

उत्तर बिहार ग्रामीण बैंक
प्रधान कार्यालय, कलमबाग चौक,
मुजफ्फरपुर, बिहार, 842 001



Uttar Bihar Gramin Bank
HEAD OFFICE, KALAMBAGH CHOWK,
MUZAFFARPUR, BIHAR, 842 001

(Sponsored By :: Central Bank of India)

☎ 2248141 Fax::(0621)2243088

Website :: www.ubgb.in

E-mail :: ubgb@ubgb.in, smgad@ubgb.in

Head Office

Tender No.GAD/15/2022-23/926

Date :: 09.11.2022

Tender Notice

**TENDER FOR EMPANELMENT OF VENDORS FOR
ANNUAL MAINTENANCE OF NOTE COUNTING MACHINE AT
BRANCHES OF
UTTAR BIHAR GRAMIN BANK**

Uttar Bihar Gramin Bank invites **sealed tenders** for Empanelment of vendors for Annual maintenance of Note Counting Machine in two bid systems i.e. Technical Bid and Financial Bid from manufacturers and/or Authorised dealers of Note Counting Machine systems with proven capability in maintenance of Note Counting Machine. Initially Bank is in need of maintenance of approximately 1032 Note Counting Machine systems installed in branches in 18 districts of Bihar namely Araria, Kishanganj, West champaran, Saran, Darbhanga, Gopalganj, Vaishali, Madhubani, East champaran, Muzaffarpur, Purnea, Katihar, Saharsa, Madhepura, Supaul, Sitamarhi, Sheohar & Siwan.

The scope of work covers maintenance of hardware and software of Note Counting Machine.

General Manager
Uttar Bihar Gramin Bank



Notice inviting tender for MAINTENANCE of NOTE COUNTING MACHINE

1.	ISSUE OF TENDER	FROM 09 /11/2022 TO 01 /12/2022
2.	Last Date for SUBMISSION OF TECHNICAL & FINANCIAL BID	ON OR BEFORE 01 /12/2022 (3:00 PM)
3.	OPENING OF TECHNICAL BID	ON 01/12/2022 at 3.30 PM onwards

*Bank has solely right for Change in Date.

Uttar Bihar Gramin Bank invites tenders from vendors fulfilling following criteria in two bid-systems (Technical Bid & Financial Bid) for maintenance of **“LOOSE NOTE COUNTING MACHINE WITH FAKE NOTE DETECTOR”**.

General terms & conditions, Pre-qualification criteria, are given in bank's website www.ubgb.in. Both tenders to be submitted in sealed cover with Mobile no. & address to following address:

**General Manager,
Uttar Bihar Gramin Bank,
Head Office,
Kalambagh Chowk, Muzaffarpur
Bihar-842001**

1st Phase will be Pre-qualification: Technical Bid giving your compliance in **Annexure-A** (hardcopies to be submitted).

Following documents must be submitted in hard copy with Technical Bid and nomenclature should be as mentioned below:

Sr No	Following documents to be submitted in hard copies	
1	Signed Technical Bid in Annexure- A	Annexure A
3	Signed General Terms and Condition Annexure – B.	Annexure B
4	Profile of company / firm registration certificate and forwarding letter including strength of staff	Profile
5	EMD – Rs.50000/- (Fifty Thousand only) DD in Fav of “Uttar Bihar Gramin Bank”, Payable at Muzaffarpur Tender Fee (Non Refundable) - 2000/- (Two thousand only) DD in Fav of “Uttar Bihar Gramin Bank”, Payable at Muzaffarpur	Fund
6	Financial Accounts covering Turnover, Audited Balance Sheet, Profit & Loss A/c and NetWorth for last 3 years	FY2019-20 FY2020-21 FY2021-22
7	I.T.PAN, GST Certificate	Documents
8	Reference letters from 3 satisfied clients or 3 existing work order of which preferably two banks	Reference

❖ **Pre-qualification criteria (Technical Bid):**

1. Technical bid must be submitted as per Annexure-A with Annexure – B.
2. **Document evidence should be submitted in hard copy form.**
3. **The vendors should have minimum three years of experience of maintenance of different types of** Note Counting Machine/LOOSE NOTE COUNTING MACHINE.
4. Copy of **Income Tax PAN, GST Certificate** should be attached in Technical Bid Documents.
5. Any existing empanelment with any other public sector/ private bank/ other banks should be provided. The list of clients with the satisfactory **performance certificate (01/04/2018 onwards)** from minimum 3 organizations (**out of which 2 preferably be from Banking Sector**) should be submitted.
6. The vendors should have sufficient staff strength to provide timely services at all UBGB branches.
7. Only technically qualified vendors will be informed and allowed to participate in Financial Bid opening.

Prices are to be quoted most competitive. The prices will be inclusive of all taxes, duties and transportation but excluding GST.

Bidders have to compulsorily quote the unit price for all the items of above table. Lowest rate (L-1) will be declared considering financial bid & firm will be empaneled for maintenance of “Loose note counting machine with fake note detector” on call base for 2 years from the date of agreement, which may be extended up to further 1 year after mutual consent of Vendor and bank.

- Prices are to be quoted most competitive for preventive maintenance one visit per Half Yearly basis and additional visit on call against complaint.**



GENERAL MANAGER

Uttar Bihar Gramin Bank



To,
The General Manger
UBGB
Head Office-Muzaffarpur
Kalambagh Chowk

Maintenance & complaint visit for Loose Note Counting Machine with fake note detector.

With Reference to your advertisement for **HO/GAD/15/2022-23/** dated /11/2022, we submit necessary information hereunder:

1	Name & address of the Company/ firm with direct phone numbers	
2	Name of Head/Chief of the company/ firm	
3	Registration No. and date of establishment	Reg No. Dt.
4	Website Address	http://www.
5	Email Address	
6	Present Staff strength of the firm	
7	Average time required to attend the call in case of repairing.	
8	Service centers at (Compulsory in Bihar) (Details regarding item 1 to 5 to be given in sequence in Profile)	Centre At Mo.
		Centre At Mo.
		Centre At Mo.
		Centre At Mo.
		Centre At Mo.
9	Tender Fees of Rs.2,000/- & Earnest Money Deposit of Rs.50,000/- (Proof to be submitted)	DD No- DD date_
10	Annual turnover (Rs.100 Lakh) for last 3 years providing similar services. (Copy should be submitted)	F.Y. 2019-20
		F.Y. 2020-21
		F.Y. 2021-22
11	Income Tax PAN	
12	Vendors Bank Detail (For Future Transactions)	Bank Name : Bank Address: Bank A/c No.: IFSC Code:
13	GST No. (Submit GST Certificate)	
15	List of satisfied clients to whom you have provided maintenance Service of Loose note counting machine with fake note detector (copy to be attached)	1
		2
		3

DECLARATION

1. I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us.
2. I/We have read and understood the Press notice, Pre-qualification Notice & this Application form along with Annexure and my /our firm full fills the ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION described in Pre-qualification notice.
3. I/We hereby confirm and certify that the information given above is correct and true and the enclosures annexed herewith are genuine to the best of my / our knowledge.
4. I/We are authorized to sign and submit these documents for pre-qualification.
5. I /We understand that if any stage it is found / noticed by the Bank that any information thus provided by us is untrue / incorrect partly or fully and in case of receipt of adverse /unsatisfactory report from other clients / Bankers, the Bank may not consider our application and / or may de-list us and / or may take any appropriate action against us.
6. I /We also understand that partly / wrongly filled application and / or applications not on prescribed pro-forma and / or applications not accompanying relevant documents / enclosures / annexure are liable to be summarily rejected by the Bank.
7. I / We understand that this is merely an application & does not entitles us to be necessarily pre-qualified by the Bank and **Bank reserves the right to reject all and / or any application without assigning any reason what so ever at any point of time.**
8. Complaints of repairing/fault will be solved immediately but not more than 2 days of receipt from branches/offices.
9. I/We hereby declare & confirmed that we are not debarred from Any Institution / Organization / Banks.

Name of person authorized to sign.	:	
Mobile / Phone No.	:	
Email:	:	

Date:

Place:

Official Stamp:

SIGNATURE OF AUTHORISED SIGNATORY

GENERAL TERMS & CONDITIONS

- 1) **The tender offer without aforesaid fees will not be entertained.** Moreover the tenders received after due date will not be accepted.
- 2) No Interest will be payable on EMD.
- 3) Earnest Money Deposit (EMD) of Rs. 50,000/- shall be returned to non-successful bidders within a month of financial bid while successful bidders will be refunded EMD after completion of 2 year period which may be retained with Bank, in case any dispute arises with vendor. EMD of successful bidders will be converted and retained as Security Deposit and will be returned on expiry of contract. In case of unsatisfied performance EMD will be forfeited.
 - **Forfeiture of EMD / Security Amount:** It is agreed that the amount of EMD will be forfeited, if the Vendor refuses and fails to carry out his services for the maintenance as per the condition of this agreement.
- 4) **PENALTY:** Delay in service beyond 2 days for rural branches and 1 day for urban/semi urban branches from complaint registered day shall attract penalty of Rs.50/- per day to a maximum of 100% of the quarterly maintenance charges per instance per branch.
- 5) Rates quoted shall be valid up to **2 YEARS**. The same rates can be extended for additional 1 year period as per the mutual consent of Bank and respective vendor(s) based on cost viability of the project and vendor service support.
- 6) **The Bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.**
- 7) The "Financial Bid" should contain prices in detail as per Annexure-C.
- 8) **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 else their whole bid will be rejected.**
- 9) **Please quote most competitive price. Prices to be quoted must be inclusive of all expenses even transportation but excluding GST.**
- 10) No claim of any nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible later on. Interested parties may contact General Administrative Department, Head Office, Muzaffarpur for any further clarifications.
- 11) 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.
- 12) The rates quoted once will be treated as final. No alteration either in rates or in tender documents will be entertained.
- 13) The successful bidder(s) to whom the work is awarded will be under direct liaison with General Administrative Department, Head Office, Muzaffarpur and has to follow their instructions from time to time.
- 14) In case of dispute, decision of UBGB authority shall be final and binding to the vendor(s).

15. GOVERNING LAWS, RESOLUTION AND DISPUTES.

This Agreement shall be governed and interpreted by, and construed in accordance with the laws of India and shall be subject to the exclusive jurisdiction of courts in Muzaffarpur.

16. SIGNING OF CONTRACT

The successful Selected Vendor shall be required to enter into a contract with UBGB, within 15 days of the notification of selection or within such extended period as may be specified by Uttar Bihar Gramin Bank, Head Office, Sharma Complex, Kalambagh Chowk, Muzaffarpur,

Bihar, 842001 at the sole discretion of UBGB, the Tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a agreement to be signed at the time of execution of the Form of Contract.

17. TERMINATION CLAUSE.

The Bank shall have the right to terminate the agreement by issuing a notice without assigning reason thereof and also in the case of breach of contractual obligation by the Selected Vendor. The successful Selected Vendor shall not terminate the agreement for its convenience and without giving a 90 day's prior written notice to the Bank.

18. USE OF CONTRACT DOCUMENTS AND INFORMATION

The successful Selected Vendor shall not, without the Bank's prior written consent, make use of any document or information provided by successful Selected Vendor in Bid document or otherwise except for purposes of performing contract.

19. INDEMNITY

Successful Selected Vendor 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, on the part of vendor or on the part of its employees, agents, constituents for their respective duties or obligations in terms of this Arrangement.

20. CONFIDENTIALITY

The successful Selected Vendor agree 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 Vendor further undertake to utilize such information only for the normal course of business purposes of this Agreement/Tender 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.

21. The bidder(s) will not be permitted to assign or give subcontract of the work awarded to him/them without prior permission from The General Manager, UBGB Head Office Muzaffarpur. The decision of UBGB authorities in these regard shall be final and binding to the vendors/bidders.
22. The vendor(s) must meet necessary statutory and legal compliances. UBGB will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.
23. The contact detail of service center, technicians and manager i.e. - telephone numbers, Mobile No., Fax No., E-mail ID, or service focal point(s) to be provided to the General Administrative Department, Head Office, Muzaffarpur. In case, there is any change, updated list should be submitted to the bank immediately.
24. While deciding upon the empanelment of Firms/ Contractors, great emphasis will be given on the ability and competence of applicants to do good quality works within the specified time schedule and in close co-ordination with Bank.
25. Decision of the Bank in regard to selection of Firms/ Contractors will be final. The Bank is not bound to assign any reason for acceptance/ rejection of any applications.
26. Canvassing in any form in connection with selection is strictly prohibited and the application of such persons /organizations that resort to canvassing will be liable to rejection.
27. No advance payment will be made by the Bank. Payment will be made after submitting the bill.

28. The necessary TDS will be deducted as per Central Government norms.
29. Bills/Invoices should be detailed/annexed branch-wise separately mentioning GST no. of UBGB on Tax Invoice.
30. No advance payment will be made by the Bank. Payment will be made against Satisfactory completed maintenance services. In case no maintenance service or unsatisfactory maintenance services **no payment** will be made by the Bank.
31. The Bank will deduct all the applicable taxes at source as per prevailing rules of Central / State Government, at the time of making payment.
32. After completion of empanelment process, on the rate of L1 vendor remaining L2 & L3 vendors will be given offer to work on the L1 rate. If they agree, the AMC work will be allotted to them in ratio of CVC guidelines.

Services Terms:

- a.) Half Yearly preventive maintenance services as per agreed schedule in which the Note Counting Machine shall be thoroughly checked, cleaned and adjustments made to bring the same in working order.
- b.) Also, the vendor will depute a resident service engineer for service in area of operation.
- c.) Resident service engineer will make unlimited machine breakdown repairs free of charge. Repairs to parts and sub-assemblies, replacement of defective spares parts required for equipment, maintenance and repairs shall be provided and fitted by the vendor **at no extra charge**.
- d.) **Breakdown attention visits to all centre shall be attended within 24 hours, from the time the call is received excluding holidays within 50 kms of the service center of the vendor & maximum 48 hours from complaint from any branch above 50kms. Vendor can not denied for breakdown service requirement of only one branch from any distance from our area of operation.**
- e.) The Vendor will carry out maintenance service as specified by the Bank, at the places as mentioned in the order. "Maintenance/Service Certificate" to that effect duly signed by the competent authority to be obtained in duplicate copies. One copy of the certificate to be annexed with the Bills/Tax Invoices.
- f.) The Vendor will submit bills supported by Maintenance/Service Certificate to Authority of the office/s of the Bank from where the service carried out.
- g.) In case the contractor is not in a position to attend the work for any reason, substitute arrangement shall be made immediately by the contractor at his cost. However, if the contractor fails to make alternate arrangement within two working days the Bank shall be free to get necessary repairs done by any other party and the expenditure on such repairs shall be adjusted against the dues present or future of the vendor.
- h.) The Bank reserves the right to increase or decrease the number of Note Counting Machines at any point of time.
- i.) In the event of addition of any more Note Counting Machines under this Comprehensive AMC, the maintenance will be carried out by the vendor for which the vendor will be eligible for an additional consideration on pro rata basis. In the event of weeding out of old/defective Note Counting Machines in the office, the same shall be removed from the contract and the amount payable to the contractor will/be reduced accordingly on pro rata basis.
- j.) As the Bank is a public service provider, the maintenance of Note Counting Machines should be done in such a co-ordinated manner that functioning of the Bank is not hampered in anyway.

- **The Bank, however, reserves the right to call for fresh quotes or will make agreement with another vendor at any time during the contract period, if considered necessary.**
- **The Banks reserves the right to cancel the agreement if no proper service is given by the vendor in time by giving 15 days notice to the vendors with forfeiture of EMD & will contract with another vendor in case of dissatisfaction in maintenance service from various branches. Vendor will be black listed and depanelised from the list of approved vendor of our bank and cannot participate in bid process for period of 3 year from date of debarment.**

**SIGNATURE OF AUTHORISED
SIGNATORY**

TENDER FORM (FINANCIAL BID DOCUMENT) (Rate for Proposal)

**Model I (Comprehensive)
Maintenance of loose Note Counting Machine with Fake Note Detector**

S.No.	Particulars	Rate in Rupees (Excluding GST)
1.	(Model I) Comprehensive MAINTENANCE OF LOOSE NOTE COUNTING MACHINE WITH FAKE NOTE DETECTOR (Cash Clean 100 Model) Including replacement of parts (Annual maintenance Charge per branch)	

Bidders have to compulsorily quote the unit price for all the items of above table. Lowest rate (L-1) will be declared considering financial bid & firm will be empanelment of maintenance for loose note counting machine with fake note detector for 2 years from the date of agreement, which may be extended up to further 1 year after mutual consent of vendor & Bank.

Date:

Place:

Official Stamp:

**SIGNATURE OF AUTHORISED
SIGNATORY**

ANNEXURE-C
TENDER FORM (FINANCIAL BID DOCUMENT) (Rate for Proposal)

Model II				
Sno.	Particulars	Rate in Rupees (Excluding GST)		
1.	(Model II) Non - Comprehensive Without Parts			
Price of Spare Parts				
Sno.	Particulars	Make (Must be ISI Marked)	Model	Rate in Rupees (Excluding GST)
1	Display + Keyboard Card	ISI Marked	CASH CLEAN -100	
2	AC Motor	ISI Marked	CASH CLEAN -100	
3	Stacker Motor	ISI Marked	CASH CLEAN -100	
4	MOTHER BOARD	ISI Marked	CASH CLEAN -100	
5	Mother Driver Card	ISI Marked	CASH CLEAN -100	
6	MG Sensor	ISI Marked	CASH CLEAN -100	
7	Transformer	ISI Marked	CASH CLEAN -100	
8	Timing Disc	ISI Marked	CASH CLEAN -100	
9	BELT (BIG)	ISI Marked	CASH CLEAN -100	
10	BELT (SMALL)	ISI Marked	CASH CLEAN -100	
11	RUBBER ROLLERS SET	ISI Marked	CASH CLEAN -100	
12	IMPELLER (STACKER FINS-2 NO)	ISI Marked	CASH CLEAN -100	
13	SENSOR (UV/IR/STACKER/HPR)	ISI Marked	CASH CLEAN -100	
14	CUSTOMER DISPLAY	ISI Marked	CASH CLEAN -100	
15	SIDE ABS BODY	ISI Marked	CASH CLEAN -100	
16	NOTE ADJUST GUIDE	ISI Marked	CASH CLEAN -100	
17	POWER CHORD	ISI Marked	CASH CLEAN -100	
Total				

Bidders have to compulsorily quote the unit price for all the items of above table. Lowest rate (L-1) will be declared considering financial bid & firm will be empanelment of maintenance for loose note counting machine with fake note detector for 2 years from the date of agreement, which may be extended up to further 1 year after mutual consent of vendor & Bank

Date:

Place:

Official Stamp:

**SIGNATURE OF AUTHORISED
SIGNATORY**