

**PUNJAB NATIONAL BANK**  
**GENERAL SERVICES ADMINISTRATION DIVISION**  
**HEAD OFFICE, NEW DELHI**

**TENDER DOCUMENT**

for

**Photo Copying Services at  
Head Office: at Plot No.4, Sector 10  
Dwarka, New Delhi**

Issued by

Punjab National Bank  
General Services Administration Division,  
Plot No.4, Sector 10 Dwarka, New Delhi.

**PART –I**

**TENDER DOCUMENT**

**TECHNICAL BID**

**Name of work : Photo Copying Services at HO: Plot No. 4, Sector 10  
Dwarka, New Delhi.**

Estimated Cost : Rs.20,00,000/- ( Rs. Twenty Lac only).

Earnest Money : Rs.40,000/- (Rs. Forty Thousand only)

Security Deposit : Rs.60,000/- (Rs. Sixty Thousand only)

Period : 12 (Twelve) Months. Extendable further for two terms of 12 Months each on same terms & conditions, subject to annual review basis.

NIT No. : \_\_\_\_\_

Cost of Tender : **Rs.500/- (Rs Five Hundred + 18% GST (Non Refundable) Total 590/-**

**Last date for Submission of BID Document: 09.10.2024 Up to 15.00 Hrs.**  
[Eligibility cum Technical (Part-I) & Financial (Part-II)]

General Services Administration Division,  
Head Office, Plot No 4, Sector 10,  
Dwarka, New Delhi - 110 075  
Tel No. 011-28044751

**GSAD, PLOT NO 4, SECTOR 10, DWARKA, NEW DELHI**  
**Tender Notice (Photo Copying Services)**

**Sub: Tender for Providing Photo Copying Services at the Head Office,  
Plot No: 4, Sector 10, Dwarka, New Delhi**

Punjab National Bank invites on-line bids from experienced firms/company who are meeting eligibility criteria prescribed in Tender Document, for providing Photo Copying Service in Bank's Head Office Building at Plot No: 4, Sector 10, Dwarka, New Delhi for a period 12 (Twelve) Months. Extendable further for two terms of 12 Months each on same rates, Terms & Conditions, subject to annual review.

Make of the photocopy machines: - Cannon or Xerox

Sealed bids (excluding commercial bids which is to be submitted on-line only), in the prescribed format and in compliance of the instructions as attached should be submitted to The Chief Manager, GSAD, HO, Plot No. 4, Sector 10, Dwarka, New Delhi- 110075 on or before 1500 hrs on 10.10.2024.

Interested bidders (Service Provider) may obtain further information from The Chief Manager, GSAD, HO, Plot No. 4, Sector 10, Dwarka, New Delhi- 110075.

Necessary tender documents may be downloaded from our bank's e-Procurement website [www.pnbindia.in](http://www.pnbindia.in) , <https://etender.pnbnet.in>. Bidders have to pay a tender document fee of Rs.500/- + 18% GST (non-refundable) in the form of Demand Draft/Pay Order in favour of Punjab National Bank, payable at New Delhi at the time of submission of bid. Bid should also accompany with Earnest Money Deposit of Rs.40,000/- (Rupees Forty Thousand only) in the form of DD in favour of Punjab National Bank.

**Last date for downloading the tender document: 09.10.2024 up to 1500 hrs.**

**Last date for Bid Preparation and Hash Submission: 09.10.2024 up to 1500 hrs.**

**Last date for re-encryption: 10.10.24 up to 1500 hrs.**

Please note that hash submission is a compulsory activity, failing which bidder will not be able to submit the bids on line on **xx.xx.2020**. Bank reserves the right to accept/reject any or all the offers submitted in response to this advertisement without assigning any reason whatsoever.

**Chief Manager**

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**BID DETAILS FOR PROVIDING PHOTO COPYING SERVICE AT BANK'S HO:  
PLOT NO: 4, SECTOR 10, DWARAKA, NEW DELHI**

Tender Description	PNB/Gsad/Photo Copying/Dwarka/ 2024
Date of Initiating Bidding Process	24.09.2024 from 10:00 Hrs
Pre bid meeting at PNB, GSAD, 1 <sup>st</sup> Floor, Plot no 4,Sector10,Dwarka New Delhi	30.09.2024 at 11.00 AM.
Last date and time for downloading the tender documents, bid preparation and hash submission	09.10.2024 till 15:00 Hrs
Close for Technical and Commercial bid	09.10.2024 from 15:01 Hrs to 16:00 Hrs
Last date and time for re-encryption and submission of physical bids along with supporting documents.	09.10.2024 from 16:01 Hrs to 10.10.2024 till 15:00 Hrs
Date & Time for opening of technical bid	10.10.2024 at 15:01 Hrs.
Date and time for opening of commercial bids	Will be informed later on at website as mentioned in the tender document.
Site for downloading and submission of tender	Prospective bidders may download the tender documents from our e-procurement website at <a href="https://pnbindia.biz">https://pnbindia.biz</a> or <a href="https://pnbindia.in">https://pnbindia.in</a>
Duration of Contract	12 months and can be further extended for 1+1 year subject to satisfactory performance
Validity of Tender	90 days from the date of opening of Commercial Bid
Acceptance of Letter	7 days from date of award of work
Date of start of work	Within 10 days from issue of letter
Earnest Money Deposit (EMD)	Rs. 40,000/- (Rs. Forty Thousand only) in the form of Demand Draft drawn in favour of Punjab National Bank, payable at New Delhi. EMD should be submitted in a separate envelop super-scribed "EMD for providing Photo Copying Service at HO: Dwarka" at the time of physical bid submission. Bids not accompanied with EMD in separate envelop will be summarily rejected.
Tender Cost (Non Refundable)	Rs.500/-+ 18% GST=Total 590/- (Five Hundred Ninety only) in the form of Demand Draft drawn in favour of Punjab National Bank, payable at New Delhi. DD

	should be submitted in a separate envelop super-scribed "Tender Cost for providing Photo Copying Service at HO: Dwarka" at the time of physical bid submission.
Estimated cost	Rs.20,00,000/- (Rs. Twenty Lac only). (For 12 Months) + Applicable GST
Security Deposit	Rs. 60,000/- (Rs. Sixty Thousand only)
Place of opening	Punjab National Bank, 1 <sup>st</sup> Floor, General Services Admn. Division, Plot No 4, Sector 10, Dwarka, New Delhi
Address for Communication	Chief Manager, Gsad, 1 <sup>st</sup> Floor, Plot No 4, Sector 10, Dwarka, New Delhi, 110075. E-mail: <a href="mailto:hkdwarka@pnb.co.in">hkdwarka@pnb.co.in</a> Ph 011-28044751 (Extn. 5300)

**Note:**

1. Technical Bids will be opened online as well as in physical form but Commercial bids will be opened on-line only. Bidders may view the details through their terminal using their e-procurement (<https://etender.pnbnet.in>) registration login.
2. Any Bidder, who wish to participate in this tender and not registered earlier in our e-procurement site, would have to register afresh.
3. All the technical supporting documents should be given in physical form also. However, Commercial Bid should be submitted online only on our e-procurement website.
4. Bidder will be responsible for payment of wages, other dues and compliance of all statutory provisions related to minimum wages, labour laws etc. applicable to the workers deployed by them in this Office. Any penalty for failure/negligence on this part shall be the responsibility of the bidder and the Bank has no role and responsibility in this regard.
5. **Bidder has to quote the rates on which the services of Colour Printing, A3 & A4 size Photostat and spiral binding shall be provided, based on the rates given below. The bidder requires to given consent on rates given below or separately the verification as per commercial bid.**

**(Tentative Rates)**

S.N.	Particulars	Rates
1	A3 size (B/W) per page	Rs. 6.00+GST
2	A4 Size (B/W) per page	Rs. 0.80+GST
3	A4 Size (Colour) per page	Rs. 6.50+GST
4	Spiral Binding	Rs. 32.00+GST

## **NOTICE INVITING TENDER**

E-tenders are invited on behalf of Punjab National Bank, from experienced Firms/Company for providing Photo Copying Service at Head Office building situated at Plot no: 4, Sector-10, Dwarka, New Delhi.

1. The bidder should fulfill the eligibility criteria as mentioned in the tender documents to be obtained against payment of Rs.500/- + GST (non- refundable towards cost of tender)], in two envelope system containing (i) Technical Bid (ii) Commercial bid (On-line only). Tender fee of Rs 500/-+ 18% GST may be submitted in a separate envelope along with EMD. Commercial bid shall be submitted **online only**.
2. The Bidders intending to participate in this tender are required to get enrolled on the bank's website i.e. <https://etender.pnbnet.in>. Enrolment on the above mentioned website is mandatory.
3. As the bids of the bidders have to be digitally signed by the Digital Certificate of the respective Bidder, before submitting the bids online, the bidders are advised to obtain Digital Certificates of **class II and above with both signing and encryption facility** in order to bid for the tender.
4. The Tender Documents containing detailed terms & conditions can be downloaded from the e-portal <https://etender.pnbnet.in> or <https://pnbindia.in> and shall be submitted online as per Tender schedule attached.
5. All the bidders are required to submit Demand Draft in favour of Punjab National Bank, payable at New Delhi for Rs.500/- + 18% GST towards the cost of tender documents by 10.10.2024 up to 15:00 hrs
6. Pre bid conference shall be held at PNB HO: 4, Sector 10, Dwarka, New Delhi on 30.09.2024 at 15:00 Hrs.
7. Standardized documents may be downloaded from the "Corrigendum/ Addendums" section of the above mentioned portal up to 15:00 hrs on 09.10.2024, after clarification on queries. No deviation on the above will be entertained by the bank thereafter.
8. Based on the clarification of conditions by the bank, the intending bidder will have to submit their unconditional acceptance on the prescribed format along with tender document.
9. Commercial bid of only those bidders shall be opened whose tender is in line with requirement of tender documents and are acceptable to the bank. The bidders who do not submit the EMD/Tender Cost in the form of Bank drafts, their tenders will be summarily rejected.
10. First of all, Envelope containing EMD and tender costs shall be opened and on satisfactory receipt of the same, technical bids shall be opened. In case of online bids, the hard copy of the Demand draft in favour of Punjab National Bank, payable at New Delhi for an amount of Rs. 40,000/- towards EMD is to

be submitted physically by the bidder and shall reach the office of the Chief Manager, GSAD, PNB Head Office, 4, Sector 10, Dwarka, New Delhi on or before 14:00 Hrs. on 10.10.2024

11. The commercial bid of technically eligible bidders who meet the eligibility criteria stipulated in tender documents shall be opened online in the presence of participating bidders/their representatives present at site, as per the schedule attached. Date for opening of commercial bids shall be intimated later on.
12. As part of technical bid, bank's representative will also visit the existing running sites of bidders to assess the performance as well as arrangement. Bidders, whose CR/performance is found satisfactory with the existing client(s), will be short-listed for consideration of financial bid. If required, bidders will have to give demo of the products/proposed arrangement, as per tender, at the site in presence of committee of Bank's officials
13. The Tenders shall be valid for a period of not less than 90 days after the date of opening of Commercial bid, online.
14. All disputes arising out of or in connection with this agreement shall deem to have arisen in Delhi and only the courts of Delhi shall have the jurisdiction to determine the same.
  - ❖ Last date for downloading the tender document (as per tender schedule)
  - ❖ Last date for Bid Preparation and Hash Submission (as per tender schedule)
  - ❖ Last date for Bid Submission (as per tender schedule)
15. Before submission of bid, Bidders are requested to visit the site to have first-hand knowledge about the nature and quality of jobs, involved.
16. For any further information /queries, please contact Chief Manager, GSAD, PNB, Head Office, Plot No. 4, Sector 10, Dwarka, New Delhi over phone: 011-28044751/ E-mail: [hkdwarka@pnb.co.in](mailto:hkdwarka@pnb.co.in)
17. 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 reasons whatsoever.
18. Please note that, on tendering procedure through the electronic tendering system, refer to the Instructions for Using the Electronic Tendering System document available along with the tender documents on <https://etender.pnbnet.in> or <https://pnbindia.in>.
- 19. Please note that bid preparation, hash submission and bid submission is compulsory activity, failing which bidder will not be able to submit the bids online.**

## ELIGIBILITY CRITERIA

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to execute the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

The bid is open to all contractors/reputed proprietorship/partnership firms / organizations/companies registered under Companies Act, 1956 provided they fulfil the minimum eligibility criteria mentioned in bid document. Consortium/Joint Ventures and Special Purpose vehicles are not eligible to participate in bidding process.

The proposal not complying with minimum eligibility criteria, as enumerated below, will be rejected summarily and will not be considered for evaluation of technical bid. The proposal should adhere to following eligibility criteria:

<b>S.N.</b>	<b>Eligibility Criteria</b>	<b>Documents to be submitted</b>
1	The bidder must have at least three years' experience as on 31.08.2024 of providing similar type of services to Central/State Government /PSUs/Nationalized Banks/Reputed Organizations. Services rendered with list of such Central/State/PSUs/ Nationalized Banks with duration of service shall be furnished. Bidder must submit the copy of certificate of incorporation or any other certificate of registration issued by competent authority, as applicable.(Here similar type of service means operation and maintenance of Photocopy Machine)	Copy of work experience certificates from the client to be submitted in respect of experience.
2	The bidder must be registered under appropriate authorities i.e. must be registered with GST authorities /Income Tax/EPF/ESI authorities / PAN etc., as applicable.	i. GSTIN ii. PAN Card iii. ESIC registration iv. EPF Registration
3	Bidder should have at least satisfactorily presently running one Photo Copying Service costing not less than Rs.6.00 lac at any Government Institute /PSU/Central/State Govt. Dept/ Scheduled Commercial Banks or its Subsidiaries /Large Corporate/MNC located in Delhi/ NCR. Documentary proof in this respect is to be submitted by bidder	Copy of Work Order to be submitted in support.
4	i. Bidder should have Average Annual financial turnover of ₹ 6.00 Lacs of related services during the last three financial years i.e. 2021-22, 2022-23 and 2023-24.  ii. Liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any	i. Bidder to submit Copy of CA Certified Provisional/ Audited Balance sheets along with Trading Profit & Loss Account statement of the last three financial years. (In case of non-availability of UDIN no,

	advance payments which may be made under the Contract, of no less than ₹ 6.00 Lacs.	bidder to submit GSTR-3B for the corresponding period)  ii Solvency certificate.
5	<p>Bidder should have experience of having successfully completed similar services as under:</p> <p>Operation and maintenance of photocopier machine at Central/State Government Department/Central Autonomous Body/Central Public Sector Undertaking/City Development Authority/Municipal Corporation of City formed under any Act by Central/State Government and published in Central/State Gazette / Scheduled Commercial Banks or its subsidiaries, reputed organizations / corporates during the last 3 years ending 31.08.2024 should be either of the following:</p> <p>a. Three similar completed services costing not less than amount equal to ₹ 8,00,000/- for annual maintenance work.</p> <p style="text-align: center;"><b>OR</b></p> <p>b. Two similar completed services costing not less than amount equal to ₹10,00,000/- for annual maintenance work</p> <p style="text-align: center;"><b>OR</b></p> <p>c. One similar completed services costing not less than amount equal to ₹16,00,000/- for annual maintenance work.</p> <p>Similar service for above include: buildings of Central/State Government Department/Central Autonomous Body/Central Public Sector Undertaking/City Development Authority/ Municipal Corporation of City formed under any Act by Central/State Government and published in Central/State Gazette / Scheduled Commercial Banks or its subsidiaries, reputed private sector organizations / corporates on annual basis.</p>	<p>Bidder to submit copy of work orders, completion certificate for completion of awarded work and Performance certificate from employer as evidence of satisfactory performance of work.</p> <p>In case of similar work/s executed/ completed in Reputed Corporate/ Private Limited Company other than Central/ State Government Department/ Central Autonomous Body/ Central/ Public Sector Undertaking/ City Development Authority/ Municipal Corporation of City formed under any Act by Central/ State Government and published in Central/ State Gazette/ Scheduled Commercial Banks/, they shall be required to submit TDS certificates/ Traces 26AS issued by respective Clients.</p>
6	To become eligible for submission/ uploading, the bidder shall have to furnish an undertaking as under:	"I/ We undertake and confirm that eligible similar work(s) has/ have not been got executed through another contractor on back to back basis. Further that, if such a violation comes

		to the notice of the Bank, then I/we shall be debarred for bidding in PNB in future forever. Also, if such violation comes to the notice of the Bank before date of start of work, the Bank shall be at liberty to forfeit the entire amount of Earnest Money Deposit.”
7	The bidder should not have been debarred by Department of Financial Services, Govt. of India and my company does not feature in the debarment list on Central Public Procurement Portal (CPPP) maintained by Department of Expenditure, Ministry of Finance, Govt. of India. An undertaking in this regard is to be submitted to Bank by Bidder as defined in this document.	Undertaking to be submitted as per annexures.
8	The contractor must have a Registered Office/ Branch/ Support Centre in NCT of Delhi / NCR.	concurrent address proof (like electricity bill, telephone bill, valid lease agreement) etc.
9	The bidder shall necessarily be a legally valid entity in the form of Proprietorship/ Partnership Firm /Limited Co./Private Co. etc.	The certificate of incorporation / registration and partnership deed is required.

**Chief Manager (GSAD)**

## **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

### **1. INTRODUCTION**

Punjab National Bank Corporate Office is situated at Plot No. 4, Sector 10, Dwarka, Delhi-75. are invited on behalf of Punjab National Bank, from experienced Service Providers for providing Photo Copying Service at Head Office building situated at Plot no: 4, Sector-10 , Dwarka New Delhi. The assessed monthly consumption is 70 to 80 thousand copies and same was considered for estimation purpose. The payment to Service Provider will be made on actual consumption basis.

### **2. ELIGIBLE BIDDER**

This invitation of Bids is open to all bidders, provided they fulfill the minimum eligibility criteria as mentioned in tender document.

### **3. SCOPE OF WORK**

- i. To provide uninterrupted Photo Copying Service at Punjab National Bank, HO: at Plot no: 4, Sector 10 Dwarka, New Delhi-110075.
- ii. The bidder should execute Bank approved Agreement with the Bank as per terms & Condition without any exception as per the format enclosed in the tender.

### **4. COST OF BIDDING**

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

### **5. BIDDING DOCUMENT**

- ❖ Bidders are advised to follow the instructions provided in the bid documents
- ❖ All documents as per tender requirement shall be attached with the bid.
- ❖ Bid of bidders not submitting any of the required documents will be summarily rejected.
- ❖ Both technical and financial bid are to submitted concurrently.

### **6. CONTACTING THE BANK**

Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision shall be final and without prejudice and will be binding on all parties.

## **7. LANGUAGE OF BIDS**

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.

## **8. AUTHENTICATION OF ERASURES/OVERWRITING ETC.**

Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing the bid initial(s) them.

## **9. AMENDMENT OF BIDDING DOCUMENTS**

- ❖ The Bank may modify the Bidding Documents through amendments at the sole discretion of the Bank at any time prior to the last date and time for submission of bids. All such amendments shall be uploaded on the Bank's websites (<https://etender.pnbnet.in> or <https://pnbindia.in>) and shall be binding on all who are interested in bidding.
- ❖ In order to provide prospective Bidders a reasonable time to take into account the amendment, if any, in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

## **10. REVELATION OF PRICES**

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

## **11. CLARIFICATIONS OF BIDS**

Notwithstanding anything contained in the tender document, 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.

## **12. NON-TRANSFERABILITY**

This tender is non-transferable. Incomplete and conditional tenders will be summarily rejected.

## **13. NON-WITHDRAWAL OF BIDS:**

No bidders will be allowed to withdraw after e-submission of bids/ opening of the tender: otherwise necessary action will be taken against the bidders as per Bid Security Declaration by the firm.

## **14. DEADLINE FOR SUBMISSION OF BIDS**

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If specified date of submission of bids being declared a holiday in the Bank, the bids shall be received up to the specified time on the next working day. However,

the Bank may, at its discretion, extend the 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 deadline extended.

All the correspondence/bid should be addressed to Bank at the following address:

**Chief Manager,**  
General service Administration Division,  
Punjab National Bank,  
HO: Plot No. 4, Sector 10, Dwarka  
New Delhi-110075

#### **15. OPENING OF BIDS:**

All the bids will be opened at the date, time and locations mentioned in RFP (as per tender schedule). The technical bids will be opened in the presence of representatives of the bidders who choose to attend.

#### **16. VALIDITY OF BID:**

Bids shall remain valid for a period of 90 days from the date of commercial bid opening. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

#### **17. PERIOD OF CONTRACT**

12 (Twelve) Months. Extendable further for two terms of 12 Months each on same Terms & Conditions, subject to annual review.

#### **18. SUBMISSION OF BIDS:**

Bidders shall duly complete the formats of technical bid and commercial bid and the same will be submitted on E-Portal.

**Bidders are also required to submit the attested true copies of technical supporting documents in physical form in sealed cover on or before date and time of bid submission. In case of any variation between physical bid and on-line bid, the contents in the on-line bid shall be valid and acceptable.**

#### **19. TERMINATION CLAUSE**

Contract will be terminated due to unsatisfactorily services like

- ❖ Supply of items not as per quantity and quality defined in the tender.
- ❖ Repeated complaint regarding poor service/improper behavior etc
- ❖ Improper maintenance and cleaning of Photo Copying area including Photo Copy Machine(s)
- ❖ Non maintenance of dress code & Identity Card
- ❖ Bank also reserves the right to terminate the contract any time without assigning any reason by giving one-month notice.

## **20. BID CURRENCY:**

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

## **21. BID EARNEST MONEY**

Bidder shall submit the EMD @ 2% of estimated contract value i.e. Rs 40,000/- The bid security (EMD) may be accepted in the form of Demand Draft issued from any commercial Banks in favour of PUNJAB NATIONAL BANK. The Draft should be submitted in **person** at the time of bid submission. In case of unsuccessful bidder, EMD will be returned on completion of tender process and no interest will be payable on EMD amount. **MSEs are exempted from submitting of EMD.**

## **22. Performance Security Deposit**

The successful bidder to whom contract is awarded shall deposit security deposit of Rs.60,000/- of the bid in favour of PNB Corporate Office Dwarka, Delhi payable at Delhi in the form of Fixed Deposit Receipt (In original, at the time of acceptance of the LoA) Banker's Cheque or Bank Guarantee from any of the Commercial Banks. Performance Security should remain valid for a period of 60 days (Sixty Days) beyond the date of completion of all contractual obligation of the service provider. In case, the contract further extended beyond the initial period, the PSD will have to be accordingly renewed by the successful bidder. **No Interest will be paid on the PSD.**

The **Performance Security will be forfeited by the Bank in the event of any breach or negligence or non- observance of any terms & conditions of the contract or of unsatisfactory performance for non- acceptance of work order.** On expiry of the contract, portion of the said PSD as may be considered sufficient to cover any incorrect or excess payment made on the bills to the Firm, shall be retained until the final audit report on the account of Companies bills have been received and examined.

If the contract is terminated by the Contractor without giving stipulated period of notice or fails to observe the terms & conditions of the tender, letter of award of contract and the agreement, the security deposit will be forfeited.

The successful bidder/ tenderer shall also have to Agreement on Non-Judial Stamp Paper value of Rs.100/- (Rupees One Hundred Only payable by Tenderer only) in the prescribed proforma within 7 (Seven) days issue of Letter of Award (LoA). The agreement shall be between PNB as First Party and successful Tenderer as second Party.

If the contract is terminated by the contractor without giving stipulated period of notice or fails to observe the terms & conditions of the tenderer, Letter of Award of Contract and the Agreement, the security Deposit will be forfeited.

## **23. BIDDING PROCESS (TWO STAGES):**

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts:

### **I. Technical Bid (Part-I)**

### **II. Commercial Bid (Part-II)**

The response to the present tender will be submitted in two parts, Technical Bid and Commercial Bid. The bidders will have to submit the technical bid in physical as well as online form through Bank's e-procurement system. The supporting documents will have to be submitted in physical form. **Commercial bids should be submitted in online form only through bank's e-procurement system. Bidder may inspect site before quoting the price in commercial offer.**

### **I. TECHNICAL BID (Part I):**

The bidder will have to submit the Technical Bid in sealed envelopes, duly superscribing "TECH. BID for running Photo Copying in PNB HO at Plot No: 4, Sector 10, Dwarka, New Delhi."

**TECHNICAL BID** will also contain all the documents mentioned under Clause 26. All the Annexure should be duly signed and sealed.

**TECHNICAL BID** will **not contain any pricing or commercial information at all.** Technical bid documents with any commercial information will be rejected. In the first stage, only TECHNICAL BIDS will be opened and evaluated. Only those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for next stage of evaluation.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be duly confirmed under signature/initials of the person(s) signing the bid.

### **II. COMMERCIAL BID (Part II):**

Under the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are responsive, will be opened.

## **24. SUBMISSION OF BIDS**

The bidders shall duly complete the formats of Technical Bid and Commercial Bid and the same will be submitted online through our e-Procurement System using their Digital Signature at website <https://etender.pnbnet.in>. The bid submitted by the bidder using Digital Certificate is binding the bidder to the contract.

**Bidders are also required to submit the attested true copies of technical supporting documents in physical form in sealed cover on or before date and time of bid submission. In case of any variation between physical bid and on-line bid, the contents in the on-line bid shall be valid and acceptable.**

## **25. QUANTITY:**

The services are to be provided at the pre-approved rates only

## **26. CONTENTS OF DOCUMENTS TO BE SUBMITTED**

### **Documents required in Technical Bid:**

- ❖ Supporting documents in respect of minimum eligibility criteria.
- ❖ Bidders Application.
- ❖ Acceptance of the terms and conditions and compliance of Technical specifications.
- ❖ Last three years audited (if applicable) balance sheet and profit and loss account statement.
- ❖ Bid Earnest Money in the form of Demand Draft.
- ❖ Performance certificates from Clients with authorized signature.
- ❖ Technical Offer indicating compliance to the Bank's requirement as per Technical Specifications.
- ❖ Compliance Statement.
- ❖ Power of Attorney / board resolution (if applicable)
- ❖ Tender cost in the form of Demand Draft.
- ❖ Copy of TDS certificate in case of Pvt. Clients
- ❖ Adhar Udyam Certificate

## **27. RESOLUTION OF DISPUTES:**

All disputes or differences whatsoever arising between the parties out of or in relation to the contract, meaning and operation or effect of these Tender Documents or breach thereof 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 the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Delhi. During the arbitration proceedings the Service Provider shall continue to work under the Contract 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. The venue of the arbitration shall be Delhi.

## **28. PROCEDURE FOR FINALIZING L-1 SERVICE PROVIDER:**

After technical assessment, bids of all the eligible bidders will be opened and L-1 will be decided, based on the lowest **rate quoted by the bidder**, as mentioned in the commercial bid.

## **29. SIGNING OF CONTRACT**

The successful bidder(s) shall be required to enter into a rate contract with PNB, within 7 days of the award of the tender or within such extended period as may be specified by **Chief Manager, General Services Administration Division**, Punjab National Bank, Plot No. 4, Sector 10, Dwarka, New Delhi, on the basis of the Tender Document,

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

### **30. ASSIGNMENT**

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

### **31. SERVICE PROVIDER'S RESPONSIBILITY**

Service Provider will ensure to provide the following:

- ❖ Papers (wood based): A4 (Paper quality not less than 75 GSM photocopy of J K Paper/Modi Xerox or any equivalent brand allowed by Bank)
- ❖ Proper uniform and identity cards to all workers employed by the Service Provider.
- ❖ Police verification of the Service Provider/ workers/staff;
- ❖ Hygiene and Cleanliness of Photo Copying area.
- ❖ Proper maintenance of Photo Copy Machines and other equipments.
- ❖ Deployment of worker on each Photo Copying Machine for operation and service
- ❖ Timely payment of wages and all statutory dues to the workers engaged.
- ❖ The Service Provider shall discharge obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provisions Act, 1952, the Employees State Insurance (ESI) Act, 1948 ESI, the Contract Labour (Regulation & Abolition) Act, 1970, the Inter-State Migrant workman (Regulation of employment & conditions of Service) Act, 1979, The Minimum Wages Act, 1928, the Payment of Wages Act, 1936, The Workmen's Compensation Act, 1923 and other relevant Act, Rules and Regulations, instructions etc. issued / enforced from time to time.

### **32. PRINCIPAL TO PRINCIPAL RELATIONSHIP**

The relationship between the bank and Service Provider shall be on principal to principal basis. Employees engaged by the Service Provider shall be deemed to be the employees of the Service Provider. Service Provider would comply with all statutory obligations and labour laws/regulations/rules etc. None of the provisions of the agreement shall be deemed to constitute a partnership between the parties here to neither party shall have authority to bind the other, except as specifically provided here under. Neither party here to is the agent of the other nor there master – servant relationship between the parties. The relationship is Principal to Principal basis only.

### **33. SEVERABILITY**

In the event any provision of this agreement is held by a tribunal/court of competent to be contrary to the law, the remaining provisions of this agreement will remain in full force and effect

### **34. NON DISCLOUSER CLAUSE**

Service Provider to ensure non disclosure of vital information received from bank to any other party which may be detrimental to banks interest. Service Provider will be liable to bank for any loss suffered due to non-compliance of the clause

### **35. DISMISSAL OF WORKMEN/STAFF**

Service Provider shall at the request of bank immediately dismiss from works any person employed there on by him who may in the opinion of the be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of claim for compensation or damages against the bank or any of their officers or employee.

### **36. Brief Details of the Building and other Terms and Conditions**

- ❖ **Normal timing for Photo Copying will be from 10.00 AM to 6.00 PM.** In case of Board Meetings & Other Meetings one dedicated Photo Copy Machine must be operative till the meeting is over. **After the prescribed timing of photocopy services, in the event of need of Photocopy services, the Concerned Division shall provide extra charges @ 200/- Per Hour to the photocopy service vendor for providing photocopy services beyond the prescribed time. It is the responsibility of the Service Provider to provide services after the prescribed timing, as per the requirement of the Bank.**
- ❖ All the workers of Photo Copying will wear uniform with identity card.
- ❖ It will be the duty of the Service Provider to make the Photo Copying area neat and clean. Any case of any laxity penalty of Rs.250/- per day may be imposed by the Bank.
- ❖ Before leaving the Photo Copying area, it is the duty of the Service Provider to ensure switching off the light and power gadgets and to maintain register in this regard.

### **37. FORCE MAJEURE**

Any failure or delay by Service Provider or Employer in performance of its obligations, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or

revolutions, acts of governmental authorities or other events beyond the reasonable control of non-performing Party, is not a default or a ground for termination. The affected Party shall notify the other party within reasonable time period of the occurrence of a Force Majeure Event.

**38.SPECIFICATION OF BRAND NEW PHOTO COPIER MACHINES TO BE PROVIDED BY THE SERVICE PROVIDER:**

Sl. No	Particulars	Specifications
1.	Make	Cannon/Xerox/HP/Toshiba
2	Speed Range	45-60 PPM (For A4 Size)
3	Copy	Duplex Printing Facility
4	Paper Size	A4
5	Other facilities	Scan, Networking facility , Automatic document feeder etc.

**39.PAYMENT TERM**

Monthly Payment shall be made after submission of Division-wise bill to the concerned division on actual consumption basis, within one week of submission of concerned bill by the Service Provider.

Necessary deductions of TDS etc. will be made as per prevailing income tax rules. GST rules shall be applicable.

**The payment will be released on submission of the following certificate, by the Service Provider:**

1. We are maintaining proper records w.r.t. payment of wages and statutory dues to all our employees and the same are being paid.
2. That we have paid the minimum wages to all the workers employed by us as per the wages announced by Government of National Capital of Delhi vide their latest notification. Copy of salary receipt enclosed.
3. We have paid / deposited all the statutory dues i.e. PF and ESI of our employees. The copy of challan for the month of \_\_\_\_\_ is enclosed herewith.
4. We undertake to deposit the GST collected from you in the Government Account. The receipt of the GST deposited during \_\_\_\_\_ is enclosed herewith.
5. We, as a Service Provider is following all the statutory rules and provisions as required by law and indemnify you against all the consequences arising out of this payment.

**40. Escalation Clause**

**Photocopy Services:** The L-1 prices are fixed for initial 12 months. After completion of 12 months, an escalation of 10% in price shall be allowed over L-1 price subject to satisfactory performance during the period. The subsequent escalations shall be paid after completion of 12 months of previous escalation.

#### **41. INDEMNITY CLAUSE**

The Service Provider shall indemnify the bank from any loss caused to bank for non-compliance of any statutory duty by Service Provider under any labour law or otherwise.

#### **42. LATE BIDS:**

Any bid received by the Bank after the deadline for submission of bid will be rejected and/or returned unopened to the Bidder.

#### **43. OTHER TERMS & CONDITIONS**

Bank may install another Photo Copy Machine/s at the HO Building Dwarka during the currency of contract with/without giving notice to the existing bidder.

## **SPECIAL TERMS & CONDITIONS**

1. The Photo Copying Machine(s) should always be in good working condition and are to be kept neat & clean. The machine(s) should be brand new. Cleaning and maintenance of the machine(s) should be done as per the manufacturer's specification.
  2. The Service Provider shall maintain sufficient stock of various items such as paper and other spare parts, Cartridge etc. so as to meet PNB's requirement. The Service Provider shall not be permitted to stop services for any reason.
  3. Bidder to ensure that all the photo copies must be legible, spot less and of good quality. The wastage of papers, if any, will not be the property of the bidder and it must not be carried out in any case from the building. The information and data received during the photo copying or in any other form should be kept by the bidder strictly confidential.
  4. Service Provider needs to maintain proper record of the stock of Papers, Cartridge etc. on daily basis, the proper stock of the materials should be kept on weekly basis under the supervision of the bidder. The Bank will not be held responsible or liable to the bidder for any damage/ loss or theft of the materials or equipment.
  5. PNB shall provide electricity & space for installation of machines and storage of material etc. to the Service Provider, at free of cost during the period of contract. The electricity, Space or other infrastructure provided by the Bank must not be used for any personal/ business purpose by the bidder and its staff. The bidder to ensure Bank's property intact.
  6. PNB reserves the right to get the meter calibrated or checked at any time at its sole discretion and in the event of any error / fault in the meter being noticed, the bill would be adjusted/ modified besides any other penal action as decided by PNB, which may even lead to termination of Contract and forfeiture of Security Deposit.
  7. No advance payment shall be made under any circumstances.
  8. The operation, maintenance & repair of Photo Copy Machine(s) and supply of standby machine within 24 hours, in case of major fault, shall be the responsibility of the Service Provider.
  9. In the event of non-repair of Photo Copy Machine(s)/ supply of standby machine within 24 Hrs of the notice of fault, a penalty of Rs.1000/- per day per machine basis or actual expenses borne by the Bank, whichever is higher, shall be imposed.
  10. The payment shall be made based upon rates approved by PNB.
  11. The bill has to be generated division wise and the payment will also be made Division-wise.
- We agree to all the general terms & conditions and special terms & conditions of this Bid document.
- Signature of the Bidder: \_\_\_\_\_
- Seal & Stamp of the Agency/Bidder: \_\_\_\_\_

### Details of the Bidder

1.	Name of the Agency:	<hr/> <hr/>
2.	Name of Contact Person and Mobile Number:	<hr/> <hr/>
3.	Address of the Agency:	<hr/> <hr/> <hr/>
4.	Telephone / Fax / Email:	<hr/> <hr/> <hr/>
5.	No. of years in Business:	<hr/> <hr/>

#### 7. RTGS Details:

Sl. No.	Particulars	Details
a)	Party Name as appears in Bank Account	
b)	Account No.	
c)	Bank Name	
d)	11 digit IFSC Code (for remittance through RTGS)	
e)	Name of Branch	

(Copy of proof to be enclosed)

#### 8. Registration /Taxes Details:

1	GSTIN / ARN	
2	NAME	
3	ADDRESS	
4	PIN CODE	
5	STATE	
6	STATE CODE	
7	E-MAIL ID	
8	MOBILE NO.	
9	PAN	
10	EXISTING VAT /STC	
11	HSN / SAC CODES	

Signature of the Bidder: \_\_\_\_\_  
Seal & Stamp of the Agency/Bidder: \_\_\_\_\_

**BIDDER INFORMATION FORM**

S.N.	Particular									
1	Full Name of the Bidding Firm									
2	Address									
3	Year of Establishment									
4	Constitution (Whether Company/ Firm/ Proprietorship/ Partnership/ LLP etc.)									
5	Name and address of the Promoter /Director/Partner with contact number									
6	Whether registered with the registrar of companies/ registrar of firms. If so, Mention registration number & date									
7	Whether registered under MSE									
8	Name and address of Banker(s)	<table border="1"> <tr> <td>Name of the Account</td> <td></td> </tr> <tr> <td>Account No.</td> <td></td> </tr> <tr> <td>Bank &amp; Branch Name</td> <td></td> </tr> <tr> <td>IFSC Code</td> <td></td> </tr> </table>	Name of the Account		Account No.		Bank & Branch Name		IFSC Code	
Name of the Account										
Account No.										
Bank & Branch Name										
IFSC Code										
10	Mention GST registration number and issued date	GST No./ ARN _____ State Code _____ HSN/SAC Codes _____								
11	Mention PAN/ TAN	PAN No. _____ TAN No. _____								
12	Mention EPF No. and ESI No	EPF No. .... ESI No. ....								

**Verification:**

I/ we verify that all details furnished above are true and correct to the best of my knowledge and belief. I/we understand that in case of furnishing of any false information or suppressing of any material information, the I/we shall be liable to be debarred, disqualified / cancellation of bid.”

Date:

Place:

Signatures of Bidder/ Authorized Signatory

(Seal of the firm)

**(To be submitted on the Letter Head of the Bidder)**

The Chief Manager,  
Punjab National Bank,  
Corporate Office,  
Plot No-4, Sector-10  
Dwarka, New Delhi-110075

**Reg: Photocopy Service contract – Details of EMD/ Declaration for exemption of EMD**

Tick whichever applicable	✓	
EMD	<b>1. I / We</b> hereby declare that my / our firm M/S..... have submitted an EMD (earnest money deposit) with the following details:	
	Instrument	<input type="checkbox"/> Demand Draft <input type="checkbox"/> Bank Guarantee <input type="checkbox"/> Insurance Surety Bonds <input type="checkbox"/> Fixed Deposit Receipt, <input type="checkbox"/> Bankers' Cheque <input type="checkbox"/> Bank Guarantee (including e-Bank Guarantee).
	Instrument Number	
	Issuing Bank Name	
	Amount	
		Date of Instrument
<b>OR</b>		
MSE	<b>2. I / We</b> hereby declare that my/ our firm M/S..... comes under the definition of Micro or small industries as stipulated by the Ministry of MSME by its gazette notification No. CG-DL-E- 01062020-219680 dated 01.06.2020 and it is registered on the Udyam Registration portal vide registration Number ..... for the following activity/ies.	
	SN	Activity
		NIC (5 Digit)

Date:

Place:

Signatures of Bidder/ Authorized Signatory  
(Seal of the firm)

**Annexure-III**

**(To be submitted on the Letter Head of the Bidder)**

The Chief Manager,  
Punjab National Bank,  
Corporate Office,  
Plot No-4, Sector-10  
Dwarka, New Delhi-110075

**Reg: Photocopy Services Contract - Declaration of non-involvement in any illegal activities**

I / We, hereby declare that my / our firm  
M/S.....

.....has never  
been involved in any illegal activities and never been charged for financial  
misappropriation/fraud/embezzlement etc. Nor any criminal case is pending against  
me/us, my / our firm in any court of law.

Date:

Place:

Signatures of Bidder/ Authorized Signatory

(Seal of the firm)

**Annexure-IV**

**UNDERTAKING REGARDING NOT BEING BLACKLISTING**

It is hereby certify that, I/We..... is/are not blacklisted by any ministry/ Departments of Central/ State Government/ PSU's or any other Organization as on date. The organization will be immediately inform in case of any change in the situation any time herein after.

Place:\_\_\_\_\_

Signature of Authorised Signatory

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

Name:\_\_\_\_\_

Designation:\_\_\_\_\_

Seal:

**LETTER SUBMITTING TENDER**

The Chief Manager,  
Punjab National Bank,  
Corporate Office, Plot No-4, Sector-10  
Dwarka, New Delhi-110075

Dear Sir,

**Reg: Photocopy services tender at PNB Head Office, Plot No 4, Sector 10, Dwarka New Delhi**

Having visited the site and examined the conditions of contract, special condition of contract, general specification and detailed specifications, schedules of the work to be carried out, we offer to complete and maintain the whole of the said works in conformity with the said conditions of contract, specifications, schedules and bill of quantities for the sum stated in bill of quantities of this Tender Document or such other sum as may be ascertained in accordance with the said conditions of contract hereby offer to take up the subject work.

We confirm that the period and rates as referred in the agreement or agreement of general conditions of contract are given or summarized in the appendix hereto, to which we give our consent and agree to abide by the same.

We understand that if our tender is accepted, we are to be jointly and severally responsible for the due performance of the contract within time.

We understand that you are not bound to accept the lowest or any tender you may receive and may reject all or any tender, accept or entrust the entire work to the contractor without assigning any reason or giving any explanation whatsoever.

In the event of my/ our tender being accepted, I/We agree to enter into and execute the necessary contract agreement requirement by you.

I/ We agree to carry out the work with due diligence and in time bound manner.

As required by you, I/ We are submitting herewith the tender documents dully filed in and signed by us at each page in token of our acceptance of the provision in the documents.

Dated this day of \_\_\_\_\_ 2024.

Signature \_\_\_\_\_ in the capacity of \_\_\_\_\_ duly authorized to sign.

tenders for and on behalf of \_\_\_\_\_.

(IN CAPITALS)

Tender submitted on \_\_\_\_\_ before \_\_\_\_\_ P.M.

## ARTICLE OF AGREEMENT

This agreement is made at New Delhi on ..... day of .....2024 between Punjab National Bank, a body corporate constituted under the banking companies (Acquisition and transfer of Undertaking Act) 1970 having its head office at plot no 4, sector 10, Dwarka New Delhi and its General Services Administration (Hereinafter referred to as "The Bank") on the one part &..... (Hereinafter called "the tenderer") if the other part.

Whereas the bank has floated tender documents inviting tender from eligible firms/agencies/companies for the job of photocopy services at PNB Head Office, Plot No. 4, Sector 10, Dwarka, New Delhi.

WHEREAS the bank is desirous of executing work of photocopy services at Head Office, Plot No. 4, Sector 10, Dwarka, New Delhi and has by letter of acceptance dated \_\_\_\_\_ a tender by the contractor for photocopy services.

After discussion, the Bank and the bidder agree to enter into this agreement on the terms and condition set out hereunder:-

1. In this agreement words and expression 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 herein 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
  - e. Other additional documents as required.
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 successful bidder as hereinafter mentioned, the successful bidder 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.

5. The Bank hereby covenants to pay the Bidder 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.
6. 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 Delhi.

SIGNED AND SEALED AND DELIVERED BY THE

Said

(Name)

On behalf of the Contractor

In the presence of

Name:

Address:

Said

(Name)

On behalf of the Bank

In the presence of

Name:

Address:

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.

**COMMERCIAL BID (Online Only)**

(BID NO. PNB/ PHOTO COPY/ DWARKA/ HO/ \_\_\_\_/ 2024)

**Tender Application for photocopying of various documents**

The Chief Manager,  
General Services & Administration Division  
HO, Plot No.4, Sector 10, Dwarka  
New Delhi.

Dear Sir,

In response to notification calling tenders for the job of photocopying of various papers/ documents/ folders/etc., we hereby submit our tender at the given below:-

S.N	Description	Consent give "Yes" for the column apply (fill only 1 out of 3)	Quote rate in %
1	% over & above the rates given in tender document	XXXXX	
2	Consent on same rates given in tender document		XXXXX
3	% below the rates given in the tender document	XXXXX	

**Note (Important):** Out of three columns only one column has to be filled by the bidder in commercial bid and write NA in other two columns. If the bidder filled all the three columns, then the bid will be disqualified.

Rate should be Exclusive of GST which will be paid extra.

**(Signature of Service Provider)**

