

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**Microsoft 365 Email, Apps & Defender Licenses for  
Puducherry Grama Bank**

**RFP Reference Number: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

Date and Time of Pre-Bid Meeting	<b>10.06.2026, 11:00 Hrs</b>
Last Date and Time for receipt of bids	<b>18.06.2026, 15:00 Hrs</b>
Date and Time of opening of Technical bids	<b>18.06.2026, 15:30 Hrs</b>

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**DISCLAIMER**

The information contained in this Request for Proposal Document (RFP Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of Puducherry Grama Bank or any of their representatives, employees, or advisors (collectively referred to as — Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for a purpose other than for which it is specifically issued.

**Abbreviations used in the RFP**

S.No.	Abbreviation	Particulars
1.	RFP	Request for Proposal
2.	HO	Head Office
3.	OEM	Original Equipment Manufacturer
4.	PYGB	Puducherry Grama Bank
5.	PBG	Performance Bank Guarantee
6.	SOP	Standard Operating Procedures
7.	DLP	Data Loss Prevention
8.	OSD	Original Software Developer

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**GENERAL TENDER DETAILS**

<b>MICROSOFT 365 EMAIL, APPS &amp; DEFENDER LICENSES</b>		
1	Last date for receipt of queries from bidders for Clarifications	<b>05/06/2026</b>
2	Date and Time of Pre-Bid Meeting	10/06/2026, 11:00 Hrs
3	Pre-Bid meeting details:	<p>Through Video Conference (VC) Only. The meeting invitation will be sent to the companies who raised queries as per RFP.</p> <p>Maximum two participants per company will be allowed.</p>
4	Last date and time for Online bid submission (both Technical & Commercial)	<b>18/06/2026 before 15:00 Hrs</b>
5	Date and Time of Technical Bid Opening	18/06/2026, 15:30 Hrs
6	Place of Submission of hard copy of EMD and Integrity pact	The General Manager, Puducherry Grama Bank, Head Office, No 415, Kamaraj Salai, Saram, Puducherry – 605 013.
7	Place of Opening of Bid	Through GeM Portal
8	Address for Communication	The General Manager, Puducherry Grama Bank, Head Office, No 415, Kamaraj Salai, Saram, Puducherry – 605 013.
9	Earnest Money Deposits	<p><b>Rs. 50,000/-</b> (Rupees Fifty Thousand) to be submitted in the form of Bank Guarantee (BG) / Demand Draft / Online fund transfer on or before last date of Bid Submission in favour of Puducherry Grama Bank, Puducherry. Bank Guarantee should be valid up to 24 months from the date of submission of the bid with claim period of 27 months.</p> <p>*Valid Registered MSE in the related category only &amp; Startup-India bidders are exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank. Latest guidelines regarding EMD, published by Ministry of Finance or other regulatory bodies, during the RFP process, will be applicable.</p>

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10	Contact Details	<p>Interested bidders are requested to contact if required to following email IDs:</p> <p> <a href="mailto:prabugi@pygb.bank.in">prabugi@pygb.bank.in</a>  <a href="mailto:radhakrishnan@pygb.bank.in">radhakrishnan@pygb.bank.in</a>  <a href="mailto:solomon@pygb.bank.in">solomon@pygb.bank.in</a> </p> <p>Containing below information, in case of any clarification/queries.</p> <p>a) Name of Bidder            b) Contact person Name            c) Telephone No.            d) Mobile No.            e) E mail ID</p>
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**NOTE:**

1. All the interested Bidders, who have not registered earlier with GeM (Government e-Marketplace) Portal, will have to register with GeM. Bidders to ensure to get themselves registered timely, at least One week before the last date of submission of bids, to avoid last moment issues.
2. Bidders are advised to go through Instructions and Details available on [gem.gov.in](http://gem.gov.in) for registration and submission. If bidder faces any issues regarding registration and participation in bidding process over GeM, bidder should immediately contact GeM Helpdesk at earliest.
3. Bidders are required to strictly submit their bids in electronic form on GeM portal followed by physical submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentation on the address as mentioned above.
4. Bid received after closing time (as per time schedule provided for bid submission) in the GeM Portal will be auto rejected by the system.
5. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc. at their end.
6. Bidders are requested to use a reliable internet connection (data cable/ broad band) to safeguard themselves. Bank is not responsible for telephone line glitch, internet response issues, hardware hanging etc., at bidder's end.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

Following terms are used in the document interchangeably to mean:

- **“Recipient/Respondent/Bidder”** means the respondent to the RFP document.
- **“RFP”** means the Request for Proposal document.
- **“Proposal/Bid”** means Response to the RFP Document.
- **“Tender”** means RFP response documents prepared by the Bidder and submitted.
- **“Vendor”** means the Successful bidder/ Service Provider.
- **“Purchaser”** means Bank.
- **"Applicable Law"** means the laws and any other instruments having the force of law in India.
- **“Bank”** means Puducherry Grama Bank (PYGB)
- **“Contract”** means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;

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- “**Contract Price**” means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;
- “**Goods**” means all of the deliverable or other materials which the Company should deliver as per this contract;
- “**Party**” means the Bank or the Company, as the case may be and Parties means both of them.
- “**Personnel**” means persons, the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
- “**Project Site**”, where applicable, means the places where equipments will be installed.
- “**Services**” means those services ancillary to the deliverables of the Company covered under the Contract.
- “**Successful bidder / Supplier**” means the company supplying the Goods and Services under this Contract.

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**SECTION 1 – INSTRUCTION TO BIDDERS**

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## 1. INTRODUCTION

Puducherry Grama Bank (PYGB) (referred as Purchaser or Bank in this document) is a Regional Rural Bank (RRB) which is Government owned scheduled commercial bank sponsored by Indian Bank. PYGB is having 48 branches across U.T of Puducherry with headoffice in Puducherry.

The Bank's Information systems and security processes are regulated by RBI and NABARD. For further details, please visit our bank's website [www.pygb.bank.in](http://www.pygb.bank.in)

## 2. BACKGROUND AND PURPOSE OF THE PROJECT

Bank has 205 quantity of existing email/Application/defender licenses of Microsoft 365 and it expires on 17.08.2026. Bank intends to renew the existing plans and purchase additional items as given below.

**Table 1 - Existing Plans in Usage**

S.No.	Existing Plan	Licenses Available
1	Exchange Online Archiving for Exchange online	2
2	Microsoft 365 Business Basic	94
3	Microsoft 365 Apps for Business	34
4	Microsoft Defender for Office 365 (Plan 1)	75
	<b>Total</b>	<b>205</b>

**Table 2 - Proposed Requirement:**

S.No.	Existing Plan	Quantity
1	Exchange Online Archiving for Exchange online	3
2	Microsoft 365 Business Basic	100
3	Microsoft 365 Apps for Business	40
4	Microsoft Defender for Office 365 (Plan 1)	100
	<b>Total</b>	<b>245</b>

Bank intends to identify a Service Integrator for supply of Microsoft 365 Email, Apps, Exchange online and Defender Subscription for a period of two years through this Procurement Process through GeM (Government e-Marketplace) portal. Please refer the detailed scope of work for further details.

## 3. PRE-QUALIFICATION CRITERIA OF THE BIDDER

Only those Bidders who fulfil the Eligibility criteria mentioned in this RFP are eligible to respond to this RFP. Offers received from the Bidders who do not fulfil any one or more of the eligibility criteria mentioned in this RFP are liable to be rejected. Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserves the right to reject the bid, if bid is not

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submitted in proper format as per RFP. Bidder must abide by any changes incorporated to this RFP though any corrigendum, addendum, amendment, notice, etc.,

The Bidder should comply with all the Eligibility Criteria mentioned below:

S.No.	Eligibility	Compliance (Yes/ No)
1	The bidder should be registered as a Limited company (Private/Public) in India as per Company Act 1956 & 2013 or Limited Liability Partnership firm since last 5 years as on 31/03/2026.	
2	Bidder should have minimum average turnover of Rs. 57 Lakhs/- (Rupees Eighty Lakhs only) in each of the last 3 financial years. Bidder must provide the details of turnover for last 3 years (FY- 2023-24, 2024-25 and 2025-26)	
3	The bidder should have positive net worth and should not have been eroded by more than 30% during the last three consecutive financial years (FY- 2023-24, 2024-25 and 2025-26) ending on 31/03/2026. Audited Financial Statements certified by CA have to be submitted.	
4	Bidder should not have been blacklisted by the Government / Government agency / Banks / Financial Institutions in India during last 3 years. Self-Certificate/Undertaking is to be provided as per Annexure-III	
5	The Bidder should be the authorised partner of Microsoft. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank. The bidder needs to submit proof of authorized partner.	
6	The bidder should have supplied and supported Microsoft 365 or similar projects as on 31/03/2026 in at least one Government, private or public Banking & Financial Institutions/organizations in India.	
7	The Bidder should be able to provide support for Bank as required by Bank.	

**4. OTHER CONDITIONS**

- Bank reserves the right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.
- Joint bid will not be accepted by the Bank.

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## 1. POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY

In case of company, Board Resolution in favour of Authorized Person and Power of Attorney/Authorization letter (from authorized person executed on stamp paper of appropriate value), in case the authorized person delegates authority to another person of the company to sign the Bid documents, is to be submitted with bid documents.

## 2. COST OF BIDDING

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

## 3. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all correct 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 Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should submit the bid strictly as per RFP failing which bid will be treated as non-responsive and will be liable for rejection without assigning any reason for rejection.

## 4. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and Bank, shall be written in English.

## 5. VALIDITY OF BID DOCUMENT

Bid shall remain valid for minimum six months (180 days) from last date of submission of bid prescribed by Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive. The bidder will be required to extend the validity of the bid, if requested by the Bank.

## 6. BID CURRENCY

Prices shall be expressed in Indian Rupee (INR) only.

## 7. BID EARNEST MONEY

Bidder has to submit the Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty thousand Only), which should be submitted in the form of Bank Guarantee (BG)/ Demand Draft favoring Puducherry Grama Bank, Head Office, Puducherry. The EMD should have a validity of 24 months from the date of submission of bid with claim period of 27 months. The EMD should be submitted at the time of Bid submission. Alternatively, bidder can submit EMD in the form of Online transfer to the account mentioned below:

Account No: 91190209

Account Name: DEPOSIT PARKING

IFSC: IDIB0PBG001

Exemption from submission of EMD will be applicable as per CVC/ GeM guidelines on submission of required documents.

In case of unsuccessful bidder, EMD will be returned within 30 days of disqualification (Technically/ Commercially) or within 30 days of completion of tender process, as the case will be and no interest

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will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

The physical documents [Earnest Money Deposit (EMD) and Integrity pact] are requested to be submitted at the following address.

*The General Manager,  
Puducherry Grama Bank,  
Head Office,  
No.415, Kamaraj Salai,  
Saram,  
Puducherry - 605 013.*

## **8. BIDDING PROCESS**

For the purpose of the present job, a two part bidding process will be followed. The response to the present tender will be submitted in two parts:

- **Technical Bid**
- **Commercial Bid**

Bidders are required to strictly submit their bids in electronic form on GeM Portal followed by Submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentations, on address as mentioned above. The Commercial Bid has to be submitted in online form only through GeM Portal.

### **Technical Bid:**

The Technical bid must be submitted online in GeM Portal. TECHNICAL BID should be fully compliant with this RFP and no deviations will be entertained. TECHNICAL BID shall contain all the supporting documents including eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in **Annexure-XV (CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID)** of this RFP, and should NOT contain any pricing or commercial information at all (Commercial information is to be submitted online only in GeM as part of commercial Bid separately). If any commercial information is quoted in Technical bid, the bid will be disqualified from further process.

The bank will examine the bids to determine whether they are complete, whether any major deviations have taken place in the technical bid which affects the purpose and need of the RFP.

The bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

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### **Commercial Bid:**

In the second stage, the COMMERCIAL BID of only those bidders who comply with this RFP in technical evaluation stage will be opened followed by Reverse Auction through GeM. Bidder shall quote all the figures in numbers followed by total in words enclosed in brackets in all fields of commercial bid. The bidder shall quote commercial figures in the format prescribed by the bank (as per Section 5- Commercial Bid) in this RFP.

Arithmetical errors will be rectified as follows:

- If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.
- If there is any discrepancy between words and figures, the amount in the words will prevail.
- AMC/ATS amount, if asked for in specified range, and quoted under or beyond the specified range, would also be recalculated.

The bid determined as not substantially responsive will be liable for rejection by the Bank and may not be made responsive by the bidder by correction of the non-conformity. The decision of the Bank in this regard will be final.

The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

### **9. PRE-BID MEETING & PRE-BID QUERIES**

Bidders are required to submit pre-bid queries, within the stipulated timelines as given in the General Tender Details, through email. Responses will be uploaded through GeM Portal.

Sr. No	Document Reference	RFP Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)

Only two persons per bidder will be allowed to attend the Pre-Bid meeting. OEMs are not permitted to attend the pre bid meeting.

Bidders are required to go through the RFP and submit any subsequent clarifications meticulously and submit their queries timely to avoid any last-minute hassle.

### **10. SUBMISSION AND OPENING OF BID**

Bids must be submitted not later than the specified date and time mentioned in the Bid Document in GeM Portal. The Purchaser may, at its discretion, extend this deadline for submission of bids, in which case all rights and obligations of the Purchaser and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the necessary documents of the RFP should be submitted at the time of submission itself in full, failing which the bid is liable for rejection. The bids will be opened in GeM Portal thirty minutes after the submission on same date.

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## 11. MODIFICATION AND/OR WITHDRAWAL OF BIDS

Bids once submitted will be treated as final and no further correspondence will be entertained on this unless there is any amendment or addendum from bank's side after submission of the Bid. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid without the consent of the bank.

## 12. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action. The Purchaser reserves the right to accept or reject any technology proposed by any bidder.

## 13. CLARIFICATIONS OF BID

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification and response shall be submitted in writing, duly signed & stamped by the authorized signatory and no change in the price or substance of the bid shall be sought, offered or permitted. The clarification and response received from bidder will be subsequently part of bid submitted by that bidder.

## 14. EVALUATION AND AWARD CRITERIA

### Evaluation of Bids:

The Bank's evaluation will take into account the following factors:

Compliance of terms and conditions of RFP duly supported by certified documentary evidence, review of written reply, submitted in response to the clarification sought by the Bank, if any. Technical Evaluation will be done by Bank's Committee and the decision of the committee will be final.

Proof Of Concept (POC), if required, will be called upon and the bidder shall arrange to demonstrate the RFP compliance of the product/solution. If the bidder fails to show up for the POC within the timeline as given by the bank, the bid shall be liable for rejection.

### **Determination of L1 Bidder and Awarding of Contract:**

The bidders who don't fulfil the eligibility criteria and terms & conditions of the RFP will be disqualified.

On completion of evaluation of supporting documents and based on any other clarification submitted by the bidder in response to the Bank's query, if any, the bank will proceed with the reverse auction (RA). H1 elimination rule will be followed for reverse auction as per GeM guidelines. The bidder who has cleared the technical requirement and quoted the lowest amount in RA shall be declared successful bidder (L1 bidder) through GeM portal as per the extant Govt/GeM guidelines.

The bank reserves the right to negotiate price with L1 bidder (Successful bidder).

The bank at its discretion may remove any of the line items or alter the quantity as per the requirement at the time of issuing Purchase Order.

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## **15. PROCUREMENT THROUGH LOCAL SUCCESSFUL BIDDER/ VENDORS (MAKE IN INDIA)**

Procurement through Local Successful Bidder/ Vendor (Preference to Make in India) will be done, as applicable, as per the “Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B. E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP(BE-II) dated 16.09.2020 and any revisions/amendments afterwards. Please also refer to Notification No. F.No.33(1)/2017-IPHW dt:14.09.2017 for the list of Electronic Products that are notified under the Public Procurement (Preference to Make in India) Order 2017.

‘Local Successful Bidder/ Vendor’ means a Successful Bidder/ Vendor or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this Order.

The bidder (if local Successful Bidder/ Vendor) will have to submit a self-certification that the offered item meets the minimum local content and shall give details of the Locations at which the local value addition is made. The bidder will also submit a certificate from Statutory Auditor or Cost Auditor of the company or from a practicing cost accountant or Chartered Accountant giving the percentage of local content. The bidder has to provide proper break up of local content in all the items quoted with documentary evidence from OEMs.

## **16. CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE**

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

## **17. FORCE MAJEURE**

Notwithstanding anything contained in this RFP, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it’s delay in performance or other failure to perform its obligations under the Contract (to be executed with successful bidder) is the result of an event of force majeure. For purposes of this clause, “force majeure” means an event beyond the control of the Successful bidder and not involving the vendor’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution, pandemic and epidemics. If a force majeure event arises, the Vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the said Contract to the extent possible, mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the said Contract and the Bank shall have the right to terminate the said Contract without giving any further notice to the bidder. Bank reserves the right to assign the work to other Vendor without any consequences and claims.

## **18. CONFIDENTIALITY**

Unless provided otherwise, the details in the bid documents submitted by bidders in response to this RFP shall be treated as confidential. The bidder shall not disclose the particulars of bids to any of its competitors and third parties.

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## 19. NON-DISCLOSURE AGREEMENT

By virtue of Contract, as and when it is entered into between the Bank and the Successful bidder and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The Successful bidder will enter into a Non-Disclosure Agreement as per Annexure-X to maintain the secrecy of Bank's data.

## 20. SIGNING OF CONTRACT

The successful bidder(s) shall mandatorily enter into contract for two years and sign the contract form as per Annexure-XIII, Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) - Annexure X with the Bank, within 30 working days of the acceptance of PO or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in the Contract document. If the contract is not signed within the given period (30 working days), the Earnest Money Deposit (EMD) may be forfeited after a grace period of 15 working days.

The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

Note: Working days here refers to Bank's working days in Puducherry.

## 21. PERFORMANCE BANK GUARANTEE

The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

The successful bidder will have to submit Performance Bank Guarantee amounting to **5% of Contract value** within one month from the date of purchase order, initially valid for a period of 2 years from the date of contract with claim period of another additional 3 months.

The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Indian Bank or its Sponsored RRBs.

The Performance Bank Guarantee will be furnished for due performance of the complete infrastructure. In case successful bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall invoke the Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case successful bidder fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.

No interest on Performance Bank Guarantee (PBG) amount will be paid by Bank.

## 22. ACCEPTANCE OF ORDER

Orders will be placed by the Information Technology Department - Head Office through GeM. The Successful bidder shall have to accept and acknowledge orders **within 7 days from the date of the order**. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 7 days from the date of purchase order.

## 23. RIGHT TO AUDIT

Bank shall have the right to conduct audits on the service provider by its internal or external auditors, or regulatory body/agency, by agents appointed to act on its behalf and to obtain any copies of any review reports and findings made on the service provider in conjunction with the services performed for the bank.

The bidder should allow RBI/NABARD or persons authorized by RBI/NABARD to access the Bank's documents, records of transactions and other necessary information given to, stored or processed by the service provider / Sub-Service provider within a reasonable time. This includes information maintained in papers and electronic formats.

The Service provider shall recognize the right of the regulatory authorities to cause an inspection to be made of their books and account by one or more of its officers or employees or other persons.

## 24. DELIVERY & IMPLEMENTATION

The successful bidder should supply the licenses as specified in commercial bid for a period of 2 year. Documentary proof for the subscription period should be provided. The successful bidder should supply and activate the licenses within 10 days from the date of Purchase Order.

In case of delay on part of bidder in completion of project or initiating services will attract a penalty/termination of contract as defined in this RFP.

## 25. ACCEPTANCE TEST

Sign-off will be given only after successful installation of the license by the Successful bidder to the Bank and functioning of all the email, apps and defender supplied as part of this RFP.

## 26. PAYMENT TERMS

Only GST, wherever applicable, will be borne by the Bank  
Bank will deduct TDS (Tax deducted at source) as applicable

Payment will be made as per the schedule mentioned below:

The payment for the license cost mentioned in Section-5 Commercial Bid (Grand Total) will be made after the submission of Performance Bank Guarantee and execution of Contract Form, SLA & NDA.

Invoices must be raised for the total license cost mentioned in Section-5 Commercial Bid (Grand Total).

Payment will be made on submission of documentary evidence for the subscription period with Microsoft.

## 27. LIQUIDATED DAMAGES

Liquidated Damages due to Delayed License Delivery and delay in Implementation.

**Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

- a) Inability of the Successful bidder to deliver the required service levels as mentioned in the table below, would result in breach of contract and invoke the LD clause.
- b) Bank shall be entitled to deduct the liquidated damage from amount payable by the Bank under this contract.
- c) Applicable LD amount due to delayed license delivery and implementation are as below

**A – Total License Cost**

<b>Deliverables</b>	<b>Liquidity Damage</b>	<b>Maximum LD</b>
Microsoft 365 Email, Apps & Defender Licenses	1% of [A] for every week's delay or part thereof	Up to 10% of [A]

**28. SERVICE LEVEL AGREEMENT (SLA)**

- a) The Selected Bidder will also have to enter into a Service Level Agreement (SLA) for Service Support and Maintenance of solution as per the terms and conditions of the RFP and covering the scope of work and technical requirements.
- b) Within 30 days from the date of acceptance of the Purchase Order, the selected Bidder shall sign the Service Level Agreement (SLA) as defined in this RFP and return it to Bank. The Bidder shall be bound by the Service Levels described in this document. The SLA will be reviewed and calculated quarterly.
- c) For implementation or training or other services, if required, the expert team should be deputed to any location, as per Bank's requirement without any cost to Bank.

**29. PENALTY**

The penalty will be recovered by invoking the Performance Bank Guarantee (PBG) or/and will be deducted in the subsequent billings or/and any other payments due by the bank to the vendor as per the decision of the bank. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Vendor, in case the Vendor exceeds the threshold limit of Delay. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances. Penalty will be deducted for downtime after activation of Microsoft licenses as below.

Amount of penalty to be calculated on quarterly basis for the shortfall in performance compliance level is as under:

Minimum uptime should be maintained will be 99.5%.

Sl. No	Shortfall in Performance	Penalty (Rs) (in quarterly charges)
1	> 0.5% and <= 1%	1%
2	>1 % and <=2%	2%
3	>2% and <= 3%	3%
4	>3% and <= 4%	4%
5	>5%	5%

### 30. PERIOD OF CONTRACT

The subscribed license should be delivered and activated within 10 days from the date of order. The initial contract duration is for 02 Year. However, Bank reserves the right to extend the contract if required, at mutually agreed terms and conditions. Although, Bank reserves right to cancel/terminating the contract during the contract period by giving a 30 Days' notice period. In case of termination of the contract, the successful bidder should divulge and hand-over complete documentation. In case of non-conformance of the delivery timelines, the contract will be extended to the extent of the delay period and the bidder is liable to provide the services as per the contract during the extended period (delay period) at free of cost.

- a) Free of cost version upgrade/ customization will be done by successful bidder whenever new stable version of firmware/software is released. It should be done within 30 days of new version release notification, after Bank's confirmation.
- b) The Vendor must provide technical support. The Vendor must provide the dedicated login credentials to Bank with highest level permissions to search knowledge base, documents and to manage the software. Bank should be able to raise tickets directly to the Vendor.
- c) Bank should have a facility to log a call using web interface wherein all the support contract details should be linked. This interface should provide the incident number for monitoring the progress of the call/support ticket. The Bank should also have flexibility to log the calls using either email/telephone also.
- d) The Vendor should have a comprehensive known error database or knowledge database in the form a web access which is accessible to Bank team for resolving first level issues. This is not a local database maintained to track incidents. This repository is the knowledge base of all the incidents resolved worldwide by the successful bidder/ Vendor support teams

### 31. TAXES AND DUTIES

The rates quoted by the bidder should be inclusive of all taxes and duties as per GeM requirement. However, the rate of tax applicable for supply of the product/ services should be informed separately. It will be the responsibility of the Vendor to provide clarifications/particulars/ documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc. at its cost. Tax deduction at Source - Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall be within its right to effect such deductions from the payment due to Vendor. The remittance of amounts so deducted shall be made by the Bank as per the laws and

**Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

regulations in force. Nothing in the Contract shall relieve Vendor from his responsibility to pay any tax that may be levied on income and profits made by Vendor in respect of this contract.

### **32. CERTIFICATE FOR SOFTWARE/APPLICATION FREE FROM MALICIOUS CODES**

The Bidder should upload following certificate in the bid, as per **Annexure- XI** (Undertaking of Information Security from The Bidder) of this RFP.

- a) This is to certify that the Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
  - Inhibit the desires and designed function of the equipment.
  - Cause physical damage to the user or equipment during the exploitation.
- b) The successful bidder will be considered to be in breach of the procurement contract, in case of physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

### **33. INDEMNITY**

The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under this contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/ deployed/services utilized by the bidder or bidders in connection with the performance/ discharge of any system/ obligations covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to confirm and effectuate the purchase contract and to protect the Bank during the tenure of Purchase Order. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation, etc., thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the solution supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank. Successful bidder will also assume full responsibility of any loss and/or damages, cost, expenses, etc., caused due to malfeasance/misfeasance of any of its solution and/or due to any of their onsite engineer/representative.

### **34. EXCHANGE RATE VARIATION**

If the contract is extended for any period, beyond its expiry, the prices shall be fixed as per mutually agreed terms between the Bank and the Bidder. However, variation of exchange rate will not be considered.

### **35. TERMINATION OF CONTRACT FOR CONVENIENCE**

- a) Bank by giving 30 days written notice, may terminate the Contract, in whole or in part, at any time for its convenience.

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

- b) The notice of termination shall specify that termination is for the Party's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.

### 36. TERMINATION OF CONTRACT FOR DEFAULT

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

- a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
- b. if the Successful bidder fails to perform any other obligation(s) under the Contract.
- c. if the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract.

For the purpose of this clause:

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

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

“**Unethical practice**” means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

### **37. EXIT CLAUSE**

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

The exiting vendor on receipt of exit notice from the bank should commence KT (Knowledge Transfer) to the new team within a month and the KT should be completed in one month. Post one-month new vendor should take over the operation and the exiting vendor should provide shadow support for a month.

Post the two months from start of KT exiting vendor access to the exiting vendor will be removed and the new vendor should operate fully. For next one month the exiting vendor should provide support on call whenever required.

Self-Declaration to this effect should be submitted along with the bid.

### **38. PUBLICITY**

Any publicity/ public announcement relating to the Contract, work to be carried out in Bank towards this project, Services or Deliverable is strictly prohibited. Neither Deliverable nor reference to either Party may be included or made in any prospectus, proxy statement, offering memorandum or similar document or materials prepared for public distribution. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission has been taken from other Party.

### **39. USE OF NAME/LOGO OF THE BANK**

Vendor shall not use for publicity, promotion, or otherwise, any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of Bank or any of its affiliate, or the name of any of the bank's employee or agent, without the Bank's prior, written, express consent. The bank may withhold such consent, in case so granted by it, in its absolute discretion. Violation thereof shall constitute a material breach of the terms of this Contract and shall entitle the bank to take appropriate actions as available to it in law and under this Contract.

### **40. PRIVACY AND SECURITY SAFEGUARDS**

Bidder will process Bank's personal data on Bank's behalf as part of the Services, bidder will comply with the Information Technology (Amendment) Act, 2008 and its subsequent amendments, and will comply with all applicable privacy and data protection provisions and applicable laws. The Bidder shall not publish or disclose to third parties in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank Data and sensitive application software. The Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

#### 41. INTELLECTUAL PROPERTY RIGHTS

- a) The Successful bidder claims and represents that it has obtained all the appropriate rights to provide the Deliverable upon the terms and conditions contained in this contract. The Bank agrees and acknowledges that save as expressly provided in this Contract, all Intellectual Property Rights in relation to the Hardware, Software, Services and Documentation and any adaptations, translations and derivative works thereof, whether protect-able as a copyright, trade mark, patent, trade secret design or otherwise, provided by the bidder during, in connection with or in relation to fulfilling its obligations under this contract belong to and shall remain a property of the bidder or its licensor.
- b) The Bank under this Contract shall be granted a license to use the Software. During the term of this project and, if applicable, during the Transition Period, Bank grants Successful bidder a right to use at no cost or charge the Software licensed to the Bank, solely for the purpose of providing the Services.
- c) The Successful bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software/ appliances used by Successful bidder in performing its obligations under this Project.
- d) If a third party's claim endangers or disrupts the Bank's use of the Software/ appliance, the Successful bidder shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software/ Appliance in accordance with the terms of this contract and the license agreement; or (ii) modify the Software/ Appliance without affecting the functionality in any manner so as to avoid the infringement; or (iii) replace the Software/ Appliance with a compatible, functionally equivalent and non-infringing product.
- e) The software bill of materials to this effect may be provided by the successful bidder.

#### 42. LIMITATION OF LIABILITY

Successful Bidder's aggregate liability under the Contract shall be limited to a maximum of the Contract value. For the purposes of this clause, Contract value at any given point of time, means the aggregate value of the purchase orders, paid by Bank to the Successful Bidder that gives rise to claim, under this Contract. In the following circumstances limitation of liability shall not apply and the Successful Bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank:

- a) Liability of Successful Bidder for third party claims for IP Infringement.
- b) Liability of Successful Bidder (including third party claims) in case of bodily injury (including Death);
- c) Liability of Successful Bidder (including third party claims) in case of damage to real property and tangible property caused by the bidder's gross negligence.
- d) Liability of the Successful Bidder in case of gross negligence or willful misconduct attributable to the Successful Bidder while providing services under this Contract.
- e) Liability of the Successful Bidder in case of fraudulent acts or wilful misrepresentation attributable to the Vendor regarding the services provided under this Contract.
- f) Breach of the confidentiality.
- g) Employment liabilities for Successful Bidder's staff relating to the period of their employment within contractual period while working with Bank.
- h) Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Contract, owing to the fault of the Successful Bidder.

#### **43. DISPUTE RESOLUTION /ARBITRATION**

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Puducherry. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Puducherry. Successful Bidder Shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Successful bidder. However, during such a contingency, the Bank shall be entitled to make alternative arrangements in any manner it deems fit, at the cost of the Successful bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/ other legal recourse.

#### **44. BUSINESS CONTINUITY PLAN**

The bidder shall ensure to have effective business continuity and disaster recovery plan. The bidder shall develop and establish a robust framework for documenting, maintaining and periodic testing of business continuity and recovery procedures and shall maintain a record of the same as per applicable law.

#### **45. CONFLICT OF INTEREST**

The Bidder shall disclose to the Bank in writing, all actual conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's team) in the course of performing the services as per contract as soon as practical after it becomes aware of that conflict. It is clarified that providing similar services to other clients shall not be construed as a conflict of interest.

If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at Bank's discretion:

- a) Bids submitted by holding company and its subsidiary company;
- b) Bids submitted by two or more companies having common director/s
- c) Bids submitted by partnership firms / LLPs having common partners
- d) Bids submitted by companies in the same group of promoters/management etc..

#### **46. JURISDICTION**

Any dispute arising out of this contract will be under the jurisdiction of courts of law in Puducherry.

#### **47. NEGLIGENCE**

If the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given in writing by the Bank in connection with the work or contravenes the provisions of other Terms, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages

**Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder.

#### **48. PROCUREMENT OF ADDITIONAL LICENCES**

Bank reserves its right to procure additional licenses over and above the quantity mentioned in Bill Of Quantity (BOQ) of this RFP from the awardee of the contract at the determined rate (L1 rate) for supply to its Branches/Offices located in the UT as per the additional licenses and conditions as stipulated below:

1. The total value of such additional licenses procurement shall not exceed 25% of the value of the contract amount.
2. The period during which the Bank may exercise this option will not exceed 6 months from the date of initial purchase order.
3. The technical specification of such additional licenses should conform to the technical specification provided in this RFP or higher.
4. The validity of the procured additional licenses should be co-terminus with the expiry of existing licenses supplied in this tender.

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

### SECTION 3 - SCHEDULE OF REQUIREMENTS

#### 1. SCOPE OF WORK

The successful bidder should supply following Line items for a period of Two year. Documentary proof for the subscription period (For license and support back to back with OEM) should be provided

#### **Bill Of Quantity (BOQ):**

S.No.	Existing Plan	Licenses Available
1	Exchange Online Archiving for Exchange online	2
2	Microsoft 365 Business Basic	94
3	Microsoft 365 Apps for Business	34
4	Microsoft Defender for Office 365 (Plan 1)	75

1. Provide the Microsoft 365 email, applications and defender solution/services licenses as per above BOQ required on yearly subscription basis.
2. All the above BOQ should have same start date and expiry date of license subscription.
3. The existing data/backup of email licenses should not be disturbed during renewal process.
4. Deploy and configure the cloud solution.
5. Any additional functions, features, services and ceiling/limits available under the provided licenses in future by OEM shall also be extended to Bank without any additional cost.
6. Install and configure all service/application/components/clients on licensed user devices.
7. Migrate the user/application data as per requirement.
8. Any other activities required for the successful deployment, configuration of the licensed Microsoft 365 components and achieving their full functionalities even if not explicitly mentioned below shall be in scope of the bidder.
9. Implementation of Microsoft teams and give proper training & SOP.
10. Deployment, Training and Support for Microsoft 365 Defender – Threat detection, mitigation, security improvements and other security features available.
11. Microsoft Apps/Office: Support for License/configuration/ installation related issues – online/offline Desktop/mobile/laptop/tablet, etc. versions.
12. Specific Training to Admins for managing the M365 Admin portal for manageability purposes.
13. Implementations of some of the major services/components/features have been listed below are indicative only. However, all the M365/O365 basic and advanced components/features available under provided licenses/plans shall be deployed/installed and configured in cloud as per Bank's requirements. Any additional licenses other than mentioned in RFP which are required for the enabling of the available functionalities shall be in scope of the bidder at no additional cost to Bank. Further, the bidder shall assist in enabling or disabling of features, as per Bank requirements, at later stage. Thus, the scope mentioned below is not exhaustive and installation, configuration/deployment of any feature/components not mentioned below specifically does not exclude it from the scope of the bidder.
14. The Bidder/Vendor/SI's scope of work as per the conditions of contract inclusive of Microsoft 365 Licenses.
15. The bidders/Vendor/SI's have also provided the support to the admin to create/delete/modify the users, groups and policy.

**Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

16. The Bidder would provide the Support for Installation, uninstallation, re-installation, configuring, diagnosis, Ticketing, resolution and closure of tickets and support regarding various components & Services as per BOQ.
  17. Vendor should provide 24X7 remote support including Saturday, Sunday and public holidays through the Centralized remote helpdesk for the entire project duration.
  18. In case of any Critical Issue (which breaches the SLA substantially), if required the bidder should provide the requisite onsite support for the entire BOQ without any extra cost for the entire project duration.
  19. The Help Desk should be accessible to users as on-site support, online support, Teams BOT, Email and Telephonic Support (All cost incurred for Telephone, Online or email would be borne by bidder).
  20. Customizations/enablement of features, e.g., archival, as per Bank requirements, which may be disabled by default in M365 Email plans.
  21. Configure the patch management, device management through Intune for all eligible devices
  22. Run M365 Deployment Readiness Tool for any issues in the environment.
  23. Configure coexistence with Exchange online.
  24. Prepare the M365 environment like configuration of exchange online protection (EOP), retention policies, ATP policies etc.
  25. M365 Security assessment by secure score activity and provide the remediation suggestions.
  26. Test mail flows internally and externally.
  27. Develop and customize policies/rules as per Bank requirements.
  28. 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/regulatory authorities within 15 days and any cost on this account shall be borne by the successful bidder.
- The successful bidder shall provide the access to all standard reporting available for the monitoring and reporting purpose. Few of the sample reports includes
- (i) M365 Service Dashboard based Monitoring
  - (ii) Monitor User activity by using Reports
  - (iii) Enable Usage Analysis
  - (iv) Monitor Usage Analysis
  - (v) Export Mailbox Audit logs
  - (vi) Per Mailbox Litigation hold Report
  - (vii) Administrator Audit Logs
  - (viii) Message Trace

**TRAININGS**

The following trainings have to be given by the successful bidder.

29. Admin and compliance related user level training session, on the M365 components.
30. Admin and user level training session on the M365 components.
31. Day to day end user level remote training session on the M365 /O365 components, OneDrive and their usages and features for all the users immediately after Go- Live.
32. Day to day Admin user level remote training session on the M365 components once in a year for existing and new features during the complete contract period.
33. Day to day end user level remote training session on the M365 components once in 6-months for existing and new features during the complete contract period.
34. Hand Holding/remote Training on the M365 environment to Bank IT team.
35. Continuous adoption activities to be performed by the bidder.

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

## 2. DELIVERY AND IMPLEMENTATION TIMELINES

S.No	Delivery/Work	Timeline
1	Supply and configure the licenses	10 days from the date of Purchase Order
2	Activation of licenses	on or before the expiry date of existing email licenses (18.08.2026)

- a. The successful bidder should supply and configure the licenses within 10 days from the date of Purchase Order.
- b. The activation of licenses should be completed on or before the expiry date of existing email licenses (17.08.2026) so that existing email services should not get affected and proper business continuity on email service to be ensured by the successful bidder.
- c. **All the items specified in BOQ should have same start date and expiry date of license subscription.**

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

## SECTION 4 - SPECIFICATIONS

### TECHNICAL AND FUNCTIONAL SPECIFICATIONS

S.No	Plan Details	Qty
1	Exchange Online Archiving for Exchange online	5
2	Microsoft 365 Business Basic	100
3	Microsoft 365 Apps for Business	40
4	Microsoft Defender for Office 365 (Plan 1)	100
	<b>Total</b>	<b>245</b>

#### Technical Compliance:

S.No	Features/Specifications	Compliance (Yes/No)	Remarks
1	Email: The existing data/backup of email licenses (Exchange online Archiving for Exchange online Plan 1-2; Microsoft 365 Business Basic-94; Microsoft 365 Apps for Business-34; Microsoft Defender for Office 365 (Plan 1)-75) should not be affected during the renewal process.		
2	<b>Features:</b> The inbuilt and all the features as per the plan are available for use Desktop, web, and mobile versions of Word, Excel, PowerPoint, Onedrive and Outlook for use		
3	<b>Subscription Period:</b> All the specified BOQ should have same start date and expiry date of license subscription.		
4	Support & Training as per the scope of work		
5	<b>Microsoft Licensing policy:</b> The supplied license should be as per the compliance of Microsoft Licensing policy.		

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**SECTION 5 - COMMERCIAL BID**

(on Bidder's letterhead)  
[Microsoft 365 Email, Apps & Defender Licenses]

REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

Subscription Period: 2 years from 18.08.2026

**Bill of Quantity (BOQ):**

S.No.	Existing Plan	License Qty [A]	Unit Price (₹) for 1 year* [B]	Total Price (₹)* [C]=[A]x[B]
1	Exchange Online Archiving for Exchange online	5		
2	Microsoft 365 Business Basic	100		
3	Microsoft 365 Apps for Business	40		
4	Microsoft Defender for Office 365 (Plan 1)	100		

\* All the prices are inclusive of GST.

**There should not be any increase in the quoted price during the contract period.  
Purchase order will be placed for the quoted price only.**

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**Annexure-I**

**1. BID FORM**

**[Microsoft 365 Email, Apps & Defender Licenses]  
REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

Compliance	Description	Compliance (Yes/No)
<b>Terms and Conditions</b>	We hereby undertake and agree to abide by all the terms and conditions including all Annexure, Corrigendum(s) etc. stipulated by the Bank in this RFP. Any deviation may result in disqualification of our bid. We understand & agree that in event of being successful in the bid, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of implementation, contract signing, and extension of contract and / or subsequent purchase order/s from Bank. We understand and agree that such attempts and non-compliance to RFP terms may lead to cancellation of our Contract and suitable penal action may be taken by Bank against us including invoking the EMD and/ or PBG.	
<b>Scope of work and/ Technical Specification</b>	We certify that the systems/services offered by us for tender confirm to the Scope of Work and Technical specifications stipulated by Bank. (Any deviation may result in disqualification of our bid)	
<b>RFP, Clarifications &amp; subsequent Corrigendum/s, if Any.</b>	We hereby undertake that we have gone through RFP, Clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all Annexures, Corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).	

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-II**

**2. INTEGRITY PACT**  
(On Stamp Paper)

Puducherry Grama Bank, a body corporate constituted under the Regional Rural Bank Act 1976 and having its Head office at No 415, Kamaraj Salai, Saram, Puducherry-605013, hereinafter referred to as “The Principal”, which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

M/s. \_\_\_\_\_ having its registered office at \_\_\_\_\_ hereinafter referred to as “The Bidder/Contractor”, expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

**PREAMBLE**

The Principal intends to award, under laid down organizational procedures, contract/s for..... The Principal 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) and/or Contractor(s).

**1) Commitments of the Principal**

- A) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
- No employee of the Principal, 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 material or immaterial benefit which the person is not legally entitled to.
  - The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal 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.
  - The Principal will exclude from the process all known prejudiced person.
- B) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the BNS Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

**2) Commitments of the Bidder(s) / Contractor(s)**

- A) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
- The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or the 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.
  - The Bidder(s)/Contractor(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

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- of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant BNS Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposal and business details, including information contained or transmitted electronically.
- d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
- e) The Bidder(s)/Contractor(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.
- f) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- B) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 3) Disqualification from tender process and exclusion from future contracts.**  
If the Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Clause 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”.
- 4) Compensation for Damages**  
A) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Clause 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit/Bid Security.  
B) If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Clause 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.
- 5) Previous transgression**  
A) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.  
B) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in” Guidelines on Banning of business dealing”.
- 6) Equal treatment of all Bidders/Contractors/Subcontractors**  
A) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of integrity Pact by the Sub-contractor.  
B) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.  
C) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.
- 7) Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)**

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

**8) Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, 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 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 CHAIRMAN, Puducherry Grama Bank.

**9) Other provisions**

- A) This Contract is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".
- B) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
- C) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- D) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- E) Should one or several provisions of this Contract turn out to be valid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- F) In the event of any contradiction between the Integrity Pact and its Annexures, the Clause in the Integrity Pact will prevail.

**(For and on Behalf of Principal)**

**(For and on Behalf of Bidder/  
Contractor)**

**Official Seal**

**Official Seal**

Date :

Date :

Place :

Place :

**Witness**

**Witness**

Name:

Name :

Address

Address

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-III**

**3. BIDDER'S INFORMATION  
[Microsoft 365 Email, Apps & Defender Licenses]**

REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

S.No.	Information	Particulars
1	Company Name	
2	Constitution	
3	Date of Incorporation	
4	Company Head Office Address	
5	Registered office address	
6	GST No.	
7	Whether MSE (registration no. and date of registration & copy to be attached)	
8	Bank Account Detail: Account Number, Account Name, IFSC, Bank Name	
9	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (*Please enclose the copy of board resolution & Power of Attorney specific to this RFP)	
10	Specimen Full signature	
11	Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.	
12	Any pending or past litigation (within three years)? If yes please give details	

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13	Please mention turnover* for last three financial years and include the copies of Audited Balance Sheet in support of it.	Financial Year [For three consecutive FY]	Turnover Rs. (in Lakhs) from Indian Operations	Net Profit/ Loss Rs. (in Lakhs)	Net Worth Rs. (in Lakhs)
		2023-24			
		2024-25			
		2025-26			

\*Only Bidder company / Firm figures need to be mentioned. (Not to include subsidiary, affiliate or group entities figures)

Date: \_\_\_\_\_

Place: \_\_\_\_\_

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

Annexure-IV

**4. PERFORMANCE CERTIFICATE**

(To be provided on letter head of the issuing company)

[Microsoft 365 Email, Apps & Defender Licenses]

REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

To  
The General Manager  
Puducherry Grama Bank  
Head Office  
Puducherry - 605013.

This is to certify that M/s \_\_\_\_\_ has supplied/implemented the below listed devices.

Name and Full Address of the Purchaser	Purchase Order Number and Date	Name of OEM of the Product and Model Service Offered	Specifications (in brief)	Date of GO LIVE/ Sign Off

The services provided by the M/s \_\_\_\_\_ for the specified solutions are:

- a) Satisfactory  
b) Good  
c) Very Good  
d) Excellent
- } [Select and tick only one]

and working fine since the date of go-live/ sign-off till date.

The certificate has been issued on the specific request of the company.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

**Note: Bidder to attach copy of Purchase Orders, installation and Go Live certificate of the above-mentioned items**

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-V**

**5. UNDERTAKING FOR NON- BLACKLISTED**

[To be provided on letter head of the Bidder's Company]

To  
The General Manager  
Puducherry Grama Bank  
Head Office  
Puducherry - 605013.

[Microsoft 365 Email, Apps & Defender Licenses]  
REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

We M/s \_\_\_\_\_, a company incorporated under the Companies Act, 1956 with its headquarters at, \_\_\_\_\_ do hereby confirm that our company have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India after 31.03.2022 till date.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-VI**

**6. TURNOVER AND NETWORTH CERTIFICATE**

[To be provided by Statutory Auditor/Chartered Accountant on their Letterhead]

**[Microsoft 365 Email, Apps & Defender Licenses]  
REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

This is to certify that M/s \_\_\_\_\_, a company incorporated under the Companies Act, 1956 with its headquarters at \_\_\_\_\_ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2023-24, FY2024-25 and FY2025-26.

Financial Year (for Three Consecutive FY)	Annual Turnover (in Rs.)	Net Profit/Loss (in Rs.)	Net Worth (in Rs.)
2023-24			
2024-25			
2025-26			

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:  
Designation:  
Email ID:  
Mobile No:  
Telephone No.:  
Seal of Company:

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-VII**

**7. MANUFACTURER'S (OEM) AUTHORISATION FORM**

(To be provided on the Letter head of the OEM duly signed & stamped by their Authorized Signatory)

To

The General Manager  
Puducherry Grama Bank  
Head Office  
Puducherry - 605013.

[Microsoft 365 Email, Apps & Defender Licenses]  
REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

We hereby submit the following: -

- 1) We, M/s \_\_\_\_\_ are the OEM of the following components/devices/solution being offered to Bank through M/s \_\_\_\_\_ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution.

S.No.	Component/ Device/ Solution Name	Model No.	Components/ devices/ solution conforms to all the technical specifications and requirements mentioned in this RFP

- 2) We agree to provide the device/solution/component being supplied as per the scope of work and technical specifications of this RFP through our partner M/s \_\_\_\_\_
- 3) In case the bidder i.e. M/s \_\_\_\_\_ is not able to perform obligations as per RFP during the contract period due to any reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.
- 4) With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/software shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.
- 5) In case of default/unable to comply with above, at the time of delivery or during implementation, for the IT asset including software already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-VIII**

**8. FORMAT FOR BID SECURITY BANK GUARANTEE**

(To be stamped in accordance with stamp act)

Ref. Bank Guarantee No.

Date:

**Puducherry Grama Bank  
Head Office  
Puducherry - 605013.**

Dear Sir,

In accordance with your Bid Reference No. \_\_\_\_\_ dated \_\_\_\_\_ M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ herein after Called 'bidder') wish to participate in the said bid for **RFP FOR Microsoft 365 Email, Apps & Defender Licenses**. An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Earnest Money Deposit amounting to Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) valid up to ' ' is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ has undertaken in pursuance of their offer to Bank (hereinafter called as the beneficiary) dated \_\_\_\_\_ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs /- Rupees (in words \_\_\_\_\_) valid up to \_\_\_\_\_

We, \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank, on whose behalf guarantee is issued.

**“Not withstanding anything contained herein above:**

Our liability under this Bank guarantee shall not exceed Rs \_\_\_\_\_ Rupees (in words \_\_\_\_\_). This Bank guarantee shall be valid up to \_\_\_\_\_. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than \_\_\_\_\_ months from the said expiry date i.e. \_\_\_\_\_, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

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

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

---

Contact No.: \_\_\_\_\_  
Email Address: \_\_\_\_\_

In witness whereof the Bank, through its authorized officer has set its hand stamped on this  
\_\_\_\_\_ Day of \_\_\_\_\_ 2026 at \_\_\_\_\_

**Name of Authorised Signatory**  
**Designation:**  
**Email ID:**  
**Contact No.:**  
**Bank Common Seal**

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-IX**

**9. FORMAT FOR PERFORMANCE BANK GUARANTEE  
(To be stamped in accordance with stamp act)**

Ref. Bank Guarantee No. -----Date:

**Puducherry Grama Bank  
Head Office  
Puducherry - 605013.**

Dear Sir,

In accordance with your Purchase order No. \_\_\_\_\_ Dated \_\_\_\_\_ issued in favour of M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ herein after Called ‘Successful bidder/ Supplier’) who has been awarded with the work **FOR SUPPLY, INSTALLATION AND MAINTENANCE Microsoft 365 Email, Apps & Defender Licenses**. An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Performance Bank Guarantee amounting to Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) valid up to ‘.....’ is required to be submitted by the successful bidder, as a condition for award of said contract, which amount is liable to invoked against various penalties/ damages mentioned in the RFP dated...../ Purchase Order dated.....

We, \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) without any reservation, protest, demur and without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the successful bidder.

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank.

**“Not withstanding anything contained herein above:**

Our liability under this Bank guarantee shall not exceed Rs \_\_\_\_\_ Rupees (in Words \_\_\_\_\_).

This Bank guarantee shall be valid up to \_\_\_\_\_.

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than \_\_\_\_\_ months from the said expiry date i.e. \_\_\_\_\_, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

\_\_\_\_\_  
\_\_\_\_\_  
Contact No.: \_\_\_\_\_

**Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

---

Email Address: \_\_\_\_\_

In witness whereof the Bank, through its authorized officer has set its hand stamped on this \_\_\_\_\_  
\_\_\_\_\_ Day of \_\_\_\_\_ 2026 at \_\_\_\_\_

Name of Authorised Signatory:

Designation:

Email ID:

Contact No.:

Bank Common Seal

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure X**

**10. NON DISCLOSURE AGREEMENT**

(on stamp paper of appropriate value)

This Nondisclosure Agreement (hereinafter referred to as “Agreement”) is entered into at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2026,

Between

M/s \_\_\_\_\_ (Insert Name of the Successful Bidder) a company within the meaning of Companies Act, 1956, having its Registered Office at \_\_\_\_\_ (herein after called ‘Successful Bidder’)

And

Puducherry Grama Bank, a body corporate constituted under Regional Rural Bank Act, 1976 and having its Head Office at No 415, Kamaraj Salai, Saram, Puducherry-605013.

Successful Bidder/SECURITY SERVICES Vendor and the Bank shall hereinafter jointly be referred to as “Parties” and individually as a “Party”

The Successful Bidder and Bank would be having discussions concerning the establishment of and during continuance of a business relationship between them as per Contract dated \_\_\_\_\_.

In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the ‘Disclosing Party’ and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the ‘Recipient’, and will include its affiliates and subsidiaries.

Now this Agreement witnesses: -

**1) Proprietary Information:**

As used in this Agreement, the term ‘Proprietary Information’ shall mean all trade secrets or confidential or Proprietary Information (except personal information) designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.

**2) Confidentiality:**

- a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information

**Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement.

- b) The term 'confidential information' shall include all written or oral information (except personal information) (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

### **3) Non-Disclosure of Proprietary Information:**

For the period during the Contract or its renewal, the Recipient will:

- a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.
- b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and
- c) Limit disclosure of Proprietary Information received under this Contract to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

### **4) Limit on Obligations:**

The obligations of the Recipient specified in Clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information:

- a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient,
- b) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation;
- c) becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information.
- d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or
- e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

### **5) Return of Documents:**

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient pursuant to this Contract (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed

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further with the engagement, business discussions and negotiations, or in the event of termination of this Contract, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the Proprietary Information of the other party.

**6) Term:**

The obligation pursuant to Clause 2 and 3 (Confidentiality and Non- Disclosure of Proprietary Information) will survive even after termination of the term of the Contract dated \_\_\_\_\_.

**7) Damages:**

The provisions of this Contract are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Contract will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Contract shall be liable for the entire loss and damages on account of such disclosure. Each party agrees to indemnify the other against loss suffered due to breach of contract / RFP / SLA and undertakes to make good the financial loss, Litigation charges, Arbitration Charges, other charges etc caused directly or indirectly by claims brought about by its customers or by third parties.

**8) Jurisdiction and other conditions:**

- a) This Contract may not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
- b) This Contract will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns.
- c) The Contract shall be construed and interpreted in accordance with the laws prevailing in India and parties submit to exclusive jurisdiction in the courts of Puducherry.

**9) Notice of Breach:**

Recipient shall notify the Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information by Recipient or its Representatives, or any other breach of this Contract by recipient or its Representatives and will cooperate with efforts by the Disclosing Party to help the Disclosing Party regain possession of Confidential Information and prevent its further unauthorized use.

**10) Remedies:**

Recipient acknowledges that money damages would be both incalculable and an insufficient remedy for any breach of this Contract by Recipient and that any such breach would cause Disclosing Party irreparable harm. Accordingly, Recipient also agrees that, in the event of any breach or threatened breach of this Contract, Disclosing Party, in addition to any other remedies at law or in equity it may have, shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including injunctive relief and specific performance. In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

For M/s \_\_\_\_\_

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**[Signature of Authorized Signatory]**

Name of Signatory:  
Designation:  
Email ID:  
Mobile No:  
Telephone No.:  
Seal of Company:

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**Annexure XI**

**11. UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER**  
(to be provided on letter head of bidder)

To  
The General Manager  
Puducherry Grama Bank  
Head Office  
Puducherry - 605013.

**[Microsoft 365 Email, Apps & Defender Licenses]**  
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We hereby undertake that the proposed hardware/ software/firmware to be supplied will be free of malware, free of any bugs/vulnerabilities and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

We also undertake that: -

- a) The Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
  - i. Inhibit the desires and designed function of the equipment.
  - ii. Cause physical damage to the user or equipment during the exploitation.
  - iii. Tap information resident or transient in the equipment/network.
- b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

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**Annexure-XII**

**12. ESCALATION MATRIX (BIDDER)**

(To be provided separately for technical and sales teams of the bidder in company letterhead)

To  
The General Manager  
Puducherry Grama Bank  
Head Office  
Puducherry - 605013.

[Microsoft 365 Email, Apps & Defender Licenses]

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We hereby submit the Escalation Matrix of our Organisation (M/s \_\_\_\_\_)

S.No.	Escalation Level	Name	Designation	Contact No.	Email ID
1	Escalation Level 1				
2	Escalation Level 2				
3	Escalation Level 3				
4	Escalation Level 4				

**TECHNICAL SUPPORT:**

S.No.	Escalation Level	Name	Company's Name	Designation	Contact No.	Email ID
1	Level 1					
2	Level 2					
3	Level 3					
4	Level 4					

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

Ref:PYGB/ITD/RFP/01/2026-27 dated 19.05.2026

**Annexure-XIII**  
**13. CONTRACT FORM**

(To be submitted on Non - Judicial Stamp Paper)

THIS AGREEMENT made the .....day of.....2026, Between Puducherry Grama Bank, having its Head office at No 415, Kamaraj Salai, Saram, Puducherry-605013 (hereinafter “the Purchaser”) of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called “the Supplier”) of the other part:

WHEREAS the Purchaser invited bids vide RFP No..... for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for ..... (Contract Price in Words and Figures) (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - (a) the Bid Form and the Commercial submitted by the Bidder;
  - (b) the Schedule of Requirements;
  - (c) the Technical Specifications;
  - (d) the Conditions of Contract;
  - (e) the Purchaser’s Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
5. Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

Sl. No	Brief description of goods and services	Qty to be supplied	Unit price	Total price

TOTAL VALUE:

DELIVERY SCHEDULE:

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

Signed, Sealed and Delivered by the said ..... (For Puducherry Grama Bank)  
in the presence of:.....

Signed, Sealed and Delivered by the said ..... (For the supplier)  
in the presence of:.....

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**Annexure-XIV**

**14. DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA**

To  
The General Manager  
Puducherry Grama Bank  
Head Office  
Puducherry - 605013.

**[Microsoft 365 Email, Apps & Defender Licenses]**

**REF: PYGB/ITD/RFP/01/2026-27 dated 19.05.2026**

We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India as per the O.M. No.F.No.6/18/2019-PPD, dated 23/07/2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23/07/2020 and order (Public Procurement No. 3) dated 24/07/2020; We certify that << **name of the bidder**>> & << **name of the OEM**>> are not from such a country or, if from such a country, have been registered with the Competent Authority. We hereby certify that we and our OEM fulfils all requirements in this regard and are eligible to be considered.

*[Evidence of valid registration by the Competent Authority shall be attached, wherever applicable]*

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

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**Annexure-XV**

**15. CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID**

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The technical bid document should mandatorily comprise of the following:

S.No.	Description of Documents required	Remarks
1	EARNEST MONEY DEPOSIT (EMD)	TO BE SUBMITTED IN ORIGINAL
2	COPY OF CERTIFICATE OF INCORPORATION OR ANY OTHER CERTIFICATE OF REGISTRATION ISSUED BY COMPETENT AUTHORITY FROM GOVERNMENT OF INDIA.	DOCUMENTS TO BE SUBMITTED
3	CERTIFIED COPY OF ISO 27001:2013 (OR LATER) CERTIFICATES	DOCUMENTS TO BE SUBMITTED
4	PERFORMANCE CERTIFICATE & PO SUPPORTING THE CLAIM FROM THE RESPECTIVE ORGANIZATION SHOULD BE SUBMITTED ALONG WITH CONTACT DETAILS OF THE COMPANY.	DOCUMENTS TO BE SUBMITTED
5	AUDITED FINANCIAL STATEMENTS FOR THE LAST THREE (3) FINANCIAL YEARS I.E., FY2021-22, FY2022-23 & FY2023-24.	DOCUMENTS TO BE SUBMITTED
6	BOARD RESOLUTION IN FAVOUR OF AUTHORIZED PERSON AND POWER OF ATTORNEY/ AUTHORIZATION LETTER (FROM AUTHORIZED PERSON EXECUTED ON STAMP PAPER OF APPROPRIATE VALUE)	DOCUMENTS TO BE SUBMITTED
7	OTHER PRE-QUALIFICATION CRITERIA – ELIGIBILITY PROOF	DOCUMENTS TO BE SUBMITTED
8	TECHNICAL AND FUNCTIONAL SPECIFICATIONS	As per Specifications and allied technical details section
10	BID FORM	Annexure I of RFP
11	INTEGRITY PACT	Annexure II of RFP (to be submitted in Original)
12	BIDDER'S INFORMATION	Annexure III of RFP
13	PERFORMANCE CERTIFICATE	Annexure IV of RFP
14	UNDERTAKING FOR NON- BLACKLISTED	Annexure V of RFP
15	TURNOVER CERTIFICATE NETWORTH CERTIFICATE	Annexure VI of RFP
16	MANUFACTURER'S (OEM) AUTHORISATION FORM	Annexure VII of RFP
17	FORMAT FOR BID SECURITY BANK GUARANTEE	Annexure VIII of RFP
18	FORMAT FOR PERFORMANCE BANK GUARANTEE	Annexure IX of RFP
19	NON-DISCLOSURE AGREEMENT	Annexure X of RFP
20	UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER	Annexure XI of RFP
21	ESCALATION MATRIX	Annexure XII of RFP
22	CONTRACT FORM	Annexure XIII of RFP
23	DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA	Annexure XIV of RFP
24	HARDWARE COMPATIBILITY WITH EXISTING HYPERVISOR OF THE BANK	DOCUMENTS TO BE SUBMITTED FROM HARDWARE OEM

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25	SEAMLESS INTEGRATION OF SUPPLIED HARDWARE WITH EXISTING HYPERVISOR OF THE BANK	DOCUMENTS TO BE SUBMITTED FROM HYPERVISOR OEM
26	ANY OTHER DOCUMENTS IN SUPPORT OF ELIGIBILITY CRITERIA/ TECHNICAL SPECIFICATION OF THE PRODUCT OFFERED/ FULFILLING THE TERMS AND CONDITIONS OF RFP	DOCUMENTS TO BE SUBMITTED