

ANNEXURE 11 - Supply & Delivery/ installation of furniture items.

1. Scope of Work:

Supply, delivery, installation, assembly, and maintenance of various Office Furniture items at Bank branches/offices. This includes, but is not limited to:

- Seating: Executive chairs, staff chairs, visitor chairs, cashier chair, cafeteria seating etc.
- Storage: Storewells (steel/modular), MF Racks (Multi-Functional Racks), filing cabinets, pedestal drawers.
- Desking: Tables, counters, workstations, and associated fittings.

The scope covers on-site assembly, placement, and provision of post-installation support and maintenance services.

2. Eligibility Criteria:

- The vendor must be a registered entity with at least 3 years' experience in the supply and installation/assembly of office furniture (prefabricated, modular, and custom-built).
- The vendor should have successfully executed at least 3 similar contracts for office furniture supply in Banks/PSUs/Government/large organizations during the past 3 years.
- The vendor must have a valid PAN, GST Registration, and all other relevant trade licenses.
- The vendor must submit relevant quality certifications (e.g., ISO, BIFMA for chairs, material strength certifications) for the furniture products offered.

3. Documents to be Submitted:

- Company profile and ownership details.
- Copies of Registration Certificate, PAN, GST, and Trade License.
- Manufacturer/Supplier Authorization letter for the furniture products offered.
- Detailed product specifications, including material, finish, and load-bearing capacity.
- Work orders / completion certificates for past projects as per clause 2.
- Audited financial statements for the last 3 years.

4. Evaluation Criteria:

Applications will be evaluated based on eligibility, technical capability, experience, financial stability, and quality/support of the manufacturer/supplier. Technical evaluation will focus on furniture design, durability, quality of materials, and ergonomic

factors (especially for seating). The Bank may conduct site visits to observe past performance or seek product samples/presentations before final empanelment.

5. Special Terms & Conditions:

- All supplied furniture must have a minimum 3-year onsite warranty covering manufacturing defects, structural integrity, and material quality.
- AMC support is to be provided post-warranty, covering repair, re-upholstery, and maintenance, on mutually agreed terms.
- Delivery and on-site installation/assembly must be completed within 07 days from the date of the work order.
- A penalty will be imposed for delayed delivery/installation at the rate of 0.5% of the order value per week, subject to a maximum of 5%.
- Contracts will be awarded among empaneled vendors based on competitive quotations.
- Bank shall retain 10% of the bill amount as retention money, from each payment which will be released after the expiry of contract/ warranty period upon successful completion of all contractual obligations.

6. Method of Awarding Contract:

- Rate quotes will be invited from the empanelled vendors every year.
- The rates will be valid for a period of 12 months.
- Works / Contract will normally be awarded to L1 quoted vendor, however Bank reserves the right to consider factors such as quality, specifications, past performance and suitability to Banks requirement while awarding the contract.