

PUNJAB NATIONAL BANK



(E-TENDER)

**TENDER DOCUMENT
FOR
SELECTION OF VENDORS
FOR END-TO-END PRINTING AND SUPPLY
OF STATIONERY**

Dated: 14.01.2025

**Punjab National Bank
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg, New Delhi 110001**

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1	Date of commencement of Bidding Process	As per GeM bid document .
2	Last date and time for downloading of Bidding Documents	As per GeM bid document
3	Last date and time for receipt of queries from Bidders for Clarifications	Upto 21.01.2025
4	Date of Pre-Bid Meeting	As per GeM bid document
5	Last date and time for Online bid submission (both Technical & Commercial)	As per GeM bid document
6	Date and Time of Technical Bid Opening	As per GeM bid document
7	Address for communication	The Assistant General Manager, Punjab National Bank, Centralised Procurement & Partnership Division Fourth floor, 5, Sansad Marg, New Delhi 110001
8	Earnest Money Deposit (EMD) Note: MSE bidder is exempted from payment of EMD if bidder furnish requisite proof subject to the satisfaction of Bank. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of EMD.	EMD of Rs.1.33 Crores (Rupees One Crore Thirty-Three Lakhs) only should be submitted online or in form of Insurance Surety Bonds / Demand Draft / Fixed Deposit Receipt / Bankers' Cheque or Bank Guarantee (including e-Bank Guarantee) from any Scheduled Commercial Bank other than Punjab National Bank, in favour of "Punjab National Bank CPPD Division New Delhi" before last date of bid submission in the following account: Account Name: PUNJAB NATIONAL BANK Account No: 9762002200000460 IFSC: PUNB0001330 Branch: CPPD HO, NEW DELHI (Proof of the transaction to be submitted along with the bid documents).
9	Contact to bidders	All clarifications should be uploaded in GeM portal. Bidders shall promptly check GeM portal for any clarifications/corrigendum etc. uploaded by the bank. All communications regarding points requiring clarifications and any doubts shall be given in writing to The Assistant General Manager, Punjab National Bank, Centralised Procurement & Partnership Division, HO (5, sansad marg, Patel Chowk New Delhi-110001 in email to cppd.processing@pnb.co.in by the intending Bidders as per the bid schedule.

DISCLAIMER

The information contained in this Request for Proposal Document (Tender Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the Punjab National Bank or any of their representatives, employees or advisors (collectively referred to as — Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this Tender Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

This Tender Document is not an agreement and is not an offer or invitation by the Bank Representatives to any party other than the entities who are qualified to submit their Proposal (Bidders). The purpose of this Tender Document is to provide the Bidder with information to assist the formulation of their Proposal. This Tender Document does not purport to contain all the information each Bidder may require. This Tender Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Tender Document.

The Bank, its employees and advisors make no representation and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this Tender.

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

INSTRUCTION TO BIDDERS

1. INTRODUCTION

Punjab National Bank is one of the largest public sector banks with more than 10,000 Branches/offices geographically located all across India. The Bank is fully computerized and networked in order to achieve the effective and efficient customer services and Back office operations.

1.2 Bank invites technically and commercially competitive bids from reputed Bidders for providing the facility of end-to-end printing and supply of stationery for a period of Two years which may be further extended by one year at sole discretion of the bank. The scope of work as given in the tender documents can be further modified in future by the Bank.

1.3 Technical and commercial bids are invited through e-tender process from Bidders who meet eligibility criteria prescribed in tender documents, having sufficient space for godown duly built as per Bank's requirements along with infrastructure like, access door, CCTV, space for safe keeping of printed materials, etc as mentioned in the tender document.

1.4 Joint bid will not be accepted by Bank.

2. ELIGIBILITY CRITERIA:

The invitation of bids is open to firms/entities fulfilling the minimum eligibility criteria as mentioned below:

Sl. No	Eligibility Criteria	Documents to be submitted with the Bid
1.	The Bidder should be a Government organization / PSU / PSE / Private/Public Limited Indian Company /Limited Liability Partnership/ Partnership /Proprietorship firms under Indian Laws. The Bidder shall submit the certificate of Incorporation along with the Technical Bid in respect of this requirement.	Copy of the Partnership deed/Bye Laws/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office, PAN, GST.
2.	The Bidder should have minimum average annual turnover of Rs. 19.00 crores from printing and supply of customized stationery during preceding three financial years i.e. 2021-22, 2022-23 and 2023-24. This must be individual firm/ company turnover and not of any group of firms/ companies.	Certified copy of audited Balance Sheets/ or Provisional Balance Sheet along with certificate from the Chartered Accountant. The Bidder should submit following certificates issued by their chartered accountant: Stating the amount of turnover from printing and supply of customized stationery for last 3 financial years i.e. 2021-22, 2022-23 and 2023-24

	The firm should also have positive tangible net worth in the last financial year.	Stating the tangible net worth figures for last financial year i.e. 2023-24.
3	Experience in the line of business of printing and supply of customized stationery for at least last 3 years as on 31.03.2024.	Work orders for all 3 years as proof of printing and supply of customized stationery.
4	<p>The Bidder should have printed and supplied customized stationery to a single large organization/BFSI for Rs. 19.00 Crores in at least one of the last five years as on 30.09.2024.</p> <p>Note:</p> <p>1. Customized stationery wherever mentioned in tender document shall mean paper based customized printed stationery other than diaries/ calendars/ planners/ textbooks.</p> <p>2. The total amount of customized printed stationery supplied to an organization through multiple orders/bills in a year will also be considered to evaluate the eligibility criteria.</p>	Certificate from the institution's concerned division relating to satisfactory performance/supply, quantum of work done in specified year. In case, the bidder has printed and supplied customized stationery to a single organization/BFSI other than Govt./PSU/PSB, the bidders shall also submit TDS certificate as proof of satisfactory performance/supply along with the above.
5.	The bidder must have existing printing arrangements either owned and/or tied up.	Bidder to submit documents evidencing tie-up arrangements.
6.	Applicant should have all the necessary approvals/ statutory clearances in place to undertake the activities viz. E.S.I.C., P.F., GST Registration and applicable Labor Law registration/ Licenses.	Photocopies of valid registrations and licenses should be furnished with the Technical Bid. (self-attested)
7.	Whether bidder have Business Continuity Plan (BCP)/Disaster Recovery Plan (DRP). The selected bidder should have a well defined BCP in place for continuation of the entrusted works in case of an emergency/disaster. A certificate in this regard shall be submitted to the Bank on regular intervals.	<p>Please mention BC Plan/Writeup how the vendor will meet business continuity in case of any eventuality. Whether it has capability of continuing the operation in case of any breakdown/lockup etc.,)</p> <p>a) In case of exigencies printing can be shifted to other own/tie-up Printers;</p> <p>b) Delivery can be arranged with other courier) A latest certificate in this regard shall be submitted to the Bank.</p>

8.	Bidder should not be debarred by any institution e.g., Govt/ PSU/Scheduled commercial bank and should not be in the caution list of RBI.	Bidders, should submit an undertaking on their letterhead as per annexure-10
9	The bidder should own an existing IT infrastructure having a stationery management and monitoring system as well as complaint redressal system.	Self-undertaking on bidder's letterhead
10	The bidder should have a dedicated help desk facility for queries and complaint redressal. The said facility should have minimum two dedicated persons, two phone numbers and one email id.	Self-undertaking on bidder's letterhead as per Annexure- 16
11	The bidder should have logistic arrangements for supply of stationery to pan India branches/offices of PNB.	Self-undertaking on bidder's letterhead as per Annexure- 11
12	The bidder should have a large warehouse capable for storage of all forms/registers and other stationery items of PNB for onward packaging and dispatch to PNB's branches/offices. All activities starting from storage to dispatch should be done from a single warehouse only.	Self-undertaking on bidder's letterhead

In addition to the above documents mentioned in eligibility criteria, bidder should upload the below mentioned documents also in the technical bid.

1. All Annexures duly filled, signed and stamped.
2. MSE/ Start-up exemption certificate
3. GST Registration Certificate/ PAN number and all other necessary approved licenses required by the law be submitted.
4. All pages of the bid document shall be initialed by the person or persons signing the Bid.

In addition, the following conditions be also fulfilled by the intending bidder:

- a) Bidder should be in a position to print customized stationery as per total quantity required for one year in tender document. per annum along with dispatch capacity of the same materials.
- b) Decision of the Bank based on the supporting documents submitted by the bidder will be final and binding to all the bidders in this regard.
- c) Documentary evidence as explained in detailed "eligibility criteria" must be furnished and non-submission of supporting documents may disqualify the Bidder.
- d) All the documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
- e) All documents provided by CA/Statutory Auditor should have UDIN.

3. Board Resolution Copy With Authorization Letter/ Power of Attorney

In case of company, a certified copy of the latest Board Resolution in favour of Authorized Person(s) with signature duly authorized by the Company Secretary/ Director along with validity of the authorization is to be submitted AND in case the authorized person delegates authority to another person of the company to sign the Bid documents, Power of Attorney preferably in original (from authorized person executed on stamp paper of appropriate value) with bid reference, showing that the power of attorney holder has been duly authorized to sign the bid documents, execute contract/agreements with the Bank on behalf of the company. No further delegate will be permitted to sign bid documents. Bidder shall be required to submit original Power of attorney to the Bank

This is to be submitted for all the Bidder(s) and OEM(s) involved.

Alternatively, OEM/bidder may also submit the document as per the Annexure 19 Authorization Letter- issued by the Competent Authority of the Company for the Authorized Signatory instead of the above documents.

None of the above documents shall be required from the OEM in case the RFP documents related to the OEM are signed by the Director of the company.

4. QUERIES:

Queries will be accepted through e-mail ids provided in the tender document, from the prospective Bidders tentatively on or before date and time mentioned in this document. Clarifications on the queries, if any, received from the Bidders will be placed on GeM portal. Bidders are advised to refer to the GeM portal at regular intervals for the purpose. Bank will not be responsible if the Bidder(s) is/are not aware or became aware at a later stage of any change(s) made in this tender document by way of corrigendum(s)/amendment(s).

5. PRE-BID MEETING:

A pre-bid meeting will be held as per time schedule mentioned at page no. 4 of this tender document at the following address to clarify doubts or queries, if any, of Bidders.

Punjab National Bank,
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg, New Delhi 110001

Bidders shall give in writing the points on which clarifications are required by them, sufficiently in advance. Clarifications/ details furnished by the Bank in writing alone shall be binding and shall form part of the tender document. Clarifications are to be requested by prospective bidder through GeM portal or through e-mail to "cppd.processing@pnb.co.in"

Changes if any made in the tender conditions, consequent to the pre-bid meeting will be informed to the Bidder participated in the pre-bid meeting besides uploading the corrigendum on GeM portal. Hence the Bidders shall regularly visit/see the GeM portal for changes made, if any, in the tender document consequent to Pre-bid meeting.

6. COST OF BIDDING:

The Bidder shall bear all the costs associated with the preparation and submission of its bid and Bank, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

7. BIDDING DOCUMENT:

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the Bidder. Bidder should strictly submit the bid as per tender document failing which bid will be rejected as non-responsive.

8. AMENDMENT OF BIDDING DOCUMENTS:

At any time prior to the last Date and Time for submission of bids, the Bank may, without assigning any reason, modify the Bidding Documents through amendments as per Bank's requirement at the sole discretion of the Bank. All amendments shall be uploaded on the GeM portal and will be binding on all who are Interested in bidding.

9. PERIOD OF VALIDITY OF BIDS:

Bid shall remain valid for 75 days from the date of opening of price bid. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

10. LATE BIDS

Any bid received by the Bank after the deadline for submission of bid will be rejected.

11. REVELATION OF PRICES

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

11. WITHDRAWAL OF BID BY THE TENDERER

11.1 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified in tender documents. For withdrawal of bid after the end date of online bid submission, the bidder will have to make a request in writing to Tender Inviting Authority of Bank. Withdrawal of bid may be allowed till issue of work order with the following provision of penal action.

11.3.1. If the request of withdrawal is received before informing the date for opening of commercial bid, the EARNEST MONEY DEPOSIT submitted by bidder will be forfeited and bidder will be debarred for 1 years from participating in tender in PNB. The commercial bid of remaining technically qualified bidders will be opened and the tender process shall go on.

11.3.2. If the request of withdrawal is received after informing the date for opening of commercial bid, the EARNEST MONEY DEPOSIT submitted by bidder will be forfeited and bidder will

be debarred for 2 years from participating in tender in PNB. The commercial bid of all technically qualified bidders including this bidder (if he is found technically eligible) will be opened and action will follow as under:

- a) If the bidder withdrawing his bid is other than L-1, the tender process shall go on.
- b) If the bidder withdrawing his bid is L-1, then re-tender will be done.

12. TERMS AND CONDITIONS OF THE BIDDING FIRMS

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. Such bids are liable to be rejected. Bidder has to strictly comply with the terms and conditions mentioned in the tender document.

13. LOCAL CONDITIONS

The Bidder must acquaint himself with the local conditions, Laws and other factors etc., which may have any effect on the performance of the contract and / or the cost.

14. CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the Bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

15. DEADLINE FOR SUBMISSION OF BIDS

Bids must be submitted not later than the specified date and time mentioned in the GeM Bid Document. If specified date of submission of bids being a declared holiday for the Bank, the bids will be received up to the specified time on the next working day. The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and Bidders, previously subject to the deadline, will thereafter be subject to the extended deadline.

16. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or without any obligation to inform the affected Bidder or Bidders about the ground for Bank's action. The Bank reserves the right to select more than one Bidder keeping in view its requirements.

17. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

Notwithstanding anything contained in this tender, the Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or without any obligation to inform the affected Bidder or Bidders about the ground for Bank's action.

The Bank reserves the right to select more than one Bidder keeping in view its requirements. The bank also reserves the right to scrap the tender at any stage without assigning any reason for the Bank's action.

Any Bid not containing sufficient information, in view of BANK, to permit a thorough analysis may be rejected.

The Bank shall have the right to reject the bids not submitted in the prescribed format or incomplete in any manner.

BANK is not responsible for non-receipt of bids within the specified date and time due to any reason including postal delays or holidays.

No contractual relation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the vendor.

Notwithstanding anything contained in this tender document, the bank reserves the right to Terminate the tender even after award of contract but before signing an execution of contract by duly authorised official of the bank and the bidder.

17. EARNEST MONEY

EMD of Rs.1.33 Crores (Rupees One Crore Thirty-Three Lakhs) should be submitted as Earnest Money Deposit (EMD) online or in form of Insurance Surety Bonds / Demand Draft / Fixed Deposit Receipt / Bankers' Cheque or Bank Guarantee (including e-Bank Guarantee) from any Scheduled Commercial Bank other than Punjab National Bank, in favour of "Punjab National Bank CPPD DIVISION New Delhi" before last date of bid submission in the following account:

Account Name: PUNJAB NATIONAL BANK
Account No: 9762002200000460
IFSC: PUNB0001330
Branch: CPPD HO, NEW DELHI

(Proof of the transaction to be submitted along with the bid documents).

EMD submitted in the form of Bank Guarantee (BG) should favouring PUNJAB NATIONAL BANK, CPPD DIVISION New Delhi and filling all the details as per specified Annexure-8 & 9. The BG should have a validity of at least 6 months from the date of submission of the bid with claim period of another 3 months. The BG/ details of EMD should be submitted at the time of bid submission.

(Registered MSE and Startup-India bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank),

For seeking EMD exemption as MSE bidder, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the

bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be submitted along with the bid in respect of the offered product or service. In case of unsuccessful bidder, EMD will be returned within 30 (thirty) days of notice of award of contract and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

18. AUTHENTICATION OF ERASURES/ OVERWRITING ETC:

Any inter-lineation, erasures or overwriting shall be valid only if the person(s) signing the bid authenticate them with full signature and seal.

19. CONTENT OF DOCUMENTS TO BE SUBMITTED:

Documents required in Technical bidding:

19.1 Proof of Earnest Money Deposit

Note: Firms registered under MSEs would be exempted from submission of earnest money subject to furnishing of valid certificate for claiming exemption.

19.2 Supporting documents in respect of minimum experience/eligibility criteria to be submitted in the electronic form.

19.3 Acceptance of the terms and conditions and compliance of Scope of Work/ description of Goods and technical specifications.

19.4 Any other document indicating features of the offered facilities.

19.5 Last three audited balance sheets and Profit & loss account statement (for financial year 2021-22, 2022-23 and 2023-24). In case Provisional Balance Sheet for FY 2023-2024 is being submitted, same is to be certified by a Chartered Accountant. A certificate from Chartered accountant is required with regard to turnover as stated in bid document. All documents provided by chartered account should have UDIN.

20. OPENING OF BIDS

All the bids will be opened at the date, time and locations mentioned in TENDER (as per tender schedule). The technical bids will be opened as per the time schedule provided in the tender document & on GeM portal. Representatives of the Bidders who choose or wish to attend are welcome. Bidders are advised to check GeM portal for any change in date and time of bid opening.

21. BID CURRENCY

The Prices in the bid document shall be expressed in Indian Rupees (INR) only.

22. LANGUAGE OF BID

The bids prepared by the Bidder and all correspondence and document relating to the bids exchanged by the Bidder and PNB, shall be written in English.

23. BIDDING PROCESS (TWO STAGES)

23.1 Two-staged bidding process will be followed. The response to the tender is to be submitted in two parts:

- Technical bid (online on GeM portal)
- Commercial bid (online on GeM portal)

23.2 The Bidders will have to submit the technical bid on GeM portal.

23.3 The TECHNICAL BID will contain the Bidder's information, status of eligibility criteria, compliance statement as per term & condition of the tender document, response to the Scope of Work along with supporting documents, conveying status of the Bidder in terms of the technical evaluation and other information required to be submitted as per the formats given in Bid Document. TECHNICAL BID will not contain any pricing or commercial information at all. In case any such pricing/commercial information is included in the technical bid, the bids so submitted will be summarily rejected by the Bank.

23.4 BIDs will be submitted in Electronic form on GeM portal.

23.5 The hard copy of the technical bid shall be downloaded from the GeM portal and shall be signed by the Bidder or a person duly authorized to bind the Bidder to the contract. All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) and to be uploaded scanned copy to GeM portal under "ATC document."

23.6 An authorization for the representative of the Bidder signing the Bid is to be provided through a written power of attorney accompanying the Bid. All pages of the bid except un-amended printed literature shall be initialed by the person or persons signing the Bid.

23.7 COMMERCIAL BID is to be submitted online on GeM portal.

24. SUBMISSION OF BIDS

24.1 Bidders are required to strictly submit their bids in electronic form on GeM portal only. All the interested Bidders should register themselves on the GeM portal i.e. <https://gem.gov.in> for submitting the bids online, if they have not done earlier. The TENDER document and further corrigendum, if any can also be downloaded from GeM portal. Bids received after closing of the bid in the GeM portal are summarily rejected without any reason. The commercial bid should be submitted online only.

24. EVALUATION AND AWARD CRITERIA

24.1 PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided

as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. The bid determined as not in order as per the specifications will be rejected by the Bank.

Every applicant Bidder will be evaluated technically in terms of minimum eligibility criteria and Commercial will be derived online only as shown in the format placed in Annexure 14 for reference.

24.2 The Bidders who qualify in terms of technical evaluation will be eligible for participating in commercial bid, in other words commercial bids of only those Bidders will be opened who qualify technically.

24.3 The Bank will open the bids as per the time schedule provided in the tender document at the time, date and address mentioned in bid document. Representatives of the Bidders who choose or wish to attend are welcome.

24.4 The Bidder/their representatives, who are present, shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the specified time and place on next working day.

24.5 Technical Evaluation will be done in following stages:

24.5.1 Verification of Bid fee and Earnest Money Deposit (EMD): First of all, Earnest Money Deposit (EMD) form of all Bidders will be verified. If Earnest Money Deposit (EMD) of any Bidder is not found in order or not found to have been submitted, that Bidder will be declared ineligible for further participation in the tender process.

24.5.2 Bidder" response to Eligibility Criteria specified under Bid document: The Technical bids of those Bidders whose Earnest Money Deposit (EMD) has been found in order as per terms of the tender document, will be evaluated in the first stage of evaluation. After opening of the technical bids, these will be evaluated firstly in terms of Bidders response to eligibility criteria and the supporting documents. Bank will examine the supportive documents and may get the same verified from the issuing Banks/institutions. Bidders are advised to provide complete contact details of client references including email addresses, mobile Nos. etc. Technical Bids of only those Bidders will be further evaluated who meet and satisfy the Eligibility Criteria.

24.5.3 Scrutiny of Compliance to the Scope of Work Specifications specified under this Bid Document: The technical bids of Bidder shortlisted as above after evaluation of response to the eligibility criteria will be thoroughly evaluated in terms of its response to Scope of Work specifications of this bid document. The bids will be examined by the bank to determine whether they are complete. A bid determined as not substantially responsive will be rejected.

24.5.4 Bidders must submit detailed documentary evidence/records and sufficient documentary proof for all the information furnished. (Physically as well as online)

24.5.5 Important point of Technical Evaluation: While submitting the technical bid document, the Bidder should submit sufficient documentary evidence (such as ownership proof if self-owned space or lease deed if rented) for the same to be furnished.

24.5.6 During evaluation and comparison of bids, the Bank may, at its discretion ask the bidders for clarification of its bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.

24.6. Commercial Evaluation:

24.6.1 The COMMERCIAL BIDS of only those bidders, whose technical bids have been shortlisted, will be opened online. Decision of the Bank in this regard shall be final and binding on the bidders.

24.6.2 The commercial bids shall be opened in the presence of shortlisted bidders, if they choose to be present. The intimation of time and place of opening of commercial bids will be informed separately to the shortlisted bidders only. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. No information regarding the Commercial opening will be provided later to the bidders who did not attend the commercial opening, neither telephonically or through mail.

24.6.3 After opening of commercial bids as above, commercial evaluation & verification of the bids will be done by the Bank.

24.6.4 In case of any situation where Bank is left with only one eligible bidder, then Bank reserves the right to negotiate with the L1 bidder and offer all order to L1 Bidder or Scrap the tender.

24.6.5 The L-1 price and L-1 vendor for the tender will be decided on the basis of lowest cost quoted by all the technically qualified bidders.

24.6.6 Splitting:

Bank intends to select two vendors for this job who will be agreeable to work on L-1 rates . Besides L-1 bidder, opportunity will be given to next lower bidders for this purpose to match the rates offered by the bank, till required numbers of vendors are empanelled. The total quantum of work shall be divided amongst the L1 and L2 bidders in 70:30 ratios respectively. The decision of the bank in this regard shall be final & binding.

24.6.7 In case L2 bidder denies matching L1 prices, offer will be made to L3 and so on. In case, any of the bidders fails to match the price offered by bank for L2 position or no bidder qualifies for L2 position, Bank may decide to award the entire contract to L1 or scrap the tender.

24.6.8 After completion of the tender, the L1 and L2 and so on Bidder shall be declared as successful Bidder at sole discretion of the Bank.

24.7 Reverse auction:

Reverse auction will not be scheduled for this tender.

25. CONTACTING PNB OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact PNB or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the Bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

26. ASSIGNMENTS

The Successful Bidder/ Vendor shall not assign to anyone, in whole or in part, its' obligations to perform under the contract, except with the Bank's prior written consent.

27. DELAY IN BIDDER'S PERFORMANCE

Performance of job work shall be made by the Successful Bidder/Vendor in accordance with the time schedule specified by the Bank. Any delay in performing the obligation by the Successful Bidder/Vendor will result in imposition of penalties as detailed in terms and conditions.

28. GOVERNING LAW AND DISPUTES

All disputes or differences or disagreement whatsoever arising between the Parties out of or in relation to the construction, meaning and operation or effect of the RFP Documents or in connection with the contract /order placed by the Bank shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal arising from order of arbitrator will be subject to the exclusive jurisdiction of courts at Delhi. The Courts of Delhi shall have jurisdiction in relation thereto. The Venue /Seat of Arbitration shall be Delhi.

The bidder shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.

The venue of the arbitration shall be Delhi.

29. OTHERS:

29.1 GST Registration Certificate/ PAN number and all other necessary approved licenses required by the law be submitted.

29.2 Proof of being registered as MSE for the item under tender, if any.

29.3 Caution List of RBI: - A confirmation letter to the effect that bidder (mill / nominated or authorized distributor) is not in the Caution List of RBI or any other Govt. Organization/ Financial Institutions etc.

29.4. Confirmation letter for acceptance of terms & conditions of the tender.

29.5 The supplier at the time of bidding shall be required to upload certificate of local content.

30 QUOTING OF RATES AND METHOD FOR ARRIVING L1 RATE/VENDOR:

30.1 A list of stationery items with full specification and approximate consumption is given in Annexure 12. The vendors will be given opportunity to view/see the hardcopy/softcopy of the items to be printed.

30.2 The bidders need to quote their best price for all the items as per the template (annexure-14) on GeM portal, that will be all inclusive i.e. it should include landed cost, transport cost, materials cost, labour, packing, loading, transit insurance, unloading at delivery location and all taxes including GST.

a. **For award of tender** - Bank will arrive at the total tender amount for the first year as per tentative ***consumption quantity provided in the consumption chart*** and the figure so arrived for the **grand total of all forms to decide the L1 vendor**.

30.3 In case of any discrepancy in the specifications mentioned and actual item to be printed or any change/modification/addition being brought out in any existing items or addition of any new item, its price will be decided as per the price of similar items proportionately or as per the nearest matching specification or as per the rate decided by Bank. The rate so arrived will be acceptable to vendors.

30.4 The Grand total amount of **all forms** shall form basis for arriving at L-1.

30.5 In case of any dispute, bank will be taking suitable decision as it deems fit.

30.6 The average weight of packet of stationery items will be around 10kgs or minimum value of 1500/-

The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever and the decision of the Bank will be final and binding on the bidders. Bank may also allot the work to more than one vendor on L-1 rates and in such case the total quantum of Circle Office wise shall be divided amongst the vendors as per requirement of the bank or as the Bank may deem fit. The bank reserves the right to amend/cancel the tender process at any time prior to award of contract without assigning any reason.

31 AWARD OF CONTRACT

The Bank will award the Contract to the successful Bidder/s who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid.

The notification of award will constitute the formation of the Contract. The selected Bidder/s should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 3 days of receipt of the communication. The selected vendor will have to enter into detailed contract agreement (Service Level Agreement-SLA) terms of which is tentatively mentioned in "Terms & Conditions" along with letter of acceptance, NDA (Non-Disclosure Agreement), PBG (Performance Bank Guarantee) and 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 tender. The bank may modify some more terms and conditions in the contract agreements.

32. NON DISCLOSURE:

By virtue of Contract, as and when it is entered into between the Bank and the successful Bidder, and its implementation thereof, the Successful Bidder may have access to the Confidential Information and data of the Bank and its customers. The Successful Bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:

32.1 That the successful Bidder will treat the Confidential Information as confidential and shall not disclose to any third party. The successful Bidder will also agree that its employees, agents, sub-contractors shall maintain Confidentiality of the Confidential information.

32.2 That the successful Bidder will agree that it shall neither use, nor reproduce for use in any way, any Confidential Information of the Bank without consent of the Bank. That the Successful Bidder will also agree to protect the Confidential Information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the Successful Bidder shall use reasonable efforts to advise the Bank immediately in the event that the Successful Bidder learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the Successful Bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.

32.3 That if the Successful Bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of the rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the successful Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement. However, prior permission is required from bank in respect of hiring of another person as mentioned above.

32.4 That the Successful Bidder will strictly maintain the secrecy of Bank's data.

32.5 The draft format of Non-Disclosure Agreement is available in tender document (Annexure-7)

33. PROCUREMENT THROUGH LOCAL SUPPLIERS (MAKE IN INDIA)

Procurement through Local Supplier (Preference to Make in India) will be done as per the "Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B.E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP(BE-II) dated 16.09.2020 and further revisions, if any.

The bidder (if local supplier) will have to submit a certificate from statutory auditor or cost auditor of the company or from a practicing cost accountant or chartered accountant giving the

percentage of local content. Guidelines of GeM and /or latest Govt. guidelines shall be pre-vailed.

The guidelines under PPP-MII order and subsequent revisions as mentioned above shall be applicable subject to bidder submitting with Class-I/Class-II local content certificate for the quoted product.

Verification of local content:

- The local supplier at the time of tender, bidding or solicitation shall be required to provide self-certification (as per annexure 4) from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) that the item offered meets the minimum local content and shall give details of the location(s) at which the local value addition is made.
- Decisions on complaints relating to implementation of this Order shall be taken by the General Manager which is empowered to look into procurement-related complaints relating to the procuring entity.
- False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities.
 - A Supplier or Bidder shall be considered as Indian Supplier if
 - The entity is incorporated in India or,
 - A majority of its shareholding or effective control of the entity is exercised from India or,
 - More than 50% of the value of the item being supplied has been added in India

34. Guidelines for Eligibility of Firms Registered under MSE

33.1 MSEs quoting price within price band L-1 + 15%, when L1 is from someone other than MSE, shall be allowed to print at least 25% of total contract subject to lowering of price by MSEs to L-1.

33.2 Firms registered under MSEs will be exempted from submission of Tender fee/cost and from payment of earnest money.

Note: In case MSE bidder refuses to take up the contract/ dishonor the contract, that MSE contractor /vendor may be debarred from participating in the tenders for next six months after approval from competent authority as afore-mentioned.

35. Purchase Preference to MSE

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. Purchase preference shall be applicable to all registered MSE as per Govt. of India guidelines.

36. GENERAL PROVISIONS

36.1 Bidder shall pay to its employees/personnel, who are engaged for providing the Services to the Bank, all wages, salaries, remuneration, terminal benefits, and other benefits etc. of any kind including, but not limited to, salary in lieu of notice, retrenchment Compensation, bonuses, leave salary, provident fund, gratuity, Employment State Insurance contributions and other contributions directly to the Authorities concerned in accordance with the terms of contract of their employment / law applicable and Bank shall not be liable in this regard either to Bidder or to its personnel in any manner whatsoever. Further, Bidder shall also maintain all records in this regard as required by the relevant laws including, the Minimum Wages Act, The Payment of Wages Act and The Contract Labour (Regulation & Abolition) Act and shall comply with all the statutory provisions as prescribed under relevant rules and statutes for the time being in force.

36.2 Bidder shall undertake to indemnify the Bank and keep the Bank and its officers/Employees/Directors fully indemnified and harmless from against all the consequences of any of its actions and/or its sub-contractors, representatives, employees leading to breach of any of the provisions of law faced, suffered or incurred by the Bank.

36.3 Similarly in the event of any claims being made on the Bank, on account of any breach or non-compliance of any applicable law, unauthorized act, fraud, deed or thing done or omitted to be done or undertaking made or deficiency in service by Bidder, its employees, officers, agents the Bidder shall undertake to pay on first demand made by the Bank of any amount on this account without any demur, contest, protest whatsoever within 7 working days of the demand being made on it and/or recover the amount so paid from Bidder or make deductions from the amount payable by the Bank to Bidder.

36.4 That the Bank, its representatives, its Regulators including RBI or persons authorized by the Regulator, its internal/external/other Auditors, shall whenever required/called for have access to any documents, records of transactions, Information Technology systems and other necessary information processed/stored by, Bidder, and document/information given by the Bank to the Bidder and/or relevant to the outsourced activities available with the bidder pertaining to the services provided under this Agreement by the bidder. Bank shall provide a reasonable prior notice before such audit and the cost of the audit shall be borne by the Bank. Where any deficiency has been observed during audit by regulatory

authority on the risk parameters finalized by the Bank, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

36.5 The access shall also extend to the books, records, information held by/available with any person/firm agent/ company engaged by Bidder or any documents records of transactions and other necessary information given/stored or processed provided by the Bank, to Bidder and in turn provided by Bidder to another agency, in order to render the required Services to the Bank.

36.6 Bidder shall ensure preservation of documents and data in accordance with legal/regulatory obligation of the Bank communicated to Servicer Provider.

36.7 That due diligence/KYC/physical verification of employees of the company/their subcontractor will be done and proper record of the same will be maintained by successful bidders.

36.8 That adequate step will be taken to build strong safeguards to avoid the commingling of information/documents records and assets of the Bank with other organizations for whom Bidder undertakes similar services.

36.9 That the Bidder will ensure to get its security, practices and control process audited on a regular basis and disclose security breaches, if any, to the Bank. The copy of such audit report including the steps taken to address the issues raised by the auditors be provided to the bank.

DESCRIPTION AND SCOPE OF WORK

The Bank invites bids for “End to end printing and supply of stationery under two bid system through Government e Marketplace (GeM) portal from reputed/ established organizations (hereinafter referred to as “Bidder”), who are capable and willing to undertake supplying various types of stationery items, as required by branches and offices of Bank within the given timeline and also provide MIS and complaint & grievance redressal system, in an efficient manner based on a robust IT platform required to be integrated with the IT system of Bank and as per details listed out in this document. Specification & tentative consumptions of stationery items are provided in Annexure-12

The annual requirement of various books/forms/stationery items as shown in Annexure-12 is tentative. Depending on actual requirement, the Bank reserves the right to increase or decrease the quantum of purchase in respect to the quantity specified in the tender at the same rate arrived at on the Terms and Conditions of the Tender.

ANNUAL INCREASE IN CONTRACT RATES

Prices payable to the vendor as stated in the Contract shall remain fixed **for the first year of the contract period**, irrespective of reasons. A 5% increase above the existing rates at the end of first year shall be allowed in the second year. If bank decides to extend the contract period for third year, a 5% increase above the rates applicable at the end of second year shall be allowed in the third year.

Illustration:-

Parameter	First year	Second year	Third year
Item A	Rs. 100 /-	Rs. 105/-	Rs. 110.25

The item wise tentative consumption details has been provided in Annexure –12, the samples of the same are available with the Bank’s Stationery Department. Considering the Bank’s size, requirement of any item will be substantial so the vendors are requested to quote their finest rate, inclusive of landed cost, transport cost, material cost, labour, packing, loading, transit insurance and unloading at the delivery location. However, at this stage bank shall not be deemed to have committed for any minimum procurement quantity for any item.

SCOPE OF WORK

The selected vendor will be responsible for printing/procurement of all the stationery items as per Annexure 12 in specified formats, quality and specifications. Also supplying the same within specified Turnaround time (TAT) to the branches/offices as per online requisition/indenting made through Bank's in-house stationery ordering system. The selected vendor will also be responsible for generation of MIS and provision of other support services as required by Bank.

The contract would be for a period 2 years from the date of execution of SLA, further extendable by one year at sole discretion of the bank, subject to annual/periodic review. Such discretion of the Bank shall not be challenged on any ground.

The vendor(s) will be selected Pan India and zones/circles/offices will be allotted as per bank's discretion and such discretion of the Bank shall not be challenged on any ground. Various zones tentatively will cover the branches/offices located in the PNB Circles as per **Annexure 15**.

IT INFRASTRUCTURE

- i. Bank shall use its own Stationery Software Application, for implementation of PMS. The Bank will provide a link to the selected vendor / vendors. Online Indent will be placed by the branches. The selected Vendor / vendors will have to download the indents made by the branches online for supply of the stationery.
- ii. On dispatch of stationery to branches, the vendor has to enter the details of supply (Quantity if any variation in supply with indenting quantity) and dispatch (date of dispatch, PO Number, Name of the courier, number of packets) in PMS portal and shall mail & SMS to respective branch / Office.
- iii. The delivery/supply mechanism with monitoring and tracking/status update system is there in Bank's PMS application, same is to be updated by the vendor on daily basis.
- iv. Vendor will have to raise the bills on the acknowledged indents and submit them to the HO: PSD, Noida or as advised by the bank.
- v. Vendor will also have to submit themselves to Information Security Audit / or any other audit, and take steps to ensure compliance of stipulations / observations during the course of such audit. Vendor, while utilizing the link of our PMS portal, will have to take anti-piracy/anti hacking and other cyber security related measures and continuously update/up-grade its security features to reasonably ensure that it is protected against piracy/hacking/compromise.

DEDICATED HELP DESK

(i) The applicant should have/make arrangements for a dedicated Help Desk facility for queries and complaint redressal. The said facility should have minimum two dedicated persons (With minimum educational qualification - Graduation), two dedicated phone numbers and one dedicated email id.

(ii) The dedicated Help desk should act as a Single Point of Contact (SPOC) for all issues pertaining to the stationery and delivery management and complaint redressal. An Escalation

Matrix for all issues to be provided for circulation of the same in field or any other department as decided by Bank.

Complaint Redressal	Vendor shall respond all the issues/complaint within 2 days and as far as practicable and shall take endeavor to resolve within seven working days.
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QUALITY/OPERATIONAL:

The vendor will submit copies of paper invoices (with masked rates) along-with corresponding paper samples and testing report by Mill or Govt. /reputed paper testing agencies as and when asked by the bank. Bank can also make surprise visit to collect and check samples in warehouse/printing area.

It is the responsibility of the vendor to provide the same.

1. The selected bidder shall provide statement with every bill in the following manner:

Item code & description	Demand received from branches	Supplied to branches	Short supplied

2. Vendor has to mandatorily ensure incorporation of month and Lot No. on each stationery item, for easy identification by inspecting Bank officials on random basis. A fortnightly statement should be submitted to the bank with the details of items printed during the fortnight along with lot wise samples wherever applicable.

Item code & description	Date of reporting	Lot no. with full detail	Quantity printed in the said lot	Current stock

Bank may reject the paper totally on any deficiency found in the sample or charge liquidated damages for the printed items in the said lot beyond the tolerance level.

GENERAL

- a) Vendor shall plan to keep stocks of forms/registers / stationery items or may print & supply after receipt of order, however the timelines have to be maintained in any case. A tentative consumption details has been given as per Annexure-12 there is no guarantee of any minimum quantity for procurement. Though the Bank is sharing the consumption pattern available with it, the vendor has to take its own decision about stock keeping. Branches/Offices of the Bank will issue multiple purchase orders i.e. indent through online system of their stationery requirement. As such, bank shall not be compensate the vendors for obsolete/idle/excess stock lying with them.
- b) The selected vendor will be required to supply stationery items as per the indents raised by the branches and offices during the period of contract at the contracted rate within the

timeline specified. Stipulated timelines should be adhered for the request of indents received by the vendor. In case of exigency, PNB Head Office / Zonal Office / Circle Office may place indent for any branch/office to be supplied to respective branch / office on urgent basis preferably within the said timeline and at agreed rates under the said contract.

- c) At times the vendor may be asked to supply stationery (Existing or new) in bulk to a large number of branches. Vendor should have the capability & infrastructure to meet the Bank's urgent requirement without any delay.
- d) The selected vendor is also required to help bank in standardizing the various forms /vouchers / registers for getting the optimum advantage of bulk ordering as well as reduce wastages leading to reduction in cost. Vendors should share with the bank any suggestion/feedback for further improvement.
- e) The forms/registers / stationery items should be dispatched properly and securely packed and unloaded at the destination branch/offices in undamaged condition. Packing and marking of the consignments should strictly conform to the stipulations provided by the Bank from time to time. The chief objective of any packaging is to provide protection to the material from any transit and storing damage. The packaging should also ensure easy handling of the material in dispatch, storage & unloading. **The consignment received in damaged condition/damaged packing, may not be accepted by the bank. Vendor may have to bear entire cost as per decision of the bank. Bank will inform any such discrepancies within 15 Days from the receipt/acceptance of the delivery.**
- f) Transit of articles at the sole discretion of the vendor.
- g) The Vendor will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies/GST for orders placed during that period.
- h) As this is an end to end stationery process, vendor/s is/are not expected to retreat from their obligation of the contract awarded due to any reason except with the mutual understanding of bank and vendor, after giving sufficient time for changes if any. Bank reserves the right for invocation of Performance Bank Guarantee, levy of liquidated damages, black-listing etc. in such events.
- i) Vendor should carry out promptly any change request necessitated by the Bank.
- j) Vendor may also be given some other additional area and/or some area/Zones may be removed/ modified purely at the discretion of bank as per its requirement for supply of items at the same contracted rate.
- k) The contract would be for a period of two years which is further extendable for a period of one year at the sole discretion of the Bank.
- l) The Bank will review the performance of vendors periodically/every 12 months based on the feedback received from operating units and will take suitable decision about continuation or otherwise. Bank reserves the right to cancel the contract based on the above review and to modify / reallot to the selected vendor after giving 30 days' notice. Bank reserves the right to cancel the contract based on the above review and to modify /re-allot to the

other empanelled vendor of same/ other Circle Office. No claims or damages on this account shall be entertained by the bank.

- m) Vendor shall maintain a complete record of job cards and other related registers/documents/information and the same should be produced before the bank's inspecting officials as and when demanded by him /her.
- n) The vendors will have to work on PMS portal developed by the bank to mark short supply, if any.
- o) Various MIS/ report as required by the bank from time to time has to be provided by the vendor to the Bank.

TERMS AND CONDITIONS

1. ACCEPTANCE OF ORDER

The Bidder shall give acceptance within 3 working days from the date of order. However, Bank has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.

2. SIGNING OF CONTRACT

The successful Bidder(s) shall be required to enter into a contract with PNB, within 7 days of the award of the tender or within such period as may be specified by the Bank through Assistant General Manager, Centralised Procurement & Partnership Division, New Delhi 110001 on the basis of the Tender Document submitted by 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.

3. PERFORMANCE SECURITY DEPOSIT

3.1 The successful bidder shall have to furnish security deposit online or in form of Insurance Surety Bonds / Demand Draft / Fixed Deposit Receipt / Bankers' Cheque or Bank Guarantee (including e-Bank Guarantee) from any Scheduled Commercial Bank other than Punjab National Bank, in favour of Punjab National Bank CPPD Division New Delhi, equal to the amount of 5% of the contract amount, prior to delivery of goods or within 15 days from date of order, whichever is earlier (as per annexure 20). The EMD of successful bidder will be returned after submission of EPBG. Bank guarantee if any submitted by the successful bidder shall remain valid for claim period or a period of 6 months beyond the date of completion of all contractual obligations.

3.2 In case Bidder/successful bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall forfeit the security deposit submitted by the Bidder/successful bidder to recover penalty/damages. In case Successful Bidder/Vendor fails to perform the contract/breaches any of the term of the agreement/general condition under this RFP, Bank shall be within its right to forfeit the security deposit to recover penalty/damages and in case any excess amount is to be recovered, same will be adjusted against outstanding bills.

3.3 The Performance Bank Guarantee shall be valid for 30 months(inclusive of claim period) from the date of award of contract. The successful Bidder has to submit the Performance Bank Guarantee.

3.3 In case Bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall invoke the Performance Bank Guarantee submitted by the Bidder to recover penalty/damages. In case Bidder fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages and in case any excess amount is to be recovered, same will be adjusted against outstanding bills.

3.4 The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project.

2.5 In case the bid is allotted to more than one bidder, the security deposit shall be in that proportion.

2.6 No interest on PBG will be paid by the Bank and bidder shall not have any claim regarding interest on PBG amount.

4. If a new vendor is selected through this tender process, they shall get all necessary approvals from the bank (including proofs, samples, etc.) and know-how of bank's software for Print Management Solutions within 15 days from the acceptance of work order and will start dispatch of the indents raised by branches within next 15 days' time.

5. PAYMENTS

The vendor should submit all the bills fortnightly/monthly along with credit notes, if applicable. Bank generally makes payment of bills within 15 days from the date of receipt of proper invoice/e-way bill with all related documents, if otherwise in order. In case of delay, no interest on the invoice is payable. Payment will be made to the account of vendor in Indian Rupees only through RTGS/NEFT. The payment shall be made after deduction of TDS etc. as applicable, subject to online acknowledgement of the branch. It is the responsibility of the vendor to provide the proof of delivery (PODs) as and when required by the bank.

The above payment mechanism may be further elaborated /modified/refined as per banks requirement. In any case, advance payment shall not be made by the bank.

Invoice should be drawn in compliance to the Government guidelines along with the break-up of total amount indicating Base price of items and separate GST etc. The total cost of any item (excluding GST) should be the same as agreed/finalized by the bank. All invoices should be drawn on circle offices/authorized offices (tentatively 150 numbers as on date).

In the event it is found that over payment has been made by the bank to the vendor on account of any discrepancies in the bills raised by the vendor or overcharging or otherwise, the vendor shall promptly reimburse all such excess amounts to the bank. The Bank shall have right to recover the excess amount from the vendor.

6. TAXES

The quoted prices should be in Indian Rupees only, inclusive of all taxes and inclusive of Goods & Services Tax, which will be paid on actual basis. Further GST will be paid on reimbursement basis i.e. bidder first pay to Govt. and then will claim it from the bank.

7. REDUCTION IN DUTY/ TAXES:

The Bidder will pass on to the bank, the benefit of discounts if any announced during any period in respect of orders placed during that period.

8. VALIDITY OF CONTRACT

The contract would be valid for a period of 2 years from the date of signing of contract/agreement as per terms & conditions of the tender document and functionality approved by the bank. Bank, at its sole discretion, may extend the contract on same terms and conditions for a further period of one year subject to satisfactory performance of Bidder. The contract rates for second year and extendable period (third year) shall be determined as mentioned at clause "**ANNUAL INCREASE IN CONTRACT RATES**" in Description of work. However, the bank shall have the right to terminate this agreement at any time without

specifying any cause, by giving one month notice. Such discretion of the Bank shall not be challenged on any ground.

9. POWER TO VARY OR OMIT WORK

No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful bidder to make any variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful bidder to make such other modified variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents.

As per the nature of project, the stationery items (customized) specifications may be required to be changed/modified as well as new items will be introduced which will be required to be incorporated promptly by the vendor and supplied as per order indented by the branches/offices. The change in price as decided by comparable item/otherwise as finalized by the bank will be acceptable to all the vendors. Further the number of items & its quantity mentioned is only approximate and it may increase/decrease as per bank's requirement. No claims or damages on this account shall be entertained by the bank.

10. FORCE MAJEURE:

Notwithstanding the above provisions, the successful Bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure. For purposes of this clause —force majeure means an event beyond the control of the bidder but does not include commercial hardship or any difficulty in performance of the contract and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution or epidemics or quarantine restrictions or natural disasters etc. If a force majeure situation arises, the Bidder shall promptly notify the bank in writing of such condition and the cause thereof. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay at the discretion of the Bank. Unless otherwise directed by the bank in writing, the Bidder shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

For the avoidance of doubt, Force Majeure shall not include (a) financial distress nor the inability of either party to make a profit or avoid a financial loss, (b) changes in market prices or conditions, or (c) a party's financial inability to perform its obligations (d) Commercial Hardship.

11. TERMINATION OF CONTRACT ON DEFAULT OF FOLLOWING CONDITIONS:

Bank will have the right to terminate the contract after giving one month's advance notice including 15 days curing period to VENDOR in case of unsatisfactory services, non-capable

resources or non-initiation of services within 7 days of order contract. Decision of the Bank regarding quality of services will be binding on the Vendor.

The Bank shall have the right to terminate/cancel the contract with the vendor at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following:

- (i) If at any stage, it is found that the information provided by the Successful Bidder/Vendor at any stage of bid process or after entering into the contract is false/fabricated.
- (ii) if the quality of goods supplied by the successful bidder/vendor is of low quality or is not as per requirements of the Bank. In this case bank will return the entire goods to successful bidder/vendor at successful bidder /vendor's expense and they will be liable to bank for damages, etc. Decision of bank regarding quality of goods will be final and will be binding on successful bidder/vendor.
- (iii) Excessive delay in execution of order placed by the Bank.
- (iv) Failure of vendor to complete implementation within the time as specified in the RFP document.
- (v) Violation of terms & conditions stipulated in this RFP.
- (vi) Change in Bank Policy.
- (vii) The Bank shall have the option to terminate the Agreement in case of breach of any of the terms and condition as set forth in the Agreement/RFP.
- (viii) If the services provided by the bidder are not found satisfactory.
- (ix) If the bidder fails to execute the work or any part thereof or use inferior quality of material in accordance with the contract.
- (x) If abandonment of the work or any part thereof by the bidder.
- (xi) If the progress made by the bidder is found to be unsatisfactory.
- (xii) If the bidder fails to deliver any or all of the services within the time-period(s) specified in the contract.
- (xiii) Distress, execution, or other legal process being levied on or upon any of the bidder's goods and / or assets.
- (xiv) If the Bidder shall assign or attempt to assign his interest or any part thereof in the contract.
- (xv) In case the vendor fails to commence the job within stipulated time period or if the vendor stops supplying during the period of Agreement

Notwithstanding the above, the Bank shall have the right to terminate this agreement any-time by giving 30 days' notice without assigning any reason whatsoever.

The Bank may, at any time, terminate the agreement by giving written notice to the bidder if the bidder becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the bidder and such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank. Immediately upon the date of expiry or Termination of this Agreement, Bank shall have no further obligation to pay any amount for any periods commencing on or after such date.

In the event of Termination on account of failure of the Bidder to perform the obligations under this Agreement, the Bank shall have the right to invoke the Performance Bank Guarantee(s)/Security(s) given by the Bidder.

In case of termination due to reasons attributable to the Bidder as decided by the Bank, Bank also reserves the right to allot the remaining work to another Bidder of its choice on such terms and conditions as it may deem fit. Any financial liability including costs, charges, expenses

which the bank incurs on this account, shall be payable by the Bidder.

The Bank reserves the right to recover any dues payable to the other bidder from any amount outstanding to the credit of the original bidder, including pending bills and/or by invoking Bank Guarantee, if any, under this contract or any other contract/order.

The decision of the bank regarding quality of services/goods shall be final and binding on the bidder.

12. RELAXATION

MSEs having valid Udhyam registration Certificate and Start-up:

As per OM No F.20/2/2014-PPD (Pt.) dated 25.07.2016 and 20.09.2016, Firms recognised as Start-ups by Department of Industrial Policy & Promotion (DIPP) are exempted from submitting Earnest Money Deposit (EMD). Further, full relaxation to be given to registered Start Ups in procurement of goods & services on prior experience, i.e., No of years & financial turnover. However, no relaxation to be given on the past experience criteria of execution of similar Goods/Services.

These relaxations shall only be given to the Start-ups recognized by Department of Industrial Policy & Promotion (DIPP).

For availing the relaxations, bidder is required to submit requisite certificate towards Start-up enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce.

Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of one year from being eligible to submit Bids for contracts with Punjab National Bank as per Annexure-5.

These relaxations shall only be given to the Start-ups recognized by Department of Industrial Policy & Promotion (DIPP) and MSE's having valid Udhyam registration Certificate.

12.2 Start-up:

Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.

As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP document. Further, the Start-ups are also exempted from submission of EMDs.

For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce.

Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of one year from being eligible to submit Bids for contracts with Punjab National Bank as per Annexure-5.

As per OM No F.20/2/2014-PPD (Pt.) dated 25.07.2016 and 20.09.2016, Firms recognized as Start-ups by Department of Industrial Policy & Promotion (DIPP) are exempted from submitting Earnest Money Deposit (EMD).

Further, full relaxation to be given to registered Start Ups in procurement of goods & services on prior experience i.e., No of years & financial turnover however, no relaxation to be given on the past experience criteria of execution of similar Goods/Services.

These relaxations shall only be given to the Start-ups recognized by Department of Industrial Policy & Promotion (DIPP) and MSE's having valid Udhyaam registration Certificate.

13. USE OF NAME/LOGO OF THE BANK:

The bidder shall not use for publicity, promotion or otherwise any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of the same of the Punjab National Bank or any of its affiliates or the name of any Bank's employee or agent without Bank's prior written consent. Violation thereof shall constitute material breach of the terms of the contract/Agreement and shall entitle the Bank to take appropriate actions as available to it in law and the tender. Any publicity relating to the work to be carried out towards the work is strictly prohibited. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission to Banks. The bidder or its employees or agents or directors will not make any statements or representations, directly or indirectly, orally, in writing, by word, or by gesture, to any person whatsoever about the services offered to the Bank.

14. INDEMNITY

The bidder agrees and hereby keeps the Bank indemnified and harmless at all times against all claims, actions, loss, damages, costs, expenses, charges, legal expenses (Attorney, Advocates fees included), etc which the Bank may suffer or incur on account of any deficiency in Services rendered by Service Provider or breach of any obligations mentioned in tender, including without limitation, breach of confidentiality obligations or any acts of commission / omission on the part of employees, agents, representatives or Sub-Contractors, etc of Service Provider. Service Provider agrees to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on the Service Provider. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate any agreement and to protect the Bank.

15. CONFIDENTIALITY

- (a) The bidder agrees that it will not disclose any Confidential Information received to any third parties under any circumstances without the prior written consent of the other party and shall use the Confidential Information only for the purposes of achieving objectives set out in the Agreement. Use of the Confidential Information for any other purpose shall constitute

breach of trust of the same. The bidder may disclose the Confidential Information to its personnel solely for the purpose of undertaking work directly related to the Agreement. The extent of Confidential Information disclosed shall be strictly limited to what is necessary for those particular personnel to perform his/her duties in connection with the Agreement. Upon expiration or termination of the Agreement and on all amounts as due and payable to Service Provider under the Agreement having been received by bidder, all proprietary documents, or materials or any data provided by the bank and data gathered from sites which are directly related to any project under the Agreement shall be delivered to the Bank and no copies shall be retained by Service provider without the Bank's written consent. Any document received from the Bank shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Service Provider's performance under the Agreement.

- (b) The Bidder further agrees that it shall not disclosed any confidential information of the Bank to third party without express consent of the Bank in writing. The Bidder also agrees to protect the confidential information of the Bank with the same standard of care and procedures used by it to protect its own confidential Information.

16. VERIFICATION

Bank may, if deemed necessary, conduct verification of reference implementation to satisfy themselves on the performance of the solution/services offered with reference to their requirements.

The Bank reserves the right to verify all statements, information and documents submitted by the Bidder in response to the tender or the Bidding Documents and the Bidder shall, when so required by the Bank make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the Bank shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Bank thereunder.

17. NON-EXCLUSIVITY

Notwithstanding anything contained, Bank reserves its right to appoint/engage one or more service provider(s) to provide like services concurrently or otherwise during the currency of this Agreement.

18. REPRESENTATIONS & WARRANTIES

The bidder represents and warrants in relation to itself that:

- a. It has all requisite corporate power and authority to execute, deliver and perform its obligations and has been fully authorized through applicable process to do so and that nothing contained herein or required in the performance here of conflict or will conflict with or give rise to a breach or default under, or permit any person or entity to terminate, any contract or instrument to which the party is bound.
- b. It has all the necessary authority and approval for execution of document and to bind his/their respective organization for due performance. It has all necessary statutory and regulatory permissions, approvals and permits for the running and operation of its business.
- c. It has full right, title and interest in and to all software, copyrights, trade names, trademarks, service marks, logos symbols and other proprietary marks (collectively 'IPR') (including appropriate limited right of use of those owned by any of its service providers, affiliates or subcontractors) which it provides to the other Party, for use related to the Services to be

provided under this Agreement, and that any IPR provided by a Party does not infringe the IPR status of any third party.

- d. It shall perform the Services and carry out its obligations with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional standards recognized by international professional bodies and shall observe sound management practices.
- e. It has the requisite technical and other competence, sufficient, suitable, qualified and experienced manpower/personnel and expertise in providing the Services to the Bank.
- f. It is in compliance and shall remain in compliance of all the statutory and regulatory guidelines on the subject.

19. LIMITATION OF LIABILITY

19.1 Successful Bidder/Vendor aggregate liability under the contract shall be limited to a maximum of the contract value.

19.2 For the purpose of the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Bidder that gave rise to claim, under this tender. Successful Bidder/Vendor shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

However, in the following circumstances, limitation of liability shall not apply and the Successful bidder/vendor shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the bank: -

- Liability of vendor for third party claims for IP Infringement;
- Liability of vendor (including third party claims) in case of bodily injury (including Death);
- Liability of vendor (including third party claims) in case of damage to real property and tangible property caused by the vendor ' gross negligence;
- Liability of the vendor in case of gross negligence or willful misconduct attributable to the vendor and/or its employees while providing services under this Agreement;
- Liability of the vendor in case of fraudulent acts or willful misrepresentation attributable to the vendor and/or its employees regarding the services provided under this Agreement;
- Breach of confidentiality by vendor;
- Employment liabilities for vendor's staff/employee relating to the period of their employment within contractual period while working with Bank;
- third party claims for Integrity Pact Infringement indemnity.
- Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Agreement, owing to the fault/ negligence of the vendor.

The liability of the bidder shall continue even after the expiry of the term of this agreement where cause of action has arisen during the tenure of this agreement.

For the purpose of the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Bidder that gave rise to claim, under this tender.

The amount of loss, damages suffered by the Bank in the above case shall be determined by the Bank at its sole discretion and the same shall be final, conclusive and binding upon the bidder. The Bank may recover such loss/damage together with costs, expenses, charges etc. from the bidder from any amount payable by the Bank to the vendor or by debit to any of the accounts of the vendor with the Bank apart from initiating legal process for recovery of the loss and/or damage caused to the Bank.

20. CONTRACT AMENDMENTS

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

21. CONFLICT OF INTEREST

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Performance Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of liquidated damage for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the Bidding Documents and/or the Concession Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

(a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

(i) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and

(ii) subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the

shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

(b) a constituent of such Bidder is also a constituent of another Bidder;

or

(c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or

(d) Such Bidder has the same legal representative for purposes of this Bid as any other Bidder

Or

(e) Such Bidder or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's. Information about, or to influence the Bid of either or each other;

or

(f) Such Bidder or any Associate thereof is the Application Solution Provider to Project or has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the Project.

22. STANDARD OF ETHICS:

I. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the Bidding Process.

II. Without prejudice to the rights of the Bank under Clause hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the Bidding Process, such Bidder shall not be permitted to participate in any further EOI /tender issued by the Bank at the discretion of Bank.

III. For the purposes of this Clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

(a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Bank who is or has been associated in any manner, directly or indirectly with the Bidding Process has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Bank, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the execution of the Agreement,

as the case may be, any person in respect of any matter relating to the Project or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Bank in relation to any matter concerning the Project;

- (b) “Fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- (c) “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- (d) “Undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) Having a Conflict of Interest; and
- (e) “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

23. VENDOR’S OBLIGATIONS

- A. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- B. The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the goods to the location where delivery is to be done. The Bank would only provide necessary letters if required for enabling procurement of the same.
- C. The Vendor is obliged to work closely with the Bank’s staff, act within its own authority and abide by directives issued by the Bank and implementation activities.
- D. The Vendor will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- E. The Vendor is responsible for managing the activities of its personnel or subcontracted personnel and will hold itself responsible for any misdemeanors.
- F. The Vendor will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank as explained under “Non-Disclosure Agreement” in Annexure 7 of this document.**

24. PATENT RIGHTS/INTELLECTUAL PROPERTY RIGHTS

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods/software/application or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor of such claim, it is to be paid, without delay. The Vendor shall indemnify the Bank against all third party claims.

25. RIGHT TO USE DEFECTIVE PRODUCT

If the goods are delivered in damaged condition or the specifications/quality varies than the stipulated one, the bank reserves the right to use/reject as it may deem fit. Further, in case bank decided to use the goods delivered, proportionate payment with usual deduction and/or penalty and/or liquidated damages may be made as per bank's discretion.

26. NO WAIVER OF BANK RIGHTS OR SUCCESSFUL BIDDER'S LIABILITY

Neither any payment sign-off by Bank, nor any payment by Bank for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by Bank shall affect or prejudice the rights of Bank against the finally selected bidders, or relieve the finally selected bidders of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in Bank to pay for alterations/ amendments/ variations, or discharge the liability of the successful bidder for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify Bank nor shall any such certificate nor the acceptance by him of any such paid on account or otherwise affect or prejudice the rights of the successful bidder against Bank.

27. BID INTEGRITY

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of BANK. The bidders shall be deemed to license, and grant all rights to BANK, to reproduce the whole or any portion of their solution for the purpose of evaluation, to disclose the contents of submission to other bidders and to disclose and/ or use the contents of submission as the basis for tender process.

28. PRE-CONTRACT INTEGRITY PACT

The Bidder should sign the Integrity Pact as per the Performa (Annexure-6) provided by the bank as per CVC guidelines. **Technical bids without signed integrity pact would not be evaluated.**

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of the Bank. The pact essentially envisages an agreement between the prospective bidders/vendors and the Bank committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is as per (Annexure –6).

Signing of IP with Bank would be one of the preliminary qualifications for further evaluation. In other words, entering into this pact would be one of the preliminary qualifications for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any vendor/ bidder who has not signed the document or refusing to sign shall be disqualified in the bidding process. Bidders, who wish to participate in the bid, shall have to submit duly filled, witnessed and signed Integrity Pact as per Annexure-6 on non-judicial stamp paper of Rs.100/- with the bank.

There shall be no negotiations regarding modification in the Integrity Pact and no such requests shall be entertained.

Details of Bank's IEM (**Independent External Monitors for enquiries related to integrity pact only**) is as under:

Sl. No.	Name of IEM	E-mail
1	Sh. Madhusudan Prasad (IAS-Retd.)	mprasad23@gmail.com

(the above are not to be contacted for generic tender related queries, for which queries may be directed to contact details mentioned in clause no. 5 of Instruction to bidders)

29. CLARIFICATION / AMENDMENT OF TENDER DOCUMENT

If deemed necessary, the Bank may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted.

30. MISCELLANEOUS

BANK reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of tender or even after award of contract.

Bank reserves the right to appoint a consultant at any stage during bidding process. During the term of agreement, bidder will not hire or retain, either as an employee or consultant any employee of Bank. During the contract period, Bank will also not hire or retain, either as an employee or consultant, any employee of the bidder. This shall not be applicable to the normal recruitment process of bank.

If EMD is forfeited for any reason, the concerned bidder will be debarred for 2 years from further participation in future tenders floated by the Bank as per sole discretion of the Bank. Bids from any vendor whose EMD/BG has been invoked by the Bank in the last three years, will NOT be accepted.

At any point of time, if the Bank comes to know about vendor not having competence of participating in such type/scale of requirement or suppression of any material fact, the vendor will be disqualified from participating in further process or contract will be cancelled. Bank at its sole discretion, may decide to visit the factory/offices of the vendor to verify its competence. **In case, in view of bank if the vendor is not capable enough in terms of Printing, Logistics, support infrastructure etc, bank reserves the right not to allow the vendor from further participating in the process.**

Vendor will have to comply with the provisions of all the applicable laws and shall be solely liable & responsible for compliance, concerning or in relation to Procurement/conversion of Papers, Supply of Stationery Items and rendering of related Services. Further, the Vendor would indemnify/make good for the losses suffered by the Bank for non-compliance or any claims against the Bank arising out of any non-compliance of government Rules/Regulations related to Procurement/Supply of Stationery Items & related services.

Bank reserves the right to procure forms /registers / stationery items from other vendor/outside vendor or as per its requirement. Bank is not bound to procure all the items from the empanelled vendor.

The approx. quantity mentioned is only tentative. Bank does not guarantee procurement of any minimum quantity of various items. Further, the items may be added/modified/deleted and the given consumption pattern is only tentative. For the same item, there may be further variations.

A detailed contract agreement / SLA will be finalized after selection of successful bidder wherein bank may add some more terms and conditions in the contract agreements (SLA) as per tender scope as well as requirement of the project and feedbacks of vendors as it deems fit.

31. INSPECTION AND QUALITY CONTROL TESTS & AUDIT

- i. ***Regular visits will be done with or without prior notice of all the warehouses/printer premises of the vendor by our technical officers /auditors/third party for checking the quality of the end product (printed forms/registers).***
- ii. CTEO of CVC may also visit the warehouse /printer premises of the vendor for inspection and their suggestions/observations/deductions, if any. It will be the vendor's responsibility to promptly comply/rectify their suggestions/observations/deductions. Any cost for testing will be borne by printer.
- iii. The vendors must use papers manufactured from good quality virgin pulp (wood/agro waste based) only to print the various PNB forms/registers/passbooks etc as specified in Annexure-13.
- iv. ***Recycled paper shall not be used for printing of PNB forms/registers/passbooks etc at any instance. It can lead to penalty as deemed fit by the bank or termination of contract.***
- v. ***Random Sample Testing:- Every item MUST bear following details on its face at a specified place: Form No/Printing Lot No with month & year/No of leaves/forms per register/pad/abbreviated name of the printer/vendor e.g., PNB 001/236/April 2024/100/SSP. The vendor has to maintain a register in his premises which should be made available for inspection by our officials.***

- vi. Consignments made, if any, to offices / branches of the Bank may be rejected altogether, in absence of such identification marking on the stationery items.
- vii. The Bank may, at its discretion inspect, test regularly/at irregular intervals the products after/before delivery of the same to the Bank and where necessary may reject the products which does not meet the specification, beyond the tolerance level provided by the Bank. This shall in no way be limited or waived by reason of the products having previously being inspected, tested and passed by the Bank or its representative prior to the products shipment from the place of origin.
- viii. The selected vendor shall, whenever required, furnish all relevant information, records, and data to such auditors and / or inspecting officials of the Bank / Reserve Bank of India and or any regulatory authority / Bank's consultant / Testing agency entrusted by the Bank to carry out this work and paper purchase invoices/ mill testing report for the paper used for printing of Banks printed forms and registers.
- ix. In any disputes as regards quality/quantity of item/ damaged packing etc, the decision of the Bank will be final. Bank will inform any such visible quality discrepancies (defined as discrepancy in size, color, pages, finishing discrepancy etc.) within 15 working days from the receipt/acceptance of the delivery as per the Acknowledgement/Verification module available in Stationery Application and/or other modes of communication. However, regarding other technical specification discrepancies (defined as GSM or other technical feature that requires some technical skill/ instrument / laboratory testing etc.) will not have above restriction of 15 days, which may be raised as and when noticed/identified though within reasonable period and not attributable to storage practices at branches.

32. CHANNEL PARTNERS (CP):

- i. The bidder shall be allowed to have a maximum of six channel partners for printing of bank's customized stationery items.
- ii. The bidder shall provide all necessary papers required for printing of our bank's stationery to the Channel partners. The channel partners shall only execute printing works. The proof (copy of e-way bill and statement) of the same shall be provided to the Bank as and when required.
- iii. The details of the channel partners should be provided along with the tender document.
- iv. The channel partners shall be preferably in the same city of the vendor's warehouse.
- v. No addition of channel partner shall be made by the bidder without prior permission of the Bank.
- vi. Regular visits will be done by Bank's officials with / without prior notice in all the premises of the channel partners for checking the quality of the end product (printed forms/registers).
- vii. The channel partner should provide the job card to the visiting officials.
- viii. Statement of paper issued to the channel partners shall also be provided to Bank.

33. DELIVERY SCHEDULE

Branches / Offices shall place their indent for requirement of stationery through PMS portal of the Bank and shall be open for placing the indent through-out the period. The supplier/ vendor shall download these indents from the PMS portal through the link provided by the Bank.

The supplier / vendor shall process the indents placed by the branches / offices from 1st to 15th latest by the 16th of every month and for the indents placed from 15th to 31st the supplier shall

process the same latest by the 1st of the succeeding month and shall be delivered in aforesaid manner.

The selected vendor will be required to supply stationery items as per the indents raised by the branches and offices during the period of contract at the contracted rate within the following timeline.

Sl. No	Location	Timeline for delivery (inclusive of day of dispatch and receipt at destination)
1	All metros and State Capitals	10 calendar days
2	Urban Centres	12 calendar days
3	Semi Urban and Rural Areas	15 calendar days
4	North East (State Capitals)	15 calendar days
5	North East (Other than SCs)	20 calendar days

34. DELAYS IN THE VENDOR'S PERFORMANCE

- a) Delivery of the Goods and performance of the services / support services shall be made by the Vendor in accordance with the time schedule, specification, scope of the project and other terms & conditions as specified in the tender/SLA/Contract.
- b) If at any time during performance of the Contract, the Vendor should encounter Conditions impeding timely delivery of the Products and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Vendors time for performance, with or without liquidated damages.
- c) Except as provided in the above clause, a delay by the Vendor in the performance of its delivery obligations/defect in performance by the vendor shall render the Vendor liable to the imposition of liquidated damages, invocation of Performance Bank Guarantee and/ or termination of contract, unless an extension of time is agreed upon without the application of liquidated damages.
- d) In case of instances of supply of less quantity of any item (detected by Bank subsequently) taking place repeatedly, Bank may, apart from levy of f damages and also exercise its right to shift some Circle/Areas/Orders to some other Vendor or altogether cancel the contract and/or invoke the performance guarantee apart from levying damages.
- e) **Supply of Inferior quality/different specifications of items or improper packing/damaged item may be rejected. If inferior quality is reported by bank, liquidated damages will be imposed for that item.** Similarly, items received in damaged condition beyond the tolerance level may not be accepted and entire cost may have to be borne by the vendor. Recurrence of such instances may render the vendor to be depanelled/ blacklisted apart from levy of liquidated damages etc. Any disputes as regards quality/quantity of item/ packing material, the decision of the Bank will be final. However the Bank shall inform the Vendor within 15 days from the receipt of delivery of Supply of Inferior quality/different specifications of items or improper packing/damaged item, otherwise Vendor shall not be held responsible for the same.

- f) The Vendor shall provide such packing of the products as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and weights of packing case shall take into consideration, where appropriate, the remoteness of the Products final destination and the absence of heavy handling facilities at all transit points.
- g) In PMS portal the branch will mark the short supply and damaged supply, if any, after receiving the stationery items. This amount of liquidated damage so calculated shall be deducted at the time of making payment
- h) The Bank also reserves the right to shift some Circle Offices/branches/offices/orders to some other vendor or altogether cancel the contract and/or invoke the performance guarantee apart from levying liquidated damage. In the event of such cancellation, the vendor is not entitled to any compensation.
- i) During verification in warehouse, if items are found of inferior quality/ different specifications, whole lot to be disposed off and no such item to be supplied to PNB branches/offices.
- j) It is vendor's responsibility to deliver the indented stationery to the correct destination. In other case, payment for the said indent will not be made.

PLEASE NOTE THE DELIVERY SCHEDULE SHALL BE FOLLOWED STRICTLY AS STIPULATED. ANY DELAY SHALL BE VIEWED SERIOUSLY AND LIQUIDATED DAMAGES AND PENALTY SHALL BE LEVIED.

35. LIQUIDATED DAMAGES AND PENALTY

In case of termination of contract, the Bank reserves the right to recover an amount equal to 10% of the Contract value as Liquidated Damages for non-performance.

Both Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently. The penalty is for delay/non-supply of stationery, supply of inferior quality products etc. and not for termination, whereas the liquidated damages are applicable on event of termination on default and well as delay in performance / non-performance. Penalty and Liquidated Damages are not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the Bidder to prove that the delay is attributable to the Bank and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and Bank's official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner. If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures. If the Bidder fails to complete the due performance of the contract, the Bank reserves the right to terminate the order/contract AND/OR to recover a suitable amount as deemed reasonable as Penalty / Liquidated damages for non-performance. Violation of terms of the agreement shall attract penalties.

Note: Bank has the right to recover liquidated damages and penalty amount from any dues that may be payable to the vendor or from performance bank guarantee or both. Besides this, additional measures for recovery of penalty and liquidated damages as per law shall be taken by the bank.

Details of liquidated damages and penalty for delay/quality of printing/binding etc. are as under:

<u>Sl. No.</u>	<u>Particulars</u>	<u>Penalty and Liquidated damages</u>
1	In case of delay/non supply of items within given timelines	1.00% of the total consideration (related purchase order/related item/indent value) for each day delay and maximum amount of 10% of the total consideration subject to <ul style="list-style-type: none"> • Minimum penalty of Rs. 500/- in case of indent value upto Rs. 10,000/- • Minimum penalty of Rs.1000/- in case of indent value above Rs. 10,000/-
2	Defects in color such as blurring and fading	1% of the total cost of quantity of the particular lot subject to minimum amount of Rs.50,000/-
3	If the padding / binding and bundle packaging is of inferior quality	0.25% of the total cost of quantity of the particular lot subject to minimum amount of Rs.10,000/-
4	Partially indent acknowledged for payment consented for payment	penalty of Rs. 500 per indent will be charged

In case of multiple deliveries of one indent, the delivery date of final lot will be treated as delivery date for that whole indent.

Details of liquidated damages and penalty for deviation in quality of paper are as under:

Specification	Adverse Variation Beyond Allowable Limit	Penalty and Liquidated damages
GSM (Allowable limit of deviation is 2.5 %)	Any adverse variation above 2.5% to 5%	Penalty of 2.5% of the total cost of quantity of the particular lot with minimum amount of Rs.50,000/-
	Any adverse variation above 5% to 7.5%	Penalty of 5% of the total cost of quantity of the particular lot with minimum amount of Rs.100,000/-
	Any adverse variation above 7.5%	Penalty of 10% of the total cost of quantity of the particular lot with minimum amount of Rs.2,00,000/-

Any other parameter(s) related to paper properties	Up to (-)1.5%	2% of the total cost of quantity of the particular lot with minimum amount of Rs.20,000/-
	More than (-) 1.5% but up to (-) 3%	3% of the total cost of quantity of the particular lot with minimum amount of Rs.40,000/-
	More than (-) 3%	5% of the total cost of quantity of the particular lot with minimum amount of Rs.50,000/-
If recycled paper is used in any of the bank's forms/registers/passbooks		Rs. 10,00,000/- on the particular lot of the item irrespective of the actual cost of the item.

- Usage of recycled paper in bank's forms/registers/passbooks is unacceptable to the bank.
- In case, any stationery item is found of such an inferior quality that the same cannot be put to use in the bank, the bank reserve the right to reject the whole lot of that particular item available at the vendor's warehouse and get the same destroyed in presence of the bank's official.
- Bank have the right to shift some circle/areas/orders to other vendor (in case bank selects two vendors through this tender process).
- In case of recurring occurrences of such instances, in addition to the above liquidated damages and penalty, the bank has the right to take any appropriate action as may be deemed fit by the bank including termination of the contract.

36. MODIFICATIONS OF FORMS /NEW FORMS

- It is envisaged that there may be intermittent modifications in some/ many of existing forms / registers. In such a scenario the increase / decrease in rates will be in proportion to the increase / decrease in number of pages. In case of all types of passbooks, an increase or decrease of 15 % shall be calculated with the increase or decrease of each 2 leaves (4 pages) respectively. The decision of bank in this regard will be final and binding.
- For new forms /registers to be introduced periodically, to meet business / regulatory requirements, the number of pages will be the primary determinant in fixing the pricing of these items, which will be arrived at by prevailing rates of comparable items or rate discovered by the bank. Bank's decision in this regard will be final and acceptable to all vendors.
- The list of various standardized stationery items along with tentative consumption in terms of quantity as well as specifications has been given in Annexure - 12. However, the items and consumption pattern given are only tentative and this number may further increase or decrease considering language (Single/bilingual/trilingual) as well as fabrication (Perforation, Folding, Pad Form, booklet, letter form, Center Pinning, Center Sewing, Centre Gluing, Serial Numbering, bar Coding or other customized format etc.). The vendor will themselves acquaint with stationery items by taking our prior permission. **Bank may amend/delete/add any forms /stationery items any time as per its requirement. The vendor will themselves acquaint with / bank forms / stationery items.**
- Vendor also has to create soft copy/artwork of items in a time bound manner, within the timelines specified by the Bank on a case-to-case basis. It also needs to update/share the repository periodically with the bank. Bank at its sole discretion may appoint either (one or

more) of the selected vendors for standardization/re-engineering of current and all future Stock keeping Unit (SKUs) based on the technical competency of the selected vendors.

- e) If any stationery item becomes obsolete due to modification/discontinuation, the bank will not compensate the vendor for the obsolete stock. In such case, the bank shall give prior intimation (before 15 days of discontinuation) and stock lying with vendor after the said 15 days will be treated as redundant.

37. PRINCIPAL TO PRINCIPAL RELATIONSHIP

The employees engaged by bidder shall be deemed to be the employees of company only, and the Bank shall not be connected with the employment or the terms and conditions thereof in any way. The bidder alone would comply with the statutory obligations and Labour Regulations/ Rules in this regard. None of the terms of this Agreement shall be deemed to constitute a partnership or joint venture or employee- employee relationship between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither party hereto is the agent of the other nor is there any master-servant relationship between the parties. The relationship is on principal to principal basis. Parties to this agreement are independent parties and nothing in this agreement shall make them joint venture, partners, employee, agents or other representatives of any party hereto, and none of the parties shall make any representatives that implies otherwise. Neither party is a legal representative of the other party, and neither party can assume or create any obligation, representation, warranty or guarantee, express or implied, on behalf of the other party for any purpose whatsoever.

The bidder shall be responsible for payments of all statutory dues with respect to each of his personnel/employees engaged by him to render service under this Agreement with respect to each applicable/extant labour law, including but not limited to, the Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, Code on Wages, 2019 as and when is notified by Government, The Employees' State Insurance Act, 1948, The Payment of Gratuity Act, 1972, The Maternity Benefit Act, 1961, The Employees' Provident Funds and Miscellaneous Provisions Act, 1952, etc. No dues/contributions under any labour legislations as applicable, remain payable with respect to his personnel/employees. The bidder shall have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to its personnel/employees under applicable labour legislations/rules/regulations.

36. BUSINESS CONTINUITY PLAN OF THE PRINTERS

The Printer shall at their own expenses develop and establish a robust framework for documenting, maintaining and testing business continuity and recovery procedures. The Printer shall periodically test such business continuity plan and recovery procedures at their premises. The Bank shall be entitled to conduct joint testing and recovery exercise with the Printer. The Bank shall be entitled to appoint another printer to provide the services in the event of the services by the Printer being interrupted for any reasons whatsoever. The Printer shall adhere to fair practice in performance of the Services. In case of emergent situation, the Bank can assign the total quantity of printing & supplying of stationery to another vendor empaneled.

Bidder Information (attach separate sheet, if required)

Name of vendor _____

PART A: ESTABLISHMENT

1	Name of company	
2	Executive Summary: Brief description of the Applicant that includes details like ownership structure, write-up on business history, growth, business areas, activities, etc.	Submit authenticated copies of the Applicant's Memorandum and Articles of Association/ Partnership Deed, as applicable. Copy of PAN & GST.
3	Basic information a) Date of Incorporation and activity b) Name and addresses of Promoters c) Capital d) Name of Indian representative/office (Indicate: Own/Dealer/Distributor, JV) e) Corporate / Head Office Details f) Address g) Website. h) Contact Person i) Phone No. j) Fax No. k) Email Id.	
4	Financial information a) Domestic Turnover in INR for last 3 years towards direct sales in supply of Stationery or printing & supply of stationery. b) Tangible Net Worth (TNW) for last three years.	Submit copies of audited balance sheet of last three years upto 31.03.2024. In case of unavailability of audited B.S of 2023-24, provisional B.S can be submitted.
5	Experience and major activities undertaken during the past 3 years Sales/Storage/distribution Arrangement Number of Clients/ BFSI Clients	Please submit detailed sales/ Storage/distribution arrangement separately. Number and name with address of clients / BFSI clients (Mention details separately in respect of clients and BFSI clients).
6	Printing Arrangement	Own or Tie-Up Arrangement & their details.
7	Address- Factory/channel partners' location (enclose copy of license)	Address of all Printing units/godowns- 1. 2.

		3.			
8	E-platform/ IT system used for printing/ indenting. Technical Support			Details of their existing IT infrastructure. Also submit details of Technical support which the applicant will provide to the Bank.	
9	Details of Bank Centric Helpdesk/Portal.			Details about the facilities vendor plan to provide for complaint & grievance redressal mechanism.	
10	Details of Portal for tracking delivery status of consignments			Details about the facilities vendor plan to provide for Delivery Management System	
11	Constitution (Proprietorship/Partnership/Public/Pvt. Company)				
12	Name of Bankers & Type of accounts maintained				
13	Registration with local civic authorities, if any (Give name of authority & type)				
14	Is the unit registered as an MSE (if yes, give registration number along with valid certificate)				
15	Is the unit registered as a start up with DIPP (if yes, give registration number along with valid certificate)				
16	Is the unit registered under shop & estb. act/factory act (if yes, give registration number & authority)				
17	Is the unit GST registered (if yes, give GST.no. & date of regn.)				
18	Key personnels				
Sl. No	Designation	Age	Experience	Qualifications	Responsibilities
23	Details of any outstanding complaints / litigations with Banks /Govt. etc.				
24	Whether empaneled for end to end supply of stationery for any banks (if Yes, give names of banks and quantum. Preferably enclose specimen of at least 10 types of stationery items).				
25	Total turnover (Rs. In lacs) (security printing only) (please submit the copies of Balance sheet & Profit and Loss in support of it) A certificate prepared by Chartered accountant (containing the UDIN number) is	Financial Year		Turn-over (lacs)	Profit/ Loss(-) in lacs
		2021-22			

	to be submitted for financial years 2021-22, 2022-23 and 2023-24 certifying the amount of turnover from printing and supply of stationery services. This certificate is to be submitted in addition to the Balance sheet & profit and loss statement.	2022-23			
		2023-24			
26	Any other relevant information				

PART B: DETAILS OF FACILITIES/INFRASTRUCTURE

Sl. No	Particulars	Details Provided
1	Registered Office – Complete address with phone number, fax number and email address	
2	Printing Facilities – Complete address with phone number, fax number and email address	
3	Warehouses - Complete address with phone number, fax number and email address	
4	Own Distribution Points - Complete address with phone number, fax number and email address	
5	Third party Distributors/Dealers - Complete address with phone number, fax number and email address.	

Date:

Place:

(Authorized Signatory)

Name and designation with Company Stamp

Agreement

Annexure-2

This agreement is made at New Delhi on this _____

Between

Punjab National Bank, a body corporate, constituted under the Banking Companies (Acquisition and transfer of Undertaking) Act, 1970, having its Corporate Office at Plot No. 4, Sector 10, Dwarka, New Delhi – 110075 and amongst other offices its Centralised Procurement & Partnership Division, Fourth floor, 5, Sansad Marg, New Delhi Hereinafter referred to as "The Bank" (which expression shall unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns) of one part:

AND

_____ company incorporated under the provisions of the Companies Act, 1956/2013, and having its registered Office at _____ hereinafter referred to as "Supplier"/vendor, which expression shall mean to include its successors in title and permitted assigns) of the Other Part (Details of the authorized signatory be mentioned along with the details of Board Resolution pursuant to which such person was authorized to execute the agreement, CIN of the company be mentioned.):

WHEREAS

(i) The Bank is desirous of **selection of vendors for end-to-end printing and supply of stationery**

and

(ii) The Supplier is in **the business of facility of end-to-end printing and supply of customized stationery** and has agreed to provide the supply as may be required by the Bank mentioned in the tender No. _____ dated _____ along with its clarifications/corrigendum issued by the Bank, referred hereinafter as a "Tender" and same shall be part of this Agreement.

Supplier has emerged as successful bidder after the entire bid process and after awarding of contract by bank to the supplier, the Bank and the supplier agree to enter into this agreement on the terms and condition set out hereunder:

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the said conditions of contract hereinafter referred to:
2. The following documents, terms and conditions contained therein shall form and construe as integral part and parcel of this agreement and be read as part and parcel of this agreement, viz.
 - a. Original tender document.
 - b. Relevant correspondence all letter/ correspondence forming parts of contract and referred to in acceptance letter.
 - c. Acceptance letter

d. Bill of quantities.

3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies the latest documents issued by the Bank shall prevail over the earlier documents.

4. In consideration of payment to be made by the Bank to the vendor as hereinafter mentioned, the vendor hereby covenants with the Bank to perform execute, complete and maintain the work in due respects and in conformity with the provision of the contract and tender documents.

The Bank hereby covenants to pay the vendor in consideration of the execution, completion of the work such sums as shall become payable hereunder at the time(s) and in the manner prescribed in the said conditions and price schedule of quantities / bill of quantities prescribed in the contract.

All disputes or differences whatsoever arising between the parties shall be settled amicably. If parties are not able to solve amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act 1996. Venue of arbitration shall be at New Delhi. The sole arbitrator shall be appointed mutually.

SIGNED AND SEALED AND DELIVERED BY THE

Said (Name)
on behalf of the vendor
In the presence of

Said (Name)
on behalf of the Bank
In the presence of

Name:

Name

Address:

Address:

Signature:
Seal of Firm/Company

This form is included in the tender documents only for the information of the bidders. Only the successful bidder will be in due course, required to complete the form detailing the term and conditions as provided in RFP.

(Self-certification on letter head with company seal)

Acceptance of Terms & conditions:

We agree to abide by all the terms and conditions as laid down in the tender document unconditionally and shall execute the Bank's jobs on the bank's terms and conditions and adhere to the delivery schedule. We have necessary experience and expertise to undertake the tender for supply of end-to-end printing and supply of customized stationery as per bank's prescribed specifications.

(Authorized Signatory) (Please affix company's rubber stamp)

Name **Designation**

Address:

.....

E- mail:

Mobile No:

CERTIFICATE OF LOCAL CONTENT

(Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.)

Date:

To,
The Assistant General Manager,
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg,
New Delhi 110001

Dear Sir/Madam,

Ref.: Tender No.: _____ **Dated:** _____

This is to certify that proposed _____ works/services/goods as per scope of work mentioned is having the local content _____% as defined in the above mentioned tender document and amended thereto.

This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide order No. P-45021/2/2017-PP (BE-II) dated 4th June 2020 & Revision vide order no. P-45021/2/2017-PP (BE-II) dated 16th September 2020 and its amendments (if any).

Signature of Statutory Auditor/Cost Auditor _____ **Registration Number** _____

Or

(cost accountant or practicing chartered accountant)

Seal

Counter-signed:

Bidder

Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.

Bid Security Declaration

(Should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person)

To,
The Assistant General Manager,
Punjab National Bank,
Centralised Procurement & Partnership Division
New Delhi 110001

Reg: Submission of Tender for selection of vendors for end-to-end printing and supply of stationery

Dear Sir

We declare that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of one year from being eligible to submit bids for contracts with Punjab National Bank.

Place: [Signature of Authorised Signatory]

Date:

Name:

Designation:

Seal:

UNDERTAKING FOR INTEGRITY PACT

(on letter head with company seal)

Date:

The Assistant General Manager
Punjab National Bank,
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg, New Delhi 110001

Sub: Submission of Tender for selection of vendors for end-to-end printing and supply of stationery

Dear Sir,

I/We acknowledge that Punjab National Bank is committed to follow the principle of transparency equity and competitiveness as enumerated in the Integrity Agreement enclosed with the tender /bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by Punjab National Bank. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 6 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, Punjab National Bank shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

Integrity Pact

(To be submitted by all prospective bidder/s on Rs.100 non judicial stamp paper)

1. General

1.1 This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ 2025, between, on one hand, the Punjab National Bank acting through Shri _____, Designation of the officer, Punjab National Bank having its Head Office at 1st Floor, GSAD, Plot No 4, Sector -10, Dwarka, Delhi 110075. (hereinafter called the "BUYER", which expression shall, mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part.

and

M/s. _____ represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part,

1.2 WHEREAS the BUYER intends to award contract for Tender for selection of vendors for end-to-end printing and supply of stationery and the BIDDER/Seller is willing to offer/has offered the said Items and

1.3 WHEREAS- the BIDDER is a proprietary/ private company/ public Company/ Government Undertaking/ partnership/ registered export agency, constituted in accordance-with the relevant law in the, matter and the BUYER is a Public Sector Bank.

1.4 NOW, THEREFORE, To avoid all forms of corruption by following a system that is fair, transparent and free from any Influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

1.5 Enabling the BUYER to obtain the desired product at a competitive price in conformity with the defined specifications by avoiding the high cost and the adverse impact of corruption on public procurement, and

1.6 Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the, contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereby agree to enter into this Integrity Pact and agree as follows:

2. Commitments of the BUYER

2.1 The BUYER, undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour, or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

2.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular

BIDDER which could afford added advantage to that particular BIDDER in comparison to other BIDDERS.

2.3. All the officials of the BUYER will report to the appropriate Bank office for any attempted/completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima-facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. **Commitments of BIDDERS**

3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it.

3.2. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantages, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2. The BIDDER further undertakes that it has not given, offered or promised, to give, directly or indirectly any bribe, gift; consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Bank for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Bank.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and details of services agreed upon for such payments.

3.5. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.6. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.7. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.8. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.9. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.10. If the BIDDER or any employee of the BIDDER or a person acting on behalf of the BIDDER, either directly or indirectly is a relative of any of the officers of the BUYER or their family members, agents, brokers alternatively, if any relative of an officer of the BUYER has financial interest / stake in the BIDDER'S firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act 2013.

3.11. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgressions

4.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could Justify BIDDER's exclusion from the tender process.

4.2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1. While submitting commercial bid, the BIDDER shall deposit an amount of Rs.1.33 Crores (Rupees One Crores thirty-three Lakhs only) Earnest Money/ Security Deposit, with the BUYER through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of Assistant General Manager, Punjab National bank, Centralised Procurement & Partnership Division, New Delhi.

(ii) A confirmed guarantee by an Indian Nationalized Bank excluding Punjab National Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP),

5.2. The Earnest Money/Security Deposit shall be valid up to a period of one year or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

5.3. In case of successful BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond. In case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact

5.4. No interest shall be payable by the BUYER to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

6. Sanctions for Violations

6.1. Any breach of aforesaid provisions by the BIDDER or any one employed by it or action on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/ or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
- (iv) To recover-all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (v) To encash the advance bank guarantee and performance bond/ warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with Interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of two years, which may be further extended at the discretion of the BUYER.

- (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- (x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1. (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IC of the Indian Penal code, 1860 or Prevention of Corruption Act 1988 any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. **Fall Clause**

The BIDDER undertakes that he has not supplied/ is not supplying similar Product/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/ Department of the Government of India, or PSU and if it is found at any stage that similar product/ systems or sub systems was supplied by the BIDDER to any other Ministry/ Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. **Independent Monitors**

8.1. The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Independent External Monitor of Bank is

SI.	Name of IEM	E-mail	Mob. No.
1	Sh. Madhusudan Prasad (IAS-Retd.)	mprasad23@gmail.com	9717585556

(the above is not to be contacted for generic tender related queries, for which queries may be directed to contact details mentioned in section-1, Bid Details)

8.2. The 'task' of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3. The Monitors shall not be subject to instructions by the representatives, of the parties and perform their functions neutrally and independently.

8.4. Both the parties accept the Monitors have the right to access all the documents relating to the project /procurement, including minutes of meetings.

8.5. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon, his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation, the same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.

8.7. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer the Monitor the option to participate in such meetings

8.8. The Monitor will submit a written report to the designated Authority of BUYER/ Secretary of the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. **Facilitation of Investigation** In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. **Law and Place of Jurisdiction** This Pact is subject to Indian Law. The place of performance and jurisdiction is Delhi.

11. **Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. **Validity**

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 1 year or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2. Should one or several provisions of this Pact turn out to be invalid; the remainder of, this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____.

BUYER

BIDDER

Name of the Officer
Designation

Chief Executive Officer

Punjab National Bank

Witness

1. _____

2. _____

Witness

1. _____

2. _____

NDA (Non-Disclosure Agreement)
(on Stamp paper of appropriate value)

This Confidentiality –cum- Nondisclosure Agreement is entered into at _____ on this _____ day of _____ 2025, between _____ (Insert Name of the Service Provider) a company within the meaning of Companies Act, 1956, having its Registered Office at _____ (herein after called Vendor) and Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at Sector 10, Dwarka Delhi – 110 075 and inter-alia, its Centralised Procurement & Partnership Division at 5 Sansad Marg, New Delhi – 110001 (herein after referred to as 'PNB').

The Vendor and PNB would be having discussions and negotiations concerning the establishment of and during continuance of a business relationship between them as per Agreement dated _____ (hereinafter referred to as 'Agreement').

In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

Now this Agreement witness the: -

1. Proprietary Information:

As used in this Agreement, the term 'Proprietary Information' shall mean all trade secrets or confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.

2. Confidential Information:

In this Agreement "Confidential Information" means all information belonging to a Party that is or has been disclosed to one Party (the "Receiving Party") by the other Party (the "Disclosing Party") in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties. The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii)

that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, knowhow, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'. Confidential information shall also include, without limitation, information identified as being proprietary and/or confidential or pertaining to pricing, marketing plans or strategy, volumes, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data software programs, technical data, passwords encryption tools, methodologies, know-how, processes, designs, new products, development work, marketing requirements, marketing plans, disaster recovery plans, customer names, prospective customer names, customer information, customer databases, business information and any information which might reasonably be presumed to be proprietary or confidential in nature of the "Disclosing Party". Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

3. Confidentiality:

a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far, as may be required for the proper exercise of the Parties' respective rights under this Agreement. b) The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

4. Non-Disclosure of Proprietary Information:

For the period during the Agreement or its renewal, the Recipient will: (a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others. (b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and (c) Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its

employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

5. Limit on Obligations:

The obligations of the Recipient specified in clause 3 & 4 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information: a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient, b) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation; c) becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information. d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

6. Return of Documents:

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Agreement, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the Proprietary Information of the other party.

7. Communications:

Written communications requesting or transferring Proprietary Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing) M/s _____ (PNB) Attn: _____ Attn: _____

8. Term:

The obligation pursuant to Clause 3 & 4 (Confidentiality and Non- Disclosure of Proprietary Information) will survive for 2 years following the term of the Agreement dated _____. Nothing herein contained shall be construed as a grant by implication, estoppel, or otherwise or a license by either party to the other to make, have made, use or sell any product using Proprietary Information or as a license under any patent, patent application, utility model, copyright or any other industrial or intellectual property right covering same.

9. Damages:

Both parties acknowledge that the proprietary & Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, neither party shall use the Confidential Information in a manner that will jeopardize or adversely affect in any manner such future strategies, plans, business activities, methods, processes, information, and/or competitive and strategic advantage of the Disclosing Party. b The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this

Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Agreement shall be liable for the entire direct loss and damages on account of such disclosure to the extent of court awarded damages. c Bidder agrees to indemnify the Bank against all loss suffered due to breach of terms of this agreement and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties d The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach. e No failure or delay by either party in exercising or enforcing any right remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

10. Permitted disclosure.

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

11. Ownership of Information

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

12. No Representation

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

13. No Assignment

This Agreement shall not be assigned by either party, by operation of law or otherwise, without the prior written consent of the other party. This Agreement shall inure to the benefit of and will be binding upon the parties" respective successors and permitted assigns.

14. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

15. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of nonenforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

16. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Delhi. All disputes or differences whatsoever arising between the parties shall be settled amicably. If parties are not able to solve amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act 1996. Venue of arbitration shall be at New Delhi.

17. Indemnity

Each party shall indemnify the other party from any and all claims including third party claims, causes of action, suits, damages or demands, whatsoever, arising out of breach of this Agreement by the indemnifying party as and when such claims, actions, damages or demands become payable under law including any governmental, regulatory, judicial or quasi-judicial determination.

18. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

19. Miscellaneous

- a. This Agreement shall not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
- b. This Agreement will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns.
- c. Each party will bear its own costs in connection with the activities undertaken in connection with this Agreement.
- d. Nothing in this Agreement is intended to confer any rights/ remedies under or by reason of this Agreement on any third party.
- e. The Agreement shall be construed and interpreted in accordance with the laws prevailing in India.
- f. The Confidential terms of the SLA to be executed between the parties shall be read as part and parcel of this Agreement. And parties shall be bound by the terms mentioned therein.

In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

For M/s_____

Authorized Signatory

Shri _____

Designation_____

For Punjab National Bank

Authorized Signatory

Shri _____

Designation_____

Bidder's Forwarding Letter for EMD

To,
 The Assistant General Manager,
 Punjab National Bank,
 Centralised Procurement & Partnership Division
 New Delhi 110001

SUB: SELECTION OF VENDORS FOR END-TO-END PRINTING AND SUPPLY OF STATIONERY

Dear Sir,

Part A

We enclose EMD for the sum of Rs.1.33 Crores (Rupees One Crore Thirty-Three Lakhs) in the form of Bank Guarantee No.dated..... valid upto..... issued by the Branch of the drawn in favour of Asst. General Manager, Centralised Procurement & Partnership Division

Or

Part B

EMD of Rs.1.33 Crores (Rupees One Crore Thirty-Three Lakhs) to your account number _____ vide following details:

PARTICULARS	UTR No.	DATE
EMD- Rs. 1.33 Lakhs		

We also understand and agree that no interest will be paid on EMD amount. This EMD will be treated as per terms and conditions set out in this tender.

Thanking you,

(Authorised Signatory)

Name

Company

Date

Business address

**Proforma of the Bank Guarantee for Earnest Money Deposit
(To be stamped in accordance with stamp act)**

Ref: Bank Guarantee # Date

To
The General Manager
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg, New Delhi 110001

Dear Sir,

In accordance with your bid reference no. _____
Dated _____ M/s _____ having its registered office at _____ herein after Called 'bidder') wish to participate in the said tender vendors for end-to-end printing and supply of stationery. An irrevocable Financial Bank Guarantee (issued by a nationalized / scheduled commercial Bank) against Earnest Money Deposit amounting to Rs. _____ Rupees (in words _____) valid up to is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/s _____ having its registered office at _____ has undertaken in pursuance of their offer to Punjab National Bank (hereinafter called as the beneficiary) dated _____ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us _____ (Name of Bank) _____ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs /- _____ Rupees (in words _____) valid up to.

We, the _____ (Name of Bank) _____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by Punjab National Bank, the amount Rs. _____ Rupees (in words _____) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from _____, on whose behalf guarantee is issued.

"Not withstanding anything contained herein above Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in words _____).

This Bank guarantee shall be valid up to_____ . We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or demand, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this_____ Day of _____2025 at _____

Name of signatory

Designation

Email ID:

Contact No.

Bank Common Seal

Undertaking for Non – Blacklisted & Caution List of RBI
(To be submitted on Bidder's Letter Head)

To
The Assistant General Manager
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg, New Delhi 110001

Sir,

Reg.: Tender for selection of vendors for end-to-end printing and supply of stationery

In case of demerged entities (by virtue of corporate restructuring exercise, etc.) bid-ding in this RFP in line with Office Memorandum No. F.8/78/2023-PPD dated 12.10.2023 of (Department of Expenditure (DoE), Ministry of Finance (MoF), Govern-ment of India:

We M/s _____
a company incorporated under the Companies act, 1956/Companies Act 2013/LLP Act, 2008
with _____ its _____ headquarters _____ at,
_____ do hereby confirm
that we have not been blacklisted/debarred/banned at the time of submission of the bid by any
Regulator/Statutory body/Government/ Government agency/Banks/Financial Institutions/PSU
in India. Also we are not in the caution list of RBI

(Strike off if not applicable):

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

Thanking You,
Yours faithfully,

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

**Undertaking for arrangement of logistics and dedicated help desk for PNB
branches/offices**

(To be submitted on bidder's letterhead)

1. I/We hereby certify that we understand the importance of end-to-end printing and supply of stationery.
2. Timely delivery of specified quality of forms/stationery as per requirement of pan India branches/offices within defined TAT is the essence of this tender.
3. In view of the above, we undertake:

(a) Logistics

- (i) I/We already have the requisite logistics to supply the stationery on pan India basis within the defined TAT.

(b) Dedicated help desk for PNB branches/offices

- (i) I/We already have the requisite help desk facility at ours to handle the queries/complaints related to supply of stationery on pan India basis.

Name:

Signature:

Seal of Firm/Company

Details of forms with specifications and tentative consumption per annum

Sl. No.	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	Tentative quantity per annum (in units)	No. of pieces per unit	Single/multi-color Printing	Finishing
1	0001 [R]	APPLICATION FORM FOR RTGS/NEFT/DRAFT	Creamwove paper- 58 GSM	10.75 x 5	1	2	119,000	200	Single	▪ 1 perforation on each form ▪ Pads made with Kraft paper for 100 forms.
2	19	Forwarding Letter	Creamwove paper- 58 GSM	4x 7.75	1	1	6,200	100	Single	▪ Pads made with Kraft paper for 100 forms.
3	26	REGISTERED LETTER DESPATCH REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	4,200	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
4	27	LOCAL AND OUTWARD DESPATCH REGISTER	Maplitho paper- 70 GSM	11x 8.5	200	2	2,800	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
5	28	DAK RECEIPT AND DISPOSAL REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	3,600	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
6	29	DAK DELIVERY BOOK	Maplitho paper- 70 GSM	8x 7	100	2	1,600	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
7	31	CASH RESERVE REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	15,000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
8	45	REGISTER OF POWER OF ATTORNEY	Maplitho paper- 70 GSM	11x 8.5	50	2	900	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
9	0046-47	CLAIM FORM FOR DECEASED'S A/C & MANAGER CERTIFICATE REG A/C	Ledger paper- 70 GSM	11x 8.5	2	2	10,500	25	Single	▪ Packing of 25 forms by tying thread
10	57	REGISTER FOR CURRENT & OLD RECORD	Ledger paper- 70 GSM	11x 8.5	200	2	1,700	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
11	59	VOUCHER REGISTER	Ledger paper- 70 GSM	11x 8.5	100	2	8,300	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
12	64	DEBIT CASH VOUCHER	Creamwove paper- 47 GSM Pink color paper	7.25x 4	1	2	37,000	200	Single	▪ Pads made with Kraft paper for 100 forms.
13	67	PAYMENT VOUCHER	Creamwove paper- 47 GSM Blue color paper	2.5x 7	1	1	78,000	100	Single	▪ Pads made with Kraft paper for 100 forms.
14	0069[R]	COMBO TRANSFER VOUCHER	Creamwove paper- 58 GSM	6.75x 4	1	1	68,000	500	Single	▪ Pads made with Kraft paper for 100 forms.
15	0080R1 (A)	Revised Safe Deposit Locker Agreement	Ledger paper- 70 GSM	11x 8.5	10	2	14,000	25	Single	▪ Packing of 25 forms by tying thread
16	0080R1 (B)	Supplementary Safe Deposit Locker Agreement	Ledger paper- 70 GSM	11x 8.5	3	2	8,400	25	Single	▪ Packing of 25 forms by tying thread
17	82	KACHA VISIT REGISTER	Maplitho paper- 70 GSM	8.25x 5.25	100	2	5,400	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
18	85	REGISTER FOR ARTICLES FOUND IN THE VAULT	Maplitho paper- 70 GSM	11x 8.5	100	2	1,100	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side

Sl. No.	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	Tentative quantity per annum (in units)	No. of pieces per unit	Single/multi-color Printing	Finishing
19	90	S.D.VAULT REGISTER	Maplitho paper- 70 GSM	12.25x 8	100	2	1,300	1	Single	• Portrait orientation with Same matter on both pages • Binding on the longer side
20	95	SPECIMEN SIGNATURE CARD (S.D.VAULT)	Pulp Card- 250 GSM	4.5 x 5.5	1	2	11,000	25	Single	• 25 cards tied to-gether with thread or rubber band.
21	107	DAILY CASH BALANCE BOOK	Maplitho paper- 70 GSM	11x 8.5	200	2	14,000	1	Single	• Portrait orientation with Same matter on both pages • Binding on the longer side
22	110	REGISTER FOR INSURED PARCEL FOR GC NOTES, SECURITIES AND OTHER DOCUMENTS	Maplitho paper- 70 GSM	11x 8.5	100	2	500	1	Single	• Portrait orientation with different matter on both pages • Bind-ing on the longer side
23	113	CHEQUE RETURNING MEMO	Creamwove paper- 58 GSM	10.25x 5.5	1	2	9,600	50	single	• Pads made with Kraft paper for 50 forms.
24	122	CHEQUES RETURNED REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	6,400	1	Single	• Landscape orientation with Different matter on both pages • Binding on the longer side
25	127	OVERDRAFT SANCTION REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	1,000	1	Single	• Portrait orientation with Different matter on both sides •Binding on longer side
26	135	TOKEN IN USE REGISTER	Maplitho paper- 70 GSM	11x 8.5	24	2	2,500	1	Single	• Portrait orientation with Same matter on both pages • Binding on the longer side
27	139	BALANCE CONFIRMATION LETTER	Ledger paper- 70 GSM	11x 8.5	1	1	34,000	100	Single	• 1 perforation on each form • Pads made with Kraft paper for 100 forms.
28	144	BLANK REGISTER (I Q)	Maplitho paper- 70 GSM	11x 8.5	48	2	35,000	2	Single	• Portrait orientation with Same matter on both pages • Binding on the longer side
29	0154 (R1)	Deposit/ Pay Cum Cheque Slip	Creamwove paper- 58 GSM	10.5x3.75	1	2	18,500	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
30	154R(AS-SAMESE)	ASSAMESE PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	3,000	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
31	154R(BENGALI)	BENGALI PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	13,000	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
32	154R(GUJARATI)	GUJARATI PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	2,600	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
33	154R(KANNADA)	KANNADA PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	800	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
34	154R(MALAYALAM)	MALAYALAM PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	1,300	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
35	154R(MARATHI)	MARATHI PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	3,900	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
36	154R(ODIYA)	ODIYA PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	2,200	2000	Single	• 1 perforation on each form • 25 forms to be stapled together and packets to made of 2000 forms.
37	154R(PUNJABI)	PUNJABI PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	10,600	2000	Single	• 1 perforation on each form • 25 forms to be sta-

Sl. No.	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	Tentative quantity per annum (in units)	No. of pieces per unit	Single/multi-color Printing	Finishing
										pled together and packets to made of 2000 forms.
38	154R(TAMIL)	TAMIL PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	2,000	2000	Single	▪ 1 perforation on each form ▪ 25 forms to be stapled together and packets to made of 2000 forms.
39	154R(TELUGU)	TELUGU PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3.75	1	2	1,300	2000	Single	▪ 1 perforation on each form ▪ 25 forms to be stapled together and packets to made of 2000 forms.
40	0215A	PARTY PAD LOOSE	Maplitho paper- 80 GSM	11x 8.5	1	1	4,100	100	multi-color	▪ Shrink pack of 100 loose sheets
41	225	BALANCE CONFIRMATION LETTER FOR PROTESTED ADVANCES	Maplitho paper- 70 GSM	11x 8.5	1	1	16,900	25	Single	▪ Pads made with Kraft paper for 25 forms.
42	235	T.A.BILL FORM	Maplitho paper- 70 GSM	11x 8.5	1	2	2,400	50	Single	▪ Pads made with Kraft paper for 50 forms.
43	236	T.A.BILL REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	750	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
44	244	ARRANGEMENT REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	3,100	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
45	245	ATTENDANCE REGISTER	Ledger paper- 70 GSM	11x 8.5	50	2	10,000	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
46	308	LETTER OF LIEN AGAINST DEPOSIT	Ledger paper- 70 GSM	11x 8.5	2	2	2,500	50	Single	▪ Packing of 50 forms by tying thread
47	313	JEWELLERY REGISTER	Ledger paper- 70 GSM	11x 8.5	100	2	8,800	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
48	325	LOAN APPLICATION FORM	Ledger paper- 70 GSM	11x 8.5	4	2	1,900	25	Single	▪ Centre (Double) pin-ning ▪ Packing of 25 forms by tying thread
49	355	BALANCE CONFIRMATION & DOCUMENTS REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	13,600	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
50	363	TITLE DEED REGISTER	Ledger paper- 70 GSM	11x 8.5	100	2	5,900	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
51	423	CLAIM REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	6,000	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
52	443	STOCK INSPECTION REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	3,600	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
53	464	SLIPS FOR BUNDLES OF CURRENCY NOTES	Creamwove paper- 58 GSM	7.25x 2.25	1	1	16,300	1000	Single	▪ Pads made with Kraft paper for 100 forms.
54	0464R	NOTE SLIP (RED) NON-ISSUABLE	Creamwove paper- 47 GSM pink color paper	8.6x 2.6	1	1	8,000	100	Single	▪ Pads made with Kraft paper for 100 forms.
55	478	DEVIATION REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	3,300	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the

Sl. No.	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	Tentative quantity per annum (in units)	No. of pieces per unit	Single/multi-color Printing	Finishing
56	488	R.D. PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for in-ner pages	7.2 5x 4.2 5	6 + cover	2	23,000	25	Single color-in-side pages and in-side cover pages Multi-color-outside cover pages	▪ Cover page to be laminated ▪ Round cornering ▪ Thread stitching on the centre (longer side) ▪ Portrait orientation with Different matter on both sides ▪ Shrink pack of 25 pass-books
57	492	PAY IN SLIP FOR OUT STATION CHEQUES	Creamwove paper- 58 GSM	10. 4x5. 25	1	2	2,700	100	Single	▪ 1 perforation on each form ▪ Pads made with Kraft paper for 100 forms.
58	539	SIMPLIFIED CR ON BORROWERS	Ledger paper- 70 GSM	11x 8.5	1	2	800	25	Single	▪ Pads made with Kraft paper for 25 forms.
59	551	CER. OF INSP. OF MOTER VEHICLES	Maplitho paper- 70 GSM	11x 8.5	1	1	1,000	25	Single	▪ Pads made with Kraft paper for 25 forms.
60	605	S.F. WITHDRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	107,000	1000	Blue color back-ground and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
61	605(AS-SAMESE)	ASSAMESE S.F. WITHDRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	4,600	1000	Blue color back-ground and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
62	605(BEN-GALI)	BENGALI S.F. WITHDRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	22,700	1000	Blue color back-ground and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
63	605(GUJARATI)	GUJARATI S.F. WITHDRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	1,200	1000	Blue color back-ground and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
64	605(KANNADA)	KANNADA S.F. WITHDRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	500	1000	Blue color back-ground and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
65	605(MALAYALAM)	MALAYALAM S.F. WITHDRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	900	1000	Blue color back-ground and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.

Sl. No.	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	Tentative quantity per annum (in units)	No. of pieces per unit	Single/multi-color Printing	Finishing
66	605(MARATHI)	MARATHI S.F. WITH-DRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	2,700	1000	Blue color background and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
67	605(ODIYA)	ODIYA S.F. WITH-DRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	3,300	1000	Blue color background and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
68	605(PUNJABI)	PUNJABI S.F. WITH-DRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	18,400	1000	Blue color background and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
69	605(TAMIL)	TAMIL S.F. WITH-DRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	1,300	1000	Blue color background and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
70	605(TELEUGU)	TELEUGU S.F. WITH-DRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.2 5	1	2	800	1000	Blue color background and text in black color on one side, and only Black text on one side	▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.
71	0625(A1)	SAVING ACCOUNT PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for in-ner pages	7.2 5x 4.2 5	10 + cover	2	300,000	100	Single color- in-side pages and in-side cover pages Multi-color-outside cover pages	▪ Cover page to be laminated ▪ Round cornering ▪ Thread stitching on the centre (longer side) ▪ Portrait orientation with Different matter on both sides ▪ Shrink pack of 100 pass-books
72	640	COMPLAINT REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	2,600	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
73	0728	DOCUMENTARY PROMISSORY NOTE	Maplitho paper- 70 GSM	11x 8.5	1	2	3,200	100	Single	▪ Pads made with Kraft paper for 100 forms.
74	795	PPF RECEIPT	Maplitho paper- 70 GSM	11x 7	1	1	9,800	25	Single	▪ 1 perforation on each form ▪ Pads made with Kraft paper for 25 forms.
75	804	PPF PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for in-ner pages	7.2 5x 4.2 5	8 + cover	2	13,000	50	Single color Inside pgs & in-side cover_pg Multi-color-outside	▪ Cover page to be laminated ▪ Round cornering ▪ Thread stitching on the centre (longer side) ▪ Portrait orientation with Different matter on both sides ▪ Shrink pack of 50 pass-books
76	805	A.O.F OF PPF	Maplitho paper- 70 GSM	11x 8.5	1	2	14,500	25	Single	▪ Pads made with Kraft paper for 25 forms.

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77	861	REGISTER FOR REMITTANCE IN FORMAT	Maplitho paper- 70 GSM	11x 8.5	100	2	2,900	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
78	938	STOCK STATEMENT	Creamwove paper- 58 GSM	11x 8.5	2	2	22,000	50	Single	▪ Packing of 50 forms by tying thread
79	1013	COMPLAINT BOOK	Creamwove paper- 58 GSM	11x 8.5	76	1	1,100	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side ▪ Set of 3 pages x 25 and 1 front page
80	1036	CASH WITHDRAWAL SLIP (KRISHI CARD)	Maplitho paper- 70 GSM	8.2 5x 7	1	1	60,000	100	Single	▪ Pads made with Kraft paper for 100 forms.
81	1061	DRAWING POWER REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	3,800	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
82	1063	AOF FOR INTERNET BANKING	Creamwove paper- 58 GSM	11x 8.5	1	2	4,500	100	Single	▪ Pads made with Kraft paper for 100 forms.
83	1064	ATM CASH REGISTER	Maplitho paper- 70 GSM	11x 8.5	200	2	6,800	1	Single	▪ Landscape orientation with Same matter on both pages ▪ Binding on the longer side
84	1159	CONFIRMATION OF DEP CERT	Maplitho paper- 120 GSM	8x 6	1	2	33,000	200	One side multi-color and back side single color	▪ Shrink pack of 200 loose leaves
85	1174	SMS ALERTS REGISTRATION SLIP [RETAIL] FINACLE MENU - ALERTS	Creamwove paper- 58 GSM	4x 5.5	1	2	32,000	200	Single	▪ Pads made with Kraft paper for 100 forms.
86	1177R1 English	English_AOF Term Deposit	Maplitho paper- 70 GSM	11x 8.5	1	2	5,800	100	Single	▪ Pads made with Kraft paper for 100 forms.
87	1177R1 Hindi	Hindi_AOF Term Deposit	Maplitho paper- 70 GSM	11x 8.5	1	2	23,000	100	Single	▪ Pads made with Kraft paper for 100 forms.
88	1207	COMPLAINT FORM FOR ATM TRANSACTIONS	Maplitho paper- 70 GSM	11x 8.5	1	2	5,400	50	Single	▪ Pads made with Kraft paper for 50 forms.
89	1217 (R1)	1217(R1) ECS/ NACH Mandate Form Revised.	Maplitho paper- 80 GSM	9x 3	1	2	13,000	25	Single	▪ Kraft/poly packing of 25 loose forms
90	1221	AOF SUKANYA SAMRIDHI SCHEME	Maplitho paper- 70 GSM	11x 8.5	1	2	13,000	25	Single	▪ Pads made with Kraft paper for 25 forms.
91	1222	SUKANYA SAMRIDHI PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for in-ner pages	7.2 5x 4.2 5	8 + cover	2	9,000	50	Single color- inside pages and inside cover pages Multi-color-outside cover pages	▪ Cover page to be laminated ▪ Round cornering ▪ Thread stitching on the centre (longer side) ▪ Portrait orientation with Different matter on both sides ▪ Shrink pack of 50 pass-books
92	1237	LIFE CERTIFICATE/CERTIFICATE TO BE SUBMITTED BY PENSIONERS	Creamwove paper- 58 GSM	11x 8.5	2	2	37,000	50	Single	▪ Packing of 50 forms by tying thread
93	1249 (A2) - CIF	CUSTOMER INFORMATION SHEET	Maplitho paper- 70 GSM	11x 8.5	2	2	27,000	50	Single	▪ Packing of 25 forms by tying thread

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94	1249(A3)	ACCOUNT OPENING FORM FOR INDIVIDUAL -PNB 1249(A3)	Maplitho paper- 70 GSM	11x 8.5	6	2	23,000	50	Single	<ul style="list-style-type: none"> Centre (Double) pin-ning Packing of 25 forms by tying thread
95	1249(A3).	FORM 60_ANNEX-URE III 1249(A3)	Maplitho paper- 80 GSM	11x 8.5	2	2	37,000	50	Single	<ul style="list-style-type: none"> Packing of 25 forms by tying thread
96	1249A2 ANNEX 1	FATCA/ CRS SELF DECLARATION/ DECLARATION BY INDIVIDUAL	Maplitho paper- 70 GSM	11x 8.5	1	2	4,800	100	Single	Packing of 25 forms by tying thread
97	1249A2 ANNEX 2	RELATED PARTY / MINOR- TO BE FILLED IN CASE OF MINOR	Maplitho paper- 70 GSM	11x 8.5	1	2	4,700	100	Single	Packing of 25 forms by tying thread
98	1294(R)	Specimen Performa for KYC Updation	Maplitho paper- 70 GSM	11x 8.5	1	2	8,300	200	Single	<ul style="list-style-type: none"> Pads made with Kraft paper for 100 forms.
99	1251R	ACCOUNT OPENING FORM NON INDIVIDUAL	Maplitho paper- 70 GSM	11x 8.5	17	2	8,900	25	Single	<ul style="list-style-type: none"> Centre (Double) pin-ning Packing of 25 forms by tying thread
100	T-209	CONTINUOUS COMPUTER STATIONERY 10 x 12	Creamwove paper- 60 GSM	10" X12 "X1 leaf	1000	1	2,300	1	Two color	<ul style="list-style-type: none"> 1 unit= packet of 1000 sheets
101	T436	FILE COVER	450 GSM Board- Green Color Board	11x 14	NA	1	38,000	50	Single	<ul style="list-style-type: none"> After 3 creases on the spine, good quality binding cloth of 1" x 13.5" to be pasted on inner side. 6 eyelets Packets of 50 files
102	T502(R)	F.D.R. Cover (Paper) with product information	Art Paper 170 GSM with lamination	6.2 5 x 9.1 closed size and flap size 2x 9	NA	1	57,000	100	Two sides in four colors	<ul style="list-style-type: none"> Packets of 100 FD Covers
103	T701	ENVELOPES - BRANCH LARGE	Grade 1 Kraft Paper- 80 GSM	10x 4.7 5 with 1" flap	NA	2	13,000	100	Single	<ul style="list-style-type: none"> Packets of 100 Envelopes
104	T703	ENVELOPES - CUSTOMER LARGE	Maplitho- 80 GSM	9.2 5x 4.2 5 with 1" flap	NA	2	10,000	100	multi-color	<ul style="list-style-type: none"> Packets of 100 Envelopes
105	T705	ENVELOPES - VOUCHERS	Grade 1 Kraft Paper- 80 GSM	10 x 12 with 1" flap	NA	1	27,000	50	Single	<ul style="list-style-type: none"> Packets of 50 Envelopes
106	T706	ENVELOPES - WINDOW BROWN	Grade 1 Kraft Paper- 100 GSM	10x 4.5 with 1" flap	NA	2	18,000	100	Single	Packets of 100 Envelopes
107	T706 A	ENVELOPES - WINDOW WHITE	Maplitho- 100 GSM	10x 4.5 with 1" flap	NA	2	18,000	100	multi-color	Packets of 100 Envelopes
108	T720	WELCOME KIT -ENVELOPE	Art paper 170 GSM	5.2 5X 10 with 1" flap	NA	2	1,600	50	Multi-color	Packets of 100 Envelopes

Sl. No.	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	Tentative quantity per annum (in units)	No. of pieces per unit	Single/multi-color Printing	Finishing
109	T735	CARBONLESS PIN MAILER FOR IBS (CONTINUOUS)	Creamwove paper- 58 GSM and carbonless paper 58 GSM	4" x 7.5" x 3 lvs	1000 x 3	1	2,000	1	Single color and Multi-color	• 1 unit= 1000 pinmail-ers of 3 leaves. • With sprocket holes on both sides and perforation to detach individual pin mail-ers
110	T748	CONTINUOUS COMPUTER STATIONERY (60 GSM)	Creamwove paper- 58 GSM	15" X12 "X1 leaf	1000	1	4,300	1	Two color	• 1 unit= packet of 1000 sheets
111	TS-001	PNB NOTEPAD A-5 SIZE	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for in-ner pages	5.5x 8.5	16	2	150	1000	32 inside pages-Single color, 2 inside pages-Blank, 2 outside cover pages-Multi-color	• Packing of 100 books by tying thread
112	TS-012	WELCOME KIT-LETTER	Art Paper-90 GSM	11x 8.5	1	2	600	50	multi-color	50 Loose leaves shrink packed
113	TS-013	A5 SIZE LEAFLET	Art Paper-90 GSM	8.5 X 5.5	1	2	50	50	multi-color	50 Loose leaves shrink packed
114	TS-014	SMALL SIZE LEAFLET	Art Paper-90 GSM	8.5 X 3.7 5	1	2	50	50	multi-color	50 Loose leaves shrink packed
115	TS-15A	PNB One UTSAV-VIRTUAL DEBIT CARD Brochure	Art Paper-90 GSM	8.5 X 3.7 5	2	2	500	50	multi-color	50 brochures shrink packed
116	TS_15B	PNB One UTSAV CARDLESS CASH WITHDRAWAL Brochure	Art Paper-90 GSM	8.5 X 3.7 5	2	2	500	50	multi-color	50 brochures shrink packed
117	TS-15C	PNB One UTSAV REGISTRATION WITHOUT DEBIT CARD Brochure	Art Paper-90 GSM	8.5 X 3.7 5	2	2	600	50	multi-color	50 brochures shrink packed

Item with code T-735 and TS-001 are for supply to Delhi/NCR only.

There can be a variation of $\pm 25\%$ in quantity.

Specifications of paper used & raw material used for printing & fabrication of various stationery forms/reg. and other stationery items.

Parameters	Cream Wove 58 GSM (Manufactured from Agro waste based pulp.)	MapLitho 70 GSM (Manufactured from good quality virgin pulp wood/ agro waste based only)	MapLitho 80/90 GSM (Manufactured from good quality virgin pulp wood/ agro waste based only)	MapLitho (High Bright) 120 GSM (Manufactured from good quality virgin pulp wood/ agro waste based only)	Azure Laid (Ledger) 70 GSM (Manufactured from good quality virgin pulp wood/ agro waste based only)
Substance GSM +/- 2.5%	58	70	80/90	120	70
Brightness % (Min) ISO	85	88	88	88	X
Opacity % (Min) ISO	85	88	88	88	88
Smoothness (Bendsten) ml/min (Max)	280	280	280	140	X
Tear Index mN.m ² /g (min)- CD	4	4	4	4	4
Tear Index mN.m ² /g (min)-MD	3.5	3.5	3.5	3.5	3.5

Parameters	Art Paper 170 GSM (Manufactured from good quality virgin pulp wood/ agro waste based only)	Art Card 250 GSM (Manufactured from good quality virgin pulp wood/ agro waste based only)
Substance GSM +/- 2.5%	170	250
Brightness % (Min) (Coated side only) ISO	88	88
Wax Pick	No pick on 5A	No pick on 5A
Surface, pH	7 to 8	7 to 8
Gloss % (Min) a) Art Paper/Card	68	68
Gloss % (Min) b) Chrome Paper/Board (TS)	68	68
Bulk cc/g (Min) a) Art Paper/ Card	0.77	0.8
Bulk cc/g (Min) b) Chrome Board	X	1

Parameters	File Board 450 GSM
Grammage (g/m ²)(+/- 5%)	450
Bulk cc/gm	1.32
Ash %	9-10
Stiffness (Taber) MD/CD mN	Min 2.4/1.0

The paper should be free from dust/fluff/pinholes/specks and metallic inclusions. The paper procured for printing of forms should be done from a reputed manufacturer.

Binding of Registers

Binding with straw board of 32 ozs (both side) and case making with canvass & binding cloth, canvass & paper as applicable:

- Section sewing will be done in the registers and each section shall contain 20 leaves.
- Two tapes shall be used for register upto foolscap size register (when folded) and three tapes for above fool scap size.
- Full spine of first and last section of each register will be reinforced with binding cloth before sewing.
- All registers will be duly rounded and have backing.
- Each register will be reinforced by pasting kraft paper of 70 GSM on the spine.
- Each register will be sewen with end paper of 100 GSM kraft paper and one leaf of each section (first & last) along with end paper shall be pasted with straw board.
- Each page/leaf of register will be duly numbered.
- Each register shall have sticker (of size 3x3 inch) pasted on it for its name, PNB forms no etc.

Binding with straw board of 16 ozs and drawn on cover paper (120 GSM)

- Each book will be side stitched.
 - Front side will be covered with cover paper & back side with 16 ozs straw board.
 - Cover paper & Board will be side stitched with book.
 - Spine will be covered with good quality binding cloth.
- Binding & other specification may be changed from time to time by the bank as per its requirement.

Fabrication of file cover

After three creases on the spine, good quality binding cloth of 4"x13.5" is to be pasted on the inner side for strengthening the file cover. Thereafter, either 2 eyelets on top or four eyelets in the centre of the file or both will have to be fixed with single color printing.

Fabrication of carbonless pin mailers

Leaf	Paper	Front Printing	Back Printing	Remarks
1st	Creamwove - 58 GSM	4 color	None	Clipped with 2 nd & 3 rd leaves
2nd	Carbonless paper- 58 GSM	4 color	None	Sealed & Glued from all side with 3 rd leaf
3rd	Carbonless paper- 58 GSM	Single color	4 color	Sealed & Glued from all side with 2 nd leaf

Packing: In packets wrapped in Kraft paper/shrink packed with label & corrugated box packing. Each packet and box shall be stamped with date of manufacturing & best before date. (Box contain 4 packets and each packet shall be of 1500 Nos of Pin Mailers).

Sprocket Holes: Sprocket holes should be clearly provided so that no chips are left on the holes and computer printers should not get jammed while printing variable data on the same.

No crease should be there on the PIN mailers & folding should be neat & the same should run smoothly on the computer printer.

Proforma of Commercial bid

(Bidders are instructed to quote their rate on Government e Market place (GeM) portal only)– Rates submitted in physical forms will not be considered by the bank and will result in disqualification of the bid.

Sl. No.	Offered item	Total offered value of all items for two years (including printing, paper, logistics, taxes and GST etc.)
1	Paper-based Printing Services – Printing with Material / Custom Bid	Rs. XXXXXXXXX

The total offered value of all items above can be derived from the below tables, the same is also attached to GeM bid document as Component wise rate card and same is to be submitted with financial bid on GeM portal, duly signed and stamped from bidder:

Item ID	Item Description	Tentative quantity per annum (in units)	No. of pieces per unit (Unit of measurement)	Offered rate for one unit excl. GST	GST percentage	Total cost of forms for one year
		A		B	C	$D = (A \times B) / (100+C)\%$
	Total 117 items		Grand total	Cost for one year		(E) (in rupees)

Total cost for first year (E)	(E) Amount from the above table
increment of 5% from starting of 2nd year (F)	5% of (E) (in rupees)
cost of 2nd year (G)	E+F (in rupees)
Total cost of Tender, for deriving L-1 (this cost is to be entered on GeM portal)	(E+G) (in rupees)

Unit of measurement = number of pieces per unit

Quantity = tentative consumption of one year

Offered rate = Rate per unit offered by the bidder

Total offered value = Offered Rate per unit x tentative quantity (in units)

The tentative consumption is based on the average of last two year demand from the branches. Due to digitalization, statutory guidelines, expansion / reduction of branches, there may be a substantial increase or decrease in demand of a particular form / forms from the branches. **There can be a variation of ±25% in quantity.**

Rates/quotations for items should be all inclusive i.e. it should include landed cost, materials cost, labour, transport, packing, loading, transit insurance and unloading at delivery location and all other taxes, including GST.

These are confirmed rates for **the first year**, irrespective of reasons. A 5% increase above the rates of the first year shall be allowed in the second year. If the bank extends the contract for third year, a 5% increase above the rates applicable at the end of second year shall be allowed. It is bank's sole discretion to extend the tender for third year.

List of Zone, Circles and number of Branches:

ZONE	CIRCLE	METRO	RURAL	SEMI UR- BAN	URBAN	Grand Total
AGRA	AGRA	30	14	15	7	66
	ALIGARH	0	26	22	20	68
	BAREILLY	0	28	34	31	93
	BULANDSHAHR	0	59	21	16	96
	ETAWAH	0	18	25	21	64
	JHANSI	0	26	18	19	63
AGRA Total		30	171	135	114	450
AHMEDABAD	AHMEDABAD	53	10	22	14	99
	RAJKOT	10	14	24	29	77
	SURAT	26	8	15	8	57
	VADODARA	20	5	29	10	64
AHMEDABAD Total		109	37	90	61	297
AMRITSAR	AMRITSAR	39	50	16	0	105
	HOSHIARPUR	0	55	14	11	80
	JALANDHAR	0	42	18	44	104
	JAMMU	0	34	21	28	83
	KAPURTHALA	0	46	27	0	73
	PATHANKOT	0	38	14	16	68
	SRINAGAR	14	9	19	2	44
AMRITSAR Total		53	274	129	101	557
BHOPAL	BHOPAL	37	24	24	12	97
	GWALIOR	15	23	19	9	66
	INDORE	39	10	14	9	72
	JABALPUR	21	19	31	20	91
	UJJAIN	0	18	16	20	54
BHOPAL Total		112	94	104	70	380
BHUBANESHWAR	BALESWAR	0	42	18	7	67
	BERHAMPUR (GANJAM)	0	22	27	6	55
	BHUBANESHWAR	0	31	7	41	79
	CUTTACK	0	41	18	11	70
	SAMBALPUR	0	35	29	10	74
BHUBANESHWAR Total			171	99	75	345
CHANDIGARH	CHANDIGARH	0	9	4	51	64
	HISAR	0	31	20	24	75
	JIND	0	30	27	10	67
	KARNAL	0	41	18	35	94
	KURUKSHETRA	0	31	11	28	70
	PANIPAT	0	32	17	31	80
	REWARI	0	37	16	7	60
	ROHTAK	0	38	13	24	75
	SIRSA	0	34	20	7	61

CHANDIGARH Total			283	146	217	646
CHENNAI	CHENNAI	70	2	15	14	101
	COIMBATORE	9	7	30	13	59
	ERNAKULAM	0	10	47	25	82
	KOZHIKODE	0	0	48	16	64
	THIRUVANANTHAPURAM	0	0	34	13	47
	TRICHY	8	21	35	34	98
CHENNAI Total		87	40	209	115	451
DEHRADUN	DEHRADUN	0	35	13	47	95
	HALDWANI	0	39	21	18	78
	HARIDWAR	0	25	14	18	57
	TEHRI	0	56	13	0	69
DEHRADUN Total			155	61	83	299
DELHI	EAST DELHI	69	2	0	5	76
	GHAZIABAD	40	10	4	9	63
	GURUGRAM	27	26	18	38	109
	NOIDA	0	18	8	33	59
	NORTH DELHI	35	10	8	11	64
	SOUTH DELHI	73	1	18	0	92
	WEST DELHI	73	3	6	0	82
DELHI Total		317	70	62	96	545
DURGAPUR	BARDHMAN	0	41	16	10	67
	DURGAPUR	0	14	3	29	46
	MALDA	0	43	9	11	63
	MURSHIDABAD	0	36	27	5	68
	NADIA	0	30	20	13	63
	NEW JALPAIGURI (SILIGURI)	0	24	20	20	64
	PURULIA	0	80	8	6	94
DURGAPUR Total			268	103	94	465
GUWAHATI	AGARTALA	0	35	20	15	70
	DIBRUGARH	0	42	23	7	72
	GUWAHATI	0	49	25	32	106
	IMPHAL	0	8	15	14	37
	JORHAT	0	33	11	7	51
	NAGAON	0	37	22	3	62
	SILCHAR	0	35	5	6	46
GUWAHATI Total			239	121	84	444
HYDERABAD	BANGALORE	62	7	10	13	92
	HUBLI	0	4	11	38	53
	HYDERABAD	52	5	9	5	71
	SECUNDERABAD	25	6	18	17	66
	VIJAYAWADA	7	10	22	36	75
	VISAKHAPATNAM	13	7	26	20	66
HYDERABAD Total		159	39	96	129	423
JAIPUR	ALWAR	0	54	26	11	91
	BHARATPUR	0	44	21	17	82

	BIKANER	0	21	25	17	63
	HANUMANGARH	0	34	26	11	71
	JAIPUR - AJMER	51	8	9	13	81
	JAIPUR - SIKAR	7	40	24	4	75
	JODHPUR	22	21	31	4	78
	KOTA	15	22	22	10	69
	SRIGANGANAGAR	0	28	20	10	58
	UDAIPUR	0	22	22	23	67
JAIPUR Total		95	294	226	120	735
KOLKATA	HOOGHLY	0	33	15	20	68
	KHARAGPUR	0	54	3	7	64
	KOLKATA - NORTH	38	3	0	44	85
	KOLKATA - SOUTH	78	3	0	2	83
	KOLKATA - WEST	54	8	10	12	84
	NORTH 24 PARGANAS	0	39	9	41	89
	PASCHIM MEDINIPUR	0	55	9	4	68
	PURBA MEDINIPUR	0	63	11	5	79
	SOUTH 24 PARGANAS	0	42	21	11	74
KOLKATA Total		170	300	78	146	694
LUCKNOW	AYODHYA (FAIZABAD)	0	55	20	22	97
	GORAKHPUR	0	50	24	19	93
	LUCKNOW	68	20	12	0	100
	SITAPUR	0	26	24	15	65
LUCKNOW Total		68	151	80	56	355
LUDHIANA	BATHINDA	0	28	27	20	75
	FAZILKA	0	32	18	7	57
	LUDHIANA	55	36	14	5	110
	MOGA	0	33	15	18	66
	PATIALA	0	42	38	23	103
	SAS NAGAR (MOHALI)	0	25	33	14	72
LUDHIANA Total		55	196	145	87	483
MEERUT	BIJNORE	0	34	32	0	66
	MEERUT	37	40	22	7	106
	MORADABAD	0	13	18	21	52
	MUZAFFARNAGAR	0	35	33	15	83
	SAHARANPUR	0	37	15	19	71
MEERUT Total		37	159	120	62	378
MUMBAI	KOLHAPUR	0	7	20	18	45
	MUMBAI CITY	40	0	0	0	40
	MUMBAI WESTERN	57	2	2	4	65
	NAGPUR	31	9	12	13	65
	NASHIK	13	9	22	18	62
	PUNE	42	4	16	0	62
	THANE	49	2	4	11	66
MUMBAI Total		232	33	76	64	405
PATNA	ARRAH	0	55	15	8	78

	AURANGABAD (BIHAR)	0	55	13	7	75
	BHAGALPUR	0	23	24	18	65
	BIHARSHARIF	0	37	24	1	62
	CHAMPARAN (MOTIHARI)	0	22	26	13	61
	DARBHANGA	0	23	38	6	67
	GAYA	0	54	7	11	72
	MUZAFFARPUR	0	35	10	18	63
	PATNA	39	51	19	2	111
	PURNEA	0	25	18	10	53
PATNA Total		39	380	194	94	707
RAIPUR	BILASPUR	0	33	27	26	86
	BOKARO	11	34	28	23	96
	RAIPUR	24	29	26	19	98
	RANCHI	30	43	25	13	111
RAIPUR Total		65	139	106	81	391
SHIMLA	DHARAMSHALA	0	80	8	0	88
	HAMIRPUR	0	72	5	0	77
	MANDI	0	65	10	0	75
	SHIMLA	0	40	0	9	49
	SOLAN	0	54	11	0	65
SHIMLA Total			311	34	9	354
VARANASI	KANPUR-CITY	54	23	12	5	94
	MAU	0	32	21	18	71
	PRAYAGRAJ (ALLAHABAD)	23	20	17	3	63
	RAEBARELI	0	39	20	10	69
	VARANASI	19	16	17	9	61
VARANASI Total		96	130	87	45	358
Grand Total		1724	3934	2501	2003	10162

Note : Any other office of bank not mentioned above in column (2) above like MCB /ZAO/ZTCs or other branches/offices would report to and have support from office of the vendor located in their geographical area falling under concerned PNB Circle. There can be any addition or deletion of branches / offices in any zone.

(b). However, the zone wise classification details is only tentative and bank reserves the right to change/modify/reallocate the areas as per its requirements and the same cannot be challenged on any ground (like loss of business etc.)

Escalation matrix

(To be submitted on Bidder's Letterhead with company seal)

To
The Assistant General Manager
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg,
New Delhi 110001

Sir

Reg.: Tender for selection of vendors for end-to-end printing and supply of stationery

We hereby submit the escalation matrix of our organization
(M/s _____) for Punjab National Bank's
Tender for selection of vendors for end-to-end printing and supply of stationery as following:

Sl. No.	Escalation Level	Name	Designation	Contact No	Email ID
1	Escalation Level 1				
2	Escalation Level 2				
3	Escalation Level 3				
4	Escalation Level 4				
5	Escalation Level 5				

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Seal of Company:

Undertaking for Labour Law Compliance
(To be submitted on Bidder's Letterhead)

To
The Assistant General Manager
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg,
New Delhi 110001

Reg.: Tender for selection of vendors for end-to-end printing and supply of stationery

Sir

We, M/s _____ undertake that we are solely liable and responsible for compliance of applicable Labour Laws and other rules regulations and ordinances applicable in respect of our employee, agents, representatives and sub-contractors (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provident fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard. We also agree and undertake that during the entire period of RFP process and also during the entire period of the contract/SLA we will not employ or engage any personnel / individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948 and other laws as applicable.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Seal of Company:

**Certificate regarding Procurement from a Bidder which shares land border with India
for Tender for selection of vendors for end-to-end printing and supply of stationery
(To be submitted on Bidder's Letterhead)**

We M/s _____, having its registered office at _____ have directly participated in the captioned tender hereby undertake that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance, Government of India on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries. We certify that we are not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

(Strike off whichever is not applicable):

We certify that we are not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

OR

We are from such a country and are registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

We hereby certify that we fulfil all requirements in this regard and is eligible to be considered.

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Seal of Company:

Authorization Letter for Authorized Signatory
(To be provided on letter head of each OEM/OSD)

To,
The Assistant General Manager
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg,
New Delhi 110001

Sir,

REG.: Tender for selection of vendors for end-to-end printing and supply of stationery

I, _____(Name of the Director/ Company Secretary/ Equivalent Authorized Board member), _____(Designation) hereby undertake that _____(name of the official), _____(Designation), is authorized to issue all the required documents including clarification, gap documents, etc. related to this RFP under his/her signature for participation in the captioned RFP process through our authorized partner/service provider M/s _____

The signature of _____(name of the authorized signatory) is attested herewith.

Signature of Authorized Signatory _____ (Attested)

Date: _____

Place: _____

Yours faithfully

**Signature of Director/Company Secretary/Equivalent Authorized Board Member Name
of the Signatory:**

Designation:

Seal of Company:

Performa for the Bank Guarantee for Performance Security Deposit
(To be stamped in accordance with stamp act)

Punjab National Bank
Head Office,
HO: Centralised Procurement & Partnership Division,
Plot-5, Sansad Marg,
New Delhi-110001

In Consideration of Punjab National Bank, HO: Centralised Procurement & Partnership Division, Plot-5, Sansad Marg, New Delhi-110001 (hereinafter called 'the beneficiary') having rate contract dated XXXXXXXX on M/s XXXXXXXXXXXXXXXXXXXXXXXX., having its registered office at XXXXXXXXXXXXXXXXXXXX (hereinafter called "the Supplier") for "Tender for selection of vendors for end-to-end printing and supply of stationery" to Punjab National Bank against the purchase orders to be placed under the aforesaid rate contract to the supplier.

We, _____ having our Head office at _____ and carrying on business amongst other places at _____ (hereinafter called the Bank), do hereby irrevocably and unconditionally guarantee the due performance of the contract by the supplier for "Tender for selection of vendors for end-to-end printing and supply of stationery" If the said supplier fails to maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we -----, do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of supplier or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said supplier of any of the terms and conditions of the said contract, SLA, NDA or by reason of supplier's failure to perform the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee. However our liability under this guarantee shall be restricted to an amount not exceeding Rs. XXXXXX-(Rs. XXXXXXXXXXXX only), valid for XXXXXXXX months.

You are entitled to invoke this guarantee full or in parts subject to the maximum limit of Rs. XXXXXX/-(Rs. XXXXXX only), within the validity period of this guarantee including claim period. We -----, further agree that this guarantee shall continue to be valid till XXXXXX you certify that the supplier has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee or until XXXXXXXX, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before XXXXXXXX, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the supplier shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the supplier and at our discretion, provided such request is served on the bank on or before XXXXXX. Failure on part of the supplier in this respect shall be treated as a breach committed by the supplier and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period. That, if the bank guarantee is not renewed for any reason whatsoever, on or before the expiry guarantee, entire amount guarantee shall become forth with due and payable to the beneficiary and the bank shall pay the amount to the beneficiary without any demur on a written demand. You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the supplier and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released

from our liability under this guarantee by the exercise of your liberty with reference to the matters aforesaid or by reason of any time being given to the supplier or any other forbearance act or omission on your part or any indulgence by you to the supplier or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability here under. We further agree that this Guarantee shall not be in any manner whatsoever affected by reason of change in constitution of the supplier or including but not limited to any Insolvency or Liquidation of the supplier nor will this Guarantee be in any manner whatsoever be affected by any merger, amalgamation or absorption of the beneficiary, the same shall be valid and effective for the beneficiary constituted by merger, amalgamation, absorption etc.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the supplier hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee. The words the supplier i.e. M/s XXXXXXXX, the beneficiary i.e. Punjab National Bank, and ourselves i.e. --- -----, unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of any of the party undergoing any such absorption, amalgamation or reconstitution. This guarantee shall not be revocable during its currency except with your prior consent in writing. Our liability under this Guarantee is absolute, unconditional, irrevocable and unequivocal and this Guarantee is distinct and independent of any contracts between the suppliers and / or any contracts between Beneficiary and supplier. We further agree that the Bank's liability under this Guarantee and the beneficiary's right to recover the amount of this Guarantee from the Bank shall not be in any manner whatsoever be affected or prejudiced by reason of any dispute/s between the supplier and the beneficiary irrespective of whether any proceedings in respect of any such dispute/s has been instituted before any Court, Authority or Forum by whatever name of designation called anywhere in India.

Notwithstanding anything contained hereinabove:

1. Our liability under this bank guarantee shall not exceed Rs. (Rs. only).
2. This bank guarantee shall be valid up to and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before XXXXXXXX. Dated XXXXXXXX at XXXXXXXX

UNDERTAKING FROM THE BIDDER

Date:

To
The Assistant General Manager
Punjab National Bank,
Centralised Procurement & Partnership Division
Fourth floor, 5, Sansad Marg, New Delhi 110001

Sir,

Reg: Our bid in response to your tender for Tender for selection of vendors for end-to-end printing and supply of stationery

We submit our Bid Documents herewith. We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form/bank's format. Till such a formal contract is prepared and executed, this bid shall constitute a binding contract between us and bank.
- If our bid is accepted, we are responsible for the due performance of the contract.
- You may accept or entrust the entire work to one vendor or divide the work to more than one vendors without assigning any reason or giving any explanation whatsoever.
- Vendor means the bidder who is decided and declared so after examination of commercial bids.

Dated at _____ this _____ day of _____ 2025

Yours Sincerely

For _____

Signature: _____

Name: _____

Checklist

Reg.: Tender for selection of vendors for end-to-end printing and supply of stationery

S No.	Document	Submitted (Yes/No)	Page No.
1	All required documents as per Eligibility Criteria		
2	EMD or exemption certificate, Proforma of the Bank Guarantee for Earnest Money Deposit is attached as Annexure 9		
3	Annexure 1 - Bidder Information		
4	Annexure 2 – Copy of Agreement		
5	Annexure 3 - Acceptance of terms and conditions		
6	Annexure 4- Certificate of Local content		
7	Annexure 5- Bid security Declaration by MSEs and start-ups		
8	Annexure 6- Undertaking and Format of Integrity Pact on stamp paper in Original		
9	Annexure 7- NDA (Non-Disclosure Agreement)		
10	Annexure 8- Bidder's Forwarding Letter for EMD		
11	Annexure 10- Undertaking for Non – Blacklisted & Caution List of RBI		
12	Annexure 11 – Undertaking for arrangement of logistics and dedicated help desk for PNB branches/offices		
13	Annexure 16 - Escalation matrix		
14	Annexure 17 Undertaking for Labour Law Compliance		
15	Annexure 18 Certificate regarding Procurement from a Bidder which shares land border with India for Tender for selection of vendors for end-to-end printing and supply of stationery		
16	Annexure 19 Authorization Letter for Authorized Signatory		
17	Annexure 21 UNDERTAKING FROM THE BIDDER		
18	MSE/Startup Exemption Certificate (in case bidder is seeking MSE exemption)		
19	All pages of the bid document shall be initialed by the person or persons signing the Bid.		