बैंक नोट पेपर मिल् इण्डिया प्रा. लिमिटेड
BANK NOTE PAPER MILL INDIA PVT LIMITED
JV of SPMCIL - A Govt. of India Enterprises & BRBNMPL - A Subsidiary of RBI

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**SINGLE TENDER ENQUIRY FOR AMC OF PMS & APR SOFTWARE AT BNPM PLANT, MSYURU.**
**BNPM/PAC/313/2026-27 dated 19-11-2026**

**Issue Date & Time: 19.11.2026 11:00 hrs.**
**Closing Date & Time: 25.11.2026 11:00 hrs.**

**A. Scope of supply / work:** Providing AMC services for PMS & APR software.

| Sch. No. | DESCRIPTION | Qty (Nos.) |
|---|---|---|
| 1. | **Providing AMC services for PMS (Performance Management system) & APR (Annual Property Returns)– 1st year** | **1 (ONE)** |
| 2. | **Providing AMC services for PMS (Performance Management system) & APR (Annual Property Returns) – 2nd year** | **1 (ONE)** |
| 3. | **Providing AMC services for PMS (Performance Management system) & APR (Annual Property Returns) – 3rd year** | **1 (ONE)** |

**Scope of work:**

The successful bidder (i.e., SI – System Integrator) shall provide application support to the entire application suite. This shall include but not limited to:

- Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing database schema, data recovery in the event of any failure, disk space, user roles, and storage.
- SI shall maintain data regarding entitlement for software upgrades, Updates / Upgrades / New releases / New versions / Patches / Bug fixes, enhancements, refreshes, replacements and maintenance.
- Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams.
- SI should extend their assistance during inspections and audits. SI should be able to fix the vulnerabilities pointed out by any third-party audit conducted by BNPM at no additional cost within minimum time, depend upon the case severity.
- Handholding support in the event of deployment of new resources or engagement of new agency during the contract period.
- Attending to breakdowns and resolving queries through telephone calls, video calls or other remote support mechanisms immediately or within 24 Hrs of intimation by BNPM.

Change Request & Management:

SI shall be responsible for making any changes demanded by BNPM during the contract period. The SI needs to adequately plan & deploy to carry out the change in the agreed timeline without any additional charge.

In case of any additional requirement which mandates additional developmental activities in any of the applications beyond the scope of work, then SI shall do the same as per requirements. This requirement will be catered based on the Manday rate quoted by the bidder in price bid. Efforts

required to calculate man days shall be jointly done by BNPM IT Technical Team & SI Technical Team. SI shall plan to deploy adequate resources accordingly.

**Note:** This tender is limited to OEM / authorized dealer/distributor for supply of the tendered product. The participating bidder shall have to submit valid authorized dealer/distributor certificate of OEM (or) establish tender specific authorization from M/s Planet E Com Solutions Pvt Ltd, Delhi. along with the bid in case bidder is not OEM.

**B. Terms & Conditions:**

1. **Documents to be submitted**:
   - **a)** Signed copy of this document (All the pages).
   - **b)** Filled price details as per the format provided below in this document. (Pg No 7)
   - **c)** GST Certificate & PAN details.
   - **d)** Scope of Work for the enquired service (if applicable).
   - **e)** Micro / Small Enterprise (Certificate issued by MSME)/UAM/NSIC certificate (If applicable).
   - **f)** Authorized dealer certificate ( if not OEM ).
2. **Price:** Price should be inclusive of Time & Expertise, GST and incidental expenses i.e., all-inclusive price and as such no other cost will be admissible. Price quoted shall remain fixed & no price variation shall be accepted till completion of 3 years contract period.
3. **Terms of Payment:** 100% of invoice value will be released on quarterly basis within 30 days on submission of invoices/all required documents and based on certification of competent authority of BNPM. Contractor has to submit their visit report duly certified by BNPM along with Original Invoice for payment release. NEFT/RTGS details shall be furnished along with the Original Invoice.
4. **Service Delivery Terms:** The service shall be carried out as per the timeline mutually agreed between BNPM & successful bidder as and when required as per scope of work. The date of commencement of work shall be mentioned in the work order/LOI. It is the responsibility of the successful bidder to arrange required manpower as per the contract at BNPMIPL, Mysore. The necessary transportation arrangement for manpower shall be provided by the successful bidder. If the service conditions as per the contract are not met, the Successful bidder shall be blacklisted and shall not be considered for any future proposals.
5. **Contract Period:** The contract shall be initially valid for a period of 12 months from the date of issue of LOI/Work order. However, based on satisfactory performance during the first year, BNPM reserves the right to extend the contract on yearly basis for additional two (02) years - one year at a time, based on satisfactory performance with quoted rate & terms & conditions. The whole contract or part of contract can be terminated at any time at the discretion of the BNPM with one month's notice without assigning any reason whatsoever.
6. **Taxes:** All Taxes shall be as applicable in GST regime.
   Payment of CGST, SGST, IGST & UTGST: The suppliers are required to adhere the following procedure in order to honour the payment against CGST, SGST, IGST & UTGST in the invoice.

   i) An invoice issued by the vendor for goods or services or both as applicable should be in accordance with the provisions of Sec 31 of the CGST Act & should contain all the prescribed information's in accordance with Chapter VI of CGST rules 2017.

   ii) A debit note issued if any, by the vendor should be in accordance with the provisions of Sec 34 of the CGST Act.

   iii) The vendor should mandatorily upload the aforementioned documents in respective GSTR, details of outward supplies of goods or services as applicable within the prescribed time under GST Act.

iv) The vendor should provide the relevant documents to confirm the tax charged on the invoice has been paid to the credit of government after adjusting the ITC if any.

Notwithstanding the above, the supplier should provide indemnification as follows:

In the event of non-compliances with respect to GST Act & Rules by the successful bidder, the purchaser is allowed to adjust the GST amount from retention amount (either in BG or in cash) held by the company. If no amount is available for recovery, the successful bidder will refund the GST liability within 10 days from the date of GST reversal in GSTRN.

The above requirements are mandatory to claim any GST liability, falling which, the GST liability will not be paid /reimbursed/accepted.

**A. The bidder should consider the following points while quoting GST Rate in their bids:**

1. In case of unregistered bidders, the rate and amount of GST shall be shown as "Nil".
2. In case of a compounding dealer, GST shall be quoted as "Nil" as compounded dealers cannot collect GST from the consumers. The price quoted therefore shall be construed as all inclusive.
3. In case of work contracts or pure labour contracts, the bidder shall quote single GST rate for the work.
4. In case of composite supplies, i.e., a supply consisting of one principal supply and other ancillary supplies, the supply will attract the GST Rate of the principal supply. For example, if Item A in the supply order is the major or principal supply and other items are ancillary supplies, the bidder shall quote the GST Rate applicable to the principal goods (i.e., Item A) being supplied.
5. In case of mixed supply, i.e., a combination of two or more individual goods made together for a single price (each of these items can be supplied separately and is not dependent on any other), the total supply will attract the GST rate of the item which has the highest rate of tax. For example, if Item A in the mixed supply attracts highest rate of tax, the bidder shall quote the GST rate applicable to item A for total mixed supply.
6. In case of supplies which are neither composite nor mixed supplies, the bidder shall quote the GST Rate applicable to each item of supply separately.
7. If there is any difference of opinion regarding classification in HSN code, the bidder should sought clarification/raise query within the given time from the date of tender and it would be clarified before submitting the bid. Once clarified then that will be final & binding and no deviation shall be granted.

**B. Other instructions for the bidders to claim any GST liability, failing which, the GST liability will not be paid/reimbursed/accepted:**

1. Registered/compounding Contractor/supplier should produce GST Invoice containing all the particulars stated in Rule 46 of the CGST Rules, 2017 in accordance with the provisions of Section 31 of the CGST ACT.
2. The supplier should mandatorily update the invoice details in GSTR-1, details of outward supplies of goods or services within the prescribed time under GST Act
3. The Payment shall be made net of TDS as per the provisions of CGST/SGST/IGST Act.
4. Wherever there is difference in the amount admitted, the supplier may be directed to issue a Credit Note (in case of reduction in the Invoice value)/Debit Note (in case of increase in the Invoice value), and payment shall be released only after the receipt of such Debit or Credit Note
5. Supplier should provide the relevant documents to confirm the tax charged on the invoice has been paid to the credit of Government after adjusting with ITC, if any.
6. Supplier should provide indemnification as follows: "In the event of non-compliances with respect to GST ACT and Rules by the supplier, the supplier should refund the GST liability within 10 days from the date of GST reversal in GSTRN failing which the

purchaser shall recover the GST amount from the retention amount (whether in BG or in Cash) held by the company".

7. **Liquidated Damages (LD):** In case your quotation is accepted and order is placed on you, the work against the order should be made within the period stipulated in the order. BNPMIPL reserves the right to recover any loss sustained due to delayed delivery by way of LD. Failure to completion of service within the stipulated period shall entitle BNPM to impose liquidated damages without assigning any reasons @ 0.5% (Half Percent) of the total value of the service covered in order as LD per week or part thereof subject to a maximum of 5% (Five Percent) which you unconditionally and expressly agree to unless extension is obtained from BNPM without imposition of LD, without price escalation along with any other denial conditions (if applicable) on valid ground before expiry of delivery period.
   The delay in the delivery of more than one-fourth (25%) of the total completion period shall be treated as inordinate delays. In such case BNPM decides to allow performance of contract, after inordinate delays and the maximum limit on LD shall be 10% (instead of 5%) of the total contract value.

8. **Delay in supplier's performance:** Time for and the date specified in the contract or as extended for the delivery of the stores shall be deemed to be the essence of the contract and the supplier shall deliver the goods and perform the services under the contract within the time schedule specified by BNPM in the contract.
   Any delay attributable to the supplier in maintaining its contractual obligations towards delivery of goods and performance of services shall render the supplier liable to any or all the following sanctions besides any administrative action such as (a) Imposition of liquidity damages; (b) Termination of contract for default.
9. **Extension of Time:** If the contract is delayed in the progress of work by changes ordered in the work, or any clause which BNPM shall decide to justify the delay, then the time of completion shall be extended by a reasonable time.
   If at any time during the currency of contract, the supplier encounters conditions hindering timely delivery of the goods and performance of services, the supplier shall promptly inform BNPM in writing about the same and its likely duration and make a request to BNPM for extension of the delivery schedule accordingly. On receiving the supplier's communication, BNPM shall examine the situation as soon as possible and, at its discretion, may agree to extend the delivery schedule, with or without liquidated damages for completion of supplier's contractual obligations by issuing an amendment to the contract.
10. **Fall Clause:** If the bidder reduces its price or sells or even offers to sell the contracted service, following conditions of sale similar to those of the contract, at a price lower than the purchase order price, to any person or organization during the currency of the contract, the work order price will be automatically reduced with effect from that date for all the subsequent supplies under the work order and the WO amended accordingly.
11. **Risk Purchase Clause:** If the bidder fails to abide by the terms and conditions of the contract/agreement, or fails to complete the service as per the delivery schedule or any time repudiates the contract, Procure the tendered item / render service from other agencies at the risk and cost of the supplier. The cost difference between the alternative arrangement and existing contract value wherein default has been made will be recovered from the bidder along with the other incidental charges. In case of procurement through alternative sources, if procurement price is lower than the existing contract value wherein default has been made, in such case no benefit on this account will be passed on to the bidder.
12. **Service Provider/Successful bidder's responsibility**: Successful bidder shall provide everything necessary for the proper execution of the works according to the intent and meaning of the Scope of Work and details taken together whether the same may or may not be particularly shown or

described therein provided that the same can reasonably be inferred there from. If the service provider finds any discrepancy in the Scope of Work & details, he shall immediately and in writing refer the same to the BNPMIPL who shall decide which is to be followed.

13. **Damage to Property:** Contractor shall be responsible for making good to the satisfaction of the Purchaser any loss of and any damage to all structures and properties belonging to the Purchaser (BNPM) or being executed or procured by the Purchaser or of other agencies within the premises of the work of the Purchaser, if such loss or damage is due to fault and/or the negligence or wilful acts or omission of the Contractor, his employees, agents, representatives or sub-contractor. The Contractors shall indemnify and keep the Purchaser harmless of all claims for damage to Purchaser's property arising under or by reason of this contract/order.
14. **Sub-contracting**: Subcontracting is not allowed.
15. **Termination of Contract for Default:** BNPM, without prejudice to any other contractual rights and remedies available to it (BNPM), may by written notice within thirty days after the bidder's receipt of the notice of termination shall be accepted by BNPM following the contract terms, conditions and prices. For the remaining goods and services. BNPM may decide:
    a) To get any portion of the balance completed and delivered at the contract terms, conditions and prices; and / or
    b) To cancel the remaining portion of the goods and services and compensate the bidder by paying an agreed amount for the cost incurred by the bidder towards the remaining portion of the goods and services.
16. **Settlement of Disputes through Arbitration:** All disputes and differences of any kind whatsoever arising out of or in connection with the contract, whether during the progress of the work or after their completion except accepted matters shall be settled through arbitration process as per the Arbitration & Conciliation Act, 1996. The venue of arbitration shall be Mysuru, Karnataka.
17. **Legal Jurisdiction:** The Courts of Mysuru (Karnataka State) shall alone have jurisdiction to decide on any legal matter of dispute whatsoever arising out or in respect of the contract.
18. **Force Majeure:** In the event of any unforeseen event directly interfering with the supply of stores arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the Contractor shall, within a week from the commencement thereof, notify the same in writing to the Purchaser with reasonable evidence thereof. Unless otherwise directed by BNPM in writing, the bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for a period of 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other, save and except those which had occurred under any other clause of this contract prior to such termination.
19. **Termination for Convenience (Foreclosure) Clause:** BNPM reserves the right to terminate the contract, in whole or in part for its (BNPM's) convenience, by serving written notice on the bidder at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of BNPM. The notice shall also indicate inter-alia, the extent to which the bidder's performance under the contract is terminated, and the date with effect from which such termination will become effective.

20. **Rights of Rejection:** BNPMIPL reserves the right to reject any or all the applied bids without assigning any reason whatsoever. The enquiry can be rejected on national security grounds.

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21. **Price Bid Format:**

**Price bid 1 :**

| Sch. No. | Material Description | UOM | Qty | Unit Price (Incl of all Charges) (INR) | GST@ ____% Amount (INR) | Total price (Incl. of all charges & GST) (INR) | Total price inclusive of all charges & GST (INR) | Input GST Credit (INR) {GST amount * Total quantity} | Effective total price inclusive of all charges (INR) |
|---|---|---|---|---|---|---|---|---|---|
| A | B | C | D | E | G | H=E+G | I=H*D | J=G*D | K=I-J |
| 1 | **Providing AMC services for PMS (Performance Management system) & APR (Annual Property Returns) – 1st year** | Nos | 1 (ONE) | | | | | | |
| 2 | **Providing AMC services for PMS (Performance Management system) & APR (Annual Property Returns) – 2nd year** | Nos | 1 (ONE) | | | | | | |
| 3 | **Providing AMC services for PMS (Performance Management system) & APR (Annual Property Returns) – 3rd year** | Nos | 1 (ONE) | | | | | | |

**Price bid 2 :**

| Sch. No. | Material Description | UOM | Qty | Unit Price (Incl of all Charges) (INR) | GST@ ____% Amount (INR) | Total price (Incl. of all charges & GST) (INR) | Total price inclusive of all charges & GST (INR) | Input GST Credit (INR) {GST amount * Total quantity} | Effective total price inclusive of all charges (INR) |
|---|---|---|---|---|---|---|---|---|---|
| A | B | C | D | E | G | H=E+G | I=H*D | J=G*D | K=I-J |
| 1 | **Deployment of Manpower for additional requirement (Man-days basis)** | Man Day | 1 (ONE) | | | | | | |

****Note:**

a. Bidder shall note that no extra charges shall be payable over and above the charges mentioned here in the price bid.
b. Price quoted in price bid 2 shall remain same for all three years.
c. Price quoted should be fixed & firm till the completion of contract period and there will be no escalation of price.

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**SINGLE TENDER ENQUIRY FOR AMC OF PMS & APR SOFTWARE AT BNPM PLANT, MSYURU.**
**BNPM/PAC/313/2026-27 dated 19-11-2026**

We hereby confirm that

1. We accept all the terms & conditions mentioned in the enquiry.
2. Price should be inclusive of Time & Expertise, GST and incidental expenses i.e., all-inclusive price and as such no other cost will be admissible. Price quoted shall remain fixed & no price variation shall be accepted till completion of 3 years contract period.
3. **Contract Period:** The contract shall be initially valid for a period of 12 months from the date of issue of LOI/Work order. However, based on satisfactory performance during the first year, BNPM reserves the right to extend the contract on yearly basis for additional two (02) years - one year at a time, based on satisfactory performance with quoted rate & terms & conditions.
4. **Payment Terms:** As per terms & conditions of the enquiry.
5. **SAC Code:** ……
6. GST registration status: Unregistered / Composite / Registered.
7. **Bid validity:** 30 days from date of closing of tender including extensions / corrigendum's (if any).
8. Bank Details: Acc. No. ……..; Bank Name: ……;
   Branch name: ……..; Branch Code: ……;
   IFSC: ……..;
9. MSME / NSIC status: …….. (If yes, then supporting document to be submitted along with the offer)
   (Please fill above: MSI – For Micro Enterprises; SSI – For Small Enterprises; MED.SI – For Medium Enterprises; NSIC – For National Small Industries Corporation regd. firm)

Signature of bidder : ……..

Contact Person : ……..

Contact Number : ……..

Email Id : ……..

Name & Address of the Firm : ……..

Seal of the firm : ……..