जम्मू एवं कश्मीर ग्रामीण बैंक

JAMMU AND KASHMIR GRAMEEN BANK

Scheduled Bank Owned by Government

Head Office: Near Fruit complex Narwal, Jammu-180006

REQUEST FOR PROPOSAL

(RFP)

for

Selection of Service Provider for Supply, Implementation & Maintenance of Fixed Asset Management Solution

in

JAMMU AND KASHMIR GRAMEEN BANK

Ref: JKGB/IT/2026-27/5969 dated : 03-11-2026

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1. DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided information to bidders, whether verbally or in documentary form by or on behalf of Jammu And Kashmir Grameen Bank (JKGB), or any of their employees, consultants or advisers, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by Jammu And Kashmir Grameen Bank to any other Party. The purpose of this RFP document is to provide interested parties with information to assist in formulation of their Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons or entities, and it is not possible for Jammu And Kashmir Grameen Bank, their employees, consultants or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain bidder may have a better knowledge of the proposed project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Jammu And Kashmir Grameen Bank, its representatives, their employees, consultants and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

Jammu And Kashmir Grameen Bank may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Some of the activities listed to be carried out by Jammu And Kashmir Grameen Bank as a part of the tendering process or the subsequent implementation are indicative only. Jammu And Kashmir Grameen Bank has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, in their best interests.

2. CONTROL SHEET TABLE

Tender Reference Number: JKGB/IT/ 2026-27/5969 dated 03-11-2026		
1	Date of uploading of RFP on bank's website and commencement of sale of Bidding Document	03-11-2026
2	Pre-bid Queries to be submitted on or before	11-11-2026
3	Last date, time & Venue for submission of Bid Documents	25-11-2026, Time: 5:00 PM IT Department, Head Office Jammu and Kashmir Grameen Bank, Jammu – J&K
4	Technical Bid & Commercial Bid Opening	Commercial Bid opening date will be intimated to the Bidder/s qualifying in Technical Bid in due course.
5	Place of opening of Bids	IT Department, Head Office Jammu and Kashmir Grameen Bank, Narwal Jammu – J&K
6	Address for communication/Submission of bids	IT Department Jammu and Kashmir Grameen Bank Head Office Narwal, Jammu Pincode: 180006 JKGB e-Mail: arsalan.mughal@jkgb.bank.in/ niharikagupta@jkb.bank.in Phone: 7006344672/8491871631
7	Cost of RFP document	Rs.5,000/-+ 18% GST(Non-refundable) should be submitted online only in favor of Jammu and Kashmir Grameen Bank before last date of bid submission in the following account: IFSC Code: JAKA0GRAMEN, Bank & Branch: Jammu and Kashmir Grameen Bank , Narwal , JAMMU, J & K, 180006 Account No. 2000530100000217 Account Name: - TENDER FEE
8	Earnest Money Deposit	Rs. 1 Lac should be submitted online before last date of bid submission or in the form of Bank Guarantee (BG) in favor of The General Manager - IT, Jammu and Kashmir Grameen Bank, Jammu payable at Jammu. BG should be valid up to 1 year from the

		last date of submission. Online NEFT Details IFSC Code : JAKA0GRAMEN Bank & Branch : Jammu and Kashmir Grameen Bank , Narwal , JAMMU, J&K-180006 Account No. 2000070690000001 Account Name:- EARNEST MONEY DEPOSIT

The bank reserves the right to amend the dates of 'Control Sheet Table' due to unforeseen circumstances. All such changes will be duly notified on the website of the bank.

3. PURPOSE

1. Jammu and Kashmir Grameen Bank, hereinafter called "JAMMU AND KASHMIR GRAMEEN BANK" or "Bank" issues this "Request for Proposal" hereinafter called "RFP".
2. Jammu And Kashmir Grameen Bank proposes to implement a Fixed Asset Management Solution for various Branches/Offices of the Bank.
3. This RFP is limited to Original Equipment Manufacturers (OEM) and Bidders/SI that are authorized by the OEM.
4. A bidder submitting the proposal in response to RFP for Implementation of the solution shall hereinafter be referred to as "Product Bidder / OEM / Bidder / System Integrator / SI" interchangeably.
5. This RFP document is neither an offer letter nor a legal contract, but an invitation for Request for Proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this RFP process unless and until a formal contract is signed and executed by duly authorized officers of Jammu And Kashmir Grameen Bank and the bidder.
6. Bank can modify any / all of the terms of this RFP giving due notification through the Bank's website and shall be entitled to entertain 'Request for Proposal' (RFP) only from the eligible bidders who will be selected based on the requirement and laid out norms as set out in this document.
7. Jammu And Kashmir Grameen Bank will not be liable for any costs incurred by the bidder.

4. Fixed Asset Management Solution

SCOPE OF WORK FOR FIXED ASSET MANAGEMENT SOFTWARE (FAMS)

This document sets out the scope of work, eligibility criteria, evaluation process, commercial bid format, payment terms and annexures for the selection of a vendor to supply, implement and maintain a Fixed Asset Management Solution deployed on-premise at the Bank's Data Centre (DC) and Disaster Recovery Site (DR).

a. End-to-End Lifecycle Tracking: The solution must manage the entire lifecycle of all assets, capturing details such as asset requisition, procurement, purchase order information, original purchase cost and cost after GST claim (Base + Half GST), purchase date, asset type, warranty, supplier name, make and model, unique asset ID, serial number, location (Department/Section/Branch/Office), dimensions, technical specifications, maintenance details, depreciated value, write-offs, sales and final disposal.

b. Automated Tag Generation: The software must automatically generate and assign unique Tag IDs for each asset based on the format finalized by the Bank.

c. Scalability and Capacity: The software must support an unlimited asset count and scale seamlessly to accommodate the Bank's growing needs, with unlimited users for Branches/Offices, including the opening of new branches or offices and future regulatory/Bank requirements.

d. Asset Dashboards: The solution must provide a comprehensive dashboard view of all assets, including their balances and asset types, filterable by age, current value, status and location hierarchically (Branch/Office-wise, Regional Office-wise and Head Office-wise).

e. Advanced Search and Grouping: The system must feature advanced search capabilities based on multiple criteria and support the grouping of assets by type, location, age, vendor, etc.

f. Automated Depreciation Engine: The software must be capable of calculating depreciation on a daily, monthly, year-end or custom-period basis using the Straight-Line Method (SLM). It must also display the depreciated value of an asset at any point in time using various accounting standard methods. The method of depreciation may change in future as per regulatory/Bank requirements, and such change shall be part of the scope of work.

g. Dual-Regulatory Compliance: The system must support simultaneous depreciation calculations as per both the Banking Books (accounting standards) and Income Tax Rules frameworks.

h. Asset Provisioning: The software must allow the addition of fixed assets for provisional purchases, apply depreciation on them, and provide an option to automatically reverse these provisions after the quarter ends.

i. Bulk Operations and File Generation: The software must support bulk additions, purchases, sales and subtractions of fixed assets through standard Excel templates. After upload, it must generate files, in the format provided by the Bank, for direct upload into the Finacle CBS.

j. General Ledger Reconciliation: The system must include standard automated balancing templates to cross-reference and reconcile software asset valuation balances with Finacle CBS General Ledger (GL) account heads.

k. Automated Discrepancy Reporting: Following an audit, the system must allow users to input audit findings and generate an adjustment file for seamless upload into the Finacle CBS and matching of balances.

l. Role-Based Access Control: All Branches and Offices must have view-only access for their respective inventories, while the Head Office will have 5-6 users authorized to add, subtract, edit or modify entries. Access must be strictly role-based (Read, Write, Read-Write, addition/deletion/updating/alteration).

m. Maker-Checker Workflow: The administration module must strictly restrict system usage by enforcing a Maker-Checker authorization workflow for all additions, subtractions and the application of depreciation.

n. Asset-Specific Administrators: The solution must support grouped administration, allowing distinct administrators for different asset categories (e.g. separate administrators for Computer Hardware and Plant and Machinery) or as required by the Bank from time to time.

o. Physical Verification Workflows: The software must facilitate the physical verification of fixed assets by Branches and Regional Offices. It must include a dedicated module for branches to submit a quarterly undertaking confirming that assigned assets have been physically checked and match the software records. Regional Offices must complete the same undertaking process for assets under their direct jurisdiction.

p. Fixed Asset Registers (FAR): Branches and Offices must be able to view and download their respective Fixed Asset Registers, which must include itemized descriptions of the assets (e.g. 5 PCs, 5 counters, 4 printers, 2 almirahs) alongside their corresponding costs, or as per the format required by the Bank from time to time.

q. Customizable Reporting and Analytics: The solution must provide a group of customizable reports and real-time dashboards offering insights into asset utilization, depreciation forecasts, etc., to support strategic decision-making.

r. Statutory Reports: The system must generate specialized summary reports of fixed assets in compliance with Banking Books and Income Tax frameworks, reports for period additions/subtractions, and any other reports in Bank-specified formats.

s. MIS Generation: Users must be able to generate various MIS reports based on asset type, location, book value, vendor and contract expiry date. The system must also support data import through standard Excel templates.

t. Legacy Inventory Migration: The vendor is strictly responsible for extracting, cleansing, restructuring and formatting the Bank's existing historical asset records from the Bank's existing application(s) and from distributed legacy Excel sheets. These records must be successfully imported into the new centralized FAMS database and perfectly matched with the existing Audited Fixed Asset schedules (reference legacy data is available at GAD, Head Office). The solution must also have a provision for migration of data from existing applications, and the migration utility and templates shall remain available to the Bank for future use.

u. Technical Training Delivery: The vendor must organize comprehensive 'Train-the-Trainer' workshops for core functional teams to ensure operational proficiency.

v. Warranty and AMC: The vendor must provide one year of comprehensive on-site/remote warranty coverage, followed by an Annual Maintenance Contract (AMC) for four further years, making a total contract period of five years.

w. Helpdesk Support: The bidder must provide helpdesk support operational from 9:00 AM to 6:00 PM via email and telephone on all working days of the Bank, with dedicated personnel.

x. Maintenance of Logs along with the User: All logs of additions/subtractions must be retrievable date-wise, and the entering and verifying users must be retrievable for the entire period.

y. Interfaces: The proposed system should be capable of seamless interface with the Bank's Email/SMS application for the purpose of receiving OTPs for authentication.

z. On-Premise Deployment: The solution shall be deployed entirely on the Bank's on-premise infrastructure at the DC and DR, accessible to Branches and Offices over the Bank's network, and no Bank data shall be hosted, stored or processed outside the Bank's premises.

aa. Audit Support: The bidder shall assist the Bank in getting the solution audited (including IS audit, VAPT and any statutory, regulatory, internal or external audit) and in the closure of all audit findings within the timelines specified by the Bank.

ab. Disaster Recovery: The bidder shall support disaster recovery drills of the solution from the DR at least once a year or any frequency as per Bank’s requirement.

5. ELIGIBILITY CRITERIA

Sl. No.	Eligibility Criteria	Documents to be submitted with Part A - Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
a)	The bidder should be legally compliant firm/company which is in existence and can be: a. A partnership firm/proprietorship firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.	Copy of Certificate of Partnership Firm/Proprietorship firm /LLP Registration with copy of Partnership Deed. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies along with copies of Memorandum & Articles of Association.	
b)	The Bidder shall be the Original Equipment/Software Manufacturer (OEM) or owner of the Solution, or an authorized dealer/distributor of the OEM.	If the Bidder is the OEM, an undertaking letter to that effect. If the Bidder is an authorized dealer/distributor, an authorization letter from the OEM to deal in/market the product in India, valid for a minimum period of 6 years from the date of submission of the bid.	
c)	The turnover of the Bidder should be a minimum of Rs. 3 Crores in each of the last three financial years (2025-26, 2024-25 and 2023-24).	Audited balance sheets for the last three financial years (2025-26, 2024-25 and 2023-24).	

Sl. No.	Eligibility Criteria	Documents to be submitted with Part A - Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
d)	The Bidder should have a positive net worth as on 31/03/2026.	A certificate from the Company's Chartered Accountant to this effect.	
e)	The proposed Solution of the proposed OEM/Bidder should have been implemented on-premise during the period from 01/04/2021 up to the date of submission of the bid, in at least one Scheduled Commercial Bank, RRB's, PSU, Government Department, Public Sector Enterprise and such implementation should be running successfully in live production as on the date of submission of the bid.	Order copy/reference letter from the customer.	
f)	The Bidder should have managed the proposed Solution during the period from 01/04/2021 up to the date of submission of the bid, for an organization with a minimum of 500 staff in any Scheduled Commercial Bank, RRB's, PSU or Government Department in India, and such implementation should be running successfully in live production as on the date of submission of the bid.	Details of contracts that are still valid, and work orders and reference letters of satisfactory performance from the clients in the format provided, with documentary proof.	

Sl. No.	Eligibility Criteria	Documents to be submitted with Part A - Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
g)	The OEM and the Bidder should each have been in the business of development/sale of corporate Fixed Asset Management Solutions in India since last three years.	Purchase order copy or reference letter from a customer for the same.	
h)	The Bidder / OEM should hold a valid ISO 9001 certificate.	Copy of the valid ISO 9001 certificate of the Bidder / OEM.	
i)	The Bidder should not be blacklisted/debarred by any Government entity, Bank or Financial Institution as on the date of submission of the bid.	Undertaking letter to this effect on the Bidder's letterhead.	

Exemption from Earnest Money Deposit: Eligible MSEs/Start-ups shall be exempt from EMD only where such exemption is permissible under the Bank's procurement policy and applicable Government procurement orders, and upon submission of valid documentary evidence establishing eligibility.

6. TENDER DOCUMENT AND FEE

A complete set of tender document can be downloaded from Bank's website www.jkgrameen.bank.in. A non- refundable fee of Rs.5,000/-+ 18% GST(Non-refundable) should be submitted online only in favor of Jammu and Kashmir Grameen Bank before last date of bid submission in the following account: IFSC Code : JAKA0GRAMEN Bank & Branch : Jammu and Kashmir Grameen Bank, Narwal, JAMMU, J & K, 180006 Account No. 2000530100000217 Account Name:- TENDER FEE.

7. EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit online before last date of bid submission or in the form of Bank Guarantee (BG) in favor of The General Manager-IT , Jammu And Kashmir Grameen Bank, Jammu payable at Jammu. BG should be valid up to 1 year from the last date of submission. Online NEFT Details IFSC Code : JAKA0GRAMEN Bank & Branch : Jammu And Kashmir Grameen Bank, Narwal , JAMMU, J & K, 180006 Account No. 2000070690000001 Account Name:- EARNEST MONEY DEPOSIT

Particulars of Job to be undertaken	EMD (INR)
Fixed Asset Management Solution	1 Lac

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the selection process. The EMD of successful Bidder will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

a. If the Bidder withdraws its bid during the period of bid validity (180 days from the last date of the submission of Bid).
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. In case of the successful Bidder, if the Bidder fails:
    a. To sign the contract in the form and manner to the satisfaction of the Bank.
    b. To furnish Performance Bank Guarantee in the form and manner to the satisfaction of the Bank.

8. PERFORMANCE GUARANTEE

The Bank will require the selected Bidder to provide a Performance Bank Guarantee as per format mentioned in Annexure-5, within 30 days from the date of acceptance of the Purchase Order or signing of the contract whichever is earlier, for a value equivalent to 10% of the Total Project Cost. The Performance Guarantee of the same amount should be valid for a period of the contract i.e 5 years. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and during the period of contract. In case the selected Bidder fails to submit performance guarantee within the time stipulated, The Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

9. SUBMISSION OF OFFER

Both Technical & commercial must be submitted at the same time, giving full particulars in TWO SEPARATE sealed envelopes at the Bank's address as per control sheet table.

Offers received after the specified last date and time will be rejected. All envelopes should be securely sealed and stamped.

All the separate sealed envelopes containing offers must be submitted to the Bank directly as under:

i. **Envelope-T:** Technical Offer
ii. **Envelope-C**: Commercial Offer

Each of the above set of offer must be labelled with the following information:

Type of Offer: (Technical or Commercial)

RFP Reference Number:

Due Date:

Name of the Bidder:

i. ENVELOPE- T (Technical Offer):

The Technical offer (T.O) should be complete in all respects and contain all information asked for, except prices. The Technical Offer should not contain any price information. The Technical offer should be complete to indicate that all products and services asked for are quoted and all terms adhered to.

EMD in the form of BG or NEFT details should be kept in Original Technical Offer being submitted to the Bank.

The EMD submitted by the unsuccessful Bidders will be returned soon after the completion of the process but not later than sixty (60) days after the completion of the bid process. The EMD of the successful Bidder will be returned after the submission of the Performance Bank Guarantee.

ii. ENVELOPE-C (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information and should not contradict the Technical Offer in any manner.

Technical and Commercial Offers must be submitted separately, in different envelopes. It may be noted that if any envelope is found to contain both technical and commercial offers, such offer will be rejected.

Sealed separate envelopes carrying Technical Bid (Envelope T) and Commercial Bid (Envelope C) should be put in a single sealed outer cover duly sealed and super scribed with the following information:

1. Name of the Bidder
2. Offer Reference: “Quotation for Fixed Asset Management Solution”

The Bid shall be typed in English and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids.

Any inter-lineation, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids. The Bank reserves the right to reject bids not conforming to above.

10. PERIOD OF VALIDITY OF BID

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by the Bank. The Bank holds the rights to reject a bid valid for a period shorter than 180 days without any correspondence. In exceptional circumstances, where the validity of the Bid period has to be increased, the request shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable and the bidder will not be permitted to modify its Bid. The Bid Security provided shall also be suitably extended. In any case the bid security of the Bidders will be returned after completion of the process.

11. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank has the right to re-issue tender/bid. The Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all Bidders. The Bank will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Bidder.

12. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS / CANCELLATION OF TENDER PROCESS

BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof even after issuance of letter of Intent. Any decision of Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel 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 Bank's action. During any stage of evaluation process, if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be summarily rejected by the Bank and no further correspondence would be entertained in this regard. Bank further reserves the right to amend, rescind, reissue or cancel this RFP. Further please note that the bank 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 Bank and the bidder.

13. PRELIMINARY SCRUTINY

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

14. EVALUATION OF BIDS

a. Bids of only those Bidders who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. The Bidders who do not meet the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.
b. The Bank may use the services of external consultants/Advisors for evaluation.
c. The Bank reserves the right to evaluate the bids on Technical Specifications including visit to a reference site of the bidder and witness presentation/demo of the system and verify functionalities, response times, point to point conformity of the scope/ functional requirements/technical specifications mentioned in the RFP.
d. Bidders who fulfill all qualifications mentioned in Eligibility Criteria of this RFP are eligible to participate in this tender process.
e. Bank will evaluate the Technical Specifications responses of the Bidder. Bank reserves the right for rejection of the bidder on non-compliance of any point/clause specified in this RFP.
f. Bank reserves the right to waive any of the Technical Specifications during Technical Evaluation if in the Bank's Opinion it is found to be minor/deviation or acceptable deviation.
g. During evaluation of the Bids, the Bank at its discretion may ask a bidder for clarification of its bid. 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.
h. Bidders may be called to give a Presentation/demo of their solutions with its capabilities at their own cost, which will be taken into account for Technical Evaluation of the Bidders.

15. EVALUATION PROCESS

The selection of the bidder shall be based on the Quality cum Cost Based Selection (QCBS) methodology, under which the aggregate score comprises the technical score (70% weightage) and the commercial score (30% weightage). The technical bid shall be evaluated out of 100 marks on the following criteria.

S. No.	Evaluation Criteria	Maximum Marks	Evaluation Guidelines	Documents to be submitted
1	Previous experience (implementations of the proposed Solution)	5	One mark for each implementation, up to a maximum of 5.	Purchase order with scope of work / certificate from the customer.
	Of which, implementations in Banks	4	One mark for each implementation in a bank (Scheduled Commercial Bank/RRB/Co-operative Bank), up to a maximum of 4. This is scored separately from the 5 marks above.	Purchase order with scope of work / certificate from the Bank.
2	Size of implementation	3	One mark for each implementation covering more than 500 staff, up to a maximum of 3.	Purchase order with scope of work / certificate from the Bank, and a letter on the company letterhead giving the details and scale of implementation.

S. No.	Evaluation Criteria	Maximum Marks	Evaluation Guidelines	Documents to be submitted
3	Certifications (CMMi level or ISO 27001)	3	The highest single certification is scored; marks are not cumulative. CMMi Level 4 and above: 3 marks. CMMi Level 3: 2 marks. ISO 27001: 3 marks.	Signed/attested copy of the certificate.
4	Functional requirements as per Annexure-2	45	One mark for each of the 90 functional requirements that the bidder confirms as 'Yes' and that is verified through the demonstration, screenshots or documentation. The total out of 90 shall be normalized to 45.	Completed compliance sheet, duly filled and signed, as Annexure-2 along with the technical bid.
5	Project approach, methodology and presentation/demonstration	40	Scored on completeness of the solution methodology, on-premise architecture and sizing, data migration and reconciliation approach, security and compliance readiness, risk management, rollout and support model, and the live demonstration as described below.	Detailed presentation and live demonstration.
	Total	**100**		

Basis of Evaluation of Presentation/Demonstration

The bidder shall demonstrate the proposed Fixed Asset Management Solution live, on an environment of its own set up for the purpose or on the Bank's on-premise setup, before the evaluation committee. Marks will be awarded on the extent to which the demonstrated solution meets the functional requirements stated in this RFP, particularly asset lifecycle management, dual depreciation under Banking Books and Income Tax, Finacle CBS file generation and GL reconciliation, the maker-checker and role-based access workflows, and the physical verification, reporting and MIS modules. Further marks will be awarded for the demonstrated capability to migrate data from the Bank's existing application and legacy Excel records, with validation and reconciliation reports, and for the ease of use, configurability and security controls of the application. Features claimed in the technical bid but not demonstrated, or demonstrated only through presentations or screenshots, shall not be awarded marks.

15.1**OVERALL EVALUATION MARKS**

The combined marks of both the Technical and Financial/Commercial proposals as per Weightage stated will determine the Final Attained Marks. Based on the total marks obtained in Technical and Commercial Evaluation, the following is the methodology for calculating the Final Marks.

Final Marks (F) = (C-low / C) * 30 + (T / T-high)* 70

C-low: Lowest Price quoted, C: Bid Price as quoted by the bidder

T-high: Highest Technical Score Obtained, T: Technical Score obtained by the bidder

The Bidder scoring the maximum Final Marks (F) shall be identified.

16. COMPLIANCE WITH STATUTORY AND REGULATORY PROVISIONS

It shall be the sole responsibility of the Vendor to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP.

17**. INTELLECTUAL PROPERTY INDEMNITY & INDEMNITY AGAINST MISUSE OF LICENSE**

The selected vendor has to undertake to indemnify the Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, licensing arising out of the performance of this contract.

18. FORMAT FOR TECHNICAL BID

The Technical bid must be made in an organized and structured manner in the following form:

a. Index
b. Covering Letter (Annexure-1)
c. Conformity to compliance of Scope of Work of the RFP on bidder's letter head.
d. Conformity to compliance of Eligibility Criteria (Table-A) mentioned in RFP on bidder's letter head.
e. Conformity to compliance of Technical Specifications (Annexure-2) on bidder's letter head.
f. General Details of the Bidder (Annexure-3)
g. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
h. Tender Fees NEFT Details
i. Bank Guarantee as EMD or NEFT Details (Bank Guarantee as per format in Annexure-4).
j. A statement that the Bidder is agreeable to the Service Level agreement as detailed in the RFP as (Annexure-6).

Note: All Claims made by the Bidder will have to be backed by documentary evidences. The bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required or to submit a Bid not substantially responsive to the Bank in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

19. FORMAT FOR COMMERCIAL BID

The commercial bid shall be submitted in the following format. Hardware is not part of the commercial bid, since the Bank will arrange the hardware on the basis of the bidder's statement in Annexure-3.

S. No.	Particulars	Rate / Price INR (Excl. Taxes)	GST (%)	Total INR (Incl. GST)
1	Licence, supply, installation, customization, data migration, training, support and maintenance of the Fixed Asset Management Solution, with 1 year warranty (excluding hardware)			
2	AMC for 2nd year			
3	AMC for 3rd year			
4	AMC for 4th year			
5	AMC for 5th year			
	Total Cost of Ownership (TCO) - 5 years			

a. The bidder shall quote for every line item. A line item left blank shall be treated as quoted at nil cost and included in the other items, and the Bank shall not pay separately for it.

b. All prices shall be quoted in Indian Rupees. Rates shall be stated exclusive of taxes, and GST shall be shown separately in the column provided.

c. The price at line item 1 shall include the cost of licenses for an unlimited number of assets and users, customization, migration of legacy data, training, one year of warranty, and all software, including system software, that the bidder has marked in Annexure-3 as included in its price.

20. PAYMENT TERMS:

In these terms, 'first-year payment' means the price quoted at line item 1 of the commercial bid.

a. 20% of the first-year payment shall be released after implementation of the project, UAT sign-off, submission of the Performance Bank Guarantee (PBG) and signing of the Service Level Agreement (SLA) by the Bank.

b. 20% of the first-year payment shall be released on Go-Live of the project, which shall be deemed to have occurred only after the legacy data has been migrated and reconciled with the Audited Fixed Asset schedules and accepted by the Bank.

c. 25% of the first-year payment shall be released three months after Go-Live of the project.

d. 25% of the first-year payment shall be released six months after Go-Live of the project.

e. 10% of the first-year payment shall be released on completion of the one-year warranty period.

f. The project shall remain under AMC for a further four years after completion of the warranty period, and the AMC charge for each year shall be paid in advance at the start of that year on submission of an invoice by the vendor.

g. Any extension of the project after the AMC period shall be on rates, terms and conditions mutually agreed by both parties.

h. All payments shall be made within thirty days of receipt of a correct invoice together with the supporting acceptance documents.

i. All payments shall be subject to deduction of applicable taxes at source and of penalties and liquidated damages, if any, under the SLA.

ANNEXURE 1

COVERING LETTER

Tender Reference No.:_____ Date:_____2025

To, General Manager-IT , HeadOffice

Jammu And Kashmir Grameen Bank,

Narwal , Jammu

Sub: RFP for "Fixed Asset Management Solution".

Dear Sir,

In response to the your RFP vide reference no _____dated_____,having examinedandunderstoodtheinstructionsincludingallannexures,termsandconditions forming part of the Bid, we hereby enclose our offer.

In the event of acceptance of our Technical as well as Commercial Bids by the Bank we undertake to execute the order for Fixed Asset Management Solution as per terms and conditions of the RFP and as per the SLA to be signed with the Bank.

In the event of our selection by the Bank , we will submit a Performance Guarantee for a a sum equivalent to 10% of the Total Project Cost till the period of contract i.e 5 years in favor of the BANK. Performance Guarantee will be kept valid till the period of contract. We will be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project.

We agree to abide by the terms and conditions of this tender and our offer shall remain valid for 180 days from the date of commercial bid opening and our of fresh all remain binding upon us which may be accepted by The Bank anytime before expiry of 180 days.

We understand that The Bank is not bound to accept the lowest or any offer the Bank may receive. We also certify that we have not been blacklisted by any GOVT Organization/SCB/IBA/RBI.

Authorized Signatory

ANNEXURE 2

FUNCTIONAL REQUIREMENTS – FIXED ASSET MANAGEMENT SOLUTION (ON-PREMISE)

Bidders are required to indicate 'Yes' or 'No' against each requirement in the Compliance column (select from the drop-down). Remarks, if any, may be given in the last column.

Sr. No.	Description	Bidder's Compliance (Yes/No)	Bidder's Remarks
A. ASSET LIFECYCLE MANAGEMENT			
1	The Solution should manage the entire life cycle of every asset, capturing: asset requisition, procurement, purchase order details, original purchase cost, cost after GST claim (Base + Half GST), date of purchase, asset type, warranty, supplier name, make and model, unique asset ID, serial number, location (Branch/Office/Department/Section), dimensions, technical specifications, maintenance details, depreciated value, write-off, sale and final disposal.		
2	The Solution should support the asset acquisition workflow: (a) indenting by Branch users through the Regional Office (RO); (b) forwarding of Branch requests by ROs to Head Office (HO); (c) upload of a copy of the PO in the portal once it is issued manually to the vendor; (d) entry of all asset details as per the specifications.		
3	The Solution should capture all types of assets through the front end or bulk upload, including Land & Building, Furniture & Fixtures, Network Equipment, Servers, Storage, Desktops, Laptops, Printers, Scanners, Batteries, UPS, Racks, Electrical Equipment, Plant & Machinery and any other category the Bank may add from time to time.		
4	The Solution should allow the Bank's administrator to create, modify and deactivate asset categories, sub-categories and asset attributes through configuration, without any change to source code and without vendor involvement.		
5	The Solution should support an unlimited number of assets and unlimited users (Branches/Offices) without any additional licence cost, including new Branches/Offices opened in future.		
6	The Solution should automatically generate and assign a unique Tag ID to each asset based on the format finalized by the Bank, and should prevent duplicate Tag IDs.		
7	The Solution should generate barcode/QR code labels for the Tag IDs for printing, and should support reprint of damaged or lost labels with an audit trail.		
8	The Solution should support inter-branch/inter-office asset transfers under the maker-checker workflow, preserving the complete history, cost and accumulated depreciation of the asset on transfer.		

9	The Solution should support asset retirement, write-off, sale and disposal under approval workflow, and should automatically compute the profit/loss on sale or disposal for both Books and Income Tax.		
10	The Solution should support Capital Work-in-Progress (CWIP) entries and their subsequent capitalization to the relevant asset category with the date of capitalization.		
11	The Solution should allow upload and linkage of the purchase order, contract agreement, warranty/AMC documents, invoices and vendor escalation matrix to each asset, with these documents stored on the Bank's on-premise storage.		
12	The Solution should capture warranty and AMC/contract details (start and end dates, vendor) per asset and generate E-mail alerts for expiring warranties and contracts to configurable recipients.		
13	The Solution should support advanced search on multiple criteria (such as Tag ID, serial number, asset type, location, vendor, date range, cost range, status, age).		
14	The Solution should support static and dynamic grouping of assets by type, location, age, vendor and other attributes.		
B. DEPRECIATION & ACCOUNTING			
15	The Solution should calculate depreciation on a daily, monthly, year-end or custom-period basis using the Straight Line Method (SLM).		
16	The Solution should display the depreciated value of an asset at any point in time by various depreciation methods based on applicable accounting standards.		
17	The Solution should allow the depreciation method (e.g. WDV or any other method) and the rates, useful life and residual value to be configured by asset category as per regulatory/Bank requirements in future, without any change to source code.		
18	The Solution should support simultaneous depreciation calculation under (a) Banking Books (accounting standards) and (b) Income Tax Rules (block-wise, including the half-rate rule for assets used for fewer than 180 days), with separate registers and reports for each.		
19	The Solution should support provisional purchases of fixed assets, apply depreciation on them, and provide an option to automatically reverse the provisions after the quarter ends.		
20	The Solution should provide a depreciation preview/simulation before final posting, and the depreciation run should be subject to the maker-checker workflow.		
21	The Solution should handle the Bank's GST treatment (cost after GST claim) in the depreciable value and should allow correction of the cost with the full history retained.		

22	The Solution should generate depreciation schedules and depreciation forecasts for future periods by asset, category, location and for the Bank as a whole.		
23	The Solution should handle part-year depreciation correctly for additions, transfers, sales and disposals, with the effective date of each event.		
24	The Solution should support year-end closing and period locking, so that no entry can be made in a closed period without authorized re-opening that is logged.		
C. FINACLE CBS INTEGRATION & RECONCILIATION			
25	The Solution should support bulk addition, purchase, sale and subtraction of fixed assets through standard Excel templates, with row-wise validation and an error report for rejected records.		
26	The Solution should, after bulk upload or individual entries, generate files in the format provided by the Bank for direct upload into Finacle CBS (version in use at the Bank).		
27	The Solution should be able to interface with Finacle CBS through file-based exchange and, where the Bank so requires, through APIs/web services within the Bank's internal network, without any change to the Finacle CBS application.		
28	The Solution should provide standard automated balancing templates to cross-reference and reconcile asset valuation balances (cost, accumulated depreciation and net block) with the respective Finacle CBS General Ledger (GL) account heads.		
29	The Solution should allow users to input audit findings after an audit and generate an adjustment file for upload into Finacle CBS, so that the balances match.		
30	The Solution should provide reconciliation exception reports showing GL-wise, branch-wise and asset-category-wise differences between the Solution and Finacle CBS.		
31	The Solution should allow the Bank to change the format of the Finacle upload/reconciliation files and Excel templates through configuration, as per the Bank's requirements from time to time.		
D. ACCESS CONTROL, WORKFLOW & SECURITY			
32	The Solution should provide strict role-based access control (Read, Write, Read-Write, addition/deletion/updating/alteration) at module, asset category, location and field level.		
33	The Solution should provide view-only access for all Branches and Offices to their respective inventories, while a limited number (5–6) of HO users are authorized to add, subtract, edit or modify entries.		
34	The Solution should enforce a Maker-Checker workflow for all additions, subtractions, modifications, transfers, disposals and depreciation runs, and a user should not be able to approve an		

	entry created by himself/herself.		
35	The Solution should provide a configurable multi-level approval cycle with delegation and escalation, as per the Bank's requirements.		
36	The Solution should support distinct administrators for different asset categories (e.g. Computer Hardware, Plant & Machinery) and as required by the Bank from time to time.		
37	The Solution should integrate with the Bank's Active Directory/LDAP for user authentication and should support user lifecycle management (creation, modification, suspension, deactivation).		
38	The Solution should support two-factor authentication using OTP delivered through the Bank's on-premise Email/SMS application, and self-service password reset.		
39	The Solution should enforce the Bank's password policy, session time-out, account lockout and concurrent session control as per the Bank's Information Security Policy.		
40	The Solution should maintain tamper-proof, date-wise logs of all additions, subtractions and modifications, showing the entering (maker) and verifying (checker) users, retrievable for the entire period of the contract and beyond as per the Bank's retention policy.		
41	The Solution should forward application, user-activity and security logs to the Bank's SIEM/log management solution in standard formats (e.g. Syslog/CEF).		
42	The Solution should encrypt data in transit (TLS 1.2 or above) and at rest (at least AES-256) and should mask sensitive data in non-production environments.		
43	The Solution should be free from vulnerabilities listed in the OWASP Top 10, and the bidder should get the application tested through a CERT-In empanelled auditor (VAPT and source-code review) before go-live and after every major release, submitting reports to the Bank and closing all findings before deployment.		
44	The bidder should follow secure coding practices as part of the SDLC and should certify that the Solution contains no back door, malicious code or hard-coded credentials.		
E. PHYSICAL VERIFICATION			
45	The Solution should facilitate physical verification of fixed assets by Branches and Regional Offices, with a dedicated module through which Branches submit a quarterly undertaking confirming that the assigned assets have been physically verified and match the Solution records.		
46	The Solution should enable Regional Offices to submit the same quarterly undertaking for the assets under their direct jurisdiction.		

47	The Solution should provide a monitoring dashboard for HO/RO showing submitted, pending and overdue undertakings, with automated E-mail reminders and escalation.		
48	The Solution should allow Branches to record verification results asset-wise (found / not found / found at different location / damaged / surplus) and should flag mismatches for correction, which feed into the discrepancy and adjustment process.		
F. REPORTS, DASHBOARDS & MIS			
49	The Solution should provide a comprehensive dashboard of all assets, their balances and asset types, filterable by age, current value, status and location hierarchically (Branch/Office-wise, Regional Office-wise and Head Office-wise).		
50	The Solution should enable Branches and Offices to view and download their Fixed Asset Register (FAR) with itemized descriptions of assets (e.g. 5 PCs, 5 counters, 4 printers, 2 almirahs) and corresponding costs, or in the format required by the Bank from time to time.		
51	The Solution should provide statutory and summary reports of fixed assets as per Banking Books and Income Tax frameworks, reports of period additions/subtractions, and any other reports in Bank-specified formats.		
52	The Solution should allow users to generate MIS reports by asset type, location, book value, vendor and contract expiry date, among others.		
53	The Solution should provide a group of customizable reports and real-time dashboards offering insights into asset utilization, depreciation forecasts, ageing and similar analytics.		
54	The Solution should provide a report designer/query builder that allows authorized Bank users to create, save and schedule new reports without vendor assistance.		
55	The Solution should support export and import of asset details and reports in CSV, Excel, PDF and similar formats.		
G. DATA MIGRATION FROM EXISTING SOLUTION/RECORDS			
56	The vendor should be responsible for extracting, cleansing, restructuring and formatting the Bank's existing historical asset records, whether held in the Bank's existing application(s) or in distributed legacy Excel sheets, and for importing them into the new centralized database of the Solution.		
57	The Solution should have a built-in provision for migration of data from existing applications, and the vendor should provide the data migration tools, utilities and import templates, which shall remain available to the Bank for future migration/import needs at no additional cost.		

58	The vendor should submit a detailed Data Migration Plan covering data discovery and profiling, field-level mapping, extraction, transformation, loading, trial migrations, validation, UAT, cut-over, rollback and post-migration support, with timelines, for the Bank's approval before commencement.		
59	The vendor should prepare and obtain the Bank's sign-off on a field-level Data Mapping Document between the legacy data (source) and the Solution's data model (target), including mapping of legacy asset categories, branches/offices, vendors and GL heads to the Solution's masters.		
60	The migration utility should support multiple source formats, including Excel (.xls/.xlsx), CSV/flat files, and database extracts/dumps from the Bank's existing application (e.g. SQL/Oracle/other RDBMS).		
61	The vendor should perform data cleansing and standardization, including removal of duplicates, identification of missing or inconsistent values (cost, date of purchase, serial number, location, category), standardization of names and codes, and should provide data-quality exception reports to the Bank for resolution of items that cannot be resolved by the vendor.		
62	The migrated data should include, for each asset, the original cost, date of purchase/capitalization, cost after GST claim, accumulated depreciation up to the cut-over date (Books and Income Tax separately), written-down value, historical additions, transfers, sales and write-offs, supplier, warranty and AMC details, and available document attachments (e.g. scanned POs and invoices).		
63	The Solution should retain the legacy asset ID/old tag number as a cross-reference field against the new unique Tag ID generated for each migrated asset, and should allow searching on either.		
64	The migrated data should be perfectly matched and reconciled with the existing Audited Fixed Asset schedules (reference legacy data being available at GAD, Head Office), on record counts, asset-category-wise and branch-wise cost, accumulated depreciation and net block, with a signed reconciliation statement submitted to the Bank.		
65	The vendor should carry out at least two trial (mock) migrations in the Bank's test/UAT environment before the final production migration, and each run should be supported by pre-migration and post-migration validation reports (record counts, control totals, rejected records).		
66	The migration process should generate a complete migration log and audit trail, including a rejected/error-record report with reasons, which can be corrected and re-uploaded without duplicating already migrated records.		

67	The vendor should define the cut-over strategy (data freeze window, incremental loads for transactions after the extract date, parallel run if required) and a tested rollback plan that can restore the earlier position in case of migration failure.		
68	The migration activity should be carried out only within the Bank's premises or in the Bank-controlled secure environment, with no copy of the Bank's data taken outside the Bank's network by the vendor, and with all vendor personnel bound by the Bank's non-disclosure and information security requirements.		
69	On completion of the contract or on termination, the vendor should provide a complete export of all Bank data (transactions, asset details, attachments, logs) in open readable formats (such as .xlsx, .csv, .pdf) along with the database schema/data dictionary, to enable migration to any other solution.		
H. ON-PREMISE DEPLOYMENT & INFRASTRUCTURE			
70	The Solution should be deployed entirely on the Bank's on-premise infrastructure at the Data Centre (DC) and Disaster Recovery Site (DR), and no Bank data should be hosted, stored, processed or transmitted outside the Bank's premises.		
71	The Solution should be accessible to Branches and Offices through the Bank's intranet/WAN as a web-based application using standard browsers, without installation of any client software on user machines.		
72	The bidder should submit a detailed sizing and architecture document (servers/VMs, CPU, memory, storage, network, OS, database, middleware) for the DC and DR, supporting unlimited assets and users with growth over the contract period, and a bill of material indicating what is to be supplied by the bidder and what is to be provided by the Bank.		
73	The Solution should be compatible with the Bank's virtualization platform, operating systems and enterprise database standards, and the bidder should clearly state all third-party software and licences required.		
74	The Solution licences should be perpetual and enterprise-wide for the Bank, with no restriction on the number of users, assets, Branches or environments, and the Bank should be provided with source-code escrow arrangements.		
75	The Solution should be provided with separate Development, Test/UAT and Production environments.		
76	The Solution should be deployed in high availability mode (clustering/load balancing) at the DC and should achieve an uptime of at least 99.9%.		
77	The Solution should support data replication from DC to DR with defined RPO and RTO, and the bidder should support DR drills of the Solution from the DR at least once a year or as per frequency decided by the bank, including running the Solution		

	from the DRC for seven days.		
78	The Solution should integrate with the Bank's backup solution, and the bidder should define the backup schedule and retention and support periodic restoration testing so as to prevent data loss due to corruption or database crash.		
79	The Solution should integrate with the Bank's on-premise Email/SMS application and Network/Application monitoring tools for alerts, OTPs and notifications.		
80	The Solution should conform to the Bank's server hardening and security baselines, and the bidder should provide security patches, bug fixes and updates (OS, database, application) in coordination with the Bank's patch management process during the warranty and AMC period.		
81	Remote access of the vendor to the Production environment should be permitted only with the Bank's approval, through the Bank's controlled access mechanism, with all sessions logged.		
82	The ownership of data should always reside with the Bank, and the bidder should not use any part of the data for any purpose, including marketing or data mining.		
83	The bidder should comply with the applicable laws and regulatory guidelines, including the IT Act 2000 and rules thereunder, RBI/NABARD guidelines on IT governance and cyber security, CERT-In directions and the Digital Personal Data Protection Act, 2023.		
84	The bidder should assist the Bank in getting the Solution audited (including IS audit, VAPT and any statutory, regulatory, internal or external audit) and in the closure of all audit findings within the timelines specified by the Bank.		
I. TRAINING, SUPPORT & DOCUMENTATION			
85	The vendor should organize comprehensive 'Train-the-Trainer' workshops for the core functional teams of the Bank to ensure operational proficiency, and should provide administrator training for the Bank's IT team.		
86	The vendor should provide user manuals, administrator manuals, technical documentation (architecture, database schema/data dictionary, interface specifications) and training material, and should update them with every release.		
87	The vendor should provide one year of comprehensive on-site/remote warranty coverage, followed by provisions for an Annual Maintenance Contract (AMC) for the Solution, including upgrades and statutory/regulatory changes.		
88	The bidder should provide helpdesk support from 9:00 AM to 6:00 PM through E-mail and telephone on all working days of the Bank.		

89	The vendor should provide support as per defined severity-based response and resolution timelines (SLA), with a call-logging/ticketing mechanism and periodic service reports to the Bank.		
90	Any change in the regulatory or Bank requirements relating to depreciation methods, reports, formats and interfaces should be implemented by the vendor as part of the scope of work during the warranty and AMC period.		

Authorized Signatory

ANNEXURE 3

GENERAL DETAILS OF THE BIDDER

Sl. No	Particulars	Details
a)	Name of the Company	
b)	Name of the OEM	
c)	Constitution	
d)	Date of Establishment/Incorporation	
e)	Address of Corporate Office	
	Address of the Registered Office on which Office Order to be placed on (Registered Office/Corporate Office)?	
f)	Telephone No FAX No (if available) E-mail Address Website	
g)	Turnover: 2023-2024 2024-2025 2025-2026	
h)	Net worth as on 31/03/2026	
i)	Domestic Customer Base (Number of Clients similar Solution were supplied and installed in India)	
j)	Our PAN number for Income Tax is _____. We are registered with the GST authorities and our registration numbers are as follows. GST Registration Number is _____. <u>Our Bank Details</u> Name and Style of Bank Account	

	Name of the Bank and Branch address Account Number RTGS / NEFT Code	

Date

Signature with seal
Name :
Designation :

ANNEXURE 4

Non-Disclosure Agreement

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure Services to Jammu and Kashmir Grameen Bank, hereinafter referred to as the BANK and,

WHEREAS the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for "**Fixed Asset Management Solution**" and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed during or after submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date

Signature with seal
Name :
Designation :

ANNEXURE 5

FORMAT FOR BANK GUARANTEE AS EMD

To,

General Manager -IT ,
Head Office, Jammu and Kashmir Grameen Bank.,
Narwal, Jammu

Dear Sir,

In response to you invitation to you RFP for Fixed Asset Management Solution, M/s _____having their registered office at_____ (hereinafter called the 'Bidder') wish to respond to the said Request for Proposal (RFP) for self and other associated Bidders and submit the proposal for FIXED ASSET MANAGEMENT Solution& to provide related services as listed in the RFP document. Whereas the 'Bidder' has submitted the proposal in response to RFP, we, Jammu and Kashmir Grameen Bank having our Registered Office at Jammu hereby irrevocably guarantee an amount of 1 Lakhs (Rupees One Lakh only) as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by The Bank during the period of the validity of the proposal, fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.
   We undertake to pay immediately on demand to Jammu and Kashmir Grameen Bank the said amount of 1 Lakhs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Jammu and Kashmir Grameen Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder. Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed 1Lac (One Lakh only).
2. This Bank guarantee will be valid up to _____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before expiry of Bank Guarantee.

In witness whereof The Bank, through the authorized officer has sets its hand and stamp on this_____day of_____at_____.

Authorized Signatory

ANNEXURE 5

Performance Guarantee

(FORMAT OF PERFORMANCE BANK GUARANTEE)

Bank Guarantee No:……..

Dated:…….

Bank:…… To

General Manager-IT , Jammu and Kashmir Grameen Bank Head office, Narwal

Jammu-180 006 (India)

WHEREAS_____(Company Name) registered under the Indian Companies Act 1956 and having its Registered office at_____, hereinafter referred to as the BIDDER has undertaken project for Fixed Asset Management Solution on need basis of Jammu and Kashmir Grameen Bank in terms of the Purchase Order bearing No._____ dated_____, hereinafter referred to as "the CONTRACT.

AND WHEREAS in terms of the Conditions stipulated in the said Contract, the BIDDER is required to furnish, performance Bank Guarantee issued by a Scheduled Commercial Bank in your favor to secure due and satisfactory compliance of the obligations of the BIDDER in accordance with the Contract;

THEREFORE, WE,.....(Name of the Bank) furnish you this Performance Guarantee in the manner hereinafter contained and agree with you as follows:

1. We, ...Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand, which has to be served on us before the expiry of this guarantee, time being essence of the contract, from you stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by you by reason of breach by the said Bidder of any of the terms and conditions contained in the Contract or by reason of the Bidder's failure to perform the said contract. Any such demand made on us within the time stipulated above shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding_____(Rupees_____Only).

2. We undertake to pay to you any money so demanded notwithstanding any dispute/s raised by the Bidder in any suit or proceeding before any Court or Tribunal relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

3. We further agree that, if demand. as stated above, is made on us within the stipulated period, the guarantee herein contained shall remain in full force and effect and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and your claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said Bidder and accordingly discharge this guarantee. Provided, however, serving of a written claim / demand in terms hereof on us for payment under this guarantee on or before the stipulated period, time being the essence of contract, shall be a condition precedent for accrual of our liability / your rights under this guarantee.

4. We further agree with you that you shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or to extend time for performance by the said Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by us against the said BIDDER and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of such variation, or extension being granted to the said Bidder or for any forbearance, act or omission on our part or any indulgence by us to the said Bidder or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. This Guarantee will not be discharged due to the change in the constitution of our Bank or the Bidder.

6. We further agree and undertake unconditionally to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the BIDDER.

7. We lastly undertake not to revoke this guarantee during its currency except with your written Consent.

NOTWITHSTANDING anything contained herein above.

(i) Our liability under this Guarantee shall not exceed `..... (Rupees ..... only) ;

(ii) This Guarantee shall be valid up to and including the.....(mention date); and

(iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.

Dated the ..... day of ..... 20 ..... For BANK

Authorized Signatory

ANNEXURE 6

SERVICE LEVEL AGREEMENT

"THIS AGREEMENT ("Agreement") made on this _____ day of _____ 2026 and will be effective from _____ ("Effective Date") at Jammu between:

"M/s. _____" a company incorporated as per the provisions of the Companies Act, 2013 having its registered office at, _____
through----------S/o----------R/o----------Designation----------authorized by way of resolution----------(hereinafter referred to as the 'Company or Vendor' which expression shall, unless repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns) of the ONE PART AND

Jammu and Kashmir Grameen Bank, a Regional Rural Bank created by Amalgamation of J & K Grameen Bank and Ellaquai Dehati Bank by Govt. of India while exercising powers conferred by sub section(1) of section 23(A) of Regional Rural Banks Act, 1976 vide notification dated 05.04.2025 issued by Ministry of Finance, DFS published in Govt. Gazette on 07.04.2025, which came into effect on and from 01.05.2025, having its Head Office at Jammu "hereinafter called "the Bank" (which expression shall be deemed to include its assignees and successors in interest)"of the one part through its authorized signatory _____ ,
General Manager, IT, Jammu and Kashmir Grameen Bank.

The Bank and the Company are hereinafter collectively referred to as "Parties" and individually as a "Party".

1. **Term of Contract**

   This Agreement shall become effective on _____ (Effective Date) and shall remain valid for a period of five years and continue in full force and effect unless or until terminated by either party in accordance with the termination provisions stated herein. At the end of the term, the agreement may be renewed at the bank's option at mutually agreed terms and conditions between Bank and the vendor.

2. **Scope of Work**

   This document sets out the scope of work, eligibility criteria, evaluation process, commercial bid format, payment terms and annexures for the selection of a vendor to supply, implement and maintain a Fixed Asset Management Solution deployed on-premise at the Bank's Data Centre (DC) and Disaster Recovery Site (DR).

SCOPE OF WORK

a. **End-to-End Lifecycle Tracking:** The solution must manage the entire lifecycle of all assets, capturing details such as asset requisition, procurement, purchase order information, original purchase cost and cost after GST claim (Base + Half GST), purchase date, asset type, warranty, supplier name, make and model, unique asset ID, serial number, location (Department/Section/Branch/Office), dimensions, technical specifications, maintenance details, depreciated value, write-offs, sales and final disposal.

b. **Automated Tag Generation:** The software must automatically generate and assign unique Tag IDs for each asset based on the format finalized by the Bank.

c. **Scalability and Capacity:** The software must support an unlimited asset count and scale seamlessly to accommodate the Bank's growing needs, with unlimited users for Branches/Offices, including the opening of new branches or offices and future regulatory/Bank requirements.

d. **Asset Dashboards:** The solution must provide a comprehensive dashboard view of all assets, including their balances and asset types, filterable by age, current value, status and location hierarchically (Branch/Office-wise, Regional Office-wise and Head Office-wise).

e. **Advanced Search and Grouping:** The system must feature advanced search capabilities based on multiple criteria and support the grouping of assets by type, location, age, vendor, etc.

f. **Automated Depreciation Engine:** The software must be capable of calculating depreciation on a daily, monthly, year-end or custom-period basis using the Straight-Line Method (SLM). It must also display the depreciated value of an asset at any point in time using various accounting standard methods. The method of depreciation may change in future as per regulatory/Bank requirements, and such change shall be part of the scope of work.

g. **Dual-Regulatory Compliance:** The system must support simultaneous depreciation calculations as per both the Banking Books (accounting standards) and Income Tax Rules frameworks.

h. **Asset Provisioning:** The software must allow the addition of fixed assets for provisional purchases, apply depreciation on them, and provide an option to automatically reverse these provisions after the quarter ends.

i. **Bulk Operations and File Generation:** The software must support bulk additions, purchases, sales and subtractions of fixed assets through standard Excel templates. After upload, it must generate files, in the format provided by the Bank, for direct upload into the Finacle CBS.

j. **General Ledger Reconciliation:** The system must include standard automated balancing templates to cross-reference and reconcile software asset valuation balances with Finacle CBS General Ledger (GL) account heads.

k. **Automated Discrepancy Reporting:** Following an audit, the system must allow users to input audit findings and generate an adjustment file for seamless upload into the Finacle CBS and matching of balances.

l. **Role-Based Access Control:** All Branches and Offices must have view-only access for their respective inventories, while the Head Office will have 5-6 users authorized to add, subtract, edit or modify entries. Access must be strictly role-based (Read, Write, Read-Write, addition/deletion/updating/alteration).

m. **Maker-Checker Workflow:** The administration module must strictly restrict system usage by enforcing a Maker-Checker authorization workflow for all additions, subtractions and the application of depreciation.

n. **Asset-Specific Administrators:** The solution must support grouped administration, allowing distinct administrators for different asset categories (e.g. separate administrators for Computer Hardware and Plant and Machinery) or as required by the Bank from time to time.

o. **Physical Verification Workflows:** The software must facilitate the physical verification of fixed assets by Branches and Regional Offices. It must include a dedicated module for branches to submit a quarterly undertaking confirming that assigned assets have been physically checked and match the software records. Regional Offices must complete the same undertaking process for assets under their direct jurisdiction.

p. **Fixed Asset Registers (FAR):** Branches and Offices must be able to view and download their respective Fixed Asset Registers, which must include itemized descriptions of the assets (e.g. 5 PCs, 5 counters, 4 printers, 2 almirahs) alongside their corresponding costs, or as per the format required by the Bank from time to time.

q. **Customizable Reporting and Analytics:** The solution must provide a group of customizable reports and real-time dashboards offering insights into asset utilization, depreciation forecasts, etc., to support strategic decision-making.

r. **Statutory Reports:** The system must generate specialized summary reports of fixed assets in compliance with Banking Books and Income Tax frameworks, reports for period additions/subtractions, and any other reports in Bank-specified formats.

s. **MIS Generation:** Users must be able to generate various MIS reports based on asset type, location, book value, vendor and contract expiry date. The system must also support data import through standard Excel templates.

t. **Legacy Inventory Migration:** The vendor is strictly responsible for extracting, cleansing, restructuring and formatting the Bank's existing historical asset records from the Bank's existing application(s) and from distributed legacy Excel sheets. These records must be successfully imported into the new centralized FAMS database and perfectly matched with the existing Audited Fixed Asset schedules (reference legacy data is available at GAD, Head Office). The solution must also have a provision for migration of data from existing applications, and the migration utility and templates shall remain available to the Bank for future use.

u. **Technical Training Delivery:** The vendor must organize comprehensive 'Train-the-Trainer' workshops for core functional teams to ensure operational proficiency.

v. **Warranty and AMC:** The vendor must provide one year of comprehensive on-site/remote warranty coverage, followed by an Annual Maintenance Contract (AMC) for four further years, making a total contract period of five years.

w. **Helpdesk Support:** The bidder must provide helpdesk support operational from 9:00 AM to 6:00 PM via email and telephone on all working days of the Bank, with dedicated personnel.

x. **Maintenance of Logs along with the User:** All logs of additions/subtractions must be retrievable date-wise, and the entering and verifying users must be retrievable for the entire period.

y. **Interfaces:** The proposed system should be capable of seamless interface with the Bank's Email/SMS application for the purpose of receiving OTPs for authentication.

z. **On-Premises Deployment:** The solution shall be deployed entirely on the Bank's on-premise infrastructure at the DC and DR, accessible to Branches and Offices over the Bank's network, and no Bank data shall be hosted, stored or processed outside the Bank's premises.

aa. **Audit Support:** The bidder shall assist the Bank in getting the solution audited (including IS audit, VAPT and any statutory, regulatory, internal or external audit) and in the closure of all audit findings within the timelines specified by the Bank.

ab. **Disaster Recovery:** The bidder shall support disaster recovery drills of the solution from the DR at least once a year or any frequency as per Bank's requirement.

3. **Sub-Contracting and Non-Assignment:**

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the bidder directly and there shall not be any sub-contracting without prior written consent from the Bank.

Bank will only discuss the solution with bidders authorized representatives. The bidders authorized representatives shall mean their staff. In no circumstances any intermediary (which includes Liasoning Agents, marketing agents, commission agents etc.) should be involved during the course of project. No subletting of the contract by OEM or SI will be allowed under any circumstances.

Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or delegated to any third party by Vendor without prior written consent of the Bank.

4. **Schedule of implementation**

The vendor shall complete the implementation and customization of proposed solution within 3 months from date of issuance of Purchase Order. The implementation shall comprise of installation, system configuration, customization, pilot implementation, UAT and system roll out.

5. **Payment Terms**

In these terms, 'first-year payment' means the price quoted at line item 1 of the commercial bid.

- 20% of the first-year payment shall be released after implementation of the project, UAT sign-off, submission of the Performance Bank Guarantee (PBG) and signing of the Service Level Agreement (SLA) by the Bank.

- 20% of the first-year payment shall be released on Go-Live of the project, which shall be deemed to have occurred only after the legacy data has been migrated and reconciled with the Audited Fixed Asset schedules and accepted by the Bank.
- 25% of the first-year payment shall be released three months after Go-Live of the project.
- 25% of the first-year payment shall be released six months after Go-Live of the project.
- 10% of the first-year payment shall be released on completion of the one-year warranty period.
- The project shall remain under AMC for a further four years after completion of the warranty period, and the AMC charge for each year shall be paid in advance at the start of that year on submission of an invoice by the vendor.
- Any extension of the project after the AMC period shall be on rates, terms and conditions mutually agreed by both parties.
- All payments shall be made within thirty days of receipt of a correct invoice together with the supporting acceptance documents.
- All payments shall be subject to deduction of applicable taxes at source and of penalties and liquidated damages, if any, under the SLA.

6. **Performance Guarantee**

The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, The Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

7. Data Ownership

The Vendor agrees that the Bank owns the data, and that the Vendor is the custodian of the data under the overall guidelines of the Bank. The Vendor shall provide adequate levels of security to protect the confidentiality, availability and integrity of the data and other technology resources in its custody as part of this Agreement. The right to data, even in the event of disputes is solely with the Bank.

8. **Escrow arrangement**

8.1 The selected bidder shall inform the Bank about the software/solution if any developed by the selected bidder/anyone supplying through the bidder and customized to the requirements of the Bank.

8.2 The selected bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation of Project/Signoff from bank team in RFP for Procurement and Implementation of FAM solutions escrow with a reputable agency in India, acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized as mutually agreed, at the time of lodging the software for escrow. The escrow so executed shall contain the Bank as beneficiary/ Bank.

8.3 The source code updation at third party escrow entity should be updated by bidder on annual basis and on demand by bank without any additional cost to the bank.

8.4 The source code deposit at escrow entity should be in plain format /without any encryption and shall be without any password protection.

8.5 The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the selected bidder or should be selected bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 7 days of receipt of written demand from the beneficiary/ Bank therefore.

8.6 The cost of the escrow arrangement shall be borne by the Bank; no separate line item is required in the Commercial Bid.

8.7 The application software should mitigate Application Security Risks, at a minimum those discussed in OWASP Top 10 (Open Web Application Security Project).

8.8 The selected bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The selected bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The selected bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.

8.9 The selected bidder, the bank and the escrow agent shall enter into a tripartite agreement including the terms and conditions of escrow arrangement and it should be binding all the parties.

9. **Service Management**

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components. This section lists the minimum service level required to be maintained by the Company on award of the contract.

9.1 “Response Time” shall mean the interval from receipt of first information from Bank to the company, or to the local contact person of the Company by way of any means of communication informing them of the malfunction in system to the time Company Engineer attends the problem.

9.2 “Restoration Time” shall mean the period of time from the problem occurrence to the time in which the service returns to operational status. This may include temporary problem circumvention / workaround and does not necessarily include root cause removal.

9.3 "Resolution Time" shall mean the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem reoccurrence.

9.4 "Down Time" shall mean the period when the system is not available due to a problem in the system and shall be the interval between the time of reporting of failure to the time of restoration.

9.5 Call Response/Resolution and uptime commitments

Service/Type	**Level**
Service Window	24x7
Response Time	Within 30 Min
Resolution Time	Critical-30 hour Non Critical:-1 hour
Uptime Commitment	99.90%

9.6 Percentage downtime

Shall mean the aggregate of downtime of the application during the quarter expressed as a percentage of total available time in a quarter i.e. 90 * 24 hours. Thus, if the aggregate downtime of the application works out to 21.6 hours during a quarter then the percentage downtime shall be calculated as follows:

(21.6 x 100) / 90 * 24 = 1.0%

(Considering days in a quarter as 90)

Following will be excluded while calculating the down time:

a) Down time due to Bank issues.

b) Schedule down time for maintenance activity. Vendor shall inform the Bank at least a week before for the schedule downtime and for urgent situation at least 24 hours before.

c) Down time due to Force Majeure

If at any time during performance of the Contract, vendor or its subcontractor(s) encounter conditions impeding timely delivery of the Products and performance of Service, vendor shall promptly notify the

Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the vendor's time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.

Except as provided in the above clause, a delay by vendor in the performance of its delivery obligations shall render it liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

10. Penalty

In case of delay or default in execution of works or delivery of goods & services, penalties at the following rates shall be imposed to the vendor on the total amount (as per relevant rate schedule) of delayed goods/services. The default shall be deemed to have incurred in case vendor fails to make commercially reasonable efforts as might be certified by a bank's empowered committee in this regard.

Any delay in completion of the work over the stipulated period will attract penalty of 0.2% of the contract value per day subject to maximum of 20% of the contract value. The Bank reserves its right to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the supplier.

Maximum delay of 3 months is tolerable, beyond which bank reserves the right to cancel the order and EMD of the vendor will be forfeited in such case.

If vendor fails to provide any of the services as per scope of this agreement or It fails to maintain guaranteed uptime on quarterly basis as per the terms of this agreement, the Bank shall be entitled to charge penalty as per below table for the defaulting quarter.

Quarterly Uptime	**Amount of Penalty**
>=99.9% to 100%	No Penalty
>=99% to <99.9%	5% of amount payable for the quarter
>=98% to <99%	10% of amount payable for the quarter
>=97% to <98%	20% of amount payable for the quarter
<=97%	30% of amount payable for the quarter

If Uptime is below 97.00%, Bank shall have full right to terminate the contract.

The penalty shall be deducted / recovered by the Bank from any money due or becoming due to the vendor under the contract or may be recovered by invoking the bank guarantees or otherwise from Vendor or from any other amount payable to Vendor in respect of other orders.

However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to Vendor. The decision of the Bank in this regard shall be final, conclusive and binding.

As per Law, applicable service taxes will be charged on penalty charges and the same will be recovered from the vendor.

The Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents, representatives, sub-contractors or third-party service providers which is found to be a causative factor for any fraud, in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions. The Bank shall be entitled to hold the Vendor/Service Provider accountable and to recover such loss in all situations where such wilful negligence/malpractice is found to be a causative factor for fraud.

11. Partnership / Collaboration / Subcontracting

The Vendor is fully responsible for deliverables for the project irrespective of their constitution and arrangements with OEMs. No subcontracting, partnership, collaboration shall be allowed.

12. Sensitive Information

Any information considered sensitive must be protected by the Vendor from unauthorized disclosure, modification or access.

13. General

This agreement document signed by both the parties shall constitute the entire binding contract between Vendor and Bank for the implementation of this project/contract .This Contract shall be

governed in all respects by applicable laws in J&K and the Court of Jammu will have exclusive Jurisdiction in all matters of disputes.

14.Confidentiality

Vendor understands and agrees that all materials and information marked and identified by BANK as 'Confidential' are valuable assets of BANK and are to be considered BANK's proprietary information and property. Vendor will treat all confidential materials and information provided by BANK with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Vendor will not use or disclose any materials or information provided by BANK without BANK's prior written approval.

Vendor shall not be liable for disclosure or use of any materials or information provided by BANK or developed by Vendor which is:

a. Possessed by Vendor prior to receipt from BANK, other than through prior disclosure by BANK, as documented by Vendor's written records;
b. Published or available to the general public otherwise than through a breach of Confidentiality;
c. Obtained by Vendor from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to BANK;
d. Developed independently by the Vendor.

In the event that Vendor is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, vendor shall promptly notify bank and allow bank a reasonable time to oppose such process before making disclosure.

Vendor understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause BANK irreparable harm, may leave BANK with no adequate remedy at law and as such the Bank is entitled to proper indemnification for the loss caused by the Vendor, if quantified. Further the BANK is entitled to seek to injunctive relief.

Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Nothing contained in this contract shall limit the Vendor from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract. The confidentiality obligations shall survive for a period of one year post the termination/expiration of the Agreement.

15. INDEMNITY

The Company hereby indemnifies, protects and saves Bank and holds Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including attorney fees), relating to or resulting directly or indirectly from (i) an act of omission or commission of the Company, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement, (ii) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Company, (iii) bonafide use of the deliverables and or services provided by the Company, (iv) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project, (v) claims made by the employees, sub-contractor, sub-contractors employees, who are deployed by the Company, under this contract, (vi) breach of confidentiality obligations of the Company, (vii) gross negligence or gross misconduct solely attributable to the Company or by any agency, contractor, subcontractor or any of their employees by the Company for the purpose of any or all of the obligations under this agreement. The Company shall further indemnify Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on BANK for malfunctioning of the device or software or deliverables at all points of time, provided however, (i) BANK notifies the Company in writing immediately on being aware of such claim, (ii) the Company has sole control of its defense and all related settlement negotiations. Company shall be responsible for any loss of data, loss of life, etc., due to acts of Company representatives, and not just arising out of gross negligence or misconduct etc., as such liabilities pose significant risk. The Company shall indemnify BANK (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

1. Non-compliance of the Company with Laws / Governmental Requirements.

2. Intellectual Property infringement or misappropriation.

3. Negligence and misconduct of the Company, its employees, sub-contractor and agents.

4. Breach of any terms of Agreement, Representation or Warranty.

5. Act of omission or commission in performance of service.

6. Loss of data.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by BANK arising out of claims made by its customers and/or regulatory authorities.

The Company shall indemnify, protect and save BANK against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of all the hardware, software and network device or other systems supplied by them to BANK from whatsoever source, provided BANK notifies the Company in writing as soon as practicable when BANK becomes aware of the claim however, (i) the Company has sole control of its defense and all related settlement negotiations (ii) BANK provides the Company with the assistance, information and authority reasonably necessary to perform the above and (iii) BANK does not make any statements or comments or representations about the claim without the prior written consent of the Company, except where BANK is required by any court/ authority/ regulator to make a comment / statement/representation/pleading. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations. However indemnity would cover damages, loss or liabilities suffered by BANK arising out of claims made by its customers and/or regulatory authorities.

16. TERMINATION OF CONTRACT:

For Convenience:

BANK by written notice sent to the Company may terminate the contract in whole or in part at any time for its convenience giving three (3) months prior notice. The notice of termination shall specify that the termination is for convenience stipulating the extent to which performance of the Company under the contract is terminated and the date upon which such termination become effective.

For Insolvency:

BANK may at any time terminate the contract by giving written notice to the Company, if the Company becomes bankrupt or insolvent.

For Non-performance

BANK reserves its right to terminate the contract in the event the Company repeatedly fails to maintain the service levels prescribed by BANK in scope of work.

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

17. Consequences of Termination

In the event of termination of the Agreement for the reasons stated in Termination Clause of this agreement, the Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be reasonably necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all reasonable steps to minimize loss resulting from that termination/breach and further allow the next vendor to take over the obligations of the Vendor in relation to the scope of the Agreement.

In the event that the termination of the Agreement is due to the expiry of the Term, the Vendor shall be obliged to provide all such reasonable assistance to the next vendor or any other person as may be required by the Bank.

Nothing herein shall restrict the right of the Bank to invoke the Performance Bank Guarantee and pursue such other rights and/or remedies that may be available to the Bank under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Agreement that are expressly or by implication intended to come into or continue in force on or after such termination.

18. Disaster Recovery Mechanism

The proposed system must be capable of and compatible for Disaster Recovery implementation. The Vendor should describe the provisions for disaster recovery and show that the system facilitates disaster recovery.

19. Migration

In the event of termination or expiry of the Term, the Vendor shall cooperate with the bank in migrating the data of Fixed Asset Management Solution and shall delete all data of the Bank that may exist with the Vendor.

20. Ownership and Retention of Documents

The Bank shall own the documents, prepared by or for the Vendor arising out of or in connection with the Agreement"

Forthwith upon expiry or earlier termination of the Agreement and at any other time on demand by the Bank, the Vendor shall deliver to the Bank all documents provided by or originating from the Bank and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by the Bank at no additional cost.

The Vendor shall not, without the prior written consent of the Bank store, copy, distribute or retain any such Documents.

The Vendor shall preserve all documents provided by or originating from the Bank and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of the Banking this regard.

21.Compliance with statutory and regulatory provisions

It shall be the sole responsibility of the Vendor to comply with all statutory, regulatory & Law of Land and provisions while delivering the Services.

22. Right to Audit

Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Bidder.

The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority,

covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank.

Bidder should allow Jammu and Kashmir Grameen Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. Bidder should allow Jammu and Kashmir Grameen Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank.

23. Audit and Inspection of records

The Bank, Reserve Bank of India, and/or their auditors (whether internal or external) shall be authorized to make inquiries and conduct audit in connection with vendor's compliance with its obligations as per this Agreement. The vendor agrees to provide the Bank with such information and access for audit of the Vendor, as requested by the Bank, Reserve Bank of India, and/or their auditors. At all times, the Bank, Reserve Bank of India, and/or their auditors shall have the right to audit the records of the Vendor directly or through its representatives in relation to the Services hereunder. All Vendor's records with respect to any matters covered by this Agreement and/or as may be required by the Bank, Reserve Bank of India, and/or their auditors shall be made available to the Bank or its designees as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Vendor is aware that any failure to provide the data or refusal by them to permit audit as above may attract penalty being imposed on the Bank by the RBI. Such penalty due to non provision of such data and / or records attributable to the Vendor shall be recovered by the Bank from the Vendor.

The Vendor shall address all such audit findings and implement the measures to mitigate risks as brought out therein. The Vendor shall comply with procedures to deal with deficiencies noted by auditors, government regulators and other internal or external agencies and provide relevant solutions.

24. Force Majeure

The Vendor or BANK shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving BANK or Vendor's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the Vendor shall promptly notify BANK in writing of such condition and cause thereof. Unless otherwise directed by BANK in writing, the Vendor shall continue to perform its obligations under contract as far as possible.

25. Limitation of Liability

a) Notwithstanding anything contained herein, bidder shall be liable for any indirect, special, punitive, consequential or incidental damages (including, without limitation, loss of use, data, revenue, profits, business) under this agreement and the aggregate liability of bidder, under this agreement shall not exceed more than the total contract value.

b) Except as provided in this agreement there are no other express or implied warranties, representations, undertakings or conditions.

26. Resolution of Disputes

Arbitration, Venue & Jurisdiction:

In the event of disputes, differences, claims and questions between the Parties hereto arising out of this Agreement or in any way relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavor to settle such differences, disputes, claims or questions amicably and failing such settlement the same shall be referred to the arbitrator for arbitration, the arbitrator shall be appointed by both the parties with mutual consent. The arbitration shall be held in accordance with the Arbitration and Conciliation Act, 1996 or any other statutory modification or re-enactment thereof for the time being in force and shall be held in Jammu and conducted in English language.

The Court in Jammu alone shall have jurisdiction over such arbitration proceedings. The award of the Arbitration shall be final, conclusive and binding upon the Parties hereto as an award of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof for the time being in force.

Each Party will bear the expenses/costs incurred by it in appointing the Arbitrator. However, the cost of appointing the arbitrator shall be borne equally by both the Parties."

27. Governing Laws

The Contract, its meaning and interpretation and the relation between the parties shall be governed by the applicable laws of the Union of India read with local laws of Jammu & Kashmir and the Vendor shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of BANK falls.

28. ADDRESS OF NOTICES:

Following shall be address of BANK for notice purpose:

General Manager-IT ,
Jammu and Kashmir Grameen Bank,
Head Office, Narwal, Jammu- 180 006 (India)

Following shall be address of Company for notice purpose:

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……..

Nothing contained in this Agreement shall be deemed or constructed as creating a joint venture or partnership between the Company and the Bank.

This Agreement may be modified or amended solely in writing as signed by both Parties.

The invalidity or unenforceability for any reason of any covenant of this Agreement shall not prejudice or affect the validity or enforceability of its other covenants. The invalid or unenforceable provision will be replaced by a mutually acceptable provision, which being valid and enforceable comes closest to the intention and economic positions of the Parties underlying the invalid or unenforceable provision.

In witness where of this agreement has been signed in two copies at Jammu on . , each of which shall

be deemed to be an original. The undersigned represent that they have the authority to enter into this Agreement on behalf of the person, entity or corporation listed above their names.

Agreed and signed on behalf of	Agreed and signed on behalf of
Company's Authorized Signatory	Jammu and Kashmir Grameen Bank
Name……	Name……
Designation……	Designation……
Place……	Place……
Date……	Date……
Witness: 1	Witness: 1
Name……	Name……
Designation……	Designation……
Place……	Place……
Date……	Date……
Witness: 2	Witness: 2
Name……	Name……
Designation……	Designation……
Place……	Place……
Date……	Date……