



RFP Ref. No. PSBA/RFP/IT/2025-26/913

Dated 23<sup>rd</sup> March 2026

## **Request for Proposal (RFP) for Supply, Installation, Commissioning, and Maintenance of Boardroom Video Conferencing (VC) Infrastructure for PSB Alliance**

**RFP Ref. No. PSBA/RFP/IT/2025-26/913**

**Dated 23<sup>rd</sup> March 2026**

The information provided by the bidders in response to this RFP Document will become the property of PSB ALLIANCE PRIVATE LIMITED. And will not be returned. The company reserves the right to amend, rescind, and reissue this RFP Document and all amendments will be advised to the bidders, and such amendments will be binding on them. The company also reserves it's right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

This document is prepared by PSB ALLIANCE PRIVATE LIMITED for empanelment of vendors for AV & Video Conferencing (VC) Solution.

It should not be reused or copied or used either partially or fully in any form.



### Disclaimer

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

The information contained in this RFP document, or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Company, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Company to the Bidders for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice, wherever necessary. Company makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Company may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The Company in no way is responsible for any assumptions made by the bidder. The bidder will need to factor in all services and costs to meet the requirements of the RFP and the Company at no time will accept any plea of the bidders for any assumptions, deviations or omissions made by them.

PSB Alliance Private Limited (hereinafter referred to as "Company"/ "PSB Alliance"/ "PSBA") invites Request for Proposal (RFP) bidder vide RFP No. PSBA/RFP/IT/2025-26/913 Dated 23/03/2026 from experienced Service Providers/Vendors with proven capabilities & track records to provide comprehensive services of AV & Video Conferencing (VC) Solution to PSB Alliance. For the RFP the bidder will be a single point of contact for the Company and will be entirely responsible for the project including the performance, availability, and efficiency of the solutions. The RFP will be evaluated based on Techno Commercial Evaluation for which the weightage will be 70% Technical & 30% Financial.



### Schedule of Events

RFP Reference No.	:	PSBA/RFP/IT/2025-26/913 Dated 23/03/2026
Date of RFP Document release	:	23/03/2026
Last date for submission of queries	:	30/03/2026
Date of Pre-Bid Meeting	:	06/04/2026 at 03:00 PM Pre-bid meeting will be done through Video Conferencing. Bidders, as part of the pre-bid queries, will be sent a link separately to their respective mail IDs mentioned for correspondence.
Last date for submission of RFP Response	:	13/04/2026 till 5:00 PM
Address for Submission of Bids	:	<b>PSB Alliance Private Limited</b> Unit 1, 3rd Floor, VIOS Commercial Tower, Near Wadala Truck Terminal, Wadala East. Mumbai - 400037.
Date of Opening of Bids	:	20/04/2026 at 3:30 PM
Issued By	:	PSB Alliance Private Limited
Contact Person	:	Mr. Ashish Umak Mr. Vaibhav khatri
Telephone	:	+91 8308521515, +91 7304029079.
Email	:	Lde.it@psballiance.com vaibhav.khatri@psballiance.com
<b>Earnest Money Deposit (EMD)</b> <b>EMD can be deposited by means of a</b> <b>Bank Guarantee issued by a</b> <b>Scheduled Commercial Bank</b> <b>OR</b> NEFT as per detailed below: <ul style="list-style-type: none"><li>• Payee Name: PSB Alliance Private Limited,</li><li>• A/c No.: 41204656705</li><li>• IFSC Code: SBIN0001821</li><li>• Account Type: Current A/C</li></ul> <b>as per Annexure-8.</b>	:	INR 10,000/- (Indian Rupees Ten thousand only) <b>Validity period-</b> Valid for a period of 6 months.



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## 1. Introduction

### 1.1 About PSB Alliance

"PSB Alliance Private Limited" (herein after referred to as the "Company") is an umbrella organization for all Public Sector Banks primarily focusing on delivering financial and non-financial banking services. This Company would drive this project on behalf of all the Public Sector Banks, providing them with a common platform with safe, secure, and efficient environment in a cost-effective manner.

As the Company has been created by the Public Sector Banks (PSB), it can act as an intermediary for all the PSBs and create a common application/platform by drawing on the experience and inputs from these Banks and take advantage of the combined Scale of operations. This will help the PSBs to lower their cost of acquiring new business platforms/technologies and at the same time will benefit their customers to have access to the latest technology coupled with standard robust processes.

### 1.2 Project Objective

**Overall Objective:** PSB Alliance Private Limited (PSBA) invites proposals from experienced and qualified service providers to modernize its Boardroom and associate meeting spaces with a state-of-the-art, secure, and scalable Audio-Visual (AV) and Video Conferencing (VC) solution.

This RFP is restricted to proposals from authorized partners/integrators of leading industry market leaders in the Video Conferencing device segment, namely **Cisco, HP Poly, and Huawei** ensuring enterprise-grade quality, reliability, and global support standards.

The objective is to enable high-quality in-room and virtual meetings, seamless collaboration, and interoperability with leading cloud-based video conferencing platforms. The proposed solution must ensure enterprise-grade reliability, strong security, user-friendly operation, and future scalability to support evolving business needs.

The selected bidder shall deliver a comprehensive solution encompassing design, supply, installation, integration, testing, commissioning, user training, documentation, and warranty with long-term maintenance support. The final implementation must provide a fully integrated, secure, and optimized AV & VC environment aligned with PSBA's operational and performance requirements.

### 1.3 Please Note

- This RFP document is circulated only to all interested bidders having proven past capability & experience.
- The prospective bidder will be invited to attend the pre-bid meeting through the VC link.
- All costs and expenses (whether in terms of time or material or money) incurred by the Recipient/ Bidder in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Company, will be borne entirely and exclusively by the Bidder.
- Tender offers will be opened in the presence of the bidder's representatives who choose to attend the opening of the tender on the specified date, time and place.
- Technical Specifications, Bill of Material document, Terms and Conditions and various formats and

proforma for submitting the tender offer are described in the tender document and Annexures.

#### 1.4 Tender Document

The tender document may be downloaded from the Company's official website <https://psballiance.com/tenders-and-notice.html>

## 2. Structure of RFP

1. An overview of services to be provided by the Bidder.
2. The technical and commercial evaluation methodology which shall be followed to select the successful Bidder.
3. The terms and conditions to which this RFP and the Bidder responses shall be subject to PSB Alliance shall enter a separate contract after selecting the bidder, which shall detail the terms and conditions.

A detailed set of annexures is provided to bidders to facilitate the structured submission of proposals for evaluation. These annexures cover technical specifications of the AV & Video Conferencing solution, compliance requirements, bidder credentials, project implementation methodology, support and maintenance framework, and commercial details.

The list of annexures is provided in the table below for reference and submission compliance.

Bid Formats attached in this document

Annexure Reference	Content
Annexure – A	Eligibility Criteria Compliance Format
Annexure – B	Technical Compliance Form
Annexure- 1	Technical Proposal Format
Annexure- 2	Compliance Certificate
Annexure- 3	Proposed Agency Profile
Annexure- 4	Confirmation of Terms & Condition
Annexure- 5	Tender Offer Cover Letter
Annexure- 6	Submission Checklist
Annexure- 7	Pre-bid query format
Annexure- 8	EMD Format



### 3. Eligibility Criteria

#	Bidder's Eligibility Criteria	Documents Required
1	The bidder should be a Government Organization/ PSU/ or a Public Limited Company/ Private Limited Company/ LLP under companies act in India.	Certificate of Incorporation
2	The Bidder should have an office presence in Mumbai.	Copy of document with office address in Mumbai.
3	The Bidder should have been in existence for a minimum period of Five year in India.	Certificate of Incorporation
4	The Bidder should have a positive net worth in the last Three (3) financial years (FY 2022-23, 2023-24, 2024-25).	1. Audited Financial statements for the respective financial year and/or 2. Published Balance Sheet and/or 3. CA Certificate
5	The Bidder should not be blacklisted by any Government or Bank or PSU enterprise in India as on the date of the submission of bid.	Self-Declaration letter by Bidder authorized signatory.
6	The Bidder should hold a valid GST Number & PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties.	1. Copy of GST certificate to be submitted. 2. Copy of PAN Card to be submitted.
7	The Bidder should have similar experience in successfully completing at least two (2) projects involving the supply, installation, integration, and commissioning of Boardroom Audio-Visual (AV) and Video Conferencing (VC) solutions for any Central or State Government organization, PSU, Private Limited Company, or LLP during the last financial year (2024-25) ending 31/03/2025 and up to the date of bid submission..	Copy of the Purchase Order or contract stating the Scope of Work.

\*PSB Alliance reserves the right to verify references provided by Bidder independently. Any decision of the PSB Alliance in this regard shall be final, conclusive and binding upon the bidder. The company may accept or reject an offer without assigning any reason whatsoever.

**\*Bidders not qualified in Eligibility criteria will not be taken further in the selection process.**

## 4. Scope of Work

The selected bidder shall be responsible for the end-to-end execution of the Boardroom AV & Video Conferencing project, covering design, supply, integration, commissioning, training, and long-term support.

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### 1. Project Phases and Responsibilities

#### A. Pre-Implementation Phase

- i. **Conduct detailed site survey and technical assessment of the Boardroom along with the VC demo (Mandatory).**
- ii. Evaluate room dimensions, acoustics, lighting conditions, power availability, and network readiness.
- iii. Prepare final solution architecture, layout drawings, wiring schematics, and detailed Bill of Materials (BoM).
- iv. Submit final design and integration plan for approval prior to execution.
- v. The bidder have to provide the proposal for the same devices for which demo has been given.

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#### B. Supply & Installation

- i. Supply all required hardware, software, licenses, racks, mounting accessories, and peripherals.
- ii. Ensure transportation, transit insurance, and safe delivery at site.
- iii. Install AV, VC, control systems, cameras, microphones, speakers, DSP, and networking components.
- iv. Execute structured cabling, mounting, labeling, rack dressing, and minor civil/electrical works required for complete system functionality.

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#### C. Integration & Commissioning

- i. Integrate the solution with existing IT and LAN infrastructure.
- ii. Configure VC platforms and ensure interoperability with major cloud-based conferencing platforms.
- iii. Perform complete system testing, commissioning, and User Acceptance Testing (UAT).
- iv. Provide complete documentation including as-built drawings, IP addressing scheme, configuration backups, warranty details, and Standard Operating Procedures (SOPs).

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#### D. Training & Knowledge Transfer

- i. Provide comprehensive end-user training.
- ii. Provide administrator and IT training covering configuration, troubleshooting, and preventive maintenance.

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#### E. Support & Maintenance

- i. Provide comprehensive on-site warranty and support for a minimum period of three (3) years.
- ii. Offer optional extended support under Comprehensive Annual Maintenance Contract (CAMC).

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### 2. Boardroom Profile & Technical Parameters

#### A. Room Profile

- RoomType:ExecutiveBoardroom
- SeatingCapacity:17Participants
- Usage: Local Meetings, Video Conferencing, Hybrid Meetings

#### B. Room Dimensions

- Width:4.0meters
- Length:10.9meters
- Height: 2.8 meters

#### C. Table Dimensions

- Shape:Rectangular
- Seating:17Participants
- Length:8.0meters
- MinimumWidth:1.6meters
- Clear Distance (Table to Wall): 1.4 meters

The proposed AV & VC solution shall be designed considering the above room geometry to ensure optimal camera

coverage, microphone pickup, audio distribution, and viewing angles.

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### **3. Functional & Performance Requirements**

The AV & VC solution shall support seamless operation across multiple meeting scenarios and performance parameters.

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#### **A. Meeting Modes**

- i. Local Meeting Mode
  - ii. Video Meeting Mode (Cloud VC Platform)
  - iii. BYOD / BYOM Mode (Bring Your Own Device / Meeting)
- All modes shall be accessible through a unified touch-based control interface.
- 

#### **B. Video Capabilities**

- i. High-definition PTZ cameras with intelligent auto-framing and active speaker tracking.
  - ii. Support multiple layouts including Chairman view, full room view, and active speaker view.
  - iii. Optimized layouts compatible with major VC platforms.
- 

#### **C. Audio Capabilities**

- i. Ceiling-mounted or equivalent professional-grade microphones ensuring full-room coverage.
  - ii. Integrated DSP with Acoustic Echo Cancellation (AEC) and noise suppression.
  - iii. Clear, distortion-free audio without audible hiss or feedback.
- 

#### **D. Display & Content Collaboration**

- i. Integration with three (3) existing TV displays (no new display procurement required).
  - ii. Seamless signal routing, synchronization, and optimized display layouts.
  - iii. Support wired and wireless content sharing.
  - iv. Support interactive annotation and whiteboarding (where applicable).
  - v. Enable document and presentation sharing.
- 

#### **E. Control & Automation**

- i. Centralized touch-based control panel.
  - ii. One-touch meeting start/stop functionality.
  - iii. Automated power sequencing and intelligent mode switching.
- 

#### **F. Recording & Streaming**

- i. Capability to record meetings locally or via supported platforms.
  - ii. Optional live streaming capability to authorized internal or external platforms.
- 

#### **G. Single point of contact.**

The selected Bidder must provide details of single point of contact viz. name, designation, address, e-mail address, telephone/mobile no., fax no. etc.

## 5. Terms & Conditions

The following are the general terms and conditions proposed to be included in the Contract. The company reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner, as deemed necessary before signing the final agreement.

The selected bidder shall enter into a formal contract agreement directly with the Company. The contract agreement shall contain detailed terms and conditions relating to supply, installation, integration, commissioning, payment terms, warranty, support services, and penalties for delay or non-performance.

All technical proposals, solution designs, implementation plans, specifications, compliance commitments, and other related information submitted by the bidder as part of the AV & Video Conferencing solution shall form an integral part of the contract agreement.

Bidders not complying with the terms and conditions of the RFP are liable to be rejected.

The successful bidder must initiate work on the project within 15 days of execution of the contract. The first page of the contract agreement shall be on a stamp paper of appropriate value.

The bill for the services rendered must be furnished along with the prices thereof, as per the terms and conditions contained in this document.

Payment shall be made within 30days after the delivery and installation.

GST and any other applicable taxes will be levied additionally on all the line items.

### General Terms & Conditions

#### 5.1 Terms of Assignment

The selected Bidder should perform activities as mentioned in “Scope of Work”. However, if for any reason the work is not completed as per the requirements of the RFP within the stipulated time the Company will impose Liquidated damages and applicable penalty.

#### 5.2 Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, the Company, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Documents by amendment. All prospective Bidders may check Company’s web site for amendments, and it will be binding on them.

Company may, at its discretion, extend the last date for bid-submission.

Company reserves the right to scrap the tender at any stage without assigning any reason.

#### 5.3 Confidentiality of Bid Document

The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

#### 5.4 Documents Consisting of the Bid

The Bid prepared by the Bidder shall comprise the following components:

Technical Bid – Part I of the bid document. The Bidder shall furnish as part of its technical bid, documents establishing the bidder’s experience to perform the Contract. As part of its technical bid, the

bidder should submit documents agreeing to the bid's terms and conditions. The documentary evidence of the Bidder's qualifications to perform the Contract if its bid is accepted, shall establish to the Company's satisfaction:

- that, the Bidder has the financial and technical capability necessary to perform the Contract.
  - That, the Bidder meets the qualification requirements
  - Bid document as per format enclosed in Annexure
  - Duly Signed and Stamped RFP Document with Corresponding corrigendum/addendums
- The Company may, at its discretion, reject any bid document not accompanied by the above.

### 5.5 Adherence to Terms & Conditions

The Bidders who wish to submit responses to this RFP should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the Respondents, such responses may be disqualified and may not be considered for the selection process.

### 5.6 Substitution of Project Team Members

During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Selected Bidder, as the case may be, can do so only with the prior written concurrence of the Company and by providing the replacement staff of the same level of qualifications and competence. If the Company is not satisfied with the substitution, the Company reserves the right insist the bidder to replace the resource. Further, the Company reserves the unconditional right to insist the Selected Bidder to replace any team member with another (with the qualifications and competence as required by the Company) during assignment pursuant to this RFP. The company may allow any such substitution of key staff only with its written consent with similar experience and expertise.

### 5.7 Professionalism

The Selected Bidder should provide professional, objective and impartial advice at all times and hold the Company's interest paramount and should observe the highest standard of ethics, values, and code of conduct, honesty and integrity while executing the assignment.

### 5.8 Expenses

It may be noted that the Company will not pay any additional amount/expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the amount mentioned in the award of the contract.

### 5.9 Applicable Law and Jurisdiction of Court

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being in force and as amended from time to time and will be subject to the exclusive jurisdiction of Courts at Mumbai.

### 5.10 Project Timeline

**Contract Duration:** The proposed contract duration shall be three (3) years, inclusive of comprehensive on-site warranty and support from the date of successful commissioning and Go-Live of the AV & Video Conferencing solution. The project timelines for the execution of the contract will be as follows:

- **Contract Award & Signing** – Within 15 days of final bidder selection.
- **Site Survey, Final Design & BoM Submission** – Bidders need to do site survey before the submitting the bid.
- **System Testing & Commissioning**- Within 7 days of installation completion.

Any delays beyond the agreed timelines without prior approval from PSB Alliance will be subject to penalties as per the terms specified in the contract.

#### **Liquidated Damages**

The Company will consider the inability of Bidder to deliver the services as per scope of work and terms and conditions within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of Bidder. The liquidation damages represent an estimate of the loss or damage that the Company may have suffered due to a delay in performance of the obligations by Bidder and is applicable only if the delay is solely attributable to Bidder.

Services/ Scope will be treated as incomplete in one/all the following situations:

- Non-delivery of any component or other services mentioned in the order
- Non-delivery of supporting documentation

If Bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in this RFP, the Company shall, without prejudice to its other remedies under the RFP, deduct from the Total Project Value, as liquidated damages, a sum equivalent to 0.50% of the effected service amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the effected Service Value. Once the maximum is reached, the Company may consider termination of the contract.

#### **5.11 Force Majeure**

Neither Party will be liable for any delay or failure to perform its obligations, if the delay or failure has resulted from circumstances beyond its reasonable control, including but not limited to, act of God or governmental act, political instability, epidemic, pandemic, flood, fire, explosion, accident, civil commotion, war, computer viruses, industrial dispute, labor unrest and any other occurrence of the kind listed above, which is not reasonably within the control of the affected party.

Each Party agrees to give to the other a written notice as soon as reasonably possible on becoming aware of an event of force majeure and such notice shall contain details of the circumstances giving rise to the event of force majeure.

If the event of force majeure continues for a period of more than 30 consecutive days, then either party may have the option to terminate the Agreement upon written notice of such termination to the other party.

#### **5.12 Authorized Signatory**

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Company, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Company. The bidder shall furnish proof of signature identification for the above purposes as required by the Company.

### 5.13 Indemnity

The bidder shall, at its own cost and expenses, defend and indemnify the Company against all third-party claims (subject to notice in writing within 30 days of receipt of claim) arising out of the infringement of Intellectual Property Rights, including patent, trademark, copyright that is directly attributable to the bidder in concurrence with the Vendor's Limit to Liability agreed under the contract.

The bidder, subject to being notified within 30 days of such claims and shall have full rights to defend itself therefrom. Subject to the above, if the Company is required to pay compensation to a third-party resulting from such infringement, the Bidder will bear all court awarded damages/ expenses including legal fees, as awarded by the Court.

### 5.14 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the selected Bidder without advance written consent of the Company and any such sale, lease, assignment or transfer otherwise made by the selected Bidder shall be void and of no effect.

### 5.15 No Employees- Employee Relationship

The selected Bidder or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers/staff / personnel / representatives/ agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Company or any of its employees/officers/ staff/representatives/ personnel/agents.

### 5.16 Vendor's Liability

Notwithstanding anything contained in this RFP, the Vendor's aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) shall be at actuals and limited to five times the amount payable to bidder. The vendor's liability in case of claims against the Company resulting from willful misconduct of the Vendor, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual property rights or breach of confidentiality (excluding personal sensitive data), shall be limited to five times the amount payable to the bidder.

In no event shall either party be liable to the other for any indirect, incidental or consequential damage or liability, loss of profits or goodwill, revenue, and anticipated savings. Gross Negligence means serious disregard which involves an indifference to, and a blatant violation of a legal duty with respect to the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Willful Misconduct means where a party intentionally causes actual harm upon the other party and does not involve error or mistake in any form.

### 5.17 Intellectual Property Right

Each Party shall always retain the exclusive ownership to its Pre-existing Material. All Intellectual Property Rights in the Deliverables (excluding Pre-existing Material or third-party software/firmware, which shall be dealt with in accordance with the terms of any license agreement relating to that software) shall be owned by Company. In the event that any of the Deliverables or work products do not qualify as works made for hire, Bidder hereby assigns to Company all rights, title and interest in and to the Deliverables or work product and all Intellectual Property Rights therein.

Notwithstanding the above, any intellectual property developed by a Party that is a derivative work of any pre-existing materials will be treated the same as pre-existing material and the developer of the derivative work will assign all right and title in and to the derivative work to the owner of the pre-existing material.

Residuals. The term "Residuals" shall mean information and knowledge in intangible form, which is retained in the memory of personnel who have had access to such information or knowledge while providing Services, including concepts, know-how, and techniques. There is no restriction on the use of residual knowledge by personnel upon completion of their assignment with the Company.

Other than as agreed herein, nothing herein shall cause or imply any sale, license (except as expressly provided herein), or transfer of proprietary rights of or in any software, hardware, or products (including third party) from one party to the other party with respect to work product, Deliverables or Services agreed under this RFP.

### 5.18 Subcontracting

The bidder shall subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the bidder under the contract with the prior written consent of the Company. However, the bidder must note that the subcontracted personnel shall have the same qualification / skill set as asked for bidder's team deployment in the RFP / subsequent corrigendum document – these will be confirmed through the documentary evidence submitted by the bidder to the Company. Compliance to SLA will be the bidder's responsibility.

### 5.19 Dispute Resolution

If a dispute, controversy or claim arises out of or relates to the contract, or breach, termination or invalidity thereof, and if such dispute, controversy or claim cannot be settled and resolved by the Parties through discussion and negotiation, then the Parties shall refer such dispute to arbitration. Both Parties may agree upon a single arbitrator, or each Party shall appoint one arbitrator and the two appointed arbitrators shall thereupon appoint a third arbitrator. The arbitration shall be conducted in English and a written order shall be prepared. The venue of the arbitration shall be Mumbai. The arbitration shall be held in accordance with the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding upon the Parties, provided that each Party shall always be entitled to obtain equitable, injunctive or similar relief from any court having jurisdiction in order to protect its intellectual property and confidential information.

### 5.20 Ownership of Deliverables

All the deliverables as per scope of this RFP will become the property of Company, provided, however, there will be no transfer of ownership of the bidder's intellectual property rights contained in such deliverable. However, any custom integration scripts, AV configurations, or custom UI layouts developed specifically for the Company by the bidder during the tenure of the contract will be the intellectual property of the Company.

### 5.21 Exit Management

#### Purpose

- Transfer of Assets
- Cooperation and Provision of Information

The existing vendor will promptly at the commencement of the exit management period supply to the Company or its nominated vendors the following:

- Information relating to the system configuration records, architectural diagrams, network layouts and system configuration schedules.
- Documentation relating to Intellectual Property Rights
- All other data relevant to the solution and confidential information

Before the expiry of the exit management period, the current vendor shall deliver to the Company or its nominated vendor all new or up-dated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the current vendor shall be permitted to retain one copy of such materials for archival purposes only.

Before the expiry of the exit management period, unless otherwise provided under the contract, The Company or its nominated vendor shall deliver to the existing vendor all forms of vendor confidential information.

#### Transfer of certain Agreements

On request by the Company or its nominated vendor, the current vendor shall effect such assignments, transfers, innovations, licenses and sub-licenses in favor of the Company or its nominated vendor, in relation to any equipment lease, maintenance or service provision agreement between existing vendor and nominated vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.

The Company and its appointed nominees shall have full administrative access to the systems, endpoints, and control interfaces installed at the Company's premises.

#### 5.22 Contract Period

The contract period shall commence from the date of acceptance of the Purchase Order (PO) and shall remain valid for a period of three (3) years. The three-year period shall include comprehensive on-site warranty and support for the AV & Video Conferencing solution from the date of successful installation and commissioning, on mutually agreed terms and conditions.

Upon completion of the initial three (3) year warranty period, PSB Alliance shall have the option to extend the support and maintenance services for additional period(s) under a Comprehensive Annual Maintenance Contract (CAMC) on mutually agreed terms, conditions, and commercial rates. The bidder shall ensure availability of spares, technical support, and software updates during the extended period.

#### 5.23 Erasures of Alteration

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed/ authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of bid not substantially/conclusively responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

#### 5.24 Right to Accept any bid and to Reject any or all bids/ Cancellation of Tender Process

The Company reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof even after the issuance of a letter of Intent. Any decision of the Company in this regard shall be final, conclusive and binding upon the bidders. The Company reserves the right to accept or reject any Bid in part or in full, and to annul the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Company's action. During any stage of evaluation process, if it is found that the bidder does not meet the qualification criteria or has submitted false /incorrect information the bid will be summarily rejected by the Company, and no further correspondence will be entertained in this regard. The company further reserves the right to amend, rescind, reissue or cancel this RFP and all amendments will be advised to the Bidder, and such amendments will be binding upon them. The Company also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever. Further please note that the Company would be under no obligation to acquire any or all the items proposed. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Company and the bidder.

#### 5.25 Softcopy of Tender Document

The soft copy of the tender document will be made available on the Company's website <https://www.psballiance.com/tenders-and-notice.html>. However, the Company shall not be held responsible in any way, for any errors / omissions /mistakes in the downloaded copy.

#### 5.26 Awarding of Purchase Order

Following techno-commercial evaluation, Purchase Order may be awarded to the bidder whose bid meets the requirements of this RFP and provides the best value to the Company from both a technical and commercial point of view.

The Company reserves the right to award the Purchase order in whole or in part. The acceptance of the bid will be communicated by way of placing a purchase order in writing at the address supplied by the bidder in the bid document. Any change of address of the bidder should therefore be notified promptly to the Managing Director & CEO at the address given in this RFP. The terms and conditions of purchase order and RFP shall constitute a binding contract.

#### 5.27 Compliance with Statutory and Regulatory Provisions

It shall be the sole responsibility of the Bidder as an entity registered in India to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP. All suggested changes due to changes in Changes in Govt. Rule, Changes by Regulators shall be made without extra cost to the Company. All subsequent changes can be on a mutually agreed change request basis.

#### 5.28 Legal Compliance

The successful bidder hereto agrees that it shall comply with all applicable union, state and local laws and regulations in performing its obligations here under, including the procurement of licenses,

permits and certificates and payment of taxes where required. If at any time during the term of the agreement, the Company is informed or information comes to the Company's attention that the Successful bidder is or may be in violation of any law or regulation (or if it is so decreed or adjudged by any court, tribunal or other authority), the Company shall be entitled to terminate the agreement with immediate effect.

The Successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labor Legislation.

The Successful bidder shall ensure payment of minimum wages to people engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the successful bidder.

### 5.29 Conflict of Interest

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

### 5.30 Publicity

Any publicity by the vendor in which the name of the Company is to be used will be done only with the explicit written permission of the Company.

### 5.31 Earnest Money Deposit

The Bidder(s) must submit a non-interest-bearing Earnest Money Deposit in the form of Bank Guarantee favoring "PSB Alliance Private Limited" from a scheduled commercial bank in India (as per the format provided in **Annexure-8** valid for a period of 6 months for an amount mentioned hereunder:

EMD Amount
INR. 10,000.00 (Rupees Ten thousand Only)

- i Non-submission of Earnest Money Deposit in the format prescribed in RFP will lead to outright rejection of the Offer. The EMD of Unsuccessful Bidders will be returned to them within 3 weeks on completion of the onboarding of the Bidder. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee (as per the format provided)

The EMD shall be in the form of Bank Guarantee (as per Annexure-8). OR NEFT as per the detailed below:

- Payee Name: PSB Alliance Private Limited,
  - A/c No.: 41204656705
  - IFSC Code: SBIN0001821
  - Account Type: Current A/C
- ii It should be issued by a Scheduled Commercial Bank in India, drawn in favor of "PSB Alliance Private Limited".
  - iii The EMD may be invoked under the following circumstances:

- a. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of Commercial Bid Opening).
  - b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
  - c. The Bidder violates any of the provisions of the terms and conditions of this tender specification.
  - d. In case of the successful Bidder, if the Bidder fails:
    - To sign the contract in the form and manner to the satisfaction of Banks/Company.
    - To furnish Security Deposit in the form and manner to the satisfaction of the Banks/Company within the stipulated time.
    - If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Company, in future, as per sole discretion of the Company.
    - It should be issued by a Scheduled Commercial Bank in India, drawn in favor of “PSB Alliance Private Limited”.
    - The EMD may be invoked under the following circumstances:
- iv If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Company, in future, as per sole discretion of the Company.
- v As per recommendations of GOI, the Company has decided to waive off Tender Fee & EMD for MSME entrepreneurs. Exemption from submission of Tender Fees & Earnest Money Deposit (EMD) shall be given to Bidders who are Micro, Small & Medium Enterprises (MSMEs) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum/ Udyam Registration (as applicable) or any other body specified by Ministry of MSME. Bids received without EMD from Bidders not having valid NSIC registered documents for exemption will not be considered. To qualify for Tender Fees & EMD exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD exemption. Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD. MSME Bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Company, they will be suspended for a period of three (03) years from being eligible to submit bids for contracts with the Company.

### 5.32 Confidentiality

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document is provided to the Recipient based on the undertaking of confidentiality given by the Recipient to Company. The company may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated with or affiliated in any way with Company or suppliers without the prior written consent of Company.

This tender document contains information proprietary to the Company. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees involved in preparing

the requested responses. The information contained in the tender document may not be reproduced as a whole or in part without the express permission of the Company. Disclosure of any such sensitive information to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said bidder.

Responses received become the property of the Company and cannot be returned. Responses will not be used and shared with third party for any means. Information provided by each bidder will be held in confidence and will be used for the sole purpose of evaluating a potential business relationship with the bidder.

“Confidential Information” means all information that is or has been received by the “Receiving Party” from the “Disclosing Party” and that:

1. The Party receiving Confidential Information (“Receiving Party”) hereby undertakes to Party disclosing Confidential Information (“Disclosing Party”) as under:
  - a. to maintain the confidentiality of the Confidential Information.
  - b. to use Confidential Information only for the purpose of carrying out its obligations under this RFP;
  - c. not to disclose the Confidential Information to any person or make use of or take advantage of the Confidential Information for any purpose other than as specifically permitted by this RFP;
  - d. to take all steps necessary to ensure that the Confidential Information is kept confidential and to maintain proper and secure custody of all Confidential Information.
  - e. not to copy the Confidential Information or permit the copying of the Confidential Information in any form other than as permitted by this RFP;
  - f. upon request, to return the Confidential Information to the Disclosing Party’s, together with any copies of the Confidential Information, and not to make use of the Confidential Information in any manner to obtain any benefit, right or privilege for itself or for any other person that would not have been available but for it having access to the Confidential Information.
2. The Receiving Party may disclose Confidential Information to any of its officers, employee, agent, assignee, sub-contractor who has a specific need for access to the Confidential Information, but only to the extent that such disclosure is necessary in order to provide Services under this RFP and that such person is bound by obligations of confidentiality.
3. In the event Receiving Party shall disclose the information as stated in clause above, Receiving Party shall:
  - a. keep a record of all copies provided and make that record available to the Disclosing Party’s on request.
  - b. Take all precautions to ensure that the copies are protected from unauthorized access or damage.
  - c. ensure that the copies are returned to the Receiving Party or, in the case of copies stored or reproduced other than in a physical form, expunged, if (i) request is made by the Disclosing Party or (ii) upon completion of the tasks for which the Confidential Information was provided.
4. The obligations of confidentiality under this RFP shall not extend to information that:
  - a. is public knowledge, other than as a result of a breach of this RFP.
  - b. is already known to the Receiving Party at the time of disclosure.
  - c. is obtained by the Receiving Party from a third party who has a lawful right to disclose it.

- d. Receiving Party is required to disclose by law, regulation, rule, act or order of any governmental authority or agency, provided that notice is promptly delivered to the Disclosing Party in order to provide an opportunity to seek a protective order or other similar order with respect to such Confidential Information. If the Disclosing Party seeks a protective order or other remedy, the Receiving Party shall promptly co-operate with and reasonably assist the Disclosing Party in such efforts. If the Disclosing Party fails to obtain a protective order or waives compliance with the relevant portions of this RFP, the Receiving Party in consultation with the Disclosing Party, discloses to the requesting entity only the minimum Confidential Information required to be disclosed to comply with the request.
  - e. has been, is being, or later is independently developed by Disclosing Party without use of or resort to the Confidential Information.
5. Return of Confidential Information: On the termination or expiry of the Agreement, whichever is earlier or at the Disclosing Party's request during the tenure of the Agreement, all Confidential Information and material supplied by the Disclosing Party granted hereunder shall be destroyed or returned to the Disclosing Party and Receiving Party shall hand over to the Disclosing Party, a letter confirming the destruction of the Confidential Information.
6. The confidentiality obligations under this RFP shall be valid for a period of 3 years from the date of disclosure of the Confidential Information.

### 5.33 Termination

1. The Company shall be entitled to terminate the agreement at any time by giving at least 30 days-notice if:
  - a. The bidder breaches its obligations under the tender document or the subsequent agreement and if the material breach is not cured within 30 days of the date of notice.
  - b. The bidder:
    - i. has a winding up order made against it; or
    - ii. has a receiver appointed over all or substantial assets; or
    - iii. is or becomes unable to pay its debts as they become due; or
    - iv. enters any arrangement or composition with or for the benefit of its creditors; or
    - v. passes a resolution for its voluntary winding up or payment dissolution or if it is dissolved.
2. The bidder shall have the right to terminate only in the event of winding up of the Company. The Company reserves the right to terminate the order/ contract of the selected bidder (after providing a cure period of 30 days and thereafter providing a 90-days notice period) and recover expenditure incurred by the Company under the following circumstances:
  1. The selected bidder commits a material breach of any of the terms and conditions of the contract.
  2. The bidder goes into liquidation voluntarily or otherwise.
  3. An attachment is levied or continues to be levied for 7 days upon effects of the bid.
  4. Termination if progress regarding the execution of contract by the bidder is not as per SLA, Timelines, scope of the RFP or if any material breach of contract.
  5. Deduction on account of liquidated damages exceeds 10% of the total contract price. After the award of the contract, if the selected bidder does not sign the contract as per the terms, conditions and timelines as mentioned in RFP or delays execution of the contract, the Company may terminate the contract and may award the same to another bidder. In the event of any termination such a bidder will not be allowed to participate in any further

engagements of the Company. In the event of termination, the Company reserves the right to get the balance contract executed by another party of its choice.

6. The Company shall also be entitled to terminate the agreement at any time by giving at least 30 days' notice if:
  - a. The bidder
    - (i) has a winding up order made against it; or
    - (ii) has a receiver appointed over all or substantial assets; or
    - (iii) is or becomes unable to pay its debts as they become due; or
    - (iv) enters any arrangement or composition with or for the benefit of its creditors; or
    - (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved.
7. The bidder shall have the right to terminate only in the event of winding up of the Company.
8. This clause is applicable if for any reason the contract or a part of the Contract is cancelled. The Company reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract. In case of any termination of the contract, the Bidder shall be paid for all the services/ products provided by the Bidder until the date of termination after deducting any penalties, Liquidated damages and/or invoking PBG as the case may be. In the event of termination by the Company, the Bidder shall be paid for the following services till the date of termination:
  1. Goods delivered
  2. Services rendered
  3. Unpaid AMCs and ATS

#### Effect of Termination

1. Reverse transition mechanism would be activated in the event of cancellation of the Agreement or exit by the parties or 6 months prior to expiry of the Agreement. Bidder should perform a reverse transition mechanism to the Company or its selected vendor. The reverse transition mechanism would be over a period of 6 months post the completion of the 90-day notice period to facilitate an orderly transfer of services to the Company or to an alternative 3rd party / vendor nominated by the Company. When the Company elects to transfer responsibility for service delivery to a number of vendors the Company will nominate Bidder who will be responsible for all dealings with Bidder regarding the delivery of the reverse transition services.
2. The reverse transition services to be provided by Bidder shall include the following:
  - Bidder shall provide adequate documentation thereof.
  - The bidder shall jointly manage the services with the Company or designated team for a reasonable period
3. Knowledge transfer: Bidder shall provide necessary information, documentation to the Company or its designee, for the effective management and maintenance of the Deliverables under this RFP. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and system configurations/settings required to support the Services. Such documentation will be subject to the limitations imposed by Bidder's Intellectual Property Rights of this RFP.
4. Warranties: All the warranties held by or in the name of the Bidder shall be assigned or transferred as-is, in the name of the Company. The bidder shall execute any and all such documents as may be necessary in this regard.
5. The parties shall return confidential information and will sign off and acknowledge the return of such confidential information.

6. Bidder shall provide all other services as may be agreed by the parties in connection with the reverse transition services. However, in case any other services, in addition to the above are needed, the same shall be scoped and priced.
7. Bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and Bidder agrees to provide all assistance and services required for fully and effectively transitioning the services provided by Bidder under the scope, upon termination or expiration thereof, for any reason whatsoever.
8. During which Bidder would transfer all knowledge, knowhow and other things necessary for the Company or new vendor to take over and continue to manage the services. Bidder agrees that the reverse transition mechanism and support during reverse transition will not be compromised or affected for reasons whatsoever be for cancellation or exist of the parties.
9. The Company shall have the sole and absolute discretion to decide whether the proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
10. The Company and Bidder shall together prepare the Reverse Transition Plan. However, the Company shall have the sole decision to ascertain whether such Plan has been complied with.
11. Bidder agrees that in the event of cancellation or exit or expiry of the Agreement it would extend all necessary support to the Company, or its selected vendors as would be required in the event of the AV/VC support and maintenance to another firm.
12. Provisions of this RFP which will survive any such termination or expiration shall include Confidentiality, Warranty, Intellectual Property Rights, Indemnity, and Limitation of Liability.

#### 5.34 Jurisdiction

The jurisdiction of the courts shall be only in Mumbai.

#### 5.35 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

#### 5.36 Risk & Title

The risk, title and ownership of the goods /services supplied under this contract shall be transferred on to the Company on delivery of goods at the site.

## General Instructions

### 6.1 Registration of RFP Process

Registration of RFP response will be affected by the Company by making an entry in a separate register kept for the purpose upon Company receiving the RFP response in the above manner. The registration must contain all documents, information, and details required by this RFP. The submission should be in the format outlined in this RFP and should be submitted only through hand delivery. If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through Fax mode, the RFP is liable to be summarily rejected. All submissions, including any accompanying documents, will become the property of the Company. The Recipient shall be deemed to have licensed, and granted all rights to the Company to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.

RFP responses will remain valid and open for evaluation for a period of at least six (6) months from the RFP closing date.

### 6.2 Request for Additional Information

Recipients/ Bidders are required to direct all communications for any clarification related to this RFP, to the designated Company officials and must communicate the same in writing 7 days prior to the pre-bid meeting scheduled date. All queries relating to the RFP, technical or otherwise, must be in writing only. The Company will try to reply, without any obligation in respect thereof, to every reasonable query raised by the Recipients in the manner specified.

However, the Company will not answer any communication reaching the Company later than the timeline mentioned in Key Information.

The Company may in its absolute discretion seek, but under no obligation to seek additional information or material from any Bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response. Bidders should invariably provide details of their email addresses as responses to queries will be provided to all Bidders via email.

The Company may in its sole and absolute discretion engage in discussion with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to clarify any response.

### 6.3 Pre-Bid Meeting

1. The Company plans to hold a pre-bid meeting on the timeline mentioned in Key Information through VC specified in Bid details under introduction note to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered.
2. Shortlisted Bidders will be allowed to participate in the Pre-Bid meeting. Also, Company will allow a maximum of 2 representatives from each Bidder (including OEM partners) to participate in the pre-bid meeting.
3. Bidders are requested to send their queries relating to RFP to our office by e-mail, well in advance so that the same could be discussed during the Pre-Bid meeting with interested Bidders.
4. Non-attendance at the Pre-bid Meeting will not be a cause for the disqualification of a Bidder. The Company will have the liberty to invite its technical consultant or any outside agency,

wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.

#### 6.4 Disqualification

Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. will result in a disqualification.

#### 6.5 Language of Bid

The language of the bid response and any communication with the Company must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

#### 6.6 Period of Validity of Bids

Bids should remain valid for the period of at least six (6) months from the last date for submission of bid prescribed by the Company. A bid valid for a shorter period shall be rejected by the Company as non-responsive. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission.

#### 6.7 Errors and Omissions

Each Recipient should notify the Company of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgment of Response to RFP.

#### 6.8 Amendment of Bidding Documents

Any time prior to the last date for bid-submission, the Company may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on Company's website. No individual communication would be made in this respect.

#### 6.9 Authorization to Bid

The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.

1. All pages of the bid shall be initiated by the person or person signing the bid
2. Bid form shall be signed in full & official seal affixed.
3. Any inter-lineation, erasure or overwriting shall be valid only if they are initiated by the person or person signing the Bid.
4. All such initials shall be supported by a rubber stamp impression of the Bidder's firm.

The proposal must be accompanied by an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel. In case the principal Bidder authorizes his business partners/ authorize distributors to bid on his behalf, a separate authorization letter with a commitment to fulfil the terms of the RFP should be submitted. Necessary resolutions/authority available should be enclosed.

### 6.10 Recipient Obligation to Inform Itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

### 6.11 Cost Borne by the Respondent

All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Company, will be borne entirely and exclusively by the Recipient / Respondent. Stamp duty that may be incurred towards entering into agreement with the successful bidder for awarding the contract will be borne entirely by the successful bidder.

### 6.12 No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and the Company until the execution of a contractual agreement to the full satisfaction of the Company.

### 6.13 Bid System

- The Bid Proposal being submitted would be binding on the Bidder. As such it is necessary that authorized personnel of the firm or organization must sign and stamp all pages of the Bid. The designated personnel should be authorized by a senior official of the Organization having such authority to do so. The Xerox copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents, on behalf of the Company shall be enclosed. The proposal must be accompanied by an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel.
- The bidder shall submit his response to the present tender in – “The Technical Bid”. In the first stage, only the Technical Bids shall be opened and evaluated as per the criteria determined by the Company. Those bidders satisfying the technical requirements as determined by the Company in its absolute discretion shall be short-listed for submitting and opening their commercial bid. The bidder is required to submit hard copy and soft copy (pen drive) of the **technical bid**.
- The Company reserves the right to accept or not to accept any bid or to reject a particular bid at its sole discretion without assigning any reason whatsoever.
- Bid documents shall be submitted in a single sealed envelope, and other required documents as mentioned in the tender. Bid document should be duly filed and all the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / Leaflets etc. should not be submitted in loose form. All the pages of the submitted Bid Documents should be serially numbered with the Bidder’s seal duly affixed with the Signature and Stamp of the Authorized Signatory on each page. Documentary proof, wherever required, in terms of the RFP shall be enclosed.

#### 6.14 Acceptance of Terms

A Recipient will, by responding to the Company's RFP document, be deemed to have accepted the terms as stated in this RFP document.

#### 6.15 Submission to Company

The RFP response documents should be submitted in paper copy - hard bound and should contain the following:

Envelope 1: Technical Bid:

**Technical Bid:** Envelope with superscriptions as "**Technical Bid**" should be included within the Envelope I.

This Envelope will contain:

- 1) Annexure A – Eligibility Criteria Compliance Form
- 2) Annexure B – Technical Compliance Form
- 3) And other relevant proof documents
- 4) All the annexure duly filled and signed by authorized signatory as mentioned in the RFP.

The Bidder should submit compliance/non-compliance to all the specifications with remarks and other requirements given in the Bid Document and Scope of Work.

The Technical Bid should be complete in all respects and contain all information asked for, except commercial prices. The Technical Bid should include all items asked for in the bid document. **The Bidders should note that the technical offer should not contain any price information.** The Technical Offer should be complete and indicate that all products and services asked for are quoted. In addition to submitting the hard copies, the Bid Formats dully filled, supporting documents, and bid documents should be submitted in pen drive in pdf format.

The proposal should be prepared in English in MS Word/Excel format.

The details required in the Annexure shall also be enclosed. The Company may reject any proposal not containing all the requirements called for in various Annexure.

The company may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and the decision to qualify the bidder shall be accordingly taken by the Company.

Paper copies of RFP response as mentioned above & one electronic copy (in standard readable format on pen drive) of Technical Bid must be submitted to Company at the following address.

**Name:** Senior Manager – IT & Procurement

**Address:** PSB Alliance Private Limited.

Unit 1, 3rd Floor, VIOS Commercial Tower, Near Wadala Truck Terminal, WadalaEast. Mumbai-400 037.

The sealed bid envelope as mentioned above should be delivered to Head IT, PSB Alliance Pvt. Ltd. at the address given above. A bidder not found eligible under Technical Bid will not be considered for techno-commercial evaluation. And bidders only qualified in Technical Bid will be called to submit commercial bid.

Any other mode of submission, e.g. by courier, fax, e-mail etc. will not be accepted

#### 6.16 Late Bids

Any bid received after the due date and time for receipts of bids as prescribed in the Key Information of the RFP will be rejected and returned unopened to the Bidder.

#### 6.17 Modification and Withdrawal of Bid

1. The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Company prior to the deadline prescribed for submission of bids.
2. The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions as mentioned in this RFP. A withdrawal notice may also be sent by fax/e-mail but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.
3. No bid can be modified after the deadline for submission of Bids
4. No bid can be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of the bid during this interval shall result in forfeiture of Bid security.
5. The modification of the bid mentioning the clause being modified will be considered as an integral part of the original bid and the relevant modifications shall be considered for the bid evaluation process.

#### 6.18 Bid Opening

1. The Company will open only the Technical Bids as per the schedule mentioned in this RFP. The Commercial Bid of only technically qualified bidders will be asked to submit on a later date after the technical evaluation. The Company will notify the date and time of Commercial Bid Submission and Opening to the technically qualified bidders.
2. Attendance of all the authorized representatives of the bidders who are present at Bid Opening will be taken in a register against name of the representative, name of the company/bidder and with full signature of the representative.
3. Each Bid will be numbered serially, signed and dated by the Officers of the Company except printed literature, brochure and reports.
4. The following details will be announced at the bid opening:
  - a. Bidder's name,
  - b. Bid Modifications or withdrawals, if any.
  - c. Technical Details (in case of technical bid opening),
  - d. Submission or non-submission of Bid Security (in case of technical bid opening) and such other details as the Company, at its discretion, may consider appropriate.
5. Alterations in the bids, if any, made by the bidders should be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening of the Bids. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorized by the executive who has signed the bid.
6. An "on the spot statement" giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared which will then be signed by all the bidders/representatives and Company officers present at the time of opening of bids.



7. Bids (and modifications sent pursuant to Clause – 6.17 of Section 6) that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.
8. Commercial Bids of those bidders who fail to technically qualify will be returned unopened to the concerned bidders.

The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.



## 7 Evaluation Process

### 7.1 Objective of the Evaluation Process

The objective of the evaluation process is to assess the bids and select a technically suitable, reliable, and best-fit Audio-Visual (AV) and Video Conferencing (VC) solution at a competitive price.

The evaluation shall be undertaken by an Internal Committee constituted by the Company. The Company may, at its discretion, consider recommendations from external experts or consultants during the evaluation process. The decision of the Committee shall be final and binding on all bidders.

The Company shall scrutinize the proposals to determine whether they are complete in all respects, whether any computational or technical errors exist, whether the required technical documentation has been furnished, whether the documents have been properly signed by authorized signatories, and whether items have been quoted in accordance with the prescribed format and schedule.

The Company may, at its discretion, waive any minor non-conformity or minor deficiency in a proposal. Such waiver shall be binding on all bidders, and the decision of the Company in this regard shall be final.

Each bidder acknowledges and accepts that the Company may, in its sole and absolute discretion, apply evaluation criteria it deems appropriate in the selection process, and such criteria may not be limited strictly to those set out in this RFP document. The issuance of this RFP is merely an invitation to submit a proposal and shall not be construed as an agreement, contract, or commitment by the Company. Submission of a proposal shall be deemed as unconditional acceptance of all terms and conditions stated in the RFP.

The Company may seek clarifications or additional information regarding technical or commercial bids submitted. Bidders shall provide such clarifications in writing within the specified timeline. Failure to submit the required information within the stipulated time may result in disqualification of the bid.

The Company reserves the right to:

- Call for technical presentations or product demonstrations of the proposed AV & Video Conferencing devices and solution architecture.
- Conduct product walkthroughs to evaluate device capabilities, integration approach, and user interface.
- Conduct reference checks or site visits at the bidder's existing client locations.

Based on the final technical evaluation scores, eligible bidders may be shortlisted for opening of the commercial bids.

Through this Request for Proposal, the Company aims to select a qualified AV & Video Conferencing solution provider who shall undertake the design, supply, installation, integration, commissioning, and support of the proposed Boardroom AV & VC solution as per the defined scope of work.

The selected bidder shall be entrusted with end-to-end responsibility for successful execution of the project under this RFP and shall commit to delivering the solution in accordance with the defined technical specifications, project timelines, warranty obligations, and agreed service performance standards throughout the contract period.

### 7.2 Normalization of Bids

The Company will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground.

After the normalization process, if the Company feels that any of the bids needs to be normalized and that such normalization has a bearing on the commercial bid; the Company may at its discretion ask all the technically shortlisted Bidders to resubmit the technical and commercial bids once again for scrutiny. The Company can repeat this normalization process at every stage of technical submission or till the Company is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically shortlisted Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Company during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

### 7.3 Preliminary Examination of Offers

1. The Company will examine the Bids to determine whether they are complete, the required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
2. The Company may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
3. Prior to technical evaluation, the Company will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those , Bank Guarantee, Evaluation Criteria, will be deemed to be a material deviation.
4. The Company's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
5. If a Bid is not responsive, it will be rejected by the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

### 7.4 Technical Evaluation Process

The Technical Proposals of only those bidders who have qualified in the Eligibility Criteria will be evaluated. All technical bids will be evaluated, and a technical score will be arrived at.

The company may seek clarifications from any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and the decision to qualify the bidder shall be accordingly taken by the Company.

### 7.5 Clarification of Bids

To assist in the scrutiny, evaluation and comparison of offers/bids, The Company may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of the Company in this regard shall be final, conclusive and binding on the bidder.

The bidder shall notify the Company in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. The Company reserves the right to accept such an arrangement or reject the proposal outright. Proof of such contracts should be submitted to the Company

## 7.6 Technical Bid Evaluation Criteria

The technical bid evaluation will be done with a total score of 100. The proposal evaluation will be based on the evaluation matrix consisting of the following parameters.

#	Agenda	Marks	Time Limit	Scoring Criteria
1.	Understanding of this RFP and scope of work	20	10 Mins	Clarity of understanding of Boardroom requirements, proposed architecture, integration with existing TVs, and overall solution design.
2.	Relevant Experience in Similar AV/VC Projects	25	10 Mins	Experience in execution of similar Boardroom AV & Video Conferencing projects in Government/PSU/Private organizations (minimum 3–5 years preferred).
3.	Technical Compliance & Product Specifications.	25	10 Mins	Compliance with required technical specifications (camera, microphone, DSP, control system, interoperability, warranty, etc.). Higher marks for fully compliant and enterprise-grade solutions
4.	Project Implementation & Support Capability	20	10 Mins	Project execution plan, installation methodology, resource availability, after-sales support structure, and 3-year warranty support capability.
5.	Presentation / Q&A	10	5 Mins	Clarity, technical competence, and ability to address queries during presentation.
	<b>Total</b>	<b>100</b>	<b>45 Mins</b>	

Bidders scoring at least the minimum score mentioned in the table above and an overall score of 85 marks or more will be declared technically qualified.

The bidders scoring less than 85 marks (cut-off score) out of 100 marks in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage. Bidders should score minimum as mentioned in the above table.

In case none of the participating bidders qualify on technical criteria by reaching or exceeding the cut-off score of 85%, then the Company, at its sole discretion, may relax the cut-off score to a lower value, which, in any case, shall not fall below 75%. In case at least two participants have not scored 75%, then the Company reserves the right to cancel and go for retendering process. However, this would be at the sole discretion of the Company.

Company reserves the right to conduct a reference site visit/ video conference/ voice call with the Client to substantiate the credentials/ copy of PO/ Contract copy/ sign-off submitted by Bidder and/ or OEM. In case the input/ feedback received from the Customer is negative/ unsatisfactory, Company reserves the right to reject the Bid.

If only one bidder qualifies, Company at its discretion may select bidders with the top two technical scores for final evaluation and commercial bid opening. The company will only open the indicative commercial bids of bidders who are technically qualified. The company at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the Company's opinion, proposed solution sizing, Bill of Materials (BoM), and resource deployment are not appropriately sized to meet the AV/VC scope and project timelines as stipulated by the Company. The evaluation of technical proposals, among other things, will be based on the following:

#	Technical Evaluation	Evaluation Methodology
1	Technical Presentation	All eligible bidders will be required to make presentations. The Company will schedule presentations, and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the Company may result in rejection of the proposal.

The detailed agenda for the technical presentation will be shared at a later date with the eligible bidders.

### 7.7 Commercial Evaluation Process

The only those bidders who are selected in technical bid shall be called for commercial bid opening. The company will notify the date and time of Commercial bid opening to the technically qualified bidders.

The final selection of the successful Bidder shall be based on a Techno-Commercial Evaluation, with the following weightages:

- **Technical Evaluation:** 70%
- **Commercial Evaluation:** 30%

The combined score shall be calculated using the following formula:

$$S = \left( \frac{T}{T_{High}} \times 70 \right) + \left( \frac{C_{Low}}{C} \times 30 \right)$$

Where:

- **S** = Final Score of the Bidder
- **T** = Technical Score obtained by the Bidder
- **T<sub>high</sub>** = Highest Technical Score obtained among all Bidders
- **C** = Commercial Quote submitted by the Bidder
- **C<sub>Low</sub>** = Lowest Commercial Quote among all technically qualified Bidders

The Bidder securing the highest combined Techno-Commercial Score (S) shall be declared the Successful Bidder.

During the evaluation process, the Company may, at its discretion, seek written clarifications from any Bidder regarding the contents of their bid.

However, such clarifications shall not permit any change in the quoted price or material modification of the bid submitted.

Commercial Bids must be clear, unconditional, and complete in all respects, and must be submitted strictly in the prescribed format provided in the RFP.

The quoted price shall include all professional fees, manpower costs, travel, documentation,

reporting, and other expenses required for conducting the Cost Audit assignment, but shall be exclusive of applicable GST.

Any conditional, incomplete, or ambiguous Commercial Bid shall be liable for rejection.

The Company reserves the right to negotiate the price and/or terms with the Bidder obtaining the highest Techno-Commercial Score prior to final award, in accordance with applicable procurement guidelines.

The decision of the Company regarding the Commercial Evaluation and final selection of the Bidder shall be final and binding on all participating Bidders

### 7.8 Key Guidelines

1. Bidder's proposal should strictly conform to the specifications.
2. Proposals not conforming to the specifications will be rejected subject to the Company's discretion. Any incomplete or ambiguous terms/conditions/quotes may result in disqualification of the offer at Company's discretion. The Bidder has to offer specific remarks for technical requirements and clearly confirm compliance. Any comments on technical requirements should be clearly informed in Remarks column.
3. Comments on other terms prescribed by the Company are to be provided in a separate section in Technical Bid. The Company is not bound to evaluate the deviations mentioned at any other section of the bid.
4. For supplementary information, a separate sheet should be used.
5. All pages should be numbered (like 1/xxx, 2/xxx where xxx is last page number of Bid document) and signed under the company seal.
6. Technical Bid documents are to be properly hardbound.
7. PSB Alliance reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any vendor in the final shortlist.

### 7.9 Nature of Bid

Bids will be permitted only from a single entity.

### 7.10 Information Ownership

All information processed, stored, or transmitted by successful AV/VC endpoints and control systems belongs to the Company. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or the rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

Any information considered sensitive by the Company must be protected by the successful Bidder from unauthorized disclosure, modification or access. The Company's decision will be final.

Types of sensitive information that will be found on Company systems which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

The successful Bidder shall not publish or disclose in any manner, without the Company's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Company locations. Bidder will 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 Company's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Company location.

### 7.11 Security, Configuration, Monitoring and Audit

The selected agency must ensure a robust security framework for the AV and VC infrastructure.

**Security Measures:** All VC endpoints, Codecs, and control systems must be secured with strong passwords and network encryption. Unauthorized access to the VC network and administrative interfaces must be strictly restricted.

**Configuration Standards:** All hardware and software used in the AV/VC setup must meet enterprise IT security standards. Firmware must be periodically reviewed and updated.

**Monitoring & Compliance:** Regular health monitoring of the VC infrastructure and periodic updates to patch system vulnerabilities.

By implementing these measures, the selected agency must ensure the confidentiality, integrity, and availability of all project-related digital assets while adhering to industry best practices and PSB Alliance's security policies.



## 8 Service Levels & Penalties

Company intends to select a Successful Bidder who shall have common vision to deliver high-quality services to the users.

### 8.1 Penalties

1. The delivery and installation shall be completed within the timeline specified in the Purchase Order (PO).
2. In the event of any delay in delivery and installation beyond the stipulated timeline, a penalty shall be levied at the rate of 0.5% of the total PO value per week of delay, subject to a maximum of 5% of the total PO value. For the purpose of penalty calculation, a delay of 3 days or more shall be considered as a full week.
3. The delay period shall be reckoned from the scheduled delivery date mentioned in the PO until the date of successful delivery and installation
4. If the bidder uses the name, logo, or brand of PSB Alliance Private Limited for any commercial or promotional purpose without prior written approval, the bidder shall be liable to pay penalties as deemed appropriate by the Company.

### 8.2 At-Risk Amount

Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 5% (five per cent) of the payable value to the bidder.

## 9 Annexure

### 9.1 Annexure A: Eligibility Criteria Compliance Form

#	Bidder's Eligibility Criteria	Documents Required	Compliance Yes/No
1	The bidder should be a Government Organization/ PSU/ or a Public Limited Company/ Private Limited Company/ LLP under companies act in India.	Certificate of Incorporation	
2	The Bidder should have an office presence in Mumbai.	Copy of document with office address in Mumbai.	
3	The Bidder should have been in existence for a minimum period of five years in India.	Certificate of Incorporation	
4	The Bidder should have a positive net worth in the last three (3) financial year (FY 2022-23, 2023-24, 2024-25).	1. Audited Financial statements for the respective financial years and/or 2. Published Balance Sheet and/or 3. CA Certificate	
5	The Bidder should not be blacklisted by any Government or PSU enterprise in India as on the date of the submission of bid.	Self-Declaration letter by Bidder authorized signatory.	
6	The Bidder should hold a valid GST Number & PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties.	1. Copy of GST certificate to be submitted. 2. Copy of PAN Card to be submitted.	
7	The Bidder should have similar experience in completing any 2 projects for involving the supply, installation, integration, and commissioning of Boardroom Audio-Visual (AV) and Video Conferencing (VC) solutions for any institution under the Central or State Government/PSU/Private Limited Company (LLP) during the last financial year and up to date of bid submission.	Copy of the Purchase Order or contract stating the Scope of Work.	

**9.2 Annexure B: Technical Compliance Form**

Copy of Credentials letter/experience letter/ Purchase Order stating the Scope of Work/ work completion letter/ any other relevant document fulfilling the criteria mentioned below.

Technical Compliance Criteria	Description
Solution Design & Architecture.	Detailed design and architecture of the proposed AV & Video Conferencing solution including integration with existing displays and boardroom setup.
Bidder Experience & Expertise	Experience of the bidder in implementing similar Boardroom AV & Video Conferencing projects in Government/PSU/Private organizations.
Product Compliance & Standards	Compliance of proposed VC devices and AV equipment with industry standards, interoperability with major cloud VC platforms, and enterprise-grade reliability.
Implementation & Support Capability	Capability to deliver installation, integration, training, and provide support with a minimum three (3) year comprehensive warranty.

**Supporting Documents Required:**

- OEM Authorization Letter from **Cisco / HP Poly / Huawei** (as applicable),
- Product brochures / technical datasheets of proposed devices,
- Work orders or completion certificates of similar AV & VC projects.

**9.3 Annexure 1: Technical Proposal Format**

RFP Reference No.: PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026

To,

Sr. Manager – IT & Procurement  
PSB Alliance Pvt. Ltd.  
VIOS Tower, Wadala East, Mumbai

#	Particulars	Response from the bidder
1	Name of the bidder	
2	Year of establishment and constitution Certified copy of “Partnership Deed” or “Certificate of Incorporation” should be submitted.	
3	Location of Registered office /Corporate office and address	
4	Mailing address of the bidder	
5	Names and designations of the persons authorized to make commitments to the Company	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	
8	Details of: Business Background and Company Profile (Description of business, AV/VC integration capabilities, service profile, and client profile) Alliances / OEM Partnerships / Authorizations (e.g., Cisco / HP Poly / Huawei or other relevant AV/VC technology partners)	
12	Details of Similar AV & Video Conferencing Projects executed during the last three years (Client Name, Project Scope, Project Value, Completion Timeline, and Client References with supporting documents)	
13	Details of Infrastructure and Support Capabilities required to execute and support the proposed AV & VC solution.	
14	Proposed Implementation Methodology / Approach for Design, Supply, Installation, Integration, Commissioning, and Support of the AV & VC Solution.	

**Declaration:**

1. We confirm that we will abide by all the terms and conditions contained in the RFP.
2. We hereby unconditionally accept that the Company can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.



3. All the details mentioned by us are true and correct and if the Company observes any misrepresentation of facts on any matter at any stage, the Company has the absolute right to reject the proposal and disqualify us from the selection process.
4. We confirm that this response, for the purpose of short-listing, is valid for a period of 180 days, from the date fixed for bid opening.
5. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Company will have the right to disqualify us in case of any such deviations.

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

Place:

(Name and address of the bidder)

(Company Seal)

9.4 Annexure 2: Compliance Certificate

RFP Reference No.: PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026

To,

Sr. Manager – IT & Procurement  
PSB Alliance Pvt. Ltd.  
VIOS Tower, Wadala East, Mumbai

Dear Sir,

Ref: - PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026

1. Having examined the RFP including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the services in conformance to the said RFP and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this RFP.
2. We confirm that this offer is valid for 180 days from the date fixed for opening of bids.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We agree that the Company is not bound to accept the lowest or any Bid that it may receive.
7. We and the proposed form Service Provider are not blacklisted at the time of submission of the bid by any regulator / statutory body/ any government department/ PSU/ PSE or banks in India.

Dated

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

Place:

(Name and address of the bidder)

(Company Seal)



**9.5 Annexure 3: Proposed Agency Profile**

RFP Reference No.: PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026

To,

Sr. Manager – IT & Procurement

PSB Alliance Pvt. Ltd.

VIOS Tower, Wadala East, Mumbai

#	Particulars	Bidder Response
1	Names and designations of the persons authorized to make commitments to the Company (including mobile number and email ID)	
2	Number of years of experience in providing Audio-Visual (AV) and Video Conferencing (VC) solutions, including supply, installation, and integration services	

#	Name of Client where the bidder executed similar AV / VC projects	Duration of association with the Client
1		
2		
3		
4		

We hereby confirm that the information provided by us is true and to the Best of our Knowledge.

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

Place:

(Name and address of the bidder)

(Company Seal)

9.6 Annexure 4: Confirmation of Terms & Conditions

RFP Reference No.: PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026

To,

Sr. Manager – IT & Procurement

PSB Alliance Pvt. Ltd.

VIOS Tower, Wadala East, Mumbai

Dear Sir,

Sub: Request for Proposal for \_\_\_\_\_

Further to our proposal dated \_\_\_\_\_, in response to the captioned RFP issued by PSB Alliance Pvt. Ltd. we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions/stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by PSB Alliance. PSB Alliance is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Company's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

Place:

(Name and address of the bidder)

(Company Seal)



9.7 Annexure 5: Tender Offer Cover Letter

RFP Reference No.: PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026

To,

Sr. Manager – IT & Procurement

PSB Alliance Pvt. Ltd.

VIOS Tower, Wadala East, Mumbai

Dear Sir,

Having examined the tender documents including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide \_\_\_\_\_ to PSB Alliance as mentioned in RFP document in conformity with the said tender documents, and in accordance with the Commercial bid and made part of this tender.

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

We agree to abide by this tender offer for 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Company any time before the expiration of that period.

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

We understand that the Company is not bound to accept the lowest or any offer the Company may receive. Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20

Signature: \_\_\_\_\_

In the Capacity of :- \_\_\_\_\_ duly authorized to sign the tender offer  
for and on behalf of \_\_\_\_\_

**9.8 Annexure 6: Submission Checklist**

RFP Reference No.: PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026

To,

Sr. Manager – IT & Procurement

PSB Alliance Pvt. Ltd.

VIOS Tower, Wadala East, Mumbai

The bidder must ensure that the following have been submitted as a part of the RFP submission process.

Failure to provide any of the documents detailed below could lead to the disqualification of the bidder from the bid.

**Formats**

The following Letters and Formats need to be submitted.

<b>Letter / Format</b>	<b>Submitted (Bidder)</b>
Annexure 1: Technical Proposal Format	
Annexure 2: Compliance Certificate	
Annexure 3: Proposed Agency Profile	
Annexure 4: Confirmation of Terms & Conditions	
Annexure 5: Tender Offer Cover Letter	
Annexure 6: Submission Checklist	

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date) Place:

(Name and address of the bidder)

(Company Seal)



9.9 Annexure 7: Pre-Bid Query Format

**Bidder’s request for Clarification - to be submitted before the last date mentioned in the RFP for submitting the pre-bid queries**

If, bidder, desiring to respond to RFP, requires any clarifications on the points mentioned in the RFP may communicate with PSB Alliance (Company) using the following format.

All questions received before the deadline specified in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, PSB Alliance may, at its discretion, answer all such queries in the Pre-bid meeting.

**Pre-Bid Query Format**

Query Reference #	RFP Section (Point number)	RFP Page Number	RFP Excerpt	Query Description/ Clarification sought

Name and signature of authorized person issuing this request for clarification

Signature/Date  
Official designation

1. In case of multiple queries, the contact details need not be repeated and only the details in the pre-bid query format (table provided above) are to be furnished for the subsequent queries.
2. The queries should be submitted in a spreadsheet using the same column headings specified in the table above, preferably in MS Excel file format.
3. Please indicate the preferred method and address for reply.

#### 9.10 Annexure 8: Format for Earnest Money Deposit (EMD) Bank Guarantee

This Bank Guarantee (hereinafter called “**Guarantee**”) is issued by <Name of Bank> (hereinafter “**Guarantor**”, which expression shall mean and include its successors) in favour of **PSB Alliance Private Limited** a company incorporated under the Companies Act, 2013 and having its registered office at Unit 1, 3rd Floor, VIOS Commercial Tower, Near Wadala Truck Terminal, Wadala East.Mumbai-400 037. (hereinafter referred to as “**Company**”) for and on behalf of [•] (hereinafter referred to as the “**Bidder**”).

#### WHEREAS:

1. The Company has issued a Request for Proposal (“**RFP**”) for as set out in the RFP reference no. RFP Ref. No. PSBA/RFP/IT/2025-26/913 Dated 23<sup>rd</sup> March 2026
2. As per the terms of the said RFP the Bidder needs to furnish a Bank Guarantee for a sum of Rs. [•]/- (Rupees [•] Only) as Earnest Money Deposit.
3. The Bidder, who are our constituents intends to submit their Bid for the said work hereby furnish guarantee in respect of the said sum of Rs. [•]/- (Rupees [•] only).

#### NOW THIS GUARANTEE WITNESSETH THAT:

1. We the Bank do hereby agree with and undertake to the Company, their successors, assigns that in the event of the Company coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the Company, pay without demur to the Company, a sum of Rs. [•]/- (Rupees [•] Only) that may be demanded by Company. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. [•]/- (Rupees [•] Only).
2. We the Bank also agree to undertake to and confirm that the sum not exceeding Rs. [•]/- (Rupees [•] Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Company on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the Company shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Company within 24 hours from the date of receipt of the notice as aforesaid. We confirm that our obligation to the Company under this guarantee shall be independent of the agreement or agreements or other understandings between the Company and the Bidder. This guarantee shall not be revoked by us without prior consent in the writing of the Company.
3. We the Bank hereby further agree that –
  - a) Any forbearance or commission on the part of the Company in enforcing the conditions of the said RFP or the binding contract as per the terms of the RFP or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the Company to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. [•]/- (Rupees [•] Only)
  - b) Our liability under these presents shall not exceed the sum of Rs. [•]/- (Rupees [•] Only).

- c) Our liability under this guarantee shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to 180 days from the date of commercial Bid Opening, provided that, if so desired by the Company, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided herein up to 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the Company alone is the conclusive proof, whichever date is later.
- f) Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the Company against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Notwithstanding anything contained hereinabove:

- a) Our liability under this Company Guarantee shall not exceed Rs. [●]/- (Rupees [●] only).
- b) This Company Guarantee shall be valid up to [●].
- c) We are liable to pay the guaranteed amount or any part thereof under this Company Guarantee only and only if you serve upon us a written claim or demand on or before [●].
- d) All claims under this bank guarantee will be made payable at <bank's local branch (in India)>
- e) This guarantee shall be returned to us immediately upon its expiry. However, we shall be discharged from all liability under this guarantee upon its expiry, whether or not this document has been returned to us.

Notwithstanding anything to the contrary contained hereinabove, any claim arising under this bank guarantee shall be lodged by you within a period of [●] months from the date of expiry of this bank guarantee.

This Guarantee shall be interpreted and be governed by laws of India. Any dispute arising out of or in relation to this Guarantee shall be settled by litigation exclusively in Mumbai courts.

This Guarantee is executed on \_\_\_day of \_\_\_\_\_by the duly authorized signatory of Guarantor.

Yours faithfully,  
For and on behalf of

\_\_\_\_\_

Authorized official