

**TENDER DOCUMENT THE JIND CENTRAL CO-OP BANK LTD**



**E-Tender Document  
For  
Comprehensive Annual Maintenance Contract (AMC) for Maintenance  
of Computer Hardware & Peripherals at 33 Branches and Head Office  
Of  
“THE JIND CENTRAL CO-OPERATIVE BANK LTD”  
Situated in Jind District.**

**Date of Downloading Tender Form : 28.12.2019 from 1100 Hrs to 12.01.2020 upto 1630 Hrs**

**Last Date for Online Submission of Tender : Upto 1630 Hrs on 12.01.2020**

**Date of Pre-Bid Meeting : 06.01.2020 At 1130 Hrs**

**Date of Opening of Technical Bid : 13.01.2020 At 1230 Hrs**

**Date of Opening of Financial Bid : 13.01.2020 At 1300 Hrs**

**Venue for Opening of Bid : Bays No.1-4, Distt. Shopping Centre,  
Huda Ground, Urban Estate,  
Jind-126102, Haryana**

**E-mail: [cbsjind.haryana@gmail.com](mailto:cbsjind.haryana@gmail.com)**

**Website: [www.jindccb.com](http://www.jindccb.com)**

**NOTICE INVITING E-TENDER**

E-tenders are hereby invited on behalf of The Jind Central Co-operative Bank Ltd., under two Bid system i.e. Technical and Financial from well- established vendors/ Firms for Annual Maintenance Contract for maintenance of Computer Hardware Items installed at 33 Branches and Head Office of the Bank.

Ref. No.	e-Tender/ComputerHardware/AMC
Description	Comprehensive Annual Maintenance Contract (AMC) for Maintenance of Computer Hardware & Peripherals installed at 33 Branches and Head Office of the Bank.
Estimated Value of the tender	Rs. 300000.00
Earnest Money Deposit	Rs. 10000.00
Tender Fee(Non refundable)	Rs. 1000/-
E-service fees(Non refundable)	Rs. 1180/-
Start date & time of Bid preparation & online submission of tender	28.12.2019 at 11.00 A.M.
Last dated & time for Bid preparation & submission by bidders.	12.01.2020 at 16.30 P.M.
Date and time of opening Technical Bid	13.01.2020 at 12.30 P.M.
Date & Time of opening Financial/Price Bid	13.01.2020 at 1:00 P.M.

The complete bidding documents, fee details, technical specifications and key dates can be viewed/downloaded from the web sites <https://etenders.hry.nic.in> and [www.jindccb.com](http://www.jindccb.com) Bid through any other mode shall not be entertained.

The General Manager, The Jind Central Co-operative Bank Ltd. reserves the right to accept or reject the tendering process at any stage without assigning any reason whatsoever

**General Manager**

**The Jind Central Co-operative Bank Ltd.**

**OTHER DETAILS:-**

Sr.No	Name of Work	EMD to be deposited	Tender Estimated Value	Tender Document Fee and E-Services Fees	Start Date & Time of Bid Preparation & Submission	Expiry Date & Time of Bid Preparation & Submission
1	Comprehensive Annual Maintenance Contract (AMC) for Maintenance of Computer Hardware & Peripherals	Rs.10,000/- (Rs. Ten Thousand Only)	Rs.3,00,000 (Rs. Three Lakh Only)	Rs.1000+Rs.1180 = Rs.2180/- (Rs. Two Thousand one hundred eighty Only)	28.12.2019 At 1100 Hrs	12.01.2020 At 1630 Hrs

1. Bid documents can be downloaded online from the portal <https://etenders.hry.nic.in>.
2. The details of the Bid Document Cost / EMD are required to be uploaded at the time of Online Submission, the Bidders are therefore required to keep the scanned copies of prequalification and other documents of the above mentioned documents ready.
3. **SUBMISSION OF TENDER:** The tender shall be submitted online by the tenderer in the following three separate covers online:-
  - a) **Fee:** Scanned copy of Bid Document Cost / EMD.
  - b) **Prequal /Technical:** The cover shall contain scanned copies of the prequalification documents, technical parameter / technical bid to be submitted online & offline by the bidder.
  - c) **Financial:** This cover contains contract schedule of rates (BOQ) to be submitted online & offline by the bidder.

Duly signed and completed separate hard covers of Technical Bid and Price Bid are to be submitted for each proposal. The Technical Bid and Price Bid for the proposal should be enclosed in separate sealed envelopes and these two envelopes be placed in a single sealed envelope super scribing “Commercial Premises Required On Lease For Narwana Branch” and submitted to

**The General Manager**  
**The Jind Central Co-operative Bank Ltd.,**  
**Bays No.1-4, Distt. Shopping Centre,**  
**Huda Ground, Urban Estate,**  
**Jind-126102, Haryana**

on or before 12.01.2020 upto 5:00 PM.

4. **OPENING OF BID :-** In the first instance, the cover of all the Bidders containing the Bid Document Cost / EMD shall be opened online as well as physically. If the Bid Document Cost / EMD is found proper and in order then the cover containing prequalification / Technical Bid shall be opened. The Financial cover shall be opened only of those tenderers who meet the Pre-Qualification / Technical Bid criteria as per these Bid documents. The date of opening of Financial Bid shall be fixed after the opening of Prequalification / Technical Bid.
5. The contractual agencies should submit their tender documents (Online and physical) strictly.
6. In case bid is submitted by a bidder online and technical bid, earnest money deposit or other documents as required as per the bid documents, are not submitted in physical form then the bid of the bidder would be rejected.
7. In case, the day of opening of tenders happens to be holiday, the tenders will be opened on the next working day. The time and place of receipt of tenders and other conditions will remain unchanged.
8. The tender of the bidder who does not satisfy the qualification criteria in the bid documents are liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.
9. No definite volume of work to be performed during the currency of the contract can be guaranteed by The Jind Central Co-operative Bank Ltd; Jind No claim shall lie against Bank on this account.
10. The Jind Central Co-operative Bank Ltd; Jind reserves the right to accept / reject any/all the tenders without assigning any reason; the decision of the Bank shall be final and binding on tenderer.

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## **1. INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM**

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

### **1. Registration of bidders on e-Procurement Portal:-**

All the bidders intending to participate in the tenders processed online are required to get registered on the centralized e-Procurement Portal i.e. <https://etenders.hry.nic.in>. Please visit the website for more details.

### **2. Obtaining a Digital Certificate:**

- 1) The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates should be issued by an Approved Certifying Authority, authorised by the Controller of Certifying Authorities, Government of India.
- 2) A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website – <https://etenders.hry.nic.in>.
- 3) The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities.
- 4) Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).
- 5) In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.
- 6) In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.
- 7) The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

- 3. Set up of machine:** In order to operate on the electronic tender management system, the user's machine is required to be set up. The user's machine must be Java JRE 8 Update 151(32 bit), 161(32 bit), 171(32 bit), 181(32 bit), 191(32 bit), 201(32 bit) & DC setup and Internet explorer 10 and above/Mozilla Firefox 46.0.1 Version only. The link for downloading Java JRE 8 & DC setup are available on the Home page of the e-tendering Portal and a help file on setting up of the system can also be downloaded from the home page of the website - <https://etenders.hry.nic.in>

**4. Online Viewing of Detailed Notice Inviting Tenders:**

The contractors can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the electronic tendering system on the government e-procurement website <https://etenders.hry.nic.in> or Bank's website <http://www.jinddccb.com/>

**5. Download of Tender Documents:**

The tender documents can be downloaded by the registered user from the Electronic Tendering System through the Portal <https://etenders.hry.nic.in>

**6. Key Dates:**

The contractors are strictly advised to follow dates and times as indicated in the Notice Inviting Tenders. The date and time will be binding on all contractors. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the Notice Inviting Tenders.

**7. Online Payment e-Service fee::**

The online payment for eService fee can be done using the secure electronic payment gateway by bidders/ Vendors online directly through Debit Cards & Internet Banking Accounts. The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks

**8. Bid Preparation and Submission of Bids online:-**

Detailed Tender documents may be downloaded from e-tender website (<http://etenders.hry.nic.in>) and tender mandatorily be submitted online.

The Payment for Tender document fee & Earnest Money Deposit (EMD) would be made online by the Bidder/ Contractor directly through debit card, credit card, Internet Banking etc. The Bidder have to submitted the scanned copies of document fee & EMD under Fee cover physically.

Scan copy of Documents to be submitted/uploaded for Prequalification or Technical bid under online Pre-equal/ Technical Cover: The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF /JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of PQQ or Technical Cover.

FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online in the Excel Format under Commercial Cover

**9. Submission of actual online bids:**

Contactors have to submit their bids online and upload the relevant documents. The process is required to be completed within the date and time as stated in the Notice Inviting Tenders (Key Dates). The electronic bids of only those contactors who have submitted their bid within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A contractor who does not submit his bid within the stipulated time will not be allowed to submit his bid by the E-Tendering System.

**Note:-** *Bidders participating in e-tendering shall check the validity of his/her Digital Signature Certificate before bidding in the Tenders floated online at e-tendering website <https://etenders.hry.nic.in>*

**10. ASSISTANCE TO THE BIDDERS:**

In case of any query regarding process of e-tender s , the helpdesk detai ls are given in the e-tender website.

For any issues/ Clarification relating to the published tenders, Bidders are requested to contact the respective Tender Inviting Authority.

Tel: 0120-4001 002, 0120-4200 462

Mob. 8826246593

Email: - support-eproc@nic.in, eproc.nichry@yahoo.com

**Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this e-Procurement Portal**

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnlTrustline/SafeScript/TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrollment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be In-activated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under **My Documents** option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
10. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.



14. It is important to note that, **the bidder has to click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.**
15. In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
16. The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
17. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
18. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
20. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
21. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
22. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
23. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
24. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer(SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
25. The bidders are requested to submit the bids through online e-Procurement system to the TIA well before the bid submission end date and time **(as per Server System Clock)**

### 3. SCOPE OF WORK:

The Jind Central Co-operative Bank Ltd; Jind invites online E-tendering bids for engaging a firm who is already engaged in having Comprehensive Annual Maintenance Contract (AMC) for maintenance of Computer Hardware & Peripherals at 33 Branches and Head Office of the Bank. Maintenance is to be provided at all the Branches and the Head Office of the Bank from the date of placement of work order. Address of all the Branches are available under **Annexure 7.**

**The brief of the work under the AMC of computer hardware is as under:-**

1. The bidder shall provide an engineer at our various Branches and Head Office of the Bank who will take care of all the calls pertaining to the AMC.
2. The bidder shall receive all the complaints/queries with respect to Computer Hardware and Peripherals installed in the branches and Head Office of the Bank or provide any other related service as may be instructed by the Bank.
3. Hardware maintenance shall include repair & replacement of all faulty parts (excluding Cartridge/ribbon, Tonner, Re-filling, Physical Damage, Burning, Rodent) of Desktop Computers, Printers, Scanners etc. and installing all required operating system, softwares and services as per the specifications provided by the Bank, without any extra payment.
4. The Company shall maintain sufficient inventory of hardware and its spares with it so that complaints are resolved within stipulated time. The bidder shall have the required drivers (CD/DVD/Hard disc etc) for maintaining the PCs and peripherals for configuring them.
5. Out of Total Annual Maintenance Charges, 50% amount will be paid in advance to the vendor and remaining 50% amount will be released in four equal Instalments after every quarter.

### 4. Eligibility Criteria for Bidders:

S.No.	Clause	Documents required
1.	Processing fee for Tender should have been submitted.	The payment of Tender Document Fee INR <b>1000/-(One Thousand Rupees Only)</b> and eService Fee Rs. 1180/-(Rupees one thousand one hundred eighty only (Non-refundable) would be made by eligible bidders online.
2.	Earnest Money Deposit(EMD)	The Payment for EMD of Rs. <b>10,000</b> (Rs. Twenty Thousand Only) would be made online by the bidders.
3.	The Bidder should be a private/ public limited Company registered in India under the Indian Companies Act, 1956/ Partnership firm/sole proprietorship firm/Co-operative Society existing for the <b>past 3 years.</b>	The bidder shall provide the Certificate of Incorporation for Registered Companies, Partnership Deed for Partnership Firms/VAT or Service Tax/GST Registration Certificate for Sole Proprietorship Firms.
4.	The minimum Turn-over of the	Audited Balance sheet of the Bidder for each

	bidding company during last three audited financial years should be minimum <b>Rs.10.00 Lac</b> per year.	of the last 3 financial years.
5.	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be profit making company for at least two years out of the last three audited financial years(FY2016-17, FY2017-18 & FY2018-19)	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years.
6.	Bidder must have Experience of minimum <b>3(three) years</b> in this business.	VAT/ Service Tax Number to be enclosed.
7.	Should not have been black listed by any central/State Government Department/ Organization for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.	An affidavit as per the <b>Annexure-2</b> to be submitted by bidder.
8.	The Bidder must have Satisfactorily completed <b>at least three</b> Annual Maintenance Contracts (AMC) of Computer hardware & Peripherals in any Government Department/PSUs/Nationalised Banks/ Cooperative Banks as on date of submission of financial offer during <b>last 3 years.</b>	Copy of the contract order/a certified letter from the concerned client confirming the date of engagement and successful completion of order.
9.	The Bidder should have valid GST and PAN No.	Copies of GST & PAN No.

**Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation.**

**5. Price Bid:**

1. Price Bid PROPOSAL shall be submitted online in the Excel Format under Commercial Cover
2. Prices should be quoted in Indian Rupees and indicated in figures only.
3. Quoting incredibly low value of items with a view to subverting the tender process shall be rejected straight away and EMD of such vendor will be forfeited.
4. Prices will be fixed and it includes all the applicable taxes (GST etc.)
5. The rates quoted by the selected firm and approved by the Bank shall remain valid throughout the period of contract and requests to increase the rates for any item(s) during the currency of the contract shall not be considered.
6. Out of Total Annual Maintenance Charges, 50% amount will be paid in advance to the vendor and remaining 50% amount will be released in four equal Instalments after every quarter.
7. Hard copies of Technical Bids and Financial Bids in sealed covers be also sent separately up to 12.01.2020 in the Head office of the bank situated in Bays No. 1-4, Distt. Shopping Centre, Huda Ground, Urban Estate, Jind.

**Format for Price Bid/ Financial Bid:-**

Sr. No.	Name of Items	CAMC Rate (in Rs)		
		Total Price	GST	Gross Amount
1	115 Desktop Computers, 34 Dot Matrix Printers, 35 Passbook Printers 36 Scanners			

**Note:-** A bidder is required to quote the CAMC Rates for all the Items (i.e. 115 Desktop Computer, 34 Dot Matrix Printer, 35 Passbook Printers & 36 Scanners) mentioned in **List of Computer Hardware & Peripheral items** under **Annexure 6** .

**Authorized Signatory****Name:****Seal:****Place:****Date:**

**7. Vendor Assessment Methodology:****(1) Technical Assessment (70% weightage)**

- i. Full marks i.e. 100 (absolute value) will be awarded to the bidder scoring the highest marks as per Ranking methodology for Technical evaluation.
- ii. Proportionate marks will be awarded to the other bidders as a percentage of the highest marks received in above.
- iii. Full 70 marks will be awarded to the bidder getting the highest marks.
- iv. Similarly proportionate marks will be awarded to the other bidders. (as per calculation (i) shown under item A - Example)

**(2) Commercial Assessment (30% weightage)**

- i. Full marks i.e. 100 (absolute value) will be awarded to the bidder quoting the lowest price i.e. Total Contract Value as per Commercial bid.
- ii. Proportionate marks will be awarded to the other bidders as a percentage (as per calculation (ii) shown under item B - Example) of the lowest quote.
- iii. Full 30 marks (30% of 100=30) will be awarded to the bidder quoting the lowest price. Similarly proportionate marks will be awarded to absolute value quoted by other bidders (as per calculation (iii) shown under item B- Example)

**Overall Assessment for calculation of L1:**

- a) The maximum score in the technical evaluation is 100.
- b) Bidders scoring 70 or more marks will be short listed for opening of commercial Bid (Phase II).
- c) In case, less than three bidders get more than 70 marks in the technical evaluation criteria, the top three bidders getting the maximum marks will be short listed, subject to their getting at least 60 marks.
- d) Marks scored in Technical Assessment and Commercial Assessment will be added.
- e) The bidder scoring the highest marks will be L1.

**Example:**

Bidder	X	Y	Z
<b>(A) Technical evaluation Marks</b>	85	100	95
Base is 100% of the highest scoring Bidder	85	100	95
Calculation(i)	$(85/100) \times 70$ =59.50	$(100/100) \times 70$ =70	$(95/100) \times 70$ =66.50
<b>Marks (A) Out of 70</b>	<b>59.50</b>	<b>70</b>	<b>66.50</b>
<b>(B) Commercial evaluation Price in `.</b>	1000	1100	1200
Calculation (ii)	$(1000/1000) \times 100$ =100	$(1000/1100) \times 100$ = 90.90	$(1000/1200) \times 100$ = 83.33

Base is 100% of the lowest bidder	100	90.90	83.33
Calculation (iii)	$(100/100) \times 30$ =30	$(90.90/100) \times 30$ =27.27	$(83.33/100) \times 30$ =24.99
Marks (B) Out of 30	30	27.27	24.99
<hr/>			
Total Marks (A+B) Out of 100	89.50	97.27	91.49
Ranking of Bidder	L3	L1	L2
Y is the L1 bidder with highest cumulative marks.			

**Evaluation process as decided by the Bank will be binding to the bidders.**

The Jind Central Co-operative Bank Ltd; Jind in its sole/absolute discretion can apply whatever criteria deemed appropriate in determining the responsiveness of the proposal submitted by the respondents. The Bank may reject any / all proposal(s) at any stage without assigning any reason thereof.

- (a) The bids of such tenderers who do not pay the cost of tenders and / or do not pay the Earnest Money Deposit shall not be taken cognizance of.
- (b) The technical bid shall be opened on the due date and time as specified in tender. The price bid of only such tenderers, whose technical bid is found to be qualified, shall be opened. The time and date of opening of price bid shall be fixed and intimated to the qualified parties only.

**8. Evaluation of Financial Bids**

- 8.1 The Financial Bids of only those Bidders who short listed from the Technical Bids will be opened in the presence of their representatives on a specified date and time to be intimated to the respective Bidders by Tender Process Section.
- 8.2 Lowest Quoting Bidder will be selected.
- 8.3 No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Bank can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time otherwise bid of
- 8.4 such defaulting bidders will be rejected.

**9. Opening of tenders :**

The tenders will be opened in the The Jind Central Co-operative Bank Ltd., Bays No.1-4, Distt. Shopping Centre, Huda Ground, Urban Estate, Jind, Haryana on the scheduled time and date. In the event of the specified date of Bid opening being declared a holiday for the Authority, the bids shall be opened at the same time and location on the next working day.

- Total transparency shall be observed and ensured while opening the Bids. All Bids shall be opened in the presence of the bidder's representatives who choose to attend the bid opening sessions on the specified date, time and address.
- The Authority reserves the rights at all times to postpone or cancel a scheduled Bid opening.

**10. Corrupt Practices** : Any bribe, commission and advantage offered or promised by the tenderer or on his behalf to any officer or servant of the Bank shall (in addition to any criminal liability which the tenderer may incur) debar his tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.

**11. Interviews and Acceptance of tender**:- The tenderer should be prepared to proceed to The Jind Central Co-operative Bank Ltd; Head Office, Jind or at designated place at their own expenses and without any obligation, if called upon to do so for interview by the General Manager or an officer authorized to act on his behalf as the case may be.

General Manager, The Jind Central Co-operative Bank Ltd., Jind or an officer acting on his behalf reserves the right to reject any or all the tenders without assigning any reason and does not bind himself to accept the lowest or any tender. The successful tenderer will be informed about the acceptance of his tender through a letter/Mail. The agency shall submit the joining report within ten days of the acceptance of tender.

**12. Period of Validity**: The bid shall be valid for **1 (one) year** from the scheduled date of opening of the bids. If any bidder withdraws his tender before the scheduled time or makes any modifications in the terms & conditions of the tenders which are not acceptable to Bank, without prejudice to any other right or remedies, Bank shall be at liberty to forfeit the entire Earnest Money Deposit. Tender shall be valid for our acceptance without any change in rates for a period of 1 (one) year.

**13. Terms and Conditions**:

13.1 Financial Bid: As per **Annexure-6**.

13.2 Services period by the vendor: This contract will remain valid for **1 (one) year**.

13.3 Technical Bid:-As per **Annexure-4** and Checklist to be submit along with as per **Annexure-5**.

13.4 Forfeiture of Earnest Money:

- i) If the Bidder withdraws his bid before the expiry of validity or after the acceptance of the bid, the Earnest Money Deposited by the bidder will be forfeited.
- ii) If the Bidder fails to comply with any of the terms, conditions or requirement of order and the technical specifications of the tender document. The Earnest Money deposited by the Bidder will be forfeited.
- iii) In case successful bidder fails to comply with the delivery period as specified the earnest money deposit will be forfeited.

**Special Terms & Conditions**:

1. The contract will be on comprehensive onsite basis inclusive of repairs and replacement of spare parts including all plastic parts, in case of printer, CPU etc.( but excluding Cartridge, Ribbon, Tonner, Re-filling, Physical Damag, Burning and Rodent) without any extra payment.
2. The bidder shall make arrangement for skilled manpower at nearest District Head Quarter so that calls may be attended within stipulated earliest time.
3. The bidder shall provide maintenance services for all working days. In exigencies, even calls should be attended on holidays also, without any extra charges.
4. Shifting and Reinstallation of Desktop Computers, Printers etc., as and when required by BANK.

5. The vendor will be required to provide maintenance for operating systems, installation or re-installation of operating systems, installation of application software like MS-Office, Biometric software, etc., installation and configuration of peripherals like printers, scanners as required by the Bank from time to time & require assistance in data recovery, pre-emptive action against virus detection/removal.
6. Services will include configuring computers for using Bank's Core Banking application, as per the specifications provided by the Bank. The Bank will provide all the required software.
7. Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. AMC vendor should keep sufficient spares at their office and should provide replacement parts including motherboard, hard disks, DVD-Drives, keyboard, mouse, power supplies, memory, monitors etc. within a reasonable period and in no case more than 24 hours.
8. The bidder shall be responsible for taking backup data and programs available on PCs/Laptop/Server before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement. All the existing configurations to the corresponding computer have to be restored back by the bidder. Even in case of hard disc failure or virus infection, the bidder should make all the attempts to recover the data wherever possible.



# **Annexures**

**Annexure 1**

**SERVICE AGREEMENT**

This agreement of Comprehensive Annual Maintenance Contract (AMC) for Maintenance of Computer Hardware & Peripherals made on .....between M/s .....having its office at ..... through its Director /Partner ..... (Who is authorized to sign the agreement) herein after called 2<sup>nd</sup> party i.e. company and The Jind Central co-op Bank Ltd., Jind through its General Manager authorized representative herein after called the 1<sup>st</sup> party.

The Jind Central co-op Bank Ltd., Jind, acting through the General Manager, herein after referred to as the first part whereas the said contractor has agreed with the Bank, for maintenance of Computer hardware & Peripherals items in conformity with the requirements & specifications.

Now this indenture witness that in consideration of the promise, it is mutually agreed and declared between parties hereto as follows:-

1. Both the parties are competent to sign this agreement.
2. The contractor has agreed to perform the said maintenance services for the Computer Hardware & Peripherals items as mentioned in Tender No. **e-Tender/ComputerHardware/AMC** as per the requirement & Specification. This is in respect to their bid letter no. dated \_\_\_\_\_ at the rates quoted by contractor. The prices are inclusive of all the taxes like Sales tax, GST, Labour Charges etc.
3. This contract shall be effective from..... to.....  
The contract may be extended with the same terms and conditions and rates with the consent of both the parties.
4. TDS shall be deducted from Contractor's bill and certificate would be issued by the Bank.
5. The comprehensive Annual Maintenance Contract includes preventive maintenance, quarterly regular services for the Maintenance of Computer hardware & its Peripherals and replacement of any items (except Physical Damage, Burnt, Cartridge, Tonner, Ribbon, Rodent ) necessary for keeping the Desktop Computers, Scanners, Printers of, active and free from any defects or disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the Desktops, Printers, Scanners etc. The replacement of defective spares with Original spares or spares of equivalent specification will be done by the Contractor (Second Party), without any extra charge of any kind.
6. The comprehensive maintenance shall be carried out primarily at the premises of the Bank during office hours. In case, the Second party feels that the equipment cannot be repaired on-site, they will carry the defective equipment with the consent of officials after giving due receipt of the equipment and deliver back the repaired equipment at their own cost and risk.
7. Response time for maintenance call should not exceed 1 hour and the system down time should not exceed 24 hours from the time at which the complaint was made.
8. The total maintenance charges for one year are Rupees.....out of which 50% will be paid in advance by the First Party to the Second Party & remaining 50% amount will be released in four equal instalments after every quarter.

9. The Earnest Money deposit is liable to be forfeited by the Bank without any prejudice to any other rights and remedies of the Bank in case the contractor fails to undertake the contract work, as per the work orders and as per the terms and conditions given in tender schedule during the term of the contract including the extended period if any.
10. The said conditions shall be read and be treated as forming part of this agreement and the parties hereto will respectively be bound hereby and to abide by and submit themselves to the conditions and stipulations and perform the same on their parts to be respectively observed and preferred.
11. That the above terms and conditions can be amended / modified with the consent of both parties at any time.
12. That if terms and conditions mentioned above are breached by any of the party the agreement shall stand cancelled and the loss will be borne by the party who breaches the contract.
13. Any dispute arising under this agreement shall be referred to a sole arbitrator appointed as per the provisions of Arbitration and Conciliation Act, 1996 with consent of the Bank and the Contractor. The award of the arbitration shall be final and binding on both parties.
14. All disputes shall be settled within District jind jurisdiction.

**(Signature of the authorized person of the bidders)**

.....

**General Manager  
The Jind Central Co-Operative Bank Ltd.  
(First Party)**

**(Name and address of the bidders)**

.....

**(Seal of the bidders)  
(Second Party)**

**Annexure 2**

**Self-Declaration on not being blacklisted**

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

From

\_\_\_\_\_  
\_\_\_\_\_

To  
**The General Manager,  
The Jind Central Co-op Bank Ltd.,  
Bays No 1-4, Distt. Shopping Centre,  
Jind-126102, Haryana**

I, \_\_\_\_\_ son of Sh. \_\_\_\_\_  
resident of \_\_\_\_\_ Sole  
Proprietor/Partner/Director of M/s \_\_\_\_\_ do hereby solemnly  
affirm and declare as under:-

That we M/s \_\_\_\_\_ hereby confirm  
that we M/s \_\_\_\_\_ do not stand blacklisted  
& have not been blacklisted by any State Government/ Central Government/ Public Sector  
Undertakings during the last three years and further confirm that our EMD/SD/Performance  
bank guarantee has not been forfeited by any State Government / Central Government / Public  
Sector Undertakings during the last three years due to our non-performance, non-compliance  
with the tender conditions etc.

That we M/s \_\_\_\_\_ hereby declare  
that all the particulars furnished by us in this Tender are true to the best of my/our knowledge  
and I/We understand and accept that if at any stage, the information furnished is found to be  
incorrect or false, I/We am/ are liable for disqualification from this tender and also are liable  
for any penal action that may arise due to the above.

That we M/s \_\_\_\_\_ certify that  
no refurbished components are used in the manufacturing and supply of Quoted Items and its  
related accessories / tendered items.

That in case of violation of any of the conditions above, We M/s \_\_\_\_\_ understand  
that We M/s \_\_\_\_\_ are liable to be blacklisted by the Bank for a period of  
three years from participating any tender published by Haryana Government.

**DEPONENT**

**Verification:**

Verified that the contents of the above affidavit of mine are true and correct to the best of my  
knowledge and nothing has been concealed therein.

**DEPONENT**

**Annexure 3**

**Format of Net Worth and Annual Turnover**

The Net Worth of Mr./Ms./M/s..... for last Financial Year .....is Rs.....Lacs as per his/her/their books of Accounts.

(Note: Net Worth means sum total of paid up share capital plus free reserves. Further any debit balance of Profit and Loss Account and Misc. Expenses to the extent not adjusted/or written off, if any, shall be reduced from Reserves and Surpluses).

**Requirements:** The Annual Turnover to be provided in the following format for the last 3 Financial Years (2016-17, 2017-18 & 2018-19).

Financial Information			
Financial Year	2016 - 17	2017 - 18	2018 - 19
Annual Turnover (in INR)			
<b>Note: Annual turnover should be certified by CA/Statutory Auditors.</b>			

**Signature of Chartered Accountant:-**

**Name:-**

**Membership No.:-**

**Seal:-**

**Annexure 4****Technical Bid****BIDDERS PROFILE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE OF COMPUTER HARDWARE & PERIPHERALS**

Sr.No.	BIDDER INFORMATION	SCORE CRITERIA	MAXIMUM SCORE	DETAILS	REMARK (YES/NO)
1	Name of the Organization/PSA	----	----		
2	Year of Establishment	----	----		
3	Address	----	----		
4	Contact Number & Email of Head office	----	----		
5	Status of Firm (whether Pvt. Ltd. Company/Public Ltd Company/Partnership firm(Attach Proof)	----	----		
6	Name of Directors/Partners	----	----		
7	<i>Details of EMD</i>	----	----		
8	<i>Details of cost of Tender document</i>	----	----		
9	Whether assessee of Income Tax. Mention PAN Number, furnish copy of income tax return for last three years.(Attach)	10 marks	10 marks		
10	<i>GST Registration(Attach Proof)</i>	8 marks	8 marks		
11	<i>Registration Number of Firm/vendor</i>	----	----		
12	<i>Affidavit of Non-blacklisting during last three financial years (Attach Proof)</i>	10 marks	10 marks		
13	<i>Certificate of at least 3 years' Experience in Business.(Attach Proof)</i>	4 mark for each completed year	12 marks		

14	<i>Audited Balance Sheet/ P&amp;L Statement for last 3 years(Attach Proof)</i>	15 marks	15 marks		
15	<i>Proof of Successful Completion of AMC of Computer, Printers, Scanners in any Government Department.</i>	5 marks per Department	20 marks		
16	<i>Annual Turnover for last three Years FY-2016- 17,2017-18,2018- 19(Attach Proof)</i>	1 mark each for each 4 Lac of turnover for the last three Financial Years	25 marks		

**Note:** Visible Photocopies of all necessary documents duly self attested must be attached for verification of the information provided.

**(Signature of the bidder)**

**Name and Address (with seal)**

**Annexure 5****Eligibility Criteria for Technical Bid**

(Checklist to be enclosed with Technical bid)

We M/s \_\_\_\_\_ have enclosed documentary evidence for fulfilling the Eligibility in the Technical Bid and other requirement laid in the tender document.

S.No.	Clause	Documents required	Documents Submitted (Yes/No)
1.	Processing fee for Tender should have been submitted.	The payment of Tender Document Fee INR 1000/-(One Thousand Rupees Only) and eService Fee Rs. 1180/-(Rupees one thousand one hundred eighty only (Non-refundable) would be made by eligible bidders online.	
2.	Earnest Money Deposit(EMD)	The Payment for EMD of Rs. 10,000 (Rs. Twenty Thousand Only) would be made online by the bidders.	
3.	The Bidder should be a private/ public limited Company registered in India under the Indian Companies Act, 1956/ Partnership firm/sole proprietorship firm/Co-operative Society existing for the past 3 years.	The bidder shall provide the Certificate of Incorporation for Registered Companies, Partnership Deed for Partnership Firms/VAT or Service Tax/ GST Registration Certificate for Sole Proprietorship Firms.	
4.	The minimum Turn-over of the bidding company during last three audited financial years should be minimum Rs.10.00 Lac per year.	Audited Balance sheet of the Bidder for each of the last 3 financial years.	
5.	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be profit making company for at least two years out of the last three audited financial years(FY2016-17, FY2017-18 & FY2018-19)	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years.	
6.	Bidder must have Experience of minimum 3(Three) years in this business	VAT/ Service Tax Number to be enclosed.	
7.	Should not have been black listed by any central/State Government Department/ Organization for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.	An affidavit as per the Annexure-2 to be submitted by bidder.	
8.	The Bidder must have Satisfactorily	Copy of the contract order/a certified	



	completed <b>at least three</b> Annual Maintenance Contracts (AMC) of Computer hardware & Peripherals in any Government Department/PSUs/Nationalised Banks/ Cooperative Banks as on date of submission of financial offer during <b>last 3 years.</b>	letter from the concerned client confirming the date of engagement and successful completion of order.	
9.	The Bidder should have valid GST and PAN No.	Copies of GST & PAN No.	

**Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation**

Yours faithfully,

Authorized Signatory [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Bidding Company/Firm: \_\_\_\_\_

Address: \_\_\_\_\_ *(Affix the Official Seal of the Bidding Company)*

**Annexure 6**

**Financial Bid**

It is mandatory for the bidders to quote CAMC Rates for all the Items (i.e. 115 Desktop Computer, 34 Dot Matrix Printer, 36 Scanners & 35 Passbook Printers) indicated in the below list. The rates include all applicable taxes (GST etc.).

**List of Computer Hardware & Peripheral items**

Sr.No.	Name of Items	CAMC Rate (in Rs)		
		Total Price	GST	Gross Amount
1	115 Desktop Computers, 34 Dot Matrix Printers, 35 Passbook Printers 36 Scanners			

**In words :( Rupees.....only)**

I have gone through the quotation paper thoroughly and clearly understood the specifications, terms and conditions mentioned in the **List of Computer Hardware & Peripherals Items**. My quoted price is inclusive of all taxes (GST).

**Signature: Name of the Authorized Person**

**Designation:**

**Seal of the firm:**

**Annexure 7****List of Branches of “The Jind Central Co-operative Bank Ltd; Jind”****with Complete Address**

<b>Sr.No.</b>	<b>Bank Name</b>	<b>Branch Name</b>	<b>Complete Address with PIN CODE</b>
1	The Jind Central Coop. Bank Ltd.	Head Office Jind	Bays No. 1-4, Distt Shopping Centre, Huda Market, Jind - 126102 (Haryana)
2	The Jind Central Coop. Bank Ltd.	H.O. Branch	Bays No. 1-4, Distt Shopping Centre, Huda Market, Jind - 126102 (Haryana)
3	The Jind Central Coop. Bank Ltd.	Gandhi Nagar	Scheme No. 5, Gandhi Nagar, Jind -126102 (Haryana)
4	The Jind Central Coop. Bank Ltd.	Jind City	Opposite City Police Station, Old Court Road, Jind -126102 (Haryana)
5	The Jind Central Coop. Bank Ltd.	Patiala Chowk	Kaithal Road, Jind -126102 (Haryana)
6	The Jind Central Coop. Bank Ltd.	Sugar Mills	V.P.O Jhang, Tehsil Jind, Distt. Jind-126102 (Haryana)
7	The Jind Central Coop. Bank Ltd.	Baroda	V.P.O. Baroda, Tehsil Uchana, Distt. Jind -126115 (Haryana)
8	The Jind Central Coop. Bank Ltd.	Uchana	Bank Complex, Uchana, Tehsil Uchana & Distt. Jind -126115 (Haryana)
9	The Jind Central Coop. Bank Ltd.	Kakrod	V.P.O. Kakrod, Tehsil Uchana, Distt. Jind -126115 (Haryana)
10	The Jind Central Coop. Bank Ltd.	Narwana	Railway Road, Narwana, Distt. Jind - 126116
11	The Jind Central Coop. Bank Ltd.	Amargarh	V.P.O. Amargarh, Tehsil Narwana, Distt. Jind -126116 (Haryana)
12	The Jind Central Coop. Bank Ltd.	Dharodhi	V.P.O. Dharodhi, Tehsil Narwana, Distt. Jind -126116 (Haryana)
13	The Jind Central Coop. Bank Ltd.	Dhamtan Sahib	V.P.O. Dhamtan Sahib, Tehsil Narwana, Distt. Jind -126116 (Haryana)
14	The Jind Central Coop. Bank Ltd.	Ujhana	V.P.O. Ujhana, Tehsil Narwana, Distt. Jind -126116 (Haryana)
15	The Jind Central Coop. Bank Ltd.	Dhanouri	V.P.O. Dhanouri, Tehsil Narwana, Distt. Jind -126116 (Haryana)
16	The Jind Central Coop. Bank Ltd.	Pipaltha	V.P.O. Pipaltha, Tehsil Narwana, Distt. Jind -126116 (Haryana)
17	The Jind Central Coop. Bank Ltd.	Singhwal	V.P.O. Singhwal, Tehsil Narwana, Distt. Jind -126116 (Haryana)
18	The Jind Central Coop. Bank Ltd.	Peggan	V.P.O. Peggan, Tehsil & Distt. Jind -126111 (Haryana)
19	The Jind Central Coop. Bank	Naguran	V.P.O. Naguran, Tehsil & Distt.

TENDER DOCUMENT THE JIND CENTRAL CO-OPERATIVE BANK LTD, JIND, HARYANA

	Ltd.		Jind -126125 (Haryana)
20	The Jind Central Coop. Bank Ltd.	Alewa	V.P.O. Alewa, Tehsil & Distt. Jind -126111 (Haryana)
21	The Jind Central Coop. Bank Ltd.	Jamni	V.P.O. Jamni, Tehsil Safidon, Distt. Jind -126113 (Haryana)
22	The Jind Central Coop. Bank Ltd.	Pillukhera	V.P.O. Pillukhera, Tehsil, Safidon, Distt. Jind -126113 (Haryana)
23	The Jind Central Coop. Bank Ltd.	Muwana	V.P.O. Muwana, Tehsil Safidon, Distt. Jind -126112 (Haryana)
24	The Jind Central Coop. Bank Ltd.	Safidon	Near Bus Stand, Safidon, Distt. Jind - 126112
25	The Jind Central Coop. Bank Ltd.	Hatt	V.P.O. Hatt, Tehsil Safidon, Distt. Jind -126112 (Haryana)
26	The Jind Central Coop. Bank Ltd.	Sindhvi Khera	V.P.O. Sindhvi Khera, Tehsil & Distt. Jind -126102 (Haryana)
27	The Jind Central Coop. Bank Ltd.	Brah Khurd	V.P.O. Brah Khurd, Tehsil & Distt. Jind -126102 (Haryana)
28	The Jind Central Coop. Bank Ltd.	Shamlo Kalan	V.P.O. Shamlo Kalan, Tehsil & Distt. Jind -126114 (Haryana)
29	The Jind Central Coop. Bank Ltd.	Bibipur	V.P.O. Bibipur, Tehsil & Distt. Jind -126102 (Haryana)
30	The Jind Central Coop. Bank Ltd.	Khokhri	V.P.O. Khokhri, Tehsil & Distt. Jind -126102 (Haryana)
31	The Jind Central Coop. Bank Ltd.	Julana	Backside old grain market, Julana, Distt. Jind -126101 (Haryana)
32	The Jind Central Coop. Bank Ltd.	Danoda Kalan	Near Bus Stand, Danoda Kalan, Tehsil Narwana, Distt. Jind - 126152
33	The Jind Central Coop. Bank Ltd.	Karsola	V.P.O. Karsola, Tehsil & Distt. Jind -126101 (Haryana)
34	The Jind Central Coop. Bank Ltd.	Morkhi	V.P.O. Morkhi, Tehsil Safidon, Distt. Jind -126113 (Haryana)