

**Appendix – I**  
**Number of Locations**

Number of existing Locations Region wise with District particulars to be covered by the Corporate Business Correspondent Agency

<b>Sr. No</b>	<b>Region</b>	<b>Districts</b>	<b>No. of Locations</b>
1	Kancheepuram	Chengalpattu, Kancheepuram, Thiruvallur, Tiruvannamalai, Vellore, Ranipet	21
2	Krishnagiri	Dharmapuri, Krishnagiri, Thirupathur	95
3	Namakkal	Karur, Namakkal, Salem	58
4	Coimbatore	Coimbatore, Erode, Nilgiris, Tiruppur	48
5	Villupuram	Cuddalore, Kallakurichi, Villupuram	102
6	Sivangangai	Pudukottai, Sivagangai	37
7	Virudhunagar	Dindigul, Madurai, Theni, Virudhunagar	57
8	Tirunelveli	Kanyakumari, Tenkasi, Tirunelveli	101
9	Thoothukudi	Ramanathapuram, Thoothukudi	168
10	Thanjavur	Ariyalur, Mayiladuthurai, Nagapattinam, Perambalur, Thanjavur, Thiruvarur, Tiruchirapalli	5
		<b>TOTAL</b>	<b>693</b>

\*Bank reserves the right to Add/Eliminate any location solely at its own discretion without giving reason or whatsoever. Further the number of locations in each district may be reallocated solely at the discretion of the Bank based on the requirements.

**APPENDIX – II**  
**ROLE OF SERVICE PROVIDER / BANK**

**A. INCIDENT MANAGEMENT**

- Technical SP of the Bank shall provide a help desk with adequate numbers of phone lines for incident management. The helpdesk numbers will be shared by the Bank to the successful bidder. On finding an equipment to be not functioning, the BCA would advise on the pre-designated number of help desk regarding the same. SP Help Desk representative would then issue a ticket number to the BCA which he will quote in all subsequent communications till resolution of the issue.
- Spare devices would be kept in our Regional Offices. Normally kept at 10% of total BC locations in the respective Regions.
- The Coordinator of the Corporate BC will take care of any defects/repair in the Micro ATMs/Tab provided by the Bank to BCs through the respective Regional Offices of the Bank.
- FI Nodal officer at Regional office would send mapping request through mail to our Technical Service Provider and arrange for service of faulty devices. If the devices found to be fault due to mishandling/manual errors applicable charges would be collected from payment due to bidder.

**B. MAINTENANCE AND SUPPORT**

At the time of operationalizing the solution & introduction of new product/utility, training is to be provided to the BC Agents through clearly delineating the Do's and Don'ts and Best Practices for maintaining the equipment. It would be the responsibility of the Corporate Business Correspondents to ensure that the equipment is handled carefully.

**C. SOFTWARE MANAGEMENT**

- In order to provide more and better service, the Bank may require an upgrade in the software. However, all newer versions of software for the frontend device would be informed to the successful bidder through release notes for further dissemination to the BCAs. The Corporate BC shall prepare, in consultation with the Bank, a schedule for upgrade on the field and the field BCs should download and install the new version at each BC outlet. BC helpdesk would be available to assist in the scheduled implementation and overseeing of the upgrade.
- The Corporate BC shall maintain sufficient inventory of Consumables at all the BC locations.

**D. CENTRALIZED MONITORING**

- Corporate BC shall have a dedicated team of Supervisors and Coordinators who shall monitor the implementation of FI Plan effectively well within the time schedule. They shall also arrange for necessary training, meetings with BCAs at periodical intervals, liaise with Bank's Link Branches / Regional Offices. They shall ensure for Preventive maintenance of devices used at BC locations and ensure of their good working condition, timely

repairs if any and with the required consumables. They shall also monitor the uptime, problem resolution.

- BC shall have the supervisors and coordinators as follows:
  - One Supervisor referred to as BC Supervisor (BCS) for 50-60 BCAs.
  - One Coordinator referred to as BC Coordinator (BCC) for 25-30 BCSs.

## APPENDIX III

### SCOPE OF BASIC BANKING PRODUCTS & SERVICES TO BE OFFERED

The Service Provider shall provide the services through fixed point BC locations and Mobile BC models using Micro ATM/Tablet provided by the Bank. The Bank will prescribe the number of locations wherein the solution is to be deployed by the bidder as per the requirement of the Bank as and when required. The successful bidder shall deploy the solution within 45 days from the date of work order or the date of intimation. At present Bank is having Fixed Point BC locations at three places in Krishnagiri District, Bank will increase the Fixed Point BC locations based on mandate received from SLBC.

#### BC MODEL:

- 1.1. The Solution will be provided by Bank and the bidders shall access the solution in both fixed point BC and Mobile BC through Micro ATM /Tab. The Service Provider shall ensure minimum working hours of 4 hours at the fixed point BC (3 locations at present) everyday apart from visiting the field for Mobile BC activity. In Fixed point BC locations, The SP shall provide infrastructures such as a minimum building space of 100 Sq.ft in a prominent place accessible to customers and acceptable to the Bank. The Fixed Point BC Centres / KIOSK should have a good ambience with proper infrastructure like seating arrangements/office furniture etc.

The Bank will have the option of increasing/decreasing the number of BC locations. Bank reserves the right to Add/Eliminate any location solely at its own discretion without giving reason or whatsoever. Further the number of locations in each Region may be reallocated solely at the discretion of the Bank based on the requirements. The bank would further have the option of relocating or discontinuing the BC locations in areas where a bank branch gets opened during the period of the contract. In areas where relocation of B C A g e n t is suggested due to opening of bank branch, the BC Agent may be allowed to continue if the bank and the SP mutually agree that the BC will still be viable. It is essential that the Fixed Point BC locations have the required resources to provide the service mentioned in this RFP. New services may be added from time to time as per the instructions of the Bank and with mutual consent. Bank reserves the right to add additional locations where BCOs/BCAs are to be set up on the same commercials.

**Business Correspondent (BC) activities:****Provide transaction facility (within limits fixed) like:**

Agent shall provide the following services in field. The list is indicative list only and not complete list of services. Apart from the list Agent will provide other services as required by Bank/ RBI/ NABARD / DFS / Govt Departments or any other enforcement agencies from time to time

- a) Account opening through e-KYC with RD services approved by UIDAI
- b) Cash receipt and payment ( AEPS / Smart card )
- c) Fund transfer.
- d) Govt. Insurance schemes ( PMJJBY, PMSBY) and pension scheme ( APY)
- e) Balance enquiry
- f) Rupay card transactions
- g) AEPS transactions.
- h) DBT payments.
- i) Transactions for SHG ( Through dual authentication)
- j) Door step Pension payment /Govt. Subsidy disbursement and any other payment covered under social security schemes.
- k) Canvass RD and FD account.
- l) Canvass 3rd party products.
- m) Recovery in small Loan /NPA accounts
- n) Financial literacy
- o) Aadhaar Seeding consent/mandate form collection
- p) Any other banking & financial services Bank may identify/ introduce in future

**Cash Management:**

The Service provider will be solely responsible for the cash management. Suitable insurance for Cash held at BC Agents / Fixed Point BC locations, cash in transit to be obtained and the policy/proof is to be submitted to the Bank.

## APPENDIX IV

### **Entities eligible to be appointed as BC/ BCAs and general guidelines to be followed by Service provider while appointing Business Correspondent Agents (BCAs)**

The Service Provider would be required to appoint from among the following as the BCA. This list would be revised from time to time based on Reserve Bank of India directives.

1. NGOs/MFIs set up under Societies/ Trust Acts
2. Cooperative Societies registered under Mutually Aided Cooperative Societies Acts or the Cooperative Acts of States/ Multi State Cooperative Societies Act.
3. Section 25 companies.
4. Post Offices.
5. Retired Bank employees
6. Ex-Service men.
7. Retired Govt. Employees.
8. Individual owners of kirana/ medical/fair price shop owners.
9. Individual Public Call Office (PCO) operators.
10. Agents of small savings schemes of Government of India / Insurance Companies
11. Individual who own petrol pumps.
12. Retired teachers.
13. Authorized functionaries of well-run Self Help Groups (SHGs) linked to banks.
14. Individual members of Farmer's Clubs.
15. Individual operators of Rural Multipurpose kiosks/ Village Knowledge Centers
16. Individuals/ proprietors/ owners who manage Agri Clinics/ Agri BusinessCenters.
17. Retired Post Masters.
18. Individuals such as auto dealers, tractor dealers and FMCG stockists.
19. Insurance agents including of private insurance companies (IRDA certified)and postal agents.
20. Individuals operating Common Services Centers (CSCs) established by Service Centre Agencies (SCAs) under the National e-Governance Plan (NeGP).
21. Any other individual considered suitable by the bank.
22. Companies registered under the Indian Companies Act 1956 with large and wide spread retail outlets, excluding Non-Banking Financial Companies (NBFCs).
23. Identified BCs and BCAs should not have been defaulters to any financial institution.
24. Identified BCs should not have been blacklisted by any bank in the last twoyears for deficiency of service.
25. The identified BCAs should be certified by IIBF or similar agencies approvedby IBA/Bank.

**While appointing Business Correspondent Agents (BCAs), following general guidelines should be followed by Corporate BC:**

- The Bank is already having Business Correspondents directly engaged by Bank. Preference would be given to existing BCs.
- It is better to appoint an existing entrepreneur as BCA so that it is an additional income to him/her. This will improve the viability of BCA.
- While approving location of BCO, the place should be such that it is easily accessible and be preferably the place of weekly local 'Haats'.
- The selection of BCA must be done by the CBC/SP with the consent of the concerned Branch Manager in whose service area the BCO is located. Preference should be given to such persons who are already doing some activity in the village.
- The BCA must be responsible to receive and pay money, to transfer money from one to another. Each BCA will be assigned with business facilitator activity also. BCAs may also be used for deposit mobilization
- The BCA will also source micro insurance PMJJBY, PMSBY and APY
- The BCA must be responsible for routing all transactions of the villagers in the assigned villages so that effective marketing and follow up can take place.
- It is necessary to ensure that there is a continuous improvement in the quality of services through the BCAs. There should be regular training and capacity development programmes for the BCAs, organized by the BC.

## **APPENDIX V**

### **Standard Operating procedure for BC**

#### **Logistics at the BC /Business correspondent outlets**

1. Display of signage as approved by the Bank.
2. Display of Phone numbers of Help line, Bank officials (link Branch / Regional Office /Head Office)
3. Display of BC certificate as an authorized Bank's BC.
4. The BCA shall also be issued identity card along with Photograph with Unique personal identification Number allotted to the BCA by Bank and name & address printed on it by the BC.
5. The identity card shall be required at the time of transaction/remittance.
6. Ensure availability of required Stationery – Account opening forms, check lists, publicity materials / pamphlets / job cards for banking products.

#### **Maintenance of Registers:**

1. Records of customers enrolled;
2. Account opening forms sent to link branch;
3. Account opening forms pending to be sent;
4. Customer contact register;
5. Applications movement register;
6. Visitors/Bank officials visit register.
7. Name of grievance redressal official and contact No. to be displayed.
8. List of Do's and Don'ts for customers to be displayed.
9. Complaints register

#### **Image building and trust:**

1. BCs to create awareness about the channel and any other products of the Bank among the public in the area of operation.
2. BCs to market the banking products and ensure a pull for the customers in the area of operation.
3. BCs to do due diligence for BCA selection.
4. Arrange for training of BCAs.

#### **Operational Requirement**

1. Approval from the Bank for establishing a BCO at any centre.
2. Account opening form filling up and obtaining required KYC documents / photograph of the customer.
3. Enrollment of the customer as per the process approved by bank.
4. Co-ordinating with link branches to expedite verification and upload of customer data in CBS for account creation.
5. CBS account number to the customers after account creation in the bank's CBS.
6. Maintaining secrecy about customer account information.
7. Maintenance of sufficient balance in the BC settlement account to support customer transactions and fund settlement with the bank.



8. BC will ensure regular payment of remunerations to the BCAs.
9. BC will ensure availability of consumables like printing paper etc at the BC Agent / BC location / BC Outlet.
10. BC to ensure issuance of front end system generated receipt to the customers on successful transaction.
11. To define dispute resolution mechanism.
12. Forwarding any feedback / complaint received from the customers to the bank.
13. Risk mitigation process in operations.
14. Arranging insurance for cash at the BCO.
15. In case of temporary / permanent termination of BCA at any outlet, BC to make alternate arrangement to ensure continuity of banking services to the customers within 15 days. BC will be responsible for any loss of Micro ATM/Tab provided by bank to BCAs and BC to bear the device cost.

### **Legal Requirement**

Persons / BCAs engaged by BC are not the employees of the bank and the bank shall not be responsible in any manner for payment of wage remuneration nor payment for PF, EPF due to such persons.

**TECHNICAL BID FORM**

**BIDDERS PROFILE:**

<b>1</b>	Name of the Company	
<b>2</b>	Address of Registered Office / Head Office	
<b>3</b>	Phone Number (with STD Code)	
<b>4</b>	Fax Number	
<b>5</b>	E-mail id	
<b>6</b>	Constitution (Public Ltd Co., / Pvt Ltd Co./ Partnership/ Proprietary Concern etc)	
<b>7</b>	Date of Establishment:	
<b>8</b>	Name of Chief Executive:	
<b>9</b>	Name of Contact Person and Phone No:	
<b>10</b>	Line of Activity:	
<b>11</b>	Date from which the bidder is experienced in similar type of activity	
<b>12</b>	Products Developed / Serviced (Attach product literature)	
<b>13</b>	Details of Quality Certifications Obtained for the Company & its Products, such as ISO-9001:2000 etc.(attach Photo copies).	
<b>14</b>	Total Number of Employees:	
<b>15</b>	PAN Number of Company	
<b>16</b>	GSTIN Number of Company	

**Date:**

**Signature of Authorized Official with Seal**

**TECHNICAL BID FORM  
PROFILE OF BC PROPOSED FOR THE PROJECT**

1	Name of the Company	
2	Address of Registered Office / Head Office	
3	Phone Number (with STD Code)	
4	Fax Number	
5	E-mail id	
6	PAN Number	
7	GSTIN Number	
8	Constitution (Public Ltd Co., / Pvt Ltd Co./ Partnership/ Proprietary Concern etc)	
9	Date of Establishment:	
10	Name of Chief Executive:	
11	Name of Contact Person and Phone No:	
12	Line of Activity:	
13	Date from which the bidder is experienced insimilar type of activity	
14	Products Developed / Serviced (Attach product literature	
15	Details of Quality Certifications Obtained forthe Company & its Products, such as ISO- 9001:2000 etc. (attach Xerox copies).	
16	Total Number of Employees:	
17	Envisaged role of the Company	

<b>Financial Background</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
Turnover				
Net Profit after TAX				
Total Assets				
Total Liabilities				

Date:

Signature of Authorized Official with Seal

**TECHNICAL BID FORM**

List of Major Banks/ Government Departments/ Agencies to whom Financial Inclusion solutions have been offered and related references: (provide copies of such major contracts executed)

<b>Name of the Bank/Institutions &amp; contact details</b>	<b>Details of services offered</b>	<b>Equipment Supplied</b>	<b>Contact Person</b>	<b>Phone</b>

Reference details of major contracts executed.  
Attach (a) reference letters for these contracts only (b) copy of Purchase Orders for each of the model)

**Date:**

**Signature of Authorized Official with Seal**

**TECHNICAL BID FORM****FINANCIAL POSITION OF THE BIDDER**

(Enclose copy of Audited statements)

(In Rs in Lakhs)

	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
Audited (A) / Provisional (P)	(A)	(A)	(A)	(A)/(P)
Paid up Capital				
Tangible Net Worth				
Total Assets				
Total Sales (net of excise)				
PBDIT				
Profit after Tax				

Please attach annual reports / duly audited financial statements for the last Four financial years.

- a) If the bidder is a Company, please confirm that the Memorandum and Articles of Association do not prohibit the BC activity (also attach copies of Memorandum and Articles of Association).
- b) In case of a Company, please furnish data on share holding pattern, names of main promoters and names of Directors (Ultimate beneficial owner of the Company).
- c) Please furnish data required for getting report from CIBIL on the Company, promoters and Directors.
- d) If the bidder is having a tie up with a TSP, separate form is to be used to furnish the details for individual members.

**Date:****Signature of Authorized Official with Seal**

**TECHNICAL BID FORM**

**CONFIRMATION OF SOFT COPY**

To

The General Manager,  
Tamil Nadu Grama Bank,  
6 Yercaud Main Road,  
Hasthampatti,  
Salem 636007

Dear Sir/Madam,

Sub: Tamil Nadu Grama Bank RFP for engagement of Corporate BC

Further to our proposal dated ... .. in response to the Request for Proposal (Bank's tender No. \_\_\_\_\_ hereinafter referred to as "RFP") issued by TAMILNADU GRAMA BANK ("Bank") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Authorised  
Signatory  
Designation  
Bidding corporate name

**TECHNICAL BID FORM**

**BIDDER's UNDERTAKING LETTER**

**Date:**

From:

To

The General Manager,  
Tamil Nadu Grama Bank,  
6 Yercaud Main Road,  
Hasthampatti,  
Salem 636007

Dear Sir/Madam,

We, the undersigned, as Bidder, having examined the complete RFP document (along with its appendix/annexure), do hereby offer to produce, deliver, install, support and maintain the BUSINESS CORRESPONDENT SERVICES) using Micro ATM/Tablet in your Bank in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Commercial Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal.

We agree to abide by our Offer for a period of 365 days from the date of last day of Bid submission and it shall remain binding on us for acceptance at any time before the expiration of this period.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake, if our Bid is accepted, to provide Contract Performance Guarantee in the form and in the amounts and within the times stipulated in the RFP.

Moreover, we certify that:

Prices in the Bid have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.

The prices in the Bid have not been disclosed and will not be disclosed to any other Bidder of this RFP.

We have not induced nor attempted to induce any other Bidder to submit or not submit a bid for restricting competition.

We certify that the information/data/particulars furnished in our RFP are factually correct. We also accept that in the event of any information/ data/ particulars proving to be incorrect, the Bank will have the right to disqualify us from the bid.

We undertake to comply with the terms and conditions of the RFP. We understand that the Bank may reject any or all of the offers without assigning any reason whatsoever.

Yours faithfully,

(Authorised Signatory)

In the capacity of \_\_\_\_\_

Duly authorized to sign the Bid for and on behalf of \_\_\_\_\_



**TECHNICAL BID FORM****COMPLIANCE STATEMENT**

We certify that except for the following deviations, we agree to abide by all other clauses, terms, conditions and specifications mentioned in the RFP.

<b>Main RFP / Section</b>	<b>Clause / Sub Clause No.</b>	<b>Deviation</b>	<b>Specific Page no. of the Response</b>

**Place:**

**Date:**

**Signature of Authorised signatory with seal**

**Note: If there are no deviations the bidder has to give his response by writing 'NIL' in the statement**

**TECHNICAL BID FORM****TECHNICAL EVALUATION CRITERIA**

<b>S.No</b>	<b>Parameter</b>	<b>Documents required</b>	<b>Maximum Marks</b>	<b>Score as per bidder</b>
<b>1</b>	No of Years Bidder is working as Business Correspondents <ul style="list-style-type: none"> <li>• Above 9 years (10 marks)</li> <li>• Above 7 years and up to 9 years (8 marks)</li> <li>• Above 5 years and up to 7 years (6 marks)</li> <li>• 3 years and up to 5 years (4 marks)</li> <li>•</li> </ul>	Letter enclosing Copy of Registration as Business Correspondents. Copy of First assignment as Business Correspondents along with client reference.  (No. of years will be calculated from the date of first assignment).	10	
<b>3</b>	Number of Business Correspondents deployed as on <b>31.03.2021</b>	One Mark for each 100 BCs (For example 500 BCs 5 Marks)	20	
<b>4</b>	Number of Banks in which Banking agents deployed as on <b>31.03.2021</b>	Two Mark for each Bank (For example 2 Banks 4 marks)	10	
<b>5</b>	Past experience/ performance	Based on the evaluation committee recommendations	10	
	<b>Total Score</b>	<b>Maximum Score=50</b>		

Note: - Bidder must submit the proof confirming the claim for the points mentioned above. Bank will re-examine and may deduct the score if not supported by documentary proof whereas required.

**Minimum 30 marks required for the recommendations of the evaluation committee.**

(Signature with date and seal)  
(In the capacity of)

Duly authorised to sign the Bid with seal for and on behalf of (Name and address of the Bidder)

**COMMERCIAL BID UNDERTAKING LETTER**

To

The General Manager,  
Tamil Nadu Grama Bank,  
6 Yercaud Main Road,  
Hasthampatti,  
Salem 636007

Dear Sir/Madam,

**Sub: Engagement of Corporate Business Correspondent for providing Financial Inclusion Banking Services**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to undertake to implement the solution of BUSINESS CORRESPONDENT SERVICES using Micro ATM / Tablet and implement the solutions in accordance with the time schedule.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to prescribed amount in Purchase Order Price, placed on us, for the due performance of the Contract in the form prescribed by the Bank.

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

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of 2021.

(Signature) (Name)  
(in the capacity of)  
Duly authorized to sign Bid for and on behalf of

## COMMERCIAL BID (INDICATIVE PRICE BID)

S.No	Description	Ratio of commission to be shared between BCs and BC Agents	Maximum Commission (Amt. in Rs.)	Approximate Monthly Units (For Reference*)	Rate quoted out of (A)	Total amount quoted per month
			(A)	(B)	(C)	(B) * (C)
1	Enrolment	80:20	15	7000		
2	Transactions	80:20	0.30 % of the Total Transaction amount	100 Cr		
3	Fixed Remuneration when Txn > 300	80:20	3200	1000 BCs		
4	PMJJB	90:10	30	1000		
5	PMSBY	90:10	1	1000		
6	APY	90:10	60	1000		
7	OAP	90:10	10	100000		
8	NPA	80:20	2.5 % for SS with max ceiling of Rs.500/-, 5% for D1 and D2 with max ceiling of Rs.1000/-, 10% for D3 and LA with max Ceiling amount of Rs.2000/- (All max. ceilings are for per account per month)	NA	NA	NA

- Transactions done between BC accounts will not be considered.
- BC Management amount to be restricted on BC attendance. (Min. 20 days per month).
- Above Rates mentioned are exclusive of any sales, use, value added tax, service taxes or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction.
- NPA – SS – Sub-standard, D1, D2, D3 – Doubtful category, LA – Loss Asset.

Date:

Signature with Official seal

**Authorization Letter Format**

(To be presented by the authorized person at the time of Opening of Part A-Technical Proposal / Part B-Commercial Bid on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company)

Ref No:

Date:

The General Manager (Credit),  
Tamil Nadu Grama Bank Head office,  
6, Yercaud Main Road,  
Hasthampatti, Salem 636 007.

Dear Sir/Madam,

**SUB: RFP for Engagement of Corporate Business Correspondent Agency**

**Ref: Your RFP No. RFP No. TNGB / FI / 01 /2021-22 dated\_\_\_\_\_**

This has reference to your above RFP.

Mr./Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above RFP on \_\_\_\_\_ on behalf of our organization.

The specimen signature is attested below:

\_\_\_\_\_

Specimen Signature of Representative

\_\_\_\_\_

Signature of Authorizing Authority

\_\_\_\_\_

Name & Designation of Authorizing Authority

**NOTE: This Authorization letter is to be carried in person and shall not be placed inside any of the bid covers.**

**Proforma of Bank Guarantee for Contract Performance**

(To be submitted on Non-Judicial stamp paper of appropriate value  
Purchased in the name of the issuing Bank)

To:

The General Manager (Credit),  
Tamil Nadu Grama Bank Head office,  
6, Yercaud Main Road,  
Hasthampatti, Salem 636 007.

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as “the CONTRACTOR”) has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to “Engagement of Corporate Business Correspondent Agency” using Micro ATM as per their Contract dated

\_\_\_\_\_ with you (hereinafter referred to as “the CONTRACT” )

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Commercial Bank in India, in your favour, as per Clause\_\_\_\_\_ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as “the PERFORMANCE GUARANTEE”)

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, \_\_\_\_\_ and local office at \_\_\_\_\_, India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at \_\_\_\_\_ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs.\_\_(Rupees\_\_\_\_\_) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of

any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of \_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by

any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) as aforesaid or extend the period of the guarantee beyond the said day of \_\_\_\_\_ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

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

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

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



Notwithstanding anything contained herein

- a. Our liability under this guarantee shall not exceed Rs. \_\_\_\_\_  
(Rupees \_\_\_\_\_ only)
- b. This guarantee shall be valid upto \_\_\_\_\_ and ;
- c. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Salem on or before \_\_\_\_\_ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021. For and on behalf of

\_\_\_\_\_ BRANCH MANAGER SEAL ADDRESS PLACE

**Format for Sending Pre-Bid Queries**

<b>Sl. No</b>	<b>Page No. of RFP</b>	<b>Clause No</b>	<b>RFP Clause</b>	<b>Bidder's Query</b>
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