bidder's experience and ability to complete the project task at Bank's locations.
- e) Compliance to other requisites as detailed in this Document.
- f) The Bank reserves the right to evaluate the bids on technical expertise in maintaining the equipment's etc.
- g) During evaluation and comparison of bids, the Bank may, at its discretion ask the bidders for clarification of its bid. The request for clarification shall be in writing in both soft copy and hard copy and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.

7.4 Commercial Bid Evaluation Considerations

The bidders, who qualify after Technical Bid Evaluation, shall be eligible for Commercial Bid Evaluation.

For finalization of the most competitive offer, Bank will conduct 'Online Reverse Auction'. The



bidder will be allowed to participate in Online Reverse Auction for commercial bid submission and the bidder with the lowest commercials on Grand total for per year for all items listed in **Annexure-H** will be declared successful L-1 bidder and shall be considered for awarding the empanelment of Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling. The detailed procedure of Online Reverse Auction will be provided by Bank to the bidder qualified in Technical Evaluation.

- a) Only those Bidders who qualify in pre-qualification and technical evaluation would be shortlisted for commercial evaluation via Online Reverse Auction conducted by the Bank's authorized procurement service provider, details of which are provided in **Annexure-J**. Specific rules for this particular event viz. date and time, start price, bid decrement value, duration of event etc. shall be informed by the Bank/Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse auction" under E-Procurement process.
- b) The Indicative commercial offers (total cost) may be taken as to decide the starting bid of the Online Reverse Auction and not for deciding the L1 status. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L1 bidder will be decided only later, on finalization of prices through Reverse auction.
- c) The L1 Bidder will be selected on the basis of **net total** of the price evaluation for five years as quoted in Online Reverse Auction.
- d) The successful bidders are required to provide price breakup in **Annexure-H** within 3 (three) days of conclusion of the Reverse Auction. Failure or refusal to offer the Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) at the price committed through Online Reverse Auction shall result in forfeit of the EMD to Bank, which please be noted.
- e) The final decision on the bidder will be taken by Bank. Bank reserves the right to reject any or all proposals at any stage of process. Similarly, it reserves the right not to include any bidder in the final short-list.
- f) Arithmetic errors, if any, in the price breakup format will be rectified as under:
 - i) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the bidder does not accept the correction of errors, the bid will be rejected.
 - ii) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total bid price for the bid shall be taken as correct.
 - iii) If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
 - iv) Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or affect the relative ranking of any bidder.



8. Rules for Re-Reverse Auction

Bank may consider the option of a Re-reverse Auction in following circumstances:

- a) During the process of reverse auctions, if there is either no bids from logged in bidders or only one bidder puts up bid/s, Bank may decide a re-reverse auction as per the details given under—
 - i) If the start price for the Reverse Auction was concluded by indicative price quoted by bidders.
 - ii) If the start price for the Reverse Auction event is decided by Bank.

In both the above cases Bank may amend start price for the Reverse Auction either by taking fresh Indicative prices from all qualified bidders in sealed cover or Bank may decide Re-reverse Auction while further amending the start price.

- b) In the above circumstances, the Bank may take a decision on re-reverse auction.

9. Execution of Agreement

A format of the Agreement to be executed by the successful vendor with the Bank will be provided by the Bank. All terms and conditions of the tender will be part of the agreement. Please note that no change will be accepted in the terms and conditions incorporated in this document. In case of failure of the vendor to execute the agreement in bank's prescribed format, within the stipulated time, the Bank will be within its rights to cancel the allotment to the vendor and proceed with forfeiting of the EMD and other penal provisions, and allot the same to L2 bidder after he matches the price of L1 bidder.

The EMD amount of the unsuccessful Bidders shall be returned after Technical/Commercial Evaluation and the EMD of the successful Bidder(s) will be released after the execution of the agreement/acceptance of the work order for service and submission of Performance Bank Guarantee in the format as per the **Annexure-F**.

10. The EMD may be forfeited

- a) If a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
- b) If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
- c) In case of successful bidder, if the bidder dishonors its bidding commitments or fails or fails to sign the Contract or fails to accept the work order or fails to furnish Performance Bank Guarantee within 20 (Twenty) days from date of award of the contract.

11. Signing of Contract

- a) In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder.
- b) Failure of the successful Bidder to comply with the requirement of Clause 10(a) (if required) or Clause 12 shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.



12. Force Majeure

- a) Notwithstanding the provisions of Tender Terms & Conditions, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the Vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13. Miscellaneous

- a) The selected Bidder should undertake, during the period of contract, if required by the Bank, to continue to provide services, if relocated/ shifted to other Site/Location.
- b) The selected Bidder should undertake to implement the observations/ recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.
- c) The vendor(s) are not permitted to authorize their dealers etc., (including individuals and third-party firms/companies) to either collect or submit the tender-related documents on their behalf. The Bank will refuse such requests and arrangements.
- d) Bank at its discretion may split the contract between L1 and L2 bidders (with different Telecom Service Providers) in the ratio of 60:40 provided that L2 match the rates of L1 bidder and agrees for all terms and conditions. In case L2 bidder is not willing or from Same TSP as L1, bank will approach L3, L4 and so on in that order to step into the shoes of L2 vendor. In the event of L3, L4 etc., bidder not matching the L1 rates, the entire quantity will be awarded to L1 vendor.**
- e) In the event of L1 bidder back outs or Bank rejects the proposal of L1 bidder on the ground of poor supports & services, the Bank may consider the L2 bidder as New L1 bidder provided that it matches the prices with that of the Old L1 bidder and/or security deposit of the Old L1 bidder will be forfeited.**
- f) In the case, when L1 bidder is eliminated L2 will be considered as new L1, similarly L3 will be considered as new L2 and so on. Also, tender will be split between New L1 and New L2 bidders in the ratio of 60:40 as per above mentioned point no (d).**
- g) SIP Trunk channels may be extended up to 5000 Nos from existing 2500 channels, as per Bank's requirement on the same rates, terms & conditions at any time during the contract period.**
- h) The Bank shall not consider any request in change of rates of Service due to any reason whatsoever, during the period of contract.
- i) All the application/software required to operate/run the lines/SIP will form an integral part of SLA/Scope of Work.



14. Penalty

In case successful vendor backs out/denies for completion of work as per scope of work or noncompliance of terms and conditions mentioned in this document during contract period but not due to any reason attributable to Bank, Performance Bank Guarantee shall be invoked.

15. Indemnity

The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.

The bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the bank is required to pay compensation to a third party resulting from such infringement, the bidder will bear all expenses including legal fees.

Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all losses/ damages, which bank may suffer on account of violation by the bidder of any or all national/ international trade laws, norms, standards, procedures etc. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the Bank or its employees.

16. Cancellation of Contract and Compensation

The bank reserves the right to cancel the order/ contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances:

- a) The selected bidder commits a breach of any of the terms & conditions of the contract.
- b) The bidder goes into liquidation voluntarily or otherwise.
- c) An attachment is levied or continues to be levied for 7 days upon effects of the bidder.

17. Performance Bank Guarantee (PBG)

- a) The empaneled vendor shall submit a Performance Bank Guarantee amounting to 5% of tender Value as per **Annexure-F**: Performa for Performance Bank Guarantee valid for 63 (Sixty-three) months from Scheduled commercial Bank from the date of empanelment letter at RGB, HO immediately after acceptance of Bank's empanelment letter but within 20 (Twenty) days of acceptance of empanelment letter.
- b) The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the successful bidder.
- c) The PBG may be discharged/ returned by bank upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the PBG.



18. Publicity

The vendor shall ensure that the name of the bank does not appear in any of its advertisements, product demonstrations, sale promotion schemes, or any publicity initiatives, without obtaining explicit written permission of the Bank in this regard. The bank, however, reserved the right to reject any such request made by vendor.

19. Resolution of Disputes

The bids and any contract resulting there from shall be governed by Indian laws. All dispute or differences whatsoever arising between the selected bidder and Bank out of or in relation to the construction, meaning and operation or effect of the Contract, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, after issuance of 30 days' notice in writing to the other, clearly mentioning the nature of the dispute/ differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute(s) and difference(s) strictly under the terms and conditions of the contract, executed between bank and the bidder. In case the decision of the sole arbitrator is not acceptable to either party, the disputes/ differences shall be referred to joint arbitrators with one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings. The arbitration shall be governed by the provisions of the Rules of Arbitration of the Indian Council of Arbitration under the exclusive jurisdiction of the courts at Jodhpur, Rajasthan.

The award shall be final and binding on both the parties and shall apply to the empanelment contract. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

Work under the Contract shall be continued by the selected bidder during the arbitration proceedings unless otherwise directed in writing by bank unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by bank, to the bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matters thereof.

The venue of the arbitration shall be at Jodhpur/Jaipur, Rajasthan under the exclusive jurisdiction of courts in Jodhpur.

20. Addresses for Notices

The following shall be the address of the Bank and Vendor:

Bank's address for notice purposes:

**The Chief Manager,
ITS Department,
Rajasthan Gramin Bank**



Camp Office, Tulsi Tower,
9th B Road, Sardarpura,
Jodhpur, Rajasthan - 342003

Note: A notice shall be effective when delivered or on effective date of the notice whichever is later.

21. Taxes and Duties

- a) The Vendor will be entirely responsible for all applicable taxes in connection with delivery of products / services at site. Payment of service tax alone, if applicable, will be paid at actual.
- b) **Income / Corporate Taxes in India:** The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the commercial bid by the Vendor shall include all such taxes in the contract price.
- c) **Tax deduction at Source:** Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall affect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.
- d) The Vendor's staff, personnel and labor will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.
- e) The empaneled/selected vendor shall fully comply with all the applicable laws, rules and regulations. The selected vendor shall indemnify the Bank against any action taken under any statute, rules, regulations, by-laws, etc. regarding the engagement of staff by the vendor for discharging the work under this contract. The selected vendor will be liable to reimburse to the Bank any loss or damage caused to the Bank on account of any breach of law on the part of vendor or its staff. The vendor shall be responsible for proper maintenance of all registers, records and accounts so far as these relate to the compliance of statutory provisions/obligations.

22. Vendor's obligations

- a) The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- b) The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment/spare parts to the location where maintenance to be provided. The Bank would only provide necessary letters for enabling access to the location/premise of the same, if required.
- c) The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and maintenance activities.



- d) The Vendor will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- e) The Vendor will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

23. Limitation of liability:

Under no circumstances shall either party be liable for indirect, incidental, consequential, special or exemplary damages from termination of this Agreement, even if the party has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. The aggregate liability of either party under this agreement shall not exceed the total value of this contract.

Exceptions: The limitations set forth in this clause above shall not apply with respect to:

- (i) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Rights;
- (ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of either Party;
- (iii) damage(s) for breach of Confidentiality Obligations;
- (iv) Regulatory or statutory fines imposed by a government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of vendor.

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

24. Termination

- i. The Bank may, without prejudice to any other remedy for breach of Agreement, with written notice of not less than 30 (Thirty) days sent to the Service Provider to terminate the Agreement in whole or in part:
 - a. if the Service Provider fails to perform the services as specified in the Agreement and/or the Bid document, or any extension thereof granted by the Bank;
 - b. if the Service Provider materially fails to perform any other obligation(s) under the Agreement and does not remedy the same within the remedy period;However, the Service Provider shall continue performance of the Contract during the notice period.
- ii. The Bank shall have a right to terminate the Agreement by giving a 30 days prior written notice in writing to Service Provider in the following eventualities:
 - a. If the Service Provider becomes Bankrupt or otherwise insolvent i.e. if any Receiver/Liquidator is appointed in connection with the business of the Service Provider or Service Provider transfers substantial assets in favour of its creditors



or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.

- b. If Service Provider applies to the Court or passes a resolution for voluntary winding up of Service Provider or any other creditor / person files a petition for winding up or dissolution of Service Provider.
- c. If Service Provider, in reasonable opinion of the Bank is unable to pay its debts or discharge its liabilities in normal course of business.
- d. If Service Provider is unable to render the services up to the mark as envisaged under this agreement upon a reasonable assessment of the circumstances by the Bank which affect rendering of the services by Service Provider as envisaged under this agreement.
- e. If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its customers.
- f. If Service Provider is owned/ controlled wholly/ partly by any other bank operating in India.

In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

- iii. In the event of the termination of the Agreement, Service Provider shall be liable and responsible to return to the Bank all records, documents, data and information including Confidential Information pertains to or relating to the Bank in its possession.
- iv. In the event of termination of the Agreement for any reason, Bank shall have the right to give suitable publicity to the same including advising the State Bank Group and Indian Bank's Association.
- v. In the event of termination of the Agreement or on the expiry of the term/ renewed term of this Agreement, the Service Provider shall render all reasonable assistance and help to the Bank and any new contractor engaged by the Bank for the smooth switch over and continuity of the Services or if so, required by the Bank take all necessary steps to bring the Services to a close in a prompt and orderly manner. All such costs shall be borne by the Bank.
- vi. The Bank, by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The written notice of termination shall be provided thirty (30) days prior to the Service Provider and shall specify that termination is for the Bank's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.
- vii. Upon termination or expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except:
 - a. such rights and obligations as may have accrued on the date of termination or expiration;
 - b. the obligation of confidentiality; and
 - c. Any right which a Party may have under the Applicable Law.

The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be



without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

25. Adherence to Laws and Standards

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. The bank reserves, the right to conduct an audit/ongoing audit of the services provided by the bidder. The bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

26. RIGHT TO AUDIT

- i. The bank shall have the right to conduct audits on the Service Provider whether by its internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the Bank. The Bank shall ensure that such external auditors, or by agents appointed to act on its behalf are not competitors of the Service Provider.
- ii. It is agreed that the Bank shall have the access to all books, records and information (other than financial information) relevant to the Services provided by the Service Provider under this Agreement.
- iii. The Parties agree that the Bank shall have the right, but without any obligation to monitor and assess the Services to enable the Bank to take necessary corrective measures, provided any such monitoring shall not amount to supervision of any of the jobs of the Service Provider or the employees of the Service Provider.
- iv. The Bank should have right to conduct surprise check of the Service Provider's activities in respect of the Services.
- v. The Service Provider agrees that the Bank shall have the right to disclose the details of this Agreement and the details of Services covered herein to the regulatory agencies i.e., Reserve Bank of India, NABARD and Indian Banks Association etc.
The service provider agrees to allow the Reserve Bank of India, NABARD or persons authorized by them to access the documents, records of transactions, and other necessary information stored or processed by the service provider in respect of this Agreement or the Services.
- vi. The Service Provider agrees to preserve the documents and data in respect of the Services for such period in accordance with the legal/regulatory obligation of the Bank in this regard.
- vii. The Service Provider agrees that the Complaints/feedback, if any received from the Branches/Offices of the Bank in respect of the Services by Service Providers shall be recorded and Bank/Reserve Bank of India/NABARD shall have access to such records and redressal of customer complaints by the Service Provider.
- viii. The Bank shall comply with all security and confidentiality policies of the Service provider.

27. RIGHT TO DISQUALIFY

If the Bidder is not TSP, then bidder has to submit a declaration regarding non-participation of their TSP in this tender. Further, Bank reserves the Right to disqualify a bidder if bank found their TSP has participated in the same tender separately.



28. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract. Requisite power of attorney/ board resolution / letter of authority authorizing the signatories of the bid to respond to this quotation request must be submitted along with the bid.

29. Payment Receipt Terms

- a) Payment shall be made in Indian Rupees.
- b) Vendor shall raise monthly invoices to Bank. Payment will be made monthly in arrears within 15 days by Bank, after the receipt of Invoice and deduction of penalty charges, if any, imposed by the Bank.
- c) Head/Camp Office will verify the bills and evaluate the uptime/downtime efficiency of branches. After computation the same, payments will be made to vendor by the Bank.

30. Pre-Bid Integrity Pact

All the participating bidders have to mandatorily sign Pre-Integrity Pact document (Attached in Annexure-G), which has to be sent to Bank (Camp Office / Head Office) in hard copy duly stamped and signed **(TO BE STAMPED AS AN AGREEMENT on the Non judicial stamp paper of Rs.500/-)** as a part of bidding document.

31. Compliance with Digital Personal Data Protection (DPDP) Act

- Bidder agrees to comply with all provisions of the Digital Personal Data Protection (DPDP) Act-2023, Ensuring the protection and lawful processing of personal data shared by the Client Bank.
- Bidder shall:
 - a. Process personal data only for the purposes explicitly authorized by the Client bank and in accordance with DPDP Act.
 - b. In the event of a personal data breach, notify the client bank promptly and provide full details of the incident, in compliance with the timelines specified in the DPDP Act.
 - c. Implement appropriate technical organizational measures to prevent unauthorized access, disclosure, or alteration of personal data.



Annexure - A

Tender Offer Covering Letter

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

Dated: __/__/____

To,

The General Manager

Rajasthan Gramin Bank

Information Technology Department

Camp Office, 1st Floor, Tulsi Tower,

9th B Road, Sardarpura,

Jodhpur (Raj.)-342003

Dear Sir,

Subject: Bid Reference Number: RGB/IT/02/2026-27 Dated: 06/06/2026 for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for 5 years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan)

We have examined the tender documents including all annexure the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications/ revisions, if any, furnished by the Bank and we, the undersigned, offer to provide service for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Rajasthan Gramin Bank (under state of Rajasthan).

While submitting this bid, we certify that:

- The undersigned is authorized to sign on behalf of the VENDOR and the necessary support document delegating this authority is enclosed to this letter.
- Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a bid for restricting competition.
- The prices quoted in the indicative commercial bids for maintenance services are as per the RFP and subsequent pre-bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.

We understand that the tender document provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We have read, understood and accepted the terms & conditions, rules mentioned in the tender document including the conditions proposed to be followed by the Bank.



Until a formal contract is prepared and executed, this bid, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption enforce in India namely "Prevention of Corruption Act 1988".

We have never been barred/black-listed by any regulatory / statutory authority in India.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

All liability related to non-compliance of the minimum wages requirement and any other law will be the responsibility of our company during the tenure of the rate contract.

We certify that we have provided all the information requested by the bank in the format requested. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder



Annexure - B

Bidder's General Information

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

To,
The General Manager
Rajasthan Gramin Bank
Information Technology Department
Camp Office, 1st Floor, Tulsi Tower,
9th B Road, Sardarpura,
Jodhpur (Raj.)-342003

Dear Sir,

Subject: Bid Reference Number: RGB/IT/02/2026-27 Dated: 06/06/2026 for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for 5 years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan)

SN	Particulars	Details to be furnished by the bidder
1	Name of the bidder	
2	Year of establishment and constitution	Enclose: Certified copy of "Partnership Deed" or "Certificate of Incorporation" should be submitted as the case may be.
3	Constitution of the Bidder i.e. (Limited Company, Pvt. Ltd., Private Limited Company, Partnership, Sole proprietorship, etc.)	Enclose: Certified copy of "Partnership Deed" or "Certificate of Incorporation" should be submitted as the case may be.
4	Location of Registered office /Corporate office and address	
5	Correspondence address of the bidder	
6	Names and designations of the person authorized to make commitments to the Bank	
7	Telephone, Mobile and fax numbers of authorized contact person	
8	E-mail addresses of authorized contact person	
9	Description of business and business background Service Profile & client profile, Domestic & International presence, Alliance and joint ventures	

Declaration:

1. We confirm that we will abide by all the terms and conditions contained in the RFP document.
2. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of bidders.
3. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject



the proposal and disqualify us from the selection process.

4. We confirm that this response, for the purpose of short-listing, is valid for a period of 90 days, from the date of opening of the Bid.
5. We confirm that we have noted the contents of the RFP document and have ensured that there is no deviation in filing our response and that the Bank will have the right to disqualify us in case of any such deviations.
6. **Earnest money deposit will be Rs. 5,00,000/- in the form of NEFT/ RTGS favoring Rajasthan Gramin Bank as per the NEFT/ RTGS details mentioned in Annexure-E.** I / We understand that the amount of Earnest Money deposit shall be forfeited if I/We fail to accept the order that may be awarded as L1/L2 bidder, or failure to carry out the obligations as per the scope of work defined in the RFP.

Place:

Date:

Seal & Signature of the bidder



Annexure - C

SLA Terms & Conditions for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years extendable up to 5000 Nos for outbound/IVR calling to customers through Bank's Camp Office/ Call Centre

(This should be on letter head of bidder duly signed and stamped by authorized signatory)

1. Period of Service

- a) The rates of tender called for shall remain in force up-to five years from the empanelment/Purchase Order to the vendor. However, the bank may on its discretion, extend/award service for the One year at the same rate with mutual consent of the vendor. The bank reserves the right to terminate the service at any time without assigning reason thereof. The service will be renewed yearly after completion of initial five years' period.
- b) If vendor is not able / intends to continue / extends the contract at any time, a written notice to the bank must be given at least 3 months in advance.

2. Scope of services:

The scope of the RFP for successful bidder is to provide 1600 series SIP trunk numbers as per the regulatory directive issued by the Telecom Regulatory Authority of India (TRAI) and the Reserve Bank of India (RBI) and maintenance/Support.

The objective is to ensure that all Regulated Entities (REs) route outbound transactional and service calls exclusively through 1600 series telephone numbers. Accordingly, the Bank intends to onboard a qualified vendor to provision and integrate such numbers with calling solution provided by Bank.

a) Features of 1600 - Series Numbers (for Rajasthan Gramin Bank)

- The dedicated 1600 - series SIP Trunk numbers shall ensure full compliance with TRAI guidelines requirement, proper integration with existing telephony infrastructure.
- The numbers shall be used for transactional and service-related outbound communications such as payment reminders, collection/ recovery of various dues, awareness campaign for various banking services, their norms and security, data updating confirmation, transaction confirmations, customer service follow-ups, grievance feedback/ survey etc. Bank shall have the privilege to use the numbers for any such activity within the permissible scope of the above TRAI and RBI mandates.
- Numbers shall be enabled for nationwide accessibility and must support CLI (Calling Line Identification) as per norms.

b) SIP Trunk Configuration, Integration and Setup

- The 1600-series numbers shall be provisioned via SIP trunk and must support high call concurrency, low latency, and secure connectivity.
- The SIP Trunks must be integrated with the Contact Centre dialer Solution (predictive/manual/progressive) and IVR platforms through ethernet port provided by bank, ensuring seamless operational continuity.



- The SIP Trunks must support auto failover and redundancy to ensure high availability and business continuity.
- Support for standard VoIP protocols such as SIP over TCP/UDP with necessary codecs must be provided.
- Set up CLI (Calling Line Identification) to display the correct 1600 series number for outbound calls.
- TSP must provide five (5) Call per second (CPS) per 100 for procured SIP channels.
- TSP must support SIP signaling and media encryption for the procured channels.
- TSP will provide minimum five (5) indicator of 1600 series.
- TSP will provide Vanity / Special Choice numbers to bank without any extra cost on the basis of availability.
- **TSP will provide unlimited calling facility through procured SIP channels without any extra cost (other than fixed rental).**

c) Downtime and penalty provision:

- **Delay in Delivery of initial order:** Vendor must supply the SIP trunk and complete the integration with bank's existing system within 4 weeks of issuance of LOI/PO. Penalty of a sum equivalent to 0.025% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost will be deducted. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.
- **Delay in RCA submission timelines:** Submission of preliminary RCA in 3 days and final RCA within 7 days. It is intact with Bank policy and charges are Rs. 5,000/- per incident/issue per day (or part thereof) of delay.

- **Uptime Guarantee**

Vendor will have to guarantee a **minimum uptime of 99.99%** for all SIP trunk channels at all times. The total downtime is the period (In hours) when any SIP trunk channel is not working out of 24 hours in a day and that will be taken for calculation of SIP trunk channels Uptime Efficiency.

SIP trunk channel uptime efficiency shall be computed as under-

$$\text{(Total Time - Down Time) / (Total time) * 100}$$

Where downtime is the time involved while any SIP trunk channel is down or operates inconsistently or erratically.

- **Penalty Provision**

The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner. In the event of failure of maintaining the SLA, the details of imposition of penalty are appended below.

Penalty amount as per uptime level maintained -

SN	Uptime efficiency maintained monthly	Penalty Amount
1	Uptime >= 99.99	Nil
2	Uptime < 99.99% but >= 99.95%	1% of Monthly Invoice Value
3	Uptime < 99.95% but >= 99.50%	2% of Monthly Invoice Value
4	Uptime < 99.50% but >= 98%	5% of Monthly Invoice Value



5	Uptime < 98% but >= 95%	10% of Monthly Invoice Value
6	Uptime < 95%	25% of Monthly Invoice Value

d) Reporting and Compliance

- The vendor will provide real-time as well as historical call detail records (CDR) and IVR blast reporting, usage analytics, call success/failure logs (failure code wise), downtime reports and support for data integration into the Bank's MIS platforms on monthly and on requirement basis.
- The SIP trunk must comply with DoT, TRAI, RBI, and DNC/UDIR guidelines, ensuring all communications are properly logged and auditable.
- End to end Complaint Management in consultation with the Bank regarding Unsolicited Commercial Communication (UCC) as reported by a customer registered with the National Customer Preference Register (NCPR), etc.

e) DLT Registration

- The 1600 series of numbers for making outbound voice calls are to be done from the Telecom Service Providers (Access Provider as Per TRAI) and also registration under the DLT platform must be provided by vendor.

f) Migration/Shifting

- Vendor must migrate, shift, or reallocate the 1600-series numbers another Location and Calling Solution to another System, without any additional cost or restriction whenever bank requires. The successful bidder shall extend full cooperation and ensure seamless transition of services, data, and configurations as required by the Bank.

g) Deliverables

- The successful bidder shall ensure Commissioning of 1600 Series Telephone Numbers to Rajasthan Gramin Bank is fully integrated and operational with existing calling solution of the bank.
- The successful bidder will need to ensure that the documentation package (technical and administrative) is submitted to the bank as per banks and TRAI guidelines.
- The successful bidder will need to ensure that the final test and commissioning report is submitted to the Bank in time.
- Reports & dashboards as per the requirement of the Bank from time to time.
- Support to operate SIP trunk as and when required basis.

Place:

Date:

Seal & Signature of the bidder



Bidder's Eligibility Criteria

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

The General Manager

Rajasthan Gramin Bank
Information Technology Department
Camp Office, 1st Floor, Tulsi Tower,
9th B Road, Sardarpura,
Jodhpur (Raj.) - 342003

Dear Sir,

Subject: Bid Reference Number: RGB/IT/02/2026-27 Dated: 06/06/2026 for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan)

SN	Criteria	Proof to be submitted	Compliance (Y/N)
1.	The bidder should be a Government Organization/ PSU/ or a Limited Company/ Private Limited Company under Companies Act in India or Partnership Firm.	Copy of the Partnership deed/ Certificate of Incorporation / Registration as the case may be.	
2.	The Bidder should not have been blacklisted / barred by any Public Sector Bank, RBI / NHB, any PSU or IBA for any reason viz. delay in providing services / support under such contracts at the site, at the time of bidding.	Self-Declaration to this effect must be submitted on the bidder's letter head.	
3.	Net worth of the vendors must be in positive during the last 3 years.	Attach audited Balance Sheet & P&L of FY 2022-23, 2023-24 & 2024-25 of the company along with CA Certified copies of Net worth	
4.	Bidder should have experience of minimum 3 years in providing the Services of SIP Trunk/PRI to any three reputed Financial Institutions/Govt Organizations/ Private Organization for Contact Centre Operations/ BPO within India as on issuance of RFP. Bidder must have successfully completed commissioning and maintenance of minimum 2500 SIP trunk channels over last three years.	Copy of the work order and Certificate of completion of the work. The Bidder should also furnish user acceptance report.	



5.	The Bidder should have an annual turnover of Rs. 600 Lakh or above from Commissioning / Maintenance of SIP Trunk Channels during last 3 years.	Attach Work Order and CA certified copies of the financial statements of relevant Segment for FY 2022-23, 2023-24, 2024-25. Evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid.	
7.	The bidder should have been registered for PAN and GST.	Attach copies of PAN and GST registration certificate	
8.	The bidder should have well established and certified standards / procedures for all the services rendered. Kindly provide anyone of following 1.) ISO 9001 2.) ISO 27001	Attach Certificates	
9.	If bidder is not TSP, then Certificate from TSP regarding uninterrupted back-to-back support in tender.	Should be submitted on letter head of TSP.	

For the purpose of considering the Bidders Eligibility Criteria viz. the certification, licenses etc., the credentials of the Bidding company and it's taken over company, if any, shall be taken into account collectively.

Place:

Date:

Seal & Signature of the bidder



Bank's NEFT Details

Beneficiary Name : Rajasthan Gramin Bank
Account No. : 51042930255
Bank Name : State Bank of India
Branch Code & Name : 31202 & Sardarpura Branch
IFSC Code : SBIN0031202



Annexure -F

Performa for Performance Bank Guarantee

(On proper non-Judicial stamp paper by successful bidder)

Rajasthan Gramin Bank
Information Technology Department
Camp Office, 1st Floor, Tulsi Tower,
9th B Road, Sardarpura,
Jodhpur (Raj.)-342003

In consideration of Rajasthan Gramin Bank (hereinafter called "the RGB") having its office at the aforesaid address, having agreed to engage for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years extendable up to 5000 Nos for outbound calling to customers through Bank's Camp Office/ Call Centre M/s _____ from _____ having its office at _____ (hereinafter called "the said Supplier/Vendor/Contractor") under the terms and conditions of an Agreement dated _____ (Empanelment letter date, hereinafter called "the said Agreement").

Towards the security for the due fulfillment of the terms and conditions contained in the said Agreement, it has been agreed by the said Supplier/Vendor/Contractor shall provide a bank Guarantee for Rs. _____ (Rupees _____ only).

We _____ (indicate the name of the bank) (hereinafter referred to as "the Bank") at the request of _____ (Supplier/Vendor/Contractor) do hereby undertake and guarantee to pay to the RGB an amount not exceeding Rs. _____ (either in lump sum or in parts) against any loss or damage caused to or suffered or would be caused to or suffered by the RGB by reason of any breach by the said Supplier/Vendor/Contractor(s) of any of the terms or conditions contained in the said Agreement.

Unless repugnant to the context or meaning thereof, expressions, RGB, Supplier/Vendor /Contractor, Bank shall mean and include their heirs, representatives, successors, executors, administrators, assigns, etc., as may be applicable,

1. The Bank does hereby undertakes to pay the amount(s) due and payable under the guarantee without any demur, merely on a demand from the RGB stating that the amount(s) claimed is/are due by way of loss or damage caused to or would be caused to or suffered by the RGB by reason of breach by the said Supplier/Vendor /Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Supplier/Vendor/Contractor(s) failure to perform its obligations under the said Agreement. Any such demand made by the RGB on the Bank shall be conclusive as regards the amount(s) due and payable by the Bank under this guarantee, whether made in one go or in parts. However, Bank's liability under this guarantee shall in totality be restricted to an amount not exceeding Rs. _____, whether or not invoked or if invoked, in part or otherwise.
2. The Bank undertakes to pay the RGB any money so demanded notwithstanding any dispute or disputes raised by the Supplier/Vendor/Contractor(s) or any suit or proceedings pending before any Court or Tribunal relating thereto. Thereby meaning that Bank's liability under the present guarantee shall be absolute and unequivocal in any circumstances what so ever,



- if called upon to pay by the RGB. However our liability shall not exceed in Rs. _____
(in words)
3. The Bank further agrees that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues and or advances made by the RGB under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____, the RGB certifies in writing that the terms and conditions of the said Agreement have been fully and properly carried out by the said Supplier/Vendor/Contractor(s) and accordingly the RGB discharges this guarantee, either in writing or by returning the Original Guarantee Bond or till its expiry whichever is earlier to the Bank.
 4. The Bank before the release of the Bank Guarantee Bond in original by the RGB and before the expiry of this guarantee, as per clause 3 of this Guarantee Bond, may renew this guarantee for the same period as was initially requested upon for this guarantee or for any shorter period, at the option of the RGB, under intimation to the vendor.
 5. The Bank further agrees with the RGB that the RGB shall have the fullest liberty without Bank's or Supplier/Vendor/Contractor(s) consent and without affecting in any manner Bank's obligations hereunder to vary any of the terms and conditions, of the said Agreement or to extend time of performance by the said Supplier/Vendor/Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RGB against the said Supplier/Vendor/Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of any such variation, or extension being granted to the said Supplier/Vendor /Contractor(s) or for any forbearance, act or omission on the part of the RGB or any indulgence by the RGB to the said Supplier/Vendor /Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving the Bank, in any manner what so ever.
 6. This guarantee will not be discharged during its currency due to the change in the constitution of either the Bank or the RGB or the Supplier/Vendor /Contractor(s), in any manner what so ever.
 7. The Bank lastly undertakes not to revoke this guarantee during its currency or extensions thereof, except with the previous consent of the RGB, in writing or otherwise than as is provided in this Guarantee.
 8. The Bank also agrees that the RGB at its option shall be entitled to enforce this Guarantee against the Bank as its principal debtor in first instance without proceeding against the said Supplier/Vendor /Contractor(s), and notwithstanding any security or other guarantees that the RGB may have in relation to or in relation to the Supplier/Vendor /Contractor(s) liabilities from time to time, as this guarantee constitutes a separate, distinct and independent contract between the Bank and the RGB.
 9. Any officer of the RGB of the rank of Senior Manager or above, duly authorized in this regard, shall be competent to issue demand/notice or to issue any appropriate instructions, as the circumstances may warrant, to the Bank under this Guarantee, which the Bank shall have to comply immediately and forthwith, without raising any dispute or question/s in regard there



to, in any manner what so ever.

Notwithstanding anything contained herein above:

- a) The liability of the Bank under the guarantee shall not exceed _____ (in words).
- b) This Bank Guarantee shall be valid till either till _____ or till the issue of a fresh Bank Guarantee to the RGB with an extended period in lieu thereof or till the RGB certifies in writing that the terms and conditions of the said Agreement have been fully and properly carried out by the said Supplier/Vendor/Contractor(s) and accordingly the RGB discharges this guarantee, in writing and by returning the Original Guarantee Bond to the Bank.
- c) The bank before the release of the Guarantee Bond in Original by the RGB and before the expiry of this guarantee may at its option renew this guarantee for the same period as was initially agreed upon for this guarantee or any shorter period, at the option of the RGB, under intimation to the vendor.
- d) The Bank is liable to consider any notice for invocation of Bank Guarantee as a default by the Supplier/Vendor/Contractor(s) and shall be under an obligation to pay to the RGB the entire amount of Guarantee or any part thereof under this Bank Guarantee only and only if the RGB serves upon the Bank a written claim or demand before the expiry of either the Bank Guarantee or any extended period/s under this Bank Guarantee, as the case may be.

Notwithstanding anything contained herein our liability under this Bank guarantee shall not exceed Rupees/- (Rupees Only) This Bank guarantee shall be valid up to..... and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before.....

This guarantee will be returned to us as soon as the purpose for which it is issued is fulfilled.

Date the _____ day of _____-2026

Signature

Name

Designation with Bank stamp



Annexure - G

Indicative Commercial Proposal

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

The General Manager

Rajasthan Gramin Bank
Information Technology Department
Camp Office, 1st Floor, Tulsi Tower,
9th B Road, Sardarpura,
Jodhpur (Raj.)-342003

Dear Sir,

Subject: Bid Reference Number: RGB/IT/02/2026-27 Dated: 06/06/2026 for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan)

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Indicative Commercial Bid of Rs. _____ per year (Rupees _____) (Total Proposal amount in words and figures) for bid Reference Number: RGB/IT/02/2026-27 Dated: 06/06/2026 for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan) in conformity with the said Bidding documents

SN	Item	Quantity	Amount (Rs)* per Year
1	Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre	Package Basis	

*** Including all applicable taxes but excluding GST (Payable extra on actual Basis)**

Place:

Date:

Seal & Signature of the bidder



Annexure - H

Commercial Price Breakup Schedule

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

The General Manager
Rajasthan Gramin Bank
Information Technology Department
Camp Office, 1st Floor, Tulsi Tower,
9th B Road, Sardarpura,
Jodhpur (Raj.)-342003

Dear Sir,

Subject: Bid Reference Number: RGB/IT/02/2026-27 Dated: 06/06/2026 for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan)

We confirm that we have quoted Rs. _____ (Price quoted on Total cost to RGB) as our final lump sum price during the Commercial Bid through Online Reverse Auction conducted on dated _____. The price breakup for the same is as under:

SN	Specification	Tentative quantity (A)	Rate (Rs.) per line per Year (B)	Total cost (Rs.) per (C) (A*B)
1	1600 series line	2500		
Grand Total of (C) in numbers				
Grand Total of (C) in words				

*** Including all applicable taxes but excluding GST (Payable extra on actual Basis)**

We confirm that we have quoted price per unit exclusive of any taxes, levies, duties (if any) etc. but inclusive of all charges including charges related to freight, insurance, forwarding, packing, pickup, labour, transportation and visiting charges of representative for repair & maintenance of telephone lines (1600 series).

In case of any kind of discrepancy in commercials quoted and evaluated:

- If there is a discrepancy between words and figures, the amount in words shall prevail.
- Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of bank, there is an obvious error such as a misplacement of a decimal point, in which case the line-item total will prevail.
- All liability related to non-compliance of minimum wages requirement and any other law will be responsibility of the bidder.



- d) The bank shall not incur any liability to the affected bidder on account of such rejection.
- e) The bidder whose technical and commercial bid is accepted will be referred to as "Selected Bidder" and the bank will notify the same to the selected bidder.

Place:

Date:

Seal & Signature of the bidder



Annexure - I

Escalation Matrix and Service Engineer Details

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

The General Manager

Rajasthan Gramin Bank
Information Technology Department
Camp Office, 1st Floor, Tulsi Tower,
9th B Road, Sardarpura,
Jodhpur (Raj.)-342003

Dear Sir,

Subject: Bid Reference Number: RGB/IT/02/2026-27 Dated: 06/06/2026 for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years for outbound calling to customers through Bank's Camp Office/ Call Centre under area of operation of the Bank (under state of Rajasthan)

Escalation Matrix:

Escalation Level	1st Level	2nd Level	3rd Level
Employee Name			
Designation			
Contact No.			
Email ID			
Address			

Place:

Date:

Seal & Signature of the bidder



Annexure - J

Details of e-Procurement Agency

<p>Online Submission of Technical & Commercial Bid</p> <p>AND</p> <p>Auction to be Conducted by</p>	<p>M/s e-Procurement Technologies Ltd. (Auction Tiger) A-201, 208, Wall Street - II, Opp. Orient Club, Ellis Bridge, Ahmedabad - 380 006. Gujarat State, India</p> <p>Primary Contact Numbers - M- 7859800624 9081000427 7859800609</p> <p>E-mail ID: etender.support@eptl.in</p> <p>You are requested to contact the agency for further guidance on E tendering.</p> <p>Website: http://etender.sbi</p>
<p>System requirement for online bid submission</p>	<ul style="list-style-type: none">➤ Computer / Laptop (Notebook) with internet connection of minimum 256 kbps speed.➤ Operating system - Windows 11 or above and edge browser on internet explorer mode➤ It is mandatory for the Bank Officials & the Bidders to have a valid Digital Signature Certificate Signing and Encryption (Class II or Class III).



Annexure – K

(TO BE STAMPED AS AN AGREEMENT on the Non judicial stamp paper of Rs.500/-)

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of _____ month, 2026.

Between **RAJASTHAN GRAMIN BANK**, established under the RRB Act of 1976, having its Camp Office Tulsi Tower, 9th B Road, Sardarpura, Jodhpur -342003 (hereinafter referred to as "RGB"; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns);

And

..... hereinafter referred to as "The Bidder".

Preamble

Rajasthan Gramin Bank (RGB) stands as one of the distinguished Regional Rural Banks, established under the RRB Act of 1976. With ownership vested in the Government of India, Government of Rajasthan, and State Bank of India, RGB operates an extensive network in all districts of Rajasthan.

RGB is committed to fair and transparent procedure in Rate Contract of MICR Cheque, Demand Draft (IOI) and Term Deposit Advice.

The RGB intends to appoint/ select, under laid down organizational procedures, Rate contract/ s for..... The RGB values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s).

In order to achieve these goals, the RGB has appointed Independent External Monitor (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of RGB

1) The RGB commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

- a. No employee of the RGB, personally or through family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or non-monetary benefit which the person is not legally entitled to.
- b. The RGB will, during the tender process treat all Bidder(s) with equity and reason. The RGB will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The RGB will make endeavor to exclude from the selection process all known prejudiced persons.

2) If the RGB obtains information on the conduct of any of its employees which is a criminal offence under the Bharatiya Nyaya Sanhita/ PC Act, or if there be a substantive suspicion in this regard, the RGB will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.



Section 2 - Commitments of the Bidder(s)

1) The Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution: -

a. The Bidder(s) will not, directly or through any other person or firm, offer, promise or give to any of the RGB's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s) will not commit any offence under the relevant Bharatiya Nyaya Sanhita/ PC Act; further the Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the RGB as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

e. Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to Independent External Monitor and shall wait for their decision in the matter.

2) The Bidder(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the RGB is entitled to disqualify the Bidder(s) from the tender process or take action as per law in force.

Section 4 - Compensation for Damages

1) If the RGB has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the RGB is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

2) If the RGB has terminated the contract according to Section 3, or if the RGB is entitled to terminate the contract according to Section 3, the RGB shall be entitled to demand and recover from the Bidder liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.



2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per Rule 151 of General Financial Rules 2017 issued by Ministry of Expenditure, Government of India.

Section 6 - Equal treatment of all Bidders

- 1) The RGB will enter into agreements with identical conditions as this one with all Bidders.
- 2) The RGB will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)

If the RGB obtains knowledge of conduct of a Bidder or of an employee or a representative or an associate of a Bidder which constitutes corruption, or if the RGB has substantive suspicion in this regard, the RGB will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

- 1) The RGB has appointed competent and credible Independent External Monitors (hereinafter referred to as monitors) for this Pact in consultation with the Central Vigilance Commission. Name: Sh. Rajit. R. Okhandiar IFS (Retd) (email id: rajit123@gmail.com) the task of the Independent External Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 2) The Independent External Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Independent External Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders as confidential.
- 3) The Bidder(s) accepts that the Independent External Monitor has the right to access without restriction to all tender related documentation of the RGB including that provided by the Bidder. The Bidder will also grant the Independent External Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their tender related documentation.
- 4) The Independent External Monitor is under contractual obligation to treat the information and documents of the Bidder(s) with confidentiality. The Independent External Monitor has also signed 'Non-Disclosure of Confidential Information'. In case of any conflict of interest arising during the selection period or at a later date, the IEM shall inform RGB and recuse himself / herself from that case.
- 5) The RGB will provide to the Monitor sufficient information about all meetings among the parties related to the Tender provided such meetings could have an impact on the contractual relations between the RGB and the Bidder. The parties offer to the Monitor the option to participate in such meetings.
- 6) As soon as the Independent External Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the RGB and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Independent External Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 7) The Independent External Monitor will submit a written report to the RGB officials within 15 days from the date of reference or intimation to him by the RGB and, should the occasion arise,



submit proposals for correcting problematic situations.

8) If the Independent External Monitor has reported to the RGB, a substantiated suspicion of an offence under relevant Bharatiya Nyaya Sanhita/ PC Act, and the RGB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Independent External Monitor may also transmit this information directly to the Central Vigilance Commissioner.

9) The word 'Monitor' would include both singular and plural.

Section 9 Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Section 10 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the selected Bidder till the contract period, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by RGB.

Section 11 - Other provisions

1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Camp Office of the RGB, i.e., Jodhpur.

2) Changes and supplements as well as termination notices need to be made in writing.

3) If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5) Issues like scope of work, Warranty / Guarantee etc. shall be outside the purview of IEM

6) In the event of any contradiction between the Integrity Pact and RFP/ tender documents and its Annexures, the Clause in the Integrity Pact will prevail.

(For & On behalf of the RGB)
(Office Seal)

(For & On behalf of Bidder)
(Office Seal)

Place-----

Date-----

Witness1:
(Name & Address)

Witness2:
(Name & Address)



The information provided by the bidders in response to this Quotation Calling Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind, reissue this Document and all amendments will be advised to the bidders/hosted and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this Document without assigning any reason whatsoever.

This document is prepared by Rajasthan Gramin Bank for Empanelment of vendor for Commissioning & Maintenance of 2500 Nos telephone numbers (1600 series SIP Trunk) for five (5) years extendable up to 5000 Nos from two different telecom provider in a ratio of 60:40 on same price for outbound calling to customers through Bank's Camp Office/ Call Centre under Banks area of operation. It should not be reused or copied or used either partially or fully in any form.

Disclaimer

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by Rajasthan Gramin Bank or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The calling of quotation is not an offer by Rajasthan Gramin Bank, but an invitation for bidder's responses. No contractual obligation on behalf of Rajasthan Gramin Bank, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of Rajasthan Gramin Bank and the Bidder.

---End of Document---