



**The Amravati District Central Co-Op. Bank Ltd.,
Amravati**

Tender Document
For
Supply of Passbook Printers

Tender Ref: 105 Dated : 16/08/2024

Last Date for Submission: 27/08/2024
Before:5.00 p.m.

IMPORTANT DETAILS

Sr. No.	Particulars	Details
1	Project Name	<i>Tender for Passbook Printers</i>
2	Tender Inviting Bank	The Amaravati District Central Co-Op Bank Ltd, Amaravati
3	RFP Reference No.	105
4	Availability of RFP Documents	Upon confirmation of the tender fee receipt, the tender documents will be sent via email. Please ensure that the payment confirmation is sent to us to facilitate the prompt delivery of the necessary documentation.
5	Tender Cost	INR 1,000/- (INR One Thousand Only) *To be paid by NEFT/IMPS A/c. Name: ADCC Bank EMD Amount Bank: Amravati DCC Bank, Branch: Main Br., Amravati A/c. No.:011013100001262 IFSC: YESB0ADB002
6	Date of Issuance of RFP	16/08/2024 to 27/08/2024 (Office Hours)
7	EMD	INR 50,000/- (INR Fifty Thousand Only) *To be paid by RTGS/IMPS A/c. Name: ADCC Bank EMD Amount Bank: Amravati DCC Bank, Branch: Main Br., Amravati A/c. No.:011013100001262 IFSC: YESB0ADB002
8	Last Date for Submission of Pre-Bid Queries	22/08/2024 (By Email)
9	Last Date and Time for Bid submission (on or before)	27/08/2024 till 5 PM
10	Mode of Submission of RFP	Physical hard copy submission of separate Technical & Commercial Bids on or before due date.
11	Technical & Commercial Bid Opening (Date, Time and Venue)	To Be Communicated later by Email.
12	Bid validity period	90 days from the last date and time of Submission
13	Communication Address	All communications, including proposal documents should be addressed to: The Chief Executive Officer, The Amaravati District Central Co-Op Bank Ltd, Head Office, Camp Road, Irvin Square, Amaravati - 444 602. Ph No: 0721-2663378/79, 2552099 Email ID: tenders@amravatidccb.com Website: https://www.amravatidccb.com

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1. Introduction of the Bank

The Amaravati District Central Co-operative Bank Limited, Amaravati (henceforth called as **The Bank**) is a district level co-operative Bank (Reg No: 24956, Dt. 25.01.1962, License No. RPCD. Nag. DCCB/L/13, Dt. 16 March, 2012). At present, the Bank has a network of 94 Branches all over Amaravati District and a Head Office.

2. Objective of the Tender

The purpose of this tender is to procure and establish a comprehensive solution for Passbook Printers, encompassing delivery, installation, configuration, and ongoing maintenance services for the entire network of branches under the Amaravati District Central Co-Operative Bank Limited, Amaravati.

3. Basic Instructions to the Bidder

- A. The Bidder is expected to have read and examined all the instructions, forms, terms, and specifications in the Tender Document with full understanding of its implications. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in outright rejection of the bid.
- B. The Bidder is advised to strictly adhere to the Annexure provided for that purpose in this document. Any deviation in this matter will lead to disqualification of the Tender.

C. Definitions

The Bank	:	The Amaravati District Central Co-operative Bank Limited, Amaravati
BIDDER	:	The prospective Bidder who has received tender document and intends to offer for Passbook Printer and services mentioned in this Document. Henceforth called as "Bidder"

D. Procedure / Instructions for Submission of Bid

- 1) Tender must be filled and sealed in two separate envelopes – Technical and Commercial and later in one common envelope.
 - a. Technical bid as directed below in **Section F** and should be kept in sealed cover subscribed "TECHNICAL BID". Please note that the rates should not be indicated in the technical bid. Only commercial bid should indicate rates.
 - b. Commercial bid as directed below in **Section G** and should be kept in sealed cover subscribed "COMMERCIAL BID".

- c. The main envelope must be super-scribed as "Tender for Passbook Printers".
 - d. The Details such as Name, Address and Contact Numbers of the Bidder must be written on all envelopes.
- 2) The bid shall be in the prescribed format and shall be signed by the Bidder or a person duly authorized to bind the Bidder to the contract. All the pages of the bid shall be initialled by the person(s) signing the bid. The bid shall contain no interlineations, erasures or over writing except as necessary to correct typographical errors made by the Bidder, in which case such corrections initialled by the person(s) signing the bid.
 - 3) Relevant certificate / documents should be attached.
 - 4) An authorized officer of the Bidder shall sign proposal(s) (supported by appropriate documentation). Any erasures or other changes included on any project submission shall bear the signature of the authorized officer only.
 - 5) The offers submitted by the Bidder shall be printed and shall be free from typographical errors, deletion cancellations, and overwriting, indecipherable print to the extent possible. Wherever corrections are made, it must be signed by authorize person.
 - 6) Each page of original Tender Document must duly sign & stamped as a token of acceptance of terms & condition by the authorized signatory of the Bidder.
 - 7) The Proposal should be submitted in printed hard copy format.
 - 8) The Bidder must submit the tender document by courier, hand delivery or by post-delivery by ensuring actual receipt before specified date and time. Notwithstanding the above, offers made by email, telex, fax, telephone and / or any other mode shall immediately disqualify the Bidder.

E. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit online by NEFT/IMPS on or before date of submission.

EMD Amount: Rs. 50,000 (Rs. Fifty Thousand only) (IMPS/NEFT Pay online on or before Date of Submission)

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the procurement process. The EMD of successful Bidder(s) will be returned after successful installation of the servers.

The Earnest Money Deposit may be forfeited under the following circumstances:

1. If the Bidder withdraws its bid during the period of bid validity (90 days from the date of opening of the technical bid).

2. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or

In case of the successful Bidder, if the Bidder fails to sign the contract in the form and manner to the satisfaction of The Bank

F. Technical Bid

- 1) The printed copy of Technical Bid should be submitted in a bound form and all pages continuously and serially numbered in one lot as one document. Brochures/leaflets etc. should be submitted in the bound document and not in a loose form. Bidder must ensure that all the documents are sealed and signed by the authorized signatory.
- 2) The printed copy of technical bid, neatly typed on the letterhead of the Bidder, duly filled in, signed and complete in all respect including annexure for detailed specifications of Passbook Printer etc. as directed.
- 3) The bids shall inter alia include detailed technical specifications of Passbook Printer in brochure or written form. These brochures shall be used for technical evaluation of the bids and in their absence the bids may not be evaluated.
- 4) The Technical Bid submitted in response to this Tender Document along with the supporting material, will become the property of the Bank.

G. Commercial Bid

- 1) Bid Rates printed on the letter head of the Bidder, duly filled in, signed and complete as per the Prescribed Commercial Bid Pro-forma as given in **Annexure IV**. The Bidder shall indicate the Rates, Taxes, Terms of Reference of which are given in the Technical Specifications.
- 2) The details of Rate Schedule for Passbook Printer for which the Bidder is intending to quote. The rates in these schedules shall be applicable in case the quantities of a particular order vary from those mentioned.
- 3) The Commercial Bid must be as per the Annexure provided along with the tender. In case of any additions, Bidder need to mention it in the Technical Bid and then quote accordingly.
- 4) The Commercial Bid shall mention the taxes separately. The taxes will be applicable as per prevailing rates at the time of billing during the contract.
- 5) The printed copy of Commercial Bid, complete in all respect including annexure for detailed specifications of Passbook Printer etc. as directed.
- 6) The Commercial Bid submitted in response to this Tender Document along with the supporting material, will become the property of the Bank.

H. Amendment in Tender Document

- 1) At any time up to the last date of receipt of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment. All such amendments shall be binding on all the Bidder.

The bank shall inform such amendments to all the Bidder only by e-mail on the provided Email ID by the Bidder.

- 2) To afford prospective Bidder reasonable time to take the amendment into account in preparing their Bids, the Bank may, at its discretion, extend the last date for the receipt of Bids and date of opening the bids which shall be conveyed to all the Bidder only by e-mail on the provided Email ID by the Bidder.

I. Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Bank, shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language (Devnagari) so long as it is accompanied by an English version in which case, for purposes of interpretation of the Bid, the English version shall govern.

J. Bid Currency and Related

- 1) Rates should be quoted in Indian Rupees (INR) only.
- 2) The rates quoted should be excluding taxes. Taxes should be mentioned separately in columned form.
- 3) Rate quoted by the Bidder for Passbook Printer should cover all the following items.
 - Supply of Passbook Printer.
 - Cost for Installation, Configuration & Maintenance of Passbook Printers.
 - Cost of conveyance & transport if any must be inclusive.
 - Taxes extra as applicable.

K. Validity

The Bids shall remain valid for 90 days from the last date of submission. The Bidder may be required to give consent for the extension of the period of validity of the bid beyond initial 90 days, if so desired by the Bank, in writing. Refusal to grant such consent would result in rejection of bid. However, any extension of validity of bids will not entitle the Bidder to revise/modify the bid. The decision of the Bank in this behalf will be final, conclusive, and binding on the Bidder.

L. Eligibility Criteria for Bidder / Bidder's Qualification

Bidders with a minimum of 3 years of experience in providing IT hardware are eligible to participate in the tender.

Sr. No.	Pre-Qualification Requirement	Supporting Document
1	The Bidder must have average turnover of Rs. 50 Lakh for last three years with positive net worth.	CA Certificate.

2	The Bidder should have minimum three years of experience in providing IT Hardware or Passbook Printer and at least one such contract with Banking Segment.	Relevant Work Orders and copy of contracts
3	The Bidder must submit MAF from respective manufactures and partnership certificates.	MAF and Partnership Letter.
4	The Bidder should not be a blacklisted by RBI, NABARD, Any Bank or Any Government department.	Self-declaration to be provided by authorized signatory of the bidder firm.

During the technical assessment phase, proposals from bidders who do not meet the established eligibility criteria will be disqualified. The Bank reserves the right to relax or enhance the eligibility criteria depending on merits and may accept / reject any or all the offers without assigning any reason whatsoever.

M. Bid Rejection Criteria

The bid(s) will be rejected in case of any one or more of the following conditions:

- 1) Bids are not substantive and not in strict compliance with the pro-forma given in this document.
- 2) Bids are not made in compliance with the procedure mentioned in this document.
- 3) Failure on part of the Bidder to provide appropriate information as required in the bid proposal or any additional information as requested by the Bank including any supporting document.
- 4) Incomplete or conditional bids or partly quoted bids or bids that do not fulfill all or any of the conditions as specified in this document.
- 5) The submission of more than one bid under different names by one Bidder is not acceptable. If the same is found at any stage, all the bids by that Bidder and related partners will be rejected.
- 6) During the technical assessment phase, proposals from bidders who do not meet the established eligibility criteria will be disqualified.
- 7) Bid proposal received after the last date, time and submission mode specified in this document.
- 8) Bids found in unsealed cover, unsigned bids, bids signed by unauthorized person and unsigned corrections in the bids.
- 9) The process of tender/bid, scrutiny & evaluation, finalization of successful bidder will be done on strict merit-based criteria and on professional grounds. The bidders are advised to stick up to professional ethics, values and practices. Misconduct and influence if any to this tender process by the bidder OR its representative/s will result into rejection of bid document at any point of time/stage. No further communication will be entertained in this regard.
- 10) Bank reserves the right to reject any or all tenders without any reason thereof.

N. Bank's Right to Reject Any/All Bids

- 1) The Bank reserves the right to accept or reject any bid in part/full or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the ground for its action. Any decision of the Bank in this regard shall be final, conclusive, and binding on the Bidder.
- 2) The Bank in its best interest reserves the right to accept or reject any technology proposed by the Bidder without assigning any reason thereof.
- 3) The Bank reserves the right to re-issue the tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of the Bank. Any decision in this regard shall be final, conclusive, and binding on the Bidder.
- 4) The Bank reserves a right to give minor deviations to any / all the Bidder in the techno-commercial specifications of bid. Any decision of the Bank in this regard shall be final and shall be binding on the Bidder.
- 5) The Bank reserves the right to issue Purchase Order in phases or to alter the quantities specified in the offer. The Bank also reserves the right to delete one or more items from the list of items specified in offer. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.

O. General Terms and Conditions of The Tender

- 1) Tender Document is not transferable.
- 2) No changes should be made in this tender document. Bidder is at liberal to quote separately for new technical solutions or specifications wherever it is necessary.
- 3) Proposals should follow only the format specified in this tender document.
- 4) Minimum validity of the Tender must be 90 days from the date of opening of the Tender.
- 5) The Bank reserve the right, not an obligation, to carry out the capability assessment of the Bidder (with the help of outside agency also, if required) and pre dispatch inspections at the cost of the Bidder. The Bank's decision shall be final in this regard.
- 6) The Bank will neither provide nor shall pay any charges for boarding, lodging and transportation facilities for the Bidder or their Representative.
- 7) The products/services offered should strictly conform to the specifications given in the product literature. The technology proposed/withdrawal from the market or under quality testing should not be offered.
- 8) It is implicit that the Bidder has guaranteed that all the Passbook Printer supplied are new, genuine, original having the required licenses /ownership of Intellectual Property including all its latest modules and as per the technical specifications.

- 9) In case of any difference of opinion between Bidder and the Bank about any term / clause / condition, the interpretation of the bank shall be final and conclusive.
- 10) To ensure efficient and effective rollout of the project as well as to ensure smooth operations of the complete system during the entire project life, the prospective Bidder will be required to work in collaboration with all the stakeholders including CBS Bidder, Bank's IT team & Technical consultant.
- 11) The Bidder must become nominal member of the Bank after selection for the project.

4. Post Selection Instructions and Terms & Conditions

A. Responsibilities of Selected Bidder

- 1) The Bidder is responsible for supply & maintenance of Passbook Printers.
- 2) The Bidder must deliver the Passbook Printers at respective Branches, install & configure the same as per Bank's requirements.

B. Responsibilities of the Bank

- 1) The Bank shall provide space / infrastructure to install the Passbook Printer and components etc.
- 2) The Bank shall provide necessary power facilities for the system, access to the premises, a secure equipment storage area and suitable conditions for the persons appointed by the Bidder to carry out their duties.

C. Technical Inspection and Performance Evaluation:

Amravati District Central Co. Op. Bank Ltd reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of the Passbook Printers provided by short-listed Bidders through its technical consultant.

D. Payment Terms

1. 50 % on Advance with Purchase Order.
2. 50 % on Successful Installation.

E. Rates

The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the project by the bidder and shall not be subject to any upward modification whatsoever.

F. Taxes And Duties

Taxes are extra as applicable. The applicable taxes should be mentioned separately and shall have to be included separately in the bills by the Bidder to whom tender may get awarded.

G. Performance Guarantee

The terms and conditions regarding project guarantee to be taken, by the bank as security deposit will be as per project agreement. The successful bidder shall extend the EMD as security deposit till project completion & handover.

H. Confidentiality

1. The Bidder shall not, and without the Bank's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, data / data sample or information furnished by or on behalf of the Bank in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
2. The Bidder shall not without the Bank's prior written consent, make use of any document or information.
3. Any document other than the contract itself shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Bidder's performance under the contract if so required by the Bank.

I. Force Majeure During the Pendency

During the pendency of the contract if the performance in whole or part thereof by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, earthquake, epidemics or any other causes which delays software installation/implementation/migration etc. beyond their reasonable control neither of the parties to the contract shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work under the contract shall be resumed as soon as possible after resumption of normalcy.

J. Jurisdiction of Courts

Bidder will abide by all applicable Indian laws and regulations and will obtain (or demonstrate current possession of) any and all permits, licenses, certifications or other approvals that may be required and / or appropriate for performing services hereunder. The laws of India will govern any agreement resulting from this tender. In all matters and disputes arising there under, the appropriate Courts at Amravati in Maharashtra state only shall have the jurisdiction to entertain and try them.

K. Penalty For Delay

For any delay in installation of the Passbook Printer, Concerned District Central Co. Op. Bank Ltd will charge penalty @ 0.25% of the order value per week or part thereof, subject to a maximum of 5%.

5. Annexure I: Bid Covering Letter

To:
The Chief Executive Officer,
The Amravati District Central Co-Op. Bank Limited,
Amravati.

Dear Sir,

We, the undersigned, offer to provide the Passbook Printers as per Bank's requirement. We are fully aware with tender conditions mentioned in this tender document, in accordance with your tender dated_____. We are hereby submitting our proposal, which includes this Technical Bid and a Commercial Bid sealed under a separate envelope.

We hereby declare that we have read the instructions/conditions mentioned in this tender document and included in the tender document and abide by the same. We declare that we are binding on process mentioned in the tender document and the decisions made by "The Amravati District Central Co-op. Bank Ltd."

We hereby declare that all the information and statements made in this proposal are true and accept that any misleading information contained in it may lead to our disqualification. We confirm that all personnel and/or details named in the tender will be available to undertake the services.

We undertake, if our proposal is accepted, to initiate the services related to the assignment immediately on signing of contract.

We understand you are not bound to accept any tender and proposal you receive.

Thanking you,

Yours faithfully,

(Signature/s)

Date:

Seal

Place:

Name:

Designation:

6. Annexure – II: Details of the Bidder

SR. NO	PARTICULARS	RESPONSE
1	DETAILS OF THE BIDDER	
A	Name of Bidder	
B	Bidder Head Office and registered office address	
C	Telephone numbers & Emails	
D	Date of incorporation (Please enclose Bidder Registration Certificate)	
E	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Bidder)	
F	Bidder GST registration number (Please enclose supporting document.)	
G	Bidder PAN & TIN number. (Please enclose supporting document.)	
H	Please enclose Partnership / Dealership Certificates.	
I	List of Support Centers with addresses and phone numbers	
J	Tender Specific MAF from the OEM in favour The Chief Executive Officer, The Amravati District Central Co-operative Bank Limited, Amravati should be submitted.	

7. Annexure III: Technical Specifications of the Passbook Printer

Passbook Printers (Epson PLQ 35 or Equivalent)

S.No	Key Parameters	Epson PLQ-35
1	Print Method	24 PIN - Impact Dot Matrix Printer
2	Printable Column	94 columns
3	Print Speed in Ultra High Speed Draft Mode @10cpi	540 cps
4	Print Speed in High Speed Draft Mode @10cpi	480 cps
5	Print Speed in Draft Mode @10cpi	360 cps
6	Print Speed in NLQ Mode @10cpi	180 cps
7	Print Speed in LQ Mode @10cpi	120 cps
8	Emulations / Control Code	PR2, WNI4915, IBM4722, IBM PPDS, ESC/P2, ESC/P2 + ESC
9	Control Panel	3 Buttons + 5 LED
10	Paper Path (Manual Insertion)	Front in, front out/ front in, rear out
11	Input Data Buffer	128 KB
12	Mean Print Volume Between Failure	21 million lines
13	Mean Time Before Failure	30,000 hours
14	Print Head Life	400 Million Strokes / Wire
15	Ribbon life	10 Million characters
16	Interface	Parallel, serial and USB
17	Copy Capability	1+6 copies
18	Pass Book Thickness	2.6 mm
19	Media Handling	Passbook, Cut Sheet, Cheque
20	Power consumption	61 Watts (operation)
21	Acoustic Noise	55 dBA
22	Supported Operating System	Microsoft Windows 7, 8, 8.1, 10. Windows Server 2003, 2008, 2012, 2016.
23	Dimensions	384 mm X 280 mm X 203 mm
24	Weight	7.8 kg
25	Warranty	3 Year onsite warranty + Additional 2 Year Extended Warranty (Five Year Warranty)
26	Services	Delivery at Respective Branches, Installation, Configuration & Maintenance for Five years.

8. Annexure IV: Commercial Format

Sr. No.	Inventors	Unit Rate	Qty	Total Amount
1	<p>Passbook Printer with Five years Warranty</p> <p>Model: EPSON PLQ 35 or Equivalent</p> <p>Including Delivery at Respective Branches, Installation, Configuration & Maintenance Charges for Five Years.</p>		60	
Total Amount in INR				

Terms and Conditions:

1	Delivery & Installation	The Bidder must deliver the Passbook Printers at respective branches and install & configure the same as per Bank's requirements.
2	Delivery Timeline	The timeline for completion of the project shall be 8 weeks.
3	Support	<p>Bidder will be responsible for asset tagging, managing and call logging to OEM.</p> <p>Bidder will be responsible for installation, configuration, updates and upgrades for passbook printers for warranty period.</p>
4	Taxes	Extra as applicable at the time of billing.
5	Warranty	Comprehensive onsite warranty for Five years with required support. The bidder will be sole responsible for the printer failure and support in warranty period. The services will be provided by the bidder exclusively at par with the OEM.
6	Rates	All the rates quoted are including supply, onsite warranty, and support etc.
7	Payment Terms	<ul style="list-style-type: none"> • 50 % on Advance with Purchase Order. • 50 % on Successful Installation.

****End of Document****