



# **SAURASHTRA GRAMIN BANK**

**Head Office:** LIC, Jeevan Prakash Building, Wing-2, Mahila College Chowk, Rajkot-360001

**Phone:** 0281 — 2482421 / 2482422 **Fax:** 0281 — 2371127 **Web:** [www.sgbrb.org](http://www.sgbrb.org)

**Email:** [technologypms@sgbrb.org](mailto:technologypms@sgbrb.org); [managertechnology@sgbrb.org](mailto:managertechnology@sgbrb.org)

**SGB/HO/TECH/PMS/01**

**Date: 03-07-2024**

## **Request For Proposal for Implementing and Migrating to Microsoft 365 Email Solutions for our bank**

### **INVITATION TO BID**

Saurashtra Gramin Bank is inviting qualified vendors to submit proposals for the implementation of Microsoft 365 Email Solutions and migration of existing mailing solution to Microsoft 365. The selected vendor will be responsible for providing comprehensive email services, ensuring seamless communication, collaboration, and security for our organization.

Saurashtra Gramin Bank (referred to as SGB/the Bank) has its Head Office in Rajkot, along with other branches and offices (Regional Business Offices, Administrative Offices, etc.) in various centers in the Saurashtra Region of Gujarat.

Saurashtra Gramin Bank invites both 'Technical' and 'Financial' bids for the implementation and migration to Microsoft 365 Email Solutions, to be submitted online through the GEM portal.

Bank will hold Reverse Auction in the event of two or more bidders are eligible after opening of financial bids. Final Item wise price shall be arrived after Reverse Auction.

The Bidding Document may be obtained from the Bank or downloaded from the Bank's Website [www.sgbrb.org/tenders.html](http://www.sgbrb.org/tenders.html) or from the GEM portal.



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## SCHEDULE OF EVENTS

Date of commencement of Bidding Process	<b>08/07/2024</b>	
Last date and time for receipt of queries from bidders for Clarifications	<b>11/07/2024</b>	
Date of Pre-Bid Meeting	<b>Will inform later</b>	
Last date for submission of Bids (both technical and financial)	<b>29/07/2024</b>	
Opening of Technical Bids	<b>29/07/2024</b>	
Opening of Financial Bids	<b>30/07/2024</b>	
Place of opening of Bid	<b>Saurashtra Gramin Bank, Head Office</b>	
Date of Reverse Auction	<b>Will inform later</b>	
Address for communication	<b>Wing-2, 1st Floor, LIC, Jeevan Prakash Building, Tagore Road, Rajkot-360001, Gujarat, India</b>	
All correspondence relating to this RFP should be sent to following email id	<a href="mailto:technologypms@sgbrrb.org">technologypms@sgbrrb.org</a> <a href="mailto:managertechnology@sgbrrb.org">managertechnology@sgbrrb.org</a>	
Earnest Money Deposit	Remittance of Rs. 50,000/- (Rupees Fifty Thousand Only) to SGB's Account. The UTR No for this transaction has to be indicated in the Bid Document.	
Saurashtra Gramin Bank Details	<b>Beneficiary Name</b>	<b>SAURASHTRA GRAMIN BANK</b>
	<b>Account No.</b>	<b>78001648906</b>
	<b>Bank Name</b>	<b>SAURASHTRA GRAMIN BANK</b>
	<b>Branch Code &amp; Name</b>	<b>182-Dhebar Road Branch</b>
	<b>IFSC Code</b>	<b>SGBA0000182</b>

### **Note:**

- The Bank reserves the right to amend the RFP/ place clarifications/ explanations/ additions/ modifications/ corrigendum on account of issues submitted through email will be made available on GEM portal.
- It is to be noted that aforesaid will be displayed/notified on GEM Portal only and these will be binding on participating bidders. The Bank shall not be liable for any communication gap.
- Please note that all the required information must be provided. Incomplete information may result in the non-consideration of the proposal.
- All Bids must be accompanied by Earnest Money Deposit as specified in the Bid document.
- The Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders.
- The information provided by the bidders in response to this RFP document will become the property of SGB and will not be returned. SGB reserves the right to amend, rescind, or reissue this RFP, and all amendments will be communicated to the bidders, with such amendments being binding on them.



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## **PURPOSE OF THE PROJECT**

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Saurashtra Gramin Bank (“the Bank”) to select Microsoft 365 Email Solutions for the Bank as per the Technical Specification given in this RFP.

The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document.

**Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserves the right to reject any or all the bids, if bid is not submitted in proper format as per RFP.**



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## **PRE-QUALIFICATION CRITERIA (TECHNICAL BID):**

1. Technical bid accepting terms and conditions must be submitted as per ANNEXURE-A.
2. Proof of Credit of Rs.50,000/- (EMD) before last day of submission of tender to our Bank Account No. 78001648906 with Saurashtra Gramin Bank, Rajkot.



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## **SCOPE OF WORK**

The scope of work includes Microsoft 365 Email Solutions having following services for Saurashtra Gramin Bank: -

### **Project Overview:**

The scope of this project includes moving the current email setup of Saurashtra Gramin Bank from Yahoo Mail to Microsoft 365 Mailing solution, **with a contract period of 3 years for 400 users**. The objective is to enhance email communication, collaboration, and productivity through the adoption of Microsoft 365 services.

### **Objectives:**

#### **1. Platform Assessment and Planning:**

- Evaluate the current Yahoo Mail infrastructure and assess compatibility with Microsoft 365 Mailing solution.
- Develop a detailed migration plan, including timelines, milestones, and resource requirements.

#### **2. Data Migration:**

- Migrate existing emails, contacts, calendars, and attachments from Yahoo Mail to Microsoft 365 Mailing solution. Total data to be migrated would be around 3.5 to 4 TB.
- Implement a data verification process to ensure the integrity and accuracy of migrated content.

#### **3. User Training:**

- Develop and deliver training sessions for end-users on Microsoft 365 Exchange Online, including Outlook and web-based access.
- Provide documentation and support materials to assist users during the transition.

#### **4. Configuration and Integration:**

- Configure Microsoft 365 Exchange Online to align with Saurashtra Gramin Bank's specific email and collaboration requirements.
- Integrate Microsoft 365 with other systems, ensuring a seamless workflow.

#### **5. Testing:**

- Conduct thorough testing of the Microsoft 365 Exchange Online environment to identify and address any issues.
- Perform user acceptance testing (UAT) to validate that the new system meets user expectations.

#### **6. Rollout Plan:**

- Develop a phased rollout plan to minimize disruption to bank operations.
- Communicate the migration plan to all stakeholders, including employees and clients.

#### **7. Post-Implementation Support:**

- Establish a helpdesk and support system to address any issues or concerns post-migration.
- Monitor the system's performance and promptly resolve any issues that arise.



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## **Deliverables:**

### **1. Platform Compatibility Report:**

- Detailed report on the compatibility of the current Yahoo Mail infrastructure with Microsoft 365 Mailing solution.

### **2. Migration Plan:**

- Document outlining the step-by-step process for migrating data from Yahoo Mail to Microsoft 365 Mailing solution.

### **3. Training Materials:**

- User manuals, guides, and other training materials for staff.

### **4. Configuration Documentation:**

- Detailed documentation on the configuration of Microsoft 365 Mailing solution.

### **5. Testing Reports:**

- Reports summarizing the results of system testing and UAT.

### **6. Rollout Plan Document:**

- Detailed plan for the phased rollout of Microsoft 365 Exchange Online.

### **7. Post-Implementation Support Plan:**

- Document outlining the support mechanisms in place after the migration.



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## **GENERAL TERMS AND CONDITIONS**

1. Earnest Money Deposit (EMD) of Rs.50,000/- shall be returned to unsuccessful bidders within 30 days from the date of financial bid.
2. Contract rate shall be valid for 3 years subject to yearly renewal by both the parties through written consent.
3. The successful bidder will have to deposit the 5% of the final order value as the Performance guarantee as Security Deposit till the expiry of contract.
4. Migration/Installation is to be done within 30 days after issuing work order. Any kind of delay in service may lead to penalty of Rs.250 per day during contract period.
5. In case of termination, the Security Deposit amount will be forfeited and the bidder will be debarred from applying in SGB for 3 years & will be blacklisted.
6. The "Financial Bid" should contain competitive prices as per Annexure-B for all items shall be submitted on GEM portal so as to derive L1 vendor (as per L1 criteria). It is compulsory for bidder to quote the price for all items mentioned in Annexure-C, partial bids will be straight away rejected.
7. The Bank, however, reserves the right to cancel the order at any time without giving reason and call for fresh quotes at any time during the period if considered necessary.
8. The rates quoted once will be treated as final. No alteration either in rates or in tender documents will be entertained.
9. The successful bidder(s) to whom the work is awarded will be under direct liaison with IT Department, Head Office, Rajkot and has to follow his instructions from time to time.
10. Bank reserves the right to accept the offer of only one vendor in full or more than one vendor(s) in part or reject any or all quotations, without assigning any reason thereof and irrespective of L1 criteria, at any stage.
11. In the event of L1 vendor back outs or Bank rejects the proposal of L1 bidder on the ground of poor supports & services, the Bank may award the AMC to L2 bidder provided they match the prices with that of the L1 vendor and/or security deposit of the L1 vendor will be forfeited.
12. In case of dispute, decision of SGB authority shall be final and abiding to the vendor(s) subject Rajkot Jurisdiction.

## **PAYMENT TERMS**

1. Advance Payment - NIL
2. Payment shall be made only after satisfactory migration and installation and proper functioning.
3. Payment will be made annually, subject to yearly price review.
4. The necessary TDS will be deducted as per Central Government norms.
5. In case of failure on the part of the vendors to provide work to the satisfaction of the Branch/Office, SGB authority reserves the right to forfeit BG amount kept as security deposit and any of the dues due to the vendors, terminate the contract with immediate effect and will be at liberty to get the work executed through a separate vendor at the risk and cost of the defaulting vendor.
6. Rates quoted must be including all cost but excluding GST.

Yours faithfully,

**GENERAL MANAGER**



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**Annexure – A**

## **Bidder's Eligibility Criteria**

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

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

To,  
The General Manager

**Saurashtra Gramin Bank**  
Wing-2, 1st Floor,  
LIC, Jeevan Prakash Building,  
Tagore Road, Rajkot-360001  
Gujarat, India.

Dear Sir,

**Subject: Bid Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for migrating Yahoo Mail to Microsoft 365 Mailing solution.**

SN	Criteria	Proof to be submitted	Compliance (Y/N)
1.	The bidder should be a Government Organization/PSU/ or a Limited Company/ Pvt Limited Company under Companies Act in India, Partnership, Sole proprietorship etc.	Copy of the partnership deed/ Certificate of Incorporation as case may be.	
2.	The bidder should not have been blacklisted barred by any Public Sector Bank, RBI/NHB, any PSU or IBA for any reason viz. delay in providing services/ Support under such contracts at the site, at the time of bidding.	Self-declaration to this effect must be submitted on the bidder's letterhead.	
3.	The average annual sales turnover of the company must not be less than Rs 50 Lakh per year, during last 3 financial years (2021-22, 2022-23 & 2023-24).	Attach certified copies of purchase/work order.	





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4.	The bidder should have minimum 3 year of business Experience of implementating Microsoft 365 Email Solutions. The bidder/OEM should have implemented Microsoft 365 Email Solutions in at least 2 Scheduled Commercial Banks/ Financial Institutions/Fintech in India during last 3 years.	Bidder should have Certificate of such experience from related Bank/Fls to be furnished of same device for which bidder participate.	
5.	The bidder must be registering profits or having positive net worth for last three years (2021-22, 2022-23 & 2023-24).	Financial statements i.e. Audited Balance sheet and Profit & Loss accounts for last three years (2021-22, 2022-23 & 2023-24) will have to be submitted	
6.	If bidder is not a manufacturer then the bidder should enclose manufacturer's authorization letter/ dealership certificate from the original Equipment Manufacturer (OEM) for Microsoft 365 Email Solutions.	MAF/OEM certificate	
7.	The bidder should have been registered for GST.	Attach copies of PAN & GST registration Certificate.	
8.	The bidder should have a back-to-back support from the OEM of the Microsoft 365 Email Solutions. Any upgrade and updates for the next 3 years shall be made available by the bidder without any additional cost. The bidder should have After sales service centers (ASSC) across the area.	Attach undertaking of OEM and list of SSCs.	

For the purpose of considering the bidders eligibility criteria viz the certification, licenses etc. the credentials of the bidding company and its taken over company, if any, shall be taken into account collectively.

Place:

Date:

Seal & Signature of the bidder



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Annexure – B

## Bidder's Technical Specifications Criteria

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

To,  
The General Manager

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

**Saurashtra Gramin Bank**  
Wing-2, 1st Floor,  
LIC, Jeevan Prakash Building,  
Tagore Road, Rajkot-360001  
Gujarat, India.

Dear Sir,

**Subject: Bid Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for empanelment of vendor for supply, installation of Enterprise Antivirus Solution for SGB.**

SN	Features required	Compliance (Y/N)	Doc/Online Resource Proof
1.	License for Microsoft 365 email solution for 400 users		
2.	Cloud based deployment		
3.	At least 1 TB cloud storage per user		
4.	Email solution with bank existing domain		
5.	Migration of data from Yahoo mail to Microsoft 365 email solution		
6.	Anti-Phishing/ Anti-Spam/ Anti-Malware solution		
7.	Email archiving facility		
8.	Protections like DKIM (DomainKeys Identified Mail), SPF (Sender Policy Framework), and DMARC (Domain-based Message Authentication, Reporting, and Conformance)		
9.	Email encryption		
10.	Advanced threat protection		
11.	Admin rights must be provided		
12.	Data should be store in India		

**Note: Failure to comply with the specified features or brands will lead to rejection.**

Place:

Date:

Seal & Signature of the bidder



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Annexure – C

## **(FINANCIAL BID DOCUMENT)**

**NOTE:** The bidder has to compulsorily offer/ quote the unit price for all the items in this document as to be conclusive in deriving L1.

<b>Sr No</b>	<b>Particulars*</b>	<b>Period</b>	<b>Total no of units**</b>	<b>Total Amount (In Rupee)</b>
1	Empanelment of vendor for migrating Yahoo Mail to Microsoft 365 Mailing solution for SGB as mentioned in the Scope of work.	1 Year	400	
<b>Total Amount (for L1 Purpose Excluding GST)</b>				

\* Unit prices to be quoted in compliance with this specification/ configuration.

\*\* The quantity mentioned above is purely indicative which may be less or higher.

Date:

Place:

Official Stamp:

SIGNATURE OF AUTHORISED SIGNATORY



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Annexure - D

## **BANK GUARANTEE FOR EARLY RELEASE OF 5% RETENTION MONEY**

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

To:

Dear Sir,

BANK GUARANTEE FOR EARLY RELEASE OF 5% RETENTION MONEY

AS SET OUT IN THE SGB PO. NO. .... DATED .....

GUARANTEE NO: \_\_\_\_\_

AMOUNT: Rs. \_\_\_\_\_

GUARANTEE COVER FROM \_\_\_\_\_ TO \_\_\_\_\_

LAST DATE OF LODGEMENT OF CLAIM \_\_\_\_\_

(3 months after expiry of warranty)

In consideration of Saurashtra Gramin Bank (hereinafter called "the SGB") having its office at the aforesaid address, having agreed to engage for migrating Yahoo Mail to Microsoft 365 Mailing solution for SGB M/s \_\_\_\_\_ from \_\_\_\_\_ having its office at \_\_\_\_\_ (hereinafter called "the said Supplier/Vendor/Contractor") under the terms and conditions of an Agreement dated \_\_\_\_\_ (Empanelment letter date, hereinafter called "the said Agreement").

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

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

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

- I. The Bank does hereby undertakes to pay the amount(s) due and payable under the guarantee without any demur, merely on a demand from the SGB stating that the amount(s) claimed is/are due by way of loss or damage caused to or would be caused to or suffered by the SGB by reason of breach by the said Supplier/Vendor /Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Supplier/Vendor/Contractor(s) failure to perform its obligations under the said Agreement. Any such demand made by the SGB on the Bank shall be conclusive as regards the amount(s) due and payable by the Bank under this guarantee, whether made in one go or in parts. However, Bank's liability under this guarantee shall in totality be restricted to an amount not exceeding Rs. \_\_\_\_\_, whether or not invoked or if invoked, in part or otherwise.

- II. The Bank undertakes to pay the SGB any money so demanded notwithstanding any dispute or



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disputes raised by the Supplier/Vendor/Contractor(s) or any suit or proceedings pending before any Court or Tribunal relating thereto. Thereby meaning that Bank's liability under the present guarantee shall be absolute and unequivocal in any circumstances what so ever, if called upon to pay by the SGB. However our liability shall not exceed in Rs. \_\_\_\_\_  
\_\_\_\_\_(in words).

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



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comply immediately and forthwith, without raising any dispute or question/s in regard there to, in any manner what so ever.

Notwithstanding anything contained herein above:

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

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

This guarantee will be returned to us as soon as the purpose for which it is issued is fulfilled. Dated this ..... day of..... 2024 at.....

For and on behalf of..... (Bank).

Authorised Signatory.....in favour of the Bank

Designation: \_\_\_\_\_



# **SAURASHTRA GRAMIN BANK**

**Head Office:** LIC, Jeevan Prakash Building, Wing-2, Mahila College Chowk, Rajkot-360001  
**Phone:** 0281 — 2482421 / 2482422 **Fax:** 0281 — 2371127 **Web:** [www.sgbrb.org](http://www.sgbrb.org)  
**Email:** [technologypms@sgbrb.org](mailto:technologypms@sgbrb.org); [managertechnology@sgbrb.org](mailto:managertechnology@sgbrb.org)

**Annexure – E**

## **Affidavit of Undertaking by Bidder for not being blacklisted**

(On non-judicial stamp paper)

I/We \_\_\_\_\_ s/o \_\_\_\_\_

Director/prop of M/s \_\_\_\_\_ having its Registered Office at \_\_\_\_\_ (herein after referred as Bidder) hereby affirm/s on oath, that:

As on date of submission of tender, we are not blacklisted by the Government/ any of the State Governments in India or any Financial Institution in India.

We are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

There are no pending cases against us involving cheating/fraudulent activities.

We are not a defaulter in repayment of installment against credit with any Bank.

Yours faithfully,

(Authorized Signatory)

Name:

Date:

Seal of the firm:



# SAURASHTRA GRAMIN BANK

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Phone: 0281 — 2482421 / 2482422 Fax: 0281 — 2371127 Web: [www.sgbrrb.org](http://www.sgbrrb.org)  
Email: [technology@sgbrrb.org](mailto:technology@sgbrrb.org); [managertechnology@sgbrrb.org](mailto:managertechnology@sgbrrb.org)

Annexure – F

## Escalation Matrix and Service Engineer Details

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

To,  
The General Manager

**Saurashtra Gramin Bank**  
Wing-2, 1st Floor,  
LIC, Jeevan Prakash Building,  
Tagore Road, Rajkot-360001  
Gujarat, India.

Dear Sir,

**Subject: Bid Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for empanelment of vendor for migrating Yahoo Mail to Microsoft 365 Mailing solution.**

### Escalation Matrix:

Escalation Level	1 <sup>st</sup> Level	2 <sup>nd</sup> Level	3 <sup>rd</sup> Level
Employee Name			
Designation			
Contact No.			
Email Address			
Address			

### Details of Service Engineers (Optional)

Employee Name	Employee No.	Contact No.	Qualification	Experience (Years)	Specialization

Place:

Date:

Seal & Signature of the bidder





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**Email:** [technologypms@sgbrb.org](mailto:technologypms@sgbrb.org); [managertechnology@sgbrb.org](mailto:managertechnology@sgbrb.org)

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

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**--End of Document--**