

उत्तर बिहार ग्रामीण बैंक
प्रधान कार्यालय, कलामबाग चौक,
मुजफ्फरपुर, बिहार, ८४२ ००१



Uttar Bihar Gramin Bank

HEAD OFFICE, KALAMBAGH CHOWK,
MUZAFFARPUR, BIHAR, 842 001

(Sponsored By :: Central Bank of India)

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Tender reference No. HO/GAD/16/2023-24/1143 Dt. 27.12.2023

**TENDER FOR POST-PAID CORPORATE MOBILE
CONNECTION FOR OFFICERS OF
UTTAR BIHAR GRAMIN BANK**

Uttar Bihar Gramin Bank invites **sealed tender** offers (technical offer and financial offer) from **Cellular operators/Bidders for Post-Paid Corporate Mobile Connection approx. 1700 connection and Wi-Fi connection for approx. 1042 numbers for our various 1042 Branches/Offices.**

The complete tenders in all respect are required to be submitted at the following address: -

Tender reference	HO/GAD/16/2023-24/ Dt.27.12.2023
Start date of tender	27.12.2023
Last date for bids	19.01.2024 upto 3.00 PM
Date of opening of Technical Bid	19.01.2024 at 3.30 PM
Address for communication	General Manager Uttar Bihar Gramin Bank Kalambagh Chowk, Sharma Complex Muzaffarpur – 842 001 (Bihar)

The interested cellular operators/bidders are required to submit the technical and financial bid separately. The bids in sealed cover-1 containing "Technical Bid and DD of Tender cost & EMD" superscripted "**TECHNICAL BID FOR POST-PAID CORPORATE MOBILE CONNECTION AND Wi-Fi CONNECTION (Agency name & contact no.)**" and sealed cover-2 containing "Financial Bid" superscripted "**FINANCIAL BID FOR POST-PAID CORPORATE MOBILE CONNECTION AND Wi-Fi CONNECTION, (Agency name & contact no.)**". Bid must accompany with supporting documents as required as per tender. The duly sealed bid may be submitted on above address.

Terms and conditions for submitting the tender offer are described in the tender documents and its Annexure-I.


GENERAL MANAGER

Date: 27.12.2023

Place: Muzaffarpur

The scope of work covers providing **Post-Paid Corporate Mobile Connection and Wi-Fi connection in 18 district of North Bihar namely;** Araria, Bettiah, Chapra, Darbhanga, East Champaran, West Champaran, Gopalganj, Hajipur, Katihar, Kishanganj, Madhubani, Madhepura, Muzaffarpur, Purnea, Saharsa, Sitamarhi, Siwan, Sheohar, Supaul.

1. Eligibility Criteria: -

- 1.1. The cellular operator/bidder should be a profit making company/firm for last three years with a minimum turnover of Rs. 50 Lakh each year. (Copies of annual reports should be enclosed)
- 1.2. The cellular operator/bidder should have availability of smooth network connectivity especially in North Bihar.
- 1.3. Registration with GST, ESI, EPF is essential.
- 1.4. The bidder should have their own office at Muzaffarpur in the State of Bihar.
- 1.5. The cellular operator/bidder should have never been blacklisted by any public sector Bank.
- 1.6. The Cellular operator should possess GSM technology.
- 1.7. Unlimited call among all number should be free except international call as per Annexure-I attached.

2. Terms and condition:-

- 2.1 Supporting documents as mentioned in eligibility criteria.
- 2.2 Tender Cost of Rs. 3500/- (Rupees Two Thousand Five hundred only) EMD of Rs. 50,000/- (One lac) only as Bank Draft in favour of "**Uttar Bihar Gramin Bank**" payable at Muzaffarpur should be attached to technical Bid (Envelope-I).
- 2.3 Completed tenders should reach the Bank by **3.00 PM on 19.01.2024** and the technical bids will be opened on same day at **3.30 PM**. Tenderers may remain present at the time of opening of bids. Those who qualify the technical parameters will only be eligible to compete in financial bids.
- 2.4 The Bank reserves the right to accept/reject any or all tenders without assigning any reason whatsoever.
- 2.5 The Bank reserves the right to reduce or increase the number of Corporate Mobile Connection and Wi-Fi connection at any point of time. Bank also reserves the right to select one/more than one cellular operator/bidder.
- 2.6 Cellular operator/bidder should have proper communication system to resolve the complaints related to connection.

3. Duration of contract: -

The contract with empanelled cellular operator shall initially be valid for a period of one year and be extendable for further period of one-year depending on satisfactory service and mutual consent.

4. Payment: -

All payments against Post-paid corporate mobile connection and Wi-Fi connection will be made by Head Office on the basis confirmation of Regional offices on monthly basis after satisfactory connectivity performance from Regional Offices/Branches. The cellular operator/bidder should submit original Invoice having sign and seal of person authorized in their company at the time of releasing payment.

5. Termination: -

Bank may terminate the contract by giving 15 days' notice in which case post-paid corporate connection bill and Wi-Fi connection bill payable shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for actual period for which the cellular operator/bidder has provided the maintenance service.

6. Dispute: -

Any dispute will be under jurisdiction of court at Muzaffarpur.

7. Penalty: -

Delay in service beyond 48 hours for SIM replacement, SIM blocking, SIM swapping from complaint registered day shall attract a penalty of Rs. 50/- per day to maximum of the monthly payment of that particular number. If any corporate mobile connection/Wi-Fi number is not connecting due to network connectivity for seven days in a month, payment claim of that number will not be considered. Services of cellular operator/bidder is not satisfactory, in such case, EMD will be forfeited.

8. Contract Amendments: -

Any modification, amendment, waiver, discharge or termination of any of the terms of the contract shall be effective only if made in writing and duly signed by each of the Bank and the Vendor.

9. Publicity: -

The Cellular operator/bidder is not permitted to make any public announcement or media release about any aspect of this contract unless Uttar Bihar Gramin Bank first gives the vendor his written consent.

10. No Assignment: -

The Cellular operator/bidder shall not assign, in whole or in part, its obligations to perform under the contract, without prior written approval of Uttar Bihar Gramin Bank. Further, bidder will not appoint any sub-contractor or middleman to fulfill any obligations accepted under Tender/RFP.

11. Indemnity: -

The Cellular operator/bidder agrees to indemnify and hereby keep the Bank indemnified against all claims, losses, damages, cost, expenses which bank may suffer or incur on account of any acts of omission or commission, negligence, fraud, default or misconduct, breach of duties and obligations, breach of covenants, breach of representations and warranties, breach of confidentiality, infringement of any patent, trademark, copyright, etc. or any other statutory infringement in respect of connection supplied by the bidder on the part of bidder or on the parts of its employees, agents, constituents for their respective duties or obligation in terms of this Tender/RFP.

12. Confidentiality: -

The Cellular operator/bidder agrees to maintain confidentiality and secrecy of all information received by them and/ or their personnel, employees, staff, agents,

representatives, tangible or intangible, either directly or in the course of dealing with each other and or its employees and/ or its clients. The Cellular operator/bidder will further undertake to utilize such information only for the normal course of business purpose of this Tender/RFP and not for any other purpose, or which may prove detrimental to the interest of the Parties and/or its employees and/ or its clients.

13. Statutory and legal compliances: -

The vendor shall meet the necessary statutory and legal compliances. Bank will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.



GENERAL MANAGER
Uttar Bihar Gramin Bank
Head Office, Muzaffarpur
Date : 27.12.2023
Place : Muzaffarpur



Annexure-I

Cellular operator should enclose their plan in a separate sealed envelope on the format given below.

Plan	Plan 1	Plan 2	Plan 3	Plan 4
Monthly Rental	Rs.----- (Inclusive of all taxes)	Rs.----- (Inclusive of all taxes)	Rs.----- (Inclusive of all taxes)	Rs.----- (Inclusive of all taxes)
Free usage				
(a) SMS				
(b) Data usage (3G)				
(c) Local Call				
(d) National Call				
(e) Roaming incoming				
(f) Roaming outgoing				
(g) Other Facilities if any may be specified				