

# **PUNJAB NATIONAL BANK**



**(E-TENDER)**

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

**Printing and Stationery Department  
First floor, C-13, Sector-1, Noida- 201301  
Tel: 0120-4968002, 0120-4968004**

**Dated: 08-09-2022**

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## TIME SHEDULE & OTHER DETAILS OF THE TENDER

1	Date of commencement of Bidding Process	08-09-2022 from 11:00 hrs.
2	Last date and time for downloading of Bidding Documents	28-09-2022 up to 17:00 hrs.
3	Last date and time for receipt of written queries/ e-mail for clarification from Bidders	13-09-2022 up to 14:00 hrs
4	Date of Pre-Bid Meeting	14-09-2022 at 12:00 hrs
5	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)	28-09-2022 up to 17:00 hrs.
6	Last date and time for Bid Re-Encryption	28-09-2022 from 17:30 hrs to 29-09-2022 till 13:00 hrs.
7	Time for submission of technical supporting document (Hard Copy)	28-09-2022 up to 17:00 hrs .
8	Date and Time of Technical Bid Opening	29-09-2022 from 15:00 hrs
9	Place of submission of Bids	The Chief Manager, Punjab National Bank, Printing and Stationery Department, First floor, C-13, Sector-1, Noida- 201301
10	Place of opening of Bids	As above
11	Address for communication	The Chief Manager, Punjab National Bank, Printing and Stationery Department, First floor, C-13, Sector-1, Noida- 201301- Tel: 0120-4968002, 0120-4968004
12	Cost of Tender  <b>Note 1:</b> Tenders submitted without tender fee, will not be considered. <b>Note 2:</b> MSE bidder is exempted from payment of cost of Tender 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 cost of Tender.	Rs. 10,000/- plus 18% GST (Non-refundable) i.e. Rs. 11,800/- should be submitted online only in favour of Punjab National Bank before last date of bid submission in the following account:  GST NO: 09AAACP0165GBZD IFSC Code: PUNB0412700, Bank & Branch: Punjab National Bank, Sector 1, Noida Account No. 4127002200000291 (16 digits) Account Name -Imprest account,  <b>Bidders to submit transaction ID in this regard.</b>
13	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	Rs. 1.40 Crores (Rupees One Crores Forty Lakhs only) should be submitted online or in the form of Bank Guarantee (BG) before last date of bid submission in favour of Punjab National Bank, Printing & Stationery Deptt., Noida. BG should be valid up to 6 months from the date of submission of bid with claim period of another 3 months.

	and Promotion (DIPP) is also exempted from payment of EMD.	Online Submission shall be in the following A/c GST NO: 09AAACP0165GBZD IFSC Code: PUNB0412700, Bank & Branch: Punjab National Bank, Sector 1, Noida Account No. 4127002200000291 (16 digits) Account Name -Imprest account  <b>In case of online submission of EMD, bidders to submit transaction ID in this regard.</b>
14.	Performance Bank Guarantee	Successful bidders will have to submit Performance Bank Guarantee @ 3% of expected contract value including, for a period of 36 months from the date of empanelment with claim period of another 12 months. In case the bid is allotted to more than one bidder, the Performance Bank Guarantee shall be in that proportion.
15	Contact details at PNB	Interested bidders are requested to send the e-mail at <a href="mailto:ptgstn@pnb.co.in">ptgstn@pnb.co.in</a> containing following information, Name of company, contact person, mailing address with Pin Code, Telephone No., Fax No., e-mail address, Mobile No. etc. so that in case of any clarification same may be issued to them.

**Note:**

1. Technical Bids needs to be submitted online as well as in physical form, and commercial Bids will be submitted **online only**.
2. All the interested Bidders, who have not registered earlier with e-procurement site (<https://etender.pnbnet.in>), would have to register with our e-procurement site. Bidders should ensure to get themselves registered timely, at least two working days before the Hash submission date, to avoid last moment issues.
3. Bidders are advised to go through Bidders Manual available on <https://etender.pnbnet.in> for registration and submission of tenders. If approval of registration is pending at Bank's end, Bidders should immediately contact Bank's Helpdesk on telephone No. 0120-4968004/4968005 or email us at [ptgstn@pnb.co.in](mailto:ptgstn@pnb.co.in). Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> by using their digital certificates of class II and above (both encryption and signing). Bidders are advised to keep digital certificates (or tokens) ready at time of submission of bid. Use of Digital Certificate is mandatory for participation in e-tendering process. Bidders should ensure that Digital token has not expired or corrupted at the time of e-tendering process.
4. Bidders are advised to go through Bidders Manual for Browser settings and Java settings required for participation in the bid. Follow each & every step mentioned in Bidder Manual. If bidder still faces any problem, he/she should immediately contact Bank Helpdesk on telephone No. 011-23765468 or email us at [eprocurement@pnb.co.in](mailto:eprocurement@pnb.co.in).

5. Bids received after closing of the bid in the e-procurement system will be auto-rejected by the system. Please note that **HASH SUBMISSION and BID RE-ENCRYPTION** is a mandatory activity, failing which Bank will not accept the hardcopy of Technical bid.
6. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc at their end.
7. If bidder is shortlisted to participate in Reverse Auction (RA) and further accepted the terms and conditions of the Reverse Auction (RA), for such bidders Demo for Reverse Auction will be conducted a day before, if bidder requests for the demo.
8. If bidder is participating in the Reverse Auction, it is advised that Bidders place their bids well before time rather than waiting for auction end time to avoid any last minute glitches (or any network issues or internet response issues etc) occurring at Bidder's end. Bidders may keep refreshing auction page to ensure that they are connected to server (via internet).
9. Bidders are requested to use a reliable internet connection (data cable/ broad band) to safeguard them-selves. Bank is not responsible for telephone line glitch, internet response issues, hardware hangs etc., at bidder's end.
10. If Bidders have any queries, they may call us at Helpdesk Telephone No 011-23765468 from 10.00 am to 05.00 pm (except Sundays and Bank holidays).
11. Bidders may view the details through their terminal using their e-procurement (<https://etender.pnbnet.in/login#>) registration login.

## **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.

## FORWARDING LETTER TO BE SUBMITTED

To  
The Chief Manager  
Punjab National Bank,  
Printing and Stationery Department,  
First floor, C-13, Sector-1, Noida- 201301

Sir,

Reg: Our bid in response to your tender floated 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.
- The names of shortlisted bidders after the completion of first stage (Technical Bid), and the name of successful bidder to whom the contract is finally awarded after the completion of second stage (Commercial Bid), shall be informed through E-Mail to respective bidders, as provided by them in tender document.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2022

Yours Sincerely

For \_\_\_\_\_

Signature: \_\_\_\_\_

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

## **INSTRUCTION TO BIDDERS**

### **1. INTRODUCTION**

1.1 Punjab National Bank , a body corporate constituted under the Banking Companies (Acquisition and Transfer of Under takings) Act, 1970, is one of the largest public sector banks with more than 11000 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 2 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. OBJECTIVE:** The objective of this tender is to empanel vendors who are interested and capable of supplying on time, different types of stationery items tentatively mentioned in this bid document as required by branches and other offices of PNB and also provide complaint & grievance redressal system, delivery management system in an efficient manner based on a robust IT platform integrable with the IT system of Bank.

The empanelled vendor should have the capability to deliver stationery items across 11000 plus branches / offices of the bank located in 139 Circles of PNB covering all states / Union Territories of the country, including a large number of branches in rural and also in hilly areas and also to the branches / offices likely to be opened during the contract period. The said vendor should have strong and substantial financial standing, Printing capabilities, Pan India service and supply network, and enjoy a good market reputation, owning printing capabilities would carry more weightage. The Bank proposes to empanel vendors Pan India basis as per outcome of tender evaluation.



### 3. ELIGIBILITY CRITERIA:

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

S. 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. 16 crores during preceding three financial years i.e. 2019-20, 2020-21 and 2021-22. This must be individual firm/ company turnover and not of any group of firms/ companies. The firm should also have positive tangible net worth in the last financial year.	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 for last 3 financial years i.e. 2019-20, 2020-21 and 2021-22. Stating the tangible net worth figures for last financial year i.e. 2021-22.
3.	Experience in the line of business of printing and supply of customized stationery for at least last 3 years as on 31.08.2022.	Work orders for all 3 years as proof of printing and supply of customized stationery.
4.	The Bidder should have printed and supplied customized stationery to a single large organization/BFSI for <b>Rs. 9 Crores</b> in at least one of the last five years as on 31.08.2022.	Certificate from the institution's concerned division relating to satisfactory performance/supply, quantum of work done in specified year. Such certificates should have the complete contact details (Name, Contact No. and e-mail ID) of the issuing authority. In case, the bidder has printed and supplied customized stationery to a single large organization/BFSI other than Govt./PSU/PSB, the bidders shall <b>also</b>

		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 in compliance with Clause no.31 of this tender document.	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.	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 below: <i>"We have not been blacklisted/debarred by the Bank or any other institution during last three financial years and current financial year from participating in future tenders. Also we are not in the caution list of RBI."</i>
8.	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
9	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- H
10	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- H
11	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.	Self-undertaking on bidder's letterhead

	All activities starting from storage to dispatch should be done from a single warehouse only.	
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**Relaxation for Start-up Firms Recognized by Department of Industrial Policy & Promotion (DIPP):** 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) will be provided 5% relaxation on prior experience & 5 % relaxation on financial turnover for Start-ups **subject to meeting of quality & technical specifications.**

**Note:- All the above documents should form a part of technical bid.**

Please note that if the Bid is not accompanied by all the required supporting documents as mentioned in eligibility criteria, including tender fee and EMD as applicable, the same would be rejected. False / wrong certificate / affidavit, if any, given by the bidder willingly or by mistake will lead to disqualification.

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

- (a) The bidders should be capable in meeting bank's implemented IT initiative project viz. Print Management Solution.
- (b) Decision of the Bank based on the supporting documents submitted by the bidder and visit of the Bank officials at site will be final and binding to all in this regard.
- (c) Documentary evidence as explained above must be furnished against each of the above criteria and non-submission of supporting documents may disqualify the Bidder.
- (d) All 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.

#### 4. QUERIES:

Bidders are required to submit pre-bid queries, within the stipulated timelines as given in this tender document, through mail [ptgstn@pnb.co.in](mailto:ptgstn@pnb.co.in). The queries submitted before pre-bid meeting will only be discussed in the pre-Bid meeting and their subsequent responses will be uploaded on Bank's website. Bidders are advised to refer to the Bank's website 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).

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks

Only two persons per bidder will be allowed to attend the Pre-Bid meeting provided they have authorization letter from competent authority to attend the pre-bid meeting from their company. Bidders attending the pre-bid are also required to submit a copy of their I-card issued by their company

## **5. PRE-BID MEETING:**

A pre-bid meeting will be held on the scheduled date and time mentioned in tender document at the following address.

Punjab National Bank,  
Printing and Stationery Department,  
First floor, C-13, Sector-1, Noida- 201301

Clarifications/ details furnished by the Bank in writing alone shall be binding and shall form part of the tender document. Changes if any made in the tender conditions, consequent to the pre-bid meeting will be uploaded as a corrigendum in Bank's website. However, newspaper advertisement notifying the corrigendum will not be published. Hence the Bidders shall regularly visit/see the Bank's website for changes made, if any, in the tender document consequent to Pre-bid meeting.

The Bank may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by the Bank shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Bank or its employees or representatives shall not in any way or manner be binding on the Bank. All bidders must ensure that such clarifications / interpretations have been considered by them before submitting the bid. Bank will not take responsibility for any omissions by bidder.

In case of a difference of opinion on the part of the Bidder in comprehending and/or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by the Bank shall be binding and final on the Bidder.

## **6. COST OF BIDDING:**

The Bidder shall bear all the costs associated with the preparation and submission of their bid and Punjab National Bank, hereinafter referred to as 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 submit the bid strictly 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, for any reason, modify the Bidding Documents through amendments at the sole discretion of the Bank. All amendments shall be uploaded on the Bank's websites ([www.pnbindia.in](http://www.pnbindia.in) and <https://etender.pnbnet.in>) and will be binding on all who are Interested in bidding.

In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids. Bidders are required to go through any subsequent amendment/Corrigendum/clarifications meticulously and submit their bids well in time to avoid any last minute issues.

## **9. PERIOD OF VALIDITY OF BIDS:**

Bid shall remain valid for 180 days from the date of opening of commercial bid. A bid valid for shorter period shall be rejected by the bank as non-responsive.

The Bank may, at its discretion, solicit the Bidders Consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. However any extension of validity of bids will not entitle the bidder to revise/ modify the bid document. The EMD provided shall also be suitably extended.

## **10. LATE BIDS**

Any bid received by the Bank after the deadline for submission of bid will be rejected and shall be returned unopened to the bidder.

## **11. MODIFICATION AND WITHDRAWAL OF BID BY THE TENDERER**

11.1. Modification of the submitted bid shall be allowed on-line and the bidder may modify and resubmit the bid on-line only before the deadline of Bid Hash Preparation. For modification of e-bid, bidder has to rework and upload/resubmit digitally signed modified bid on bank's e-tendering portal i.e. <https://etender.pnbnet.in>

11.2. Bids once submitted will be treated as final and no bid will be modified subsequent to the deadline for Bid Hash Preparation.

11.3. 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. 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 indicative commercial bid which is to be submitted online through our e-procurement portal <https://etender.pnbnet.in>. Failure to do so will make the bid liable to be rejected.

## **13. TERMS AND CONDITIONS OF THE BIDDING FIRMS**

The bidding firms shall submit the bid unconditionally and 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. A bidder who does not accept any or all conditions of the tender shall be disqualified from the selection process at any stage as deemed fit by the Bank.

## **14. LOCAL CONDITIONS**

The bidder before submitting the bid 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.

## **15. 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, duly signed & stamped by the authorized signatory and no change in the price or substance of the bid shall be sought, offered or permitted. The bank reserves the right to seek for any additional information/document. The clarification and response received from bidder will be subsequently part of bid submitted by that bidder.

## **16. 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 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.

Please note that HASH SUBMISSION and BID RE-ENCRYPTION is a mandatory activity, failing which bidder will not be able to submit the bid. For details you may visit our e-Procurement Site <https://etender.pnbnet.in>

## **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.

## **18. EARNEST MONEY**

EMD of Rs.1.40 Crores (Rupees One Crores Forty Lakhs only) should be submitted online or in the form of Bank Guarantee (BG) issued by any scheduled commercial bank other than Punjab National Bank before last date of bid submission in favour of Punjab National Bank, Printing & Stationery Deptt., Noida. BG should be valid up to 6 months from the date of submission of bid with claim period of another 3 months.

GST NO: 09AAACP0165GBZD

IFSC Code: PUNB0412700,

Bank & Branch: Punjab National Bank, Sector 1, Noida Account No. 4127002200000291 (16 digits)

Account Name -Imprest account

**In case of online submission of EMD, bidders to submit transaction ID in this regard.**

## **19. AUTHENTICATION OF ERASURES/ OVERWRITING ETC:**

The Bid shall be typed or neatly written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

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

## 20. OPENING OF BIDS

All the technical bids will be opened at the date, time and locations mentioned in tender (as per tender schedule). Representatives of the Bidders who choose or wish to attend are welcome. In case of any change in date and time of bid opening, same will be intimated to Bidders after last date of submission of tender separately.

## 21. BID CURRENCY

Prices shall be expressed in the Indian Rupees only.

## 22. BIDDING PROCESS (TWO STAGES)

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

- Technical bid (Both Hard copy and online)
- Commercial bid (only Online)

22.2 The Bidders will have to submit the technical bid in banks e-procurement system as well as in hard copy and commercial bid is to be submitted in only online form through bank's e-procurement system. Commercial bid submitted in physical form will not be opened and such bid will be summarily rejected.

22.3 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.

22.4 BIDs will be submitted in Electronic form in Bank's E-Procurement portal. The bid shall be signed using Digital Certificate (class III) by the Bidder so as to bind the Bidder to the contract. Bidder has also to submit hard copy of the Technical bid in addition to on-line submission of technical bid. The hard copy of the Technical bid should be duly bound and signed with serial numbers including all supporting documents in a separate Sealed envelope duly super-scribing as ***Technical Bid: Tender for selection of vendors for end-to-end printing and supply of stationery***

22.5 The Envelope containing the hard copy of the technical bid should include the following:



(a) Proof of payment related to cost of tender- Rs. 11,800/- or valid certificate for exemption.

(b) Proof of Earnest Money Deposit or valid certificate for exemption.

(c) Hard Copy of the Technical bid (It should include all the documents as per tender document).

22.6 The hard copy of the bid shall be downloaded from the Bank's website 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).

22.7 An authorization for the representative of the Bidder signing the Bid is to be provided through a written power of attorney/board resolution accompanying the Bid. All pages of the bid shall be initialed by the person or persons signing the Bid.

22.8 COMMERCIAL BID is to be submitted online only. The Bidder should quote the price strictly as per commercial bid format specified in Annexure "K" of this bid document.

## **23. SUBMISSION OF BIDS**

23.1 Bidders are required to strictly submit their bids in electronic form using the e-procurement system of the Bank (at <https://etender.pnbnet.in>) by using their digital certificates valid for both encryption and signing. All the interested Bidders should register themselves in the e procurement system <https://etender.pnbnet.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 bank's website [www.pnbindia.in](http://www.pnbindia.in). Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason. The commercial bid should be submitted online only.

23.2 All the technical supporting documents should be submitted manually before the final date & time of bid submission at the following address:

The Chief Manager  
Punjab National Bank,  
Printing and Stationery Department,  
First floor, C-13, Sector- 1, Noida- 201301

## **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 “K” 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, Cost of bid and Earnest Money Deposit (EMD) form of all Bidders will be verified. If Cost of bid and 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 Cost of bid and 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 short-listed, 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 Bank intends to select two vendors for this job who will be agreeable to work on rates offered by the bank. 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 60:40 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:**

24.7.1 Price Variation Factor: If any bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, such bidder shall not be called for reverse auction process. If due to such price variation factor, a bidder is not found eligible to be called for reverse auction and

only one bidder is left commercially eligible, in such a situation, Bank reserves the right to negotiate with the L1 bidder.

24.7.2 Bank will hold Reverse Auction in the event of two or more bidders are commercially eligible. Final price shall be arrived after Reverse Auction. The procedure for the same is available on our e-procurement website. Base Price, bid decrement value will be as per Bank's Discretion and will be communicated to all commercially eligible bidders only for seeking acceptance.

24.7.3 If the commercially eligible bidders do not accept the base price and bid decrement value fixed by the Bank within the stipulated time given by the Bank, in such a situation Bank reserves the right to disqualify that/those bidder(s) from further tender process.

24.7.4 After giving the acceptance by bidder(s) for the base price and decrement value, if the bidder(s) do not login in Bank's E-Auction portal during the Reverse Auction or refuse to participate in Reverse Auction at any time thereafter, then the bidder(s) will automatically get disqualified for further tender process and the bidder(s) will not be allowed to participate in Banks' future tenders for 3 years.

24.7.5 During the course of Reverse Auction if eligible bidders accept the base price and do not place any bid below the accepted base price after logging into the Reverse Auction portal, then out of these bidders, the one who has quoted least total price in indicative Commercial bid format (Annexure K) shall be treated as L1 bidder.

24.7.6 In case of any situation where Bank is left with only one eligible bidder, then Bank reserves the right to negotiate with the L-1 bidder and offer all order to L1 Bidder or Scrap the tender.

24.7.7 In case no bidder turn up for Reverse Auction or Reverse Auction could not be held on the prescribed date and time due to unforeseen circumstances, Bank reserves the right to again conduct the reverse auction with revised base price.

24.7.8 The L-1 price and L-1 vendor for the tender will be decided on the basis of **overall lowest cost** derived after conducting reverse auction.

24.7.9 After completion of Reverse Auction, the L1, L2 and so on Bidder shall be declared at sole discretion of the Bank.

## **25 QUOTING OF RATES AND METHOD FOR ARRIVING L1 RATE/VENDOR:**

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

25.2 The bidders need to quote their best price for all the items as per the template on e-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 excluding 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**.

25.3 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.

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

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

25.6 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.

## **25.7 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.

## **26. 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.

## **27. CONTACTING PNB OR PUTTING OUTSIDE INFLUENCE**

Bidders are forbidden to contact PNB or its employees or its Consultants on any matter relating to their bid from the time of submission of financial bid to the time the contract is awarded save and except as required under the Bidding Documents. Any effort on the part of the Bidder to influence bid evaluation process, bid comparison or contract award decision may result in the rejection of the bid.

## **28. ASSIGNMENTS**

The Bidder 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. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this contract shall be considered to be assigned to the new party and such an act shall not effect the rights and obligations of the bidder and such amalgamated/merged new entity.

## **29. DELAY IN BIDDER'S PERFORMANCE**

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

## **30. 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.

For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the bidder a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.

The bidder shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If the bidder fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator and same shall be binding upon the bidder.

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.

### **31. 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:

31.1 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.

31.2 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 relief against any such person.

31.3 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.

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

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

### **32. PROCUREMENT THROUGH LOCAL SUPPLIERS (MAKE IN INDIA)**

32.1 Government has issued Public Procurement (Preference to Make in India) order, 2017 (PPPMI Order 2017), in pursuance of Rule 153 (iii) of the General Financial Rules 2017 (GFR), which govern procurement by all Ministries /Departments /Attached and Sub-ordinate Offices / Autonomous Bodies / Government Companies, etc.

32.2 The essence of the PPP-MII order is basically to promote Indian Manufacturing, in alignment with Government's initiative to encourage "Make in India".

32.3 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the nodal ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

32.4 Minimum local content: The 'local content' requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%.

32.5 Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for Class-I local supplier as per DPIIT vide OM P-45021/2/2017-PP (BE-II) dated 16.09.2020 issued the Public Procurement (Preference to Make in India) Order 2017-revision.

**32.6 Only 'Class-I local supplier' as defined under the Order, shall be eligible to bid.**

32.7 Bidders shall be required to provide a certificate as per format prescribed (Annexure-E) in the tender 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) giving the percentage of local content.

### **33. 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.

### **34. GENERAL PROVISIONS**

34.1 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.



34.2 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.

34.3 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.

34.4 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.

34.5 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.

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

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

34.8 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.

34.9 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 OF WORK**

The Bank invites bids for “End to end printing and supply of stationery under two bid system through bank e-procurement portal (<https://etender.pnbnet.in>) 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 PNB 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-I

### **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 –I, 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 implementation of end to end stationery management solution in the bank i.e. printing/procurement of all the stationery items in specified formats, quality, specifications and 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 along with generation of MIS and provision of other support services.

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 L**.

## **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/upgrade 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 to HO: Printing & Stationery Department, Noida 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:**

1. The vendor will send copies of all paper purchase invoices (with masked rates), as and when purchased, to HO: PSD for verification with corresponding paper samples and testing report by Mill or Govt /reputed paper testing agencies, as and when the paper is purchased for PNB. The visiting officials shall also check that the duly verified copies of invoices are held in record by the vendors.

2. 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

3. 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-I, 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, blacklisting 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 / reallocate 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 /reallocate 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 10 days of the award of the tender or within such period as may be specified by the Bank through Chief Manager, Printing and Stationery Department, Punjab National Bank, First floor, C-13, Sector-1, Noida-201301, Tel: (120)-4968002, 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.

- a) In the absence of a formal contract, the Bid document, together with the Banks notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder, if advised by the bank.
- b) Failure of the successful Bidder to comply with the requirement of bank (Instruction to bidders) shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.
- c) The Bank reserves the right either to invoke the EMD and/or Performance Bank Guarantee or to cancel the contract if the Bidder fails to meet the terms of this tender or contracts entered into with them.

### **3. PERFORMANCE BANK GUARANTEE**

The successful Bidder has to submit the Performance Bank Guarantee, detailed as under:

3.1 The Performance Bank Guarantee, valid for 36 months from the date of award of contract with a claim period of another 12 months, will be equal to the 3% of expected contract value and shall have to be submitted at HO- Printing and Stationery Department.

3.2 The performance Bank Guarantee will be furnished by the successful Bidder (as per the Performa to be provided by Punjab National Bank) from first class scheduled commercial bank (other than Punjab National bank) for due performance as per terms of the tender/Agreement to be entered with the Bank within 15 days of placement of Procurement order.

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.

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

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

#### **4. 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. The vendor shall submit the bill wise proof of delivery (PODs) in softcopy to the bank. In case of need the consignor has to provide the Bank a certified copy of the PODs. The above payment mechanism may be further elaborated /modified/refined as per bank's 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.

#### **5. TAXES**

The quoted prices should be in Indian Rupees only, inclusive of all taxes and exclusive 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.

#### **6. 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.

#### **7. VALIDITY OF CONTRACT**

The contract would be valid for a period of 2 years 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 page no. 26. 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.

## **8 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.

## **9. 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) present pandemic of COVID-19 (e) Commercial Hardship.

#### **10. TERMINATION OF CONTRACT ON DEFAULT OF FOLLOWING CONDITIONS:**

The Bank may invoke the Performance guarantee and may also take any other action/legal recourse including termination of the contract without giving any notice to the bidder &/or debarring the bidder from participating in the bank's tenders for next 2 years, as it may deem proper for the below reasons.

- a) Excessive delay in execution of order placed by the Bank.
- b) Discrepancies / deviations in the agreed processes and / or Services.
- c) Failure of successful bidder (Vendor) to complete work within the time as specified in the contract.
- d) Violation of terms & conditions of the tender or Breach of the agreement.
- e) If at any stage, it is found that the information provided by the bidder is false/fabricated.
- f) If the services provided by the bidder are not found satisfactory.
- g) If the bidder fails to execute the work or any part thereof or use inferior quality of material in accordance with the contract.
- h) If abandonment of the work or any part thereof by the bidder.
- i) If the progress made by the bidder is found to be unsatisfactory.
- j) If the bidder fails to deliver any or all of the services within the time-period(s) specified in the contract.
- k) Distress, execution, or other legal process being levied on or upon any of the bidder's goods and / or assets.
- l) If the Bidder shall assign or attempt to assign his interest or any part thereof in the contract.
- m) 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 anytime 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.

#### **11. 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.

#### **12. 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.

### **13. 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.

### **14. 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.

### **15. 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.

### **16. 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.

## **17. LIMITATION OF LIABILITY**

Bidder aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims or for Integrity Pact/IPR Infringement indemnity.

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

- (i) Breach of the confidentiality terms.
- (ii) Liability for an infringement of a third party's IPR by the bidder.
- (iii) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by the statutory authority/ government bodies/ court tribunals etc.
- (iv) Liability of the Vendor in case of gross negligence or wilful misconduct attributable to the Vendor while providing services under this Agreement.
- (v) Liability of the Vendor in case of fraudulent acts or wilful misrepresentation attributable to the Vendor regarding the services provided under this Agreement.
- (vi) Bodily injury (including Death) and damage to real property and tangible property caused by successful bidder/s' gross negligence.

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.

## **18. CONTRACT AMENDMENTS**

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

## **19. 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.

## **20. 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

## **21. 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 D of this document.**

## **22. PATENT RIGHTS/INTELLECTUAL PROPERTY RIGHTS**

In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial design rights arising from the use of the Products 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 including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor of such claim, if it is made, without delay.

## **23. 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.

## **24. 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.

## 25. 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.

## 26. PRE-CONTRACT INTEGRITY PACT

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 –C).

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-C 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) is as under:

<b>Sl.No</b>	<b>Name of IEM</b>	<b>E-mail</b>	<b>Mob. No.</b>
1	Dr. Sarat Kumar Acharya, Ex- CMD,NLC India Ltd	sarat777@rediffmail.com	9442118060
2	Sh. Deepak Anurag (IA & AS, Retd.)	deepak_anurag@hotmail.com	9810676339

**(the above are not to be contacted for generic tender related queries, for which queries may be directed to contact details mentioned in Page no. 3)**

## 27. 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.

## 28. PATENT 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.

## 29. 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.

### 30. 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. The selected vendor shall inform the tentative fortnightly schedule (in advance) related to printing of bank's forms/ stationery. On visit by the bank's official, the selected vendor/their channel partner shall fully cooperate with the bank's official and should not restrict the bank's official from collecting samples (printed/unprinted) from their premises. Further, the authorised officials of the vendor and visiting official together should sign and stamp the samples lifted from their premises.
- iii. 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.
- iv. 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-I.
- v. ***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.***
- vi. **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 2022/100/SSP.** The vendor has to maintain a register in his premises which should be made available for inspection by our officials.
- vii. Consignments made, if any, to offices / branches of the Bank may be rejected altogether, in absence of such identification marking on the stationery items.

- viii. 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.
- ix. 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.
- x. 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.

### **31. 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.

### **32. 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 1<sup>st</sup> to 15<sup>th</sup> latest by the 16<sup>th</sup> of every month and for the indents placed from 15<sup>th</sup> to 31<sup>st</sup> the supplier shall process the same latest by the 1<sup>st</sup> 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

### 33. 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.**

#### **34. 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:

<b><u>Sl. No.</u></b>	<b><u>Particulars</u></b>	<b>Penalty and Liquidated damages</b>
<b>1</b>	In case of delay/non supply of items within given timelines	<b>1.00%</b> of the total consideration (related purchase order/related item/indent value) for <b>each day delay</b> and maximum amount of 10% of the total consideration subject to <ul style="list-style-type: none"> <li>• Minimum penalty of Rs.500/- in case of indent value upto Rs. 10,000/-</li> <li>• Minimum penalty of Rs.1000/- in case of indent value above Rs. 10,000/-</li> </ul>
<b>2</b>	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/-
<b>3</b>	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/-



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.

### 35. MODIFICATIONS OF FORMS /NEW FORMS

- a) 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.

- b) 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.
- c) The list of various standardized stationery items along with tentative consumption in terms of quantity as well as specifications has been given in Annexure - I. 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.**
- d) 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.

### **36. 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.

Bidder Information (attach separate sheet, if required)

Name of vendor \_\_\_\_\_

**PART A: ESTABLISHMENT**

<b>1</b>	<b>Name of company</b>	
<b>2</b>	<b>Executive Summary:</b> 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.
<b>3</b>	<b>Basic information</b> 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.	
<b>4</b>	<b>Financial information</b> 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 31.03.2022. In case of unavailability of audited B.S of 2021-22, provisional B.S can be submitted.
<b>5</b>	<b>Experience and major activities undertaken during the past 3 years</b> 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).
<b>6</b>	<b>Printing Arrangement</b>	Own or Tie-Up Arrangement & their details.

<b>7</b>	<b>Address- Factory/channel partners' location (enclose copy of license)</b>			<b>Address of all Printing units/godowns-</b> 1. 2. 3.	
<b>8</b>	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.	
<b>9</b>	Details of Bank Centric Helpdesk/Portal.			Details about the facilities vendor plan to provide for complaint & grievance redressal mechanism.	
<b>10</b>	Details of Portal for tracking delivery status of consignments			Details about the facilities vendor plan to provide for Delivery Management System	
<b>11</b>	Constitution (Proprietorship/Partnership/Public/Pvt. Company)				
<b>12</b>	Name of Bankers & Type of accounts maintained				
<b>13</b>	Registration with local civic authorities, if any (Give name of authority & type)				
<b>14</b>	Is the unit registered as an MSE (if yes, give registration number along with valid certificate)				
<b>15</b>	Is the unit registered as a start up with DIPP (if yes, give registration number along with valid certificate)				
<b>16</b>	Is the unit registered under shop & estb. act/factory act (if yes, give registration number & authority)				
<b>17</b>	Is the unit GST registered (if yes, give GST.no. & date of regn.)				
<b>18</b>	Key personnels				
<b>Sl. No</b>	<b>Designation</b>	<b>Age</b>	<b>Experience</b>	<b>Qualifications</b>	<b>Responsibilities</b>
<b>23</b>	Details of any outstanding complaints / litigations with Banks /Govt. etc.				
<b>24</b>	Whether empanelled for end to end supply of stationery for any banks (if Yes, give names of banks and quantum. Preferably enclose specimen)				

<b>25</b>	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 to be submitted for financial years 2019-20, 2020-21 and 2021-22 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.	Financial Year	Turn-over (lacs)	Profit/Loss(-) in lacs	Net worth
		2019-20			
		2020-21			
		2021-22			
<b>26</b>	Any other relevant information				

#### **PART B: DETAILS OF FACILITIES/INFRASTRUCTURE**

<b>Sl. No</b>	<b>Particulars</b>	<b>Details Provided</b>
<b>1</b>	Registered Office – Complete address with phone number, fax number and email address	
<b>2</b>	Printing Facilities – Complete address with phone number, fax number and email address	
<b>3</b>	Warehouses - Complete address with phone number, fax number and email address	
<b>4</b>	Own Distribution Points - Complete address with phone number, fax number and email address	
<b>5</b>	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 - FORMAT**

This agreement is made at New Delhi on..... day of ..... 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 its Printing and stationery Department at ..... (Hereinafter referred to as "The Bank ") of the one part & M/s. .... (Herein after called "the tenderer") of the other part.

Whereas the Bank has floated tender documents inviting tenders from eligible Proprietorship/partnership firms/agencies/companies for the **"Selection of vendors for end-to-end printing and supply of stationery"** WHEREAS the Bank is desirous of selection of vendors and has by letter of acceptance dated..... accepted a tender by the bidder for **end-to-end printing and supply of stationery.**

After discussion, the Bank and the bidder 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.
- e. Other additional documents as required.

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

2. 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.

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.

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. Language of arbitration shall be English and venue of arbitration shall be at New 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 draft agreement included in the tender documents is only for the information of the bidders. Only the successful bidder will be in due course, required to execute the complete agreement. The terms contained in this tender shall form part of the agreement and the Bank may add/modify/delete clauses in the agreement in line with the tender at the sole discretion of the Bank.***



**UNDERTAKING FOR INTEGRITY PACT**

Date:

**Chief Manager  
Punjab National Bank,  
HO: Ptg & Sty Deptt  
C- 13, Sec- 1, Noida  
UP – 201 301.**

**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)**

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

## **Integrity Pact**

Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 (Act no V of 1970) and having its Corporate Office at Plot no. 4, Sector 10, Dwarka, New Delhi 110075, hereinafter referred to as “The Principal”, which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

And

M/s. \_\_\_\_\_ having its registered office at \_\_\_\_\_ hereinafter referred to as “The Bidder/Contractor”, expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

## **Preamble**

The Principal intends to award, under laid down organizational procedures, contract/s for..... The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

## **Section 1- Commitments of the Principal**

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced person.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

## **Section 2- Commitments of the Bidder(s) / Contractor(s)**

(1) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans., technical proposal and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2). The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section-3 Disqualification from tender process and exclusion from future contracts.**

If the Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines etc.

### **Section 4- Compensation for Damages**

(1). If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit.

(2). If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

### **Section 5- Previous transgression**

(1) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.

(2). If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealing".

### **Section 6- Equal treatment of all Bidders/Contractors/Subcontractors**

(1) In case of sub-contracting, the Principal contractor shall take the responsibility of the adoption of IP by the sub-contractor. It is to be ensured that all sub-contractors also sign the IP.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

### **Section 7- Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)**

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

### **Section 8- Independent External Monitor**

1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under the agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would be provided access to all documents/records pertaining to the contract for which a complaint or issue is raised

before them, as and when warranted. However, the documents/ records/ information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Managing Director and CEO, Punjab National Bank.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractor.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, Punjab National Bank and recuse himself/herself from that case.

(5) The Principal 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 Principal and Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the MD & CEO, Punjab National Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the MD& CEO, Punjab National Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the MD & CEO, PNB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word '**Monitor**' would include both singular and plural.

## **Section 09- Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by MD & CEO, PNB.

## Section 10- Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".

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

(3) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(4) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(5) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(6) Issues like warranty/Guarantee etc. shall be outside the purview of IEMs.

(7) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)  
(Office Seal)

(For & On behalf of Bidder/Contractor)  
(Office Seal)

Place.....

Date.....

Witness 1:  
(Name & Address)

Witness 2:  
(Name & Address)

**CONFIDENTIALITY - CUM – NON – DISCLOSURE AGREEMENT**

This Confidentiality –cum- Non disclosure Agreement is entered into at New Delhi on this \_\_\_\_\_ between \_\_\_\_\_ having its registered office at \_\_\_\_\_ through \_\_\_\_\_

Shri \_\_\_\_\_ authorized signatory as per resolution No. \_\_\_\_\_ dated \_\_\_\_\_ passed by the company in its meeting held on \_\_\_\_\_ (herein after referred to as the contractor) which expression shall include its heirs, executors, at administrators and assigns) of other part

And

Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Corporate Office at Plot No 4, Sector -10 Dwarka New Delhi -110075 and its Printing and stationery Department at First floor, C-13, Sector-1, Noida- 201301 (herein after referred to as 'PNB').

The Bidder 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 witnesseth:-****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 secret trade 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. 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'.

### **3. 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.

### **4. Limit on Obligations:**

The obligations of the Recipient specified in clause 3 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.

## **5. 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.

**6.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)

**7.Term:** The obligation pursuant to Clause 2 and 3 (Confidentiality and Non-Disclosure of Proprietary Information) will survive for one Year 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.

## **8. Damages**

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 loss and damages on account of such disclosure.

Each party agrees to indemnify the other against loss suffered due to breach of contract and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.

## **9. Miscellaneous**

a) This Agreement may 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) The Agreement shall be construed and interpreted in accordance with the laws prevailing in India.

d) The award letter dated \_\_\_\_\_ shall be deemed to form and to read construed as part of this agreement.

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

SIGNED AND SEALED AND DELIVERED BY THE

M/s \_\_\_\_\_

Authorized Signatory

Shri \_\_\_\_\_

Designation \_\_\_\_\_

For Punjab National Bank

Authorized Signatory

Shri \_\_\_\_\_

Designation \_\_\_\_\_

**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,

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

Dear Sir,

**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 4<sup>th</sup> June 2020 & Revision vide order no. P-45021/2/2017-PP (BE-II) dated 16<sup>th</sup> September 2020.

**Signature of Statutory Auditor/Cost Auditor** \_\_\_\_\_ **Registration Number:** \_\_\_\_\_

**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.

**Bidder's Forwarding Letter for Bid Fee of Rs. 11,800/- incl. GST and EMD of Rs. 1.40 Crores**

To,  
The Asst.General Manager  
Punjab National Bank  
HO: Printing & Stationery Dept,  
C-13, Sector-1, Noida

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

**REG : PNB/HO: PTG &STY/TENDER/2022-23/DATED \_\_\_\_\_**

**Part A**

We enclose EMD for the sum of Rs. 1,40,00,000/- lac only (Rupees One Crore Forty Lakhs only) in the form of Bank Guarantee No. ....dated..... valid upto..... issued by the Branch of the ..... drawn in favour of Asst. General Manager, HO: Printing & Stationery Dept, Noida.

**Part B**

We have remitted Non Refundable tender fee of Rs. 11,800/- (Rupees Eleven thousand Eight Hundred Only), exclusive of GST and EMD of Rs, 1,40,00,000/- lac only (Rupees One Crore Forty Lakhs only) to your account number \_\_\_\_\_ vide following details:

<b>PARTICULARS</b>	<b>UTR No.</b>	<b>DATE</b>
TENDER FEE- Rs. 11,800/- (incl. GST)		
EMD- Rs. 1,40,00,000/-		

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  
Punjab National Bank,  
Printing and Stationery Department,  
C-13, Sector – 1, Noida,  
Uttar Pradesh – 201301

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 bid for tender for selection of vendors for end-  
to-end printing and supply of stationery of Punjab National Bank for period of 2 years. 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 Na-  
tional Bank (hereinafter called as the beneficiary) dated \_\_\_\_\_ has expressed its in-  
tention to participate in the said bid and in terms thereof has approached us and requested  
us \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Ad-  
dress 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 Guar-  
antee and undertake to pay immediately on first written demand by Punjab National Bank, the  
amount Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) without any reservation, pro-  
test, 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 bid-  
der.

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 Punjab National Bank, on whose behalf guarantee is issued.

"Notwithstanding 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 \_\_\_\_\_.
- Further, a claim period of \_\_\_\_\_ days after validity period (claim period) is available to you to make a demand under the Bank Guarantee, in respect of a cause of action which has arisen during the validity period only.
- We are liable to pay up to the guarantee amount only and only if we receive from you a written claim or demand duly receipted by authorized Bank official within the validity period of the guarantee as above or within claim period, if any.

In witness whereof the Bank, through its authorized officer has set its hand stamped on this \_\_\_\_\_ Day of \_\_\_\_\_ 2022 at \_\_\_\_\_

Name of signatory

Designation

Email ID:

Contact No.

Bank Common Seal

**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**

## Annexure-I

### 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	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
1	19	FORWARD-ING LETTER	Creamwove paper- 58 GSM	4x 7.75	1	1	1000000	100	Single	▪ Pads made with Kraft paper for 100 forms.
2	26	REGISTERED LETTER DES-PATCH REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	7000	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
3	27	LOCAL AND OUTWARD DESPATCH REGISTER	Maplitho paper- 70 GSM	11x 8.5	200	2	6000	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
4	28	DAK RECEIPT AND DISPOSAL REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	6000	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
5	29	DAK DELIVERY BOOK	Maplitho paper- 70 GSM	8x 7	100	2	5000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
6	31	CASH RESERVE REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	20000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
7	45	REGISTER OF POWER OF ATTORNEY	Maplitho paper- 70 GSM	11x 8.5	50	2	5000	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
8	57	REGISTER FOR CURRENT & OLD RECORD	Ledger paper- 70 GSM	11x 8.5	200	2	3000	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
9	59	VOUCHER REGISTER	Ledger paper- 70 GSM	11x 8.5	100	2	10000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
10	64	DEBIT CASH VOUCHER	Creamwove paper- 47 GSM Pink color paper	7.25x 4	1	2	5000000	200	Single	▪ Pads made with Kraft paper for 100 forms.
11	67	CREDIT CASH VOUCHER	Creamwove paper- 47 GSM Blue color paper	2.5x 7	1	1	6000000	100	Single	▪ Pads made with Kraft paper for 100 forms.
12	82	KACHA VISIT REGISTER	Maplitho paper- 70 GSM	8.25x 5.25	100	2	5000	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	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
13	85	REGISTER FOR ARTICLES FOUND IN THE VAULT	Maplitho paper- 70 GSM	11x 8.5	100	2	1000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
14	90	S.D.VAULT REGISTER	Maplitho paper- 70 GSM	12.25x 8	100	2	2000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
15	95	SPECIMEN SIGNATURE CARD ( S.D.VAULT )	Pulp Card- 250 GSM	4.5 x 5.5	1	2	800000	25	Single	▪ 25 cards tied together with thread or rubber band.
16	107	DAILY CASH BALANCE BOOK	Maplitho paper- 70 GSM	11x 8.5	200	2	10000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
17	110	REGISTER FOR INSURED PARCEL FOR GC NOTES, SECURITIES AND OTHER DOCUMENTS	Maplitho paper- 70 GSM	11x 8.5	100	2	5000	1	Single	▪ Portrait orientation with different matter on both pages ▪ Binding on the longer side
18	113	CHEQUE RETURNING MEMO	Creamwove paper- 58 GSM	10.25x 5.5	1	2	500000	50	single	▪ Pads made with Kraft paper for 50 forms.
19	122	CHEQUES RETURNED REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	7000	1	Single	▪ Landscape orientation with Different matter on both pages ▪ Binding on the longer side
20	127	OVERDRAFT SANCTION REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	5000	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side
21	135	TOKEN IN USE REGISTER	Maplitho paper- 70 GSM	11x 8.5	24	2	5000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
22	139	BALANCE CONFIRMATION LETTER	Ledger paper- 70 GSM	11x 8.5	1	1	2000000	100	Single	▪ 1 perforation on each form ▪ Pads made with Kraft paper for 100 forms.
23	144	BLANK REGISTER ( I Q )	Maplitho paper- 70 GSM	11x 8.5	48	2	60000	2	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
24	225	BALANCE CONFIRMATION LETTER FOR Pro-tested Advances	Maplitho paper- 70 GSM	11x 8.5	1	1	500000	25	Single	▪ Pads made with Kraft paper for 25 forms.

Sl. No	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
25	235	T.A.BILL FORM	Maplitho paper- 70 GSM	11x 8.5	1	2	400000	50	Single	▪ Pads made with Kraft paper for 50 forms.
26	236	T.A.BILL REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	4000	1	Single	▪ Portrait orientation with Different matter on both sides ▪Binding on longer side
27	244	ARRANGEMENT REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	4000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
28	245	ATTENDANCE REGISTER	Ledger paper- 70 GSM	11x 8.5	50	2	11000	1	Single	▪ Portrait orientation with Different matter on both sides ▪Binding on longer side
29	308	LETTER OF LIEN AGAINST DEPOSIT	Ledger paper- 70 GSM	11x 8.5	2	2	200000	50	Single	▪ Packing of 50 forms by tying thread
30	313	JEWELLERY REGISTER	Ledger paper- 70 GSM	11x 8.5	100	2	2000	1	Single	▪ Portrait orientation with Different matter on both sides ▪Binding on longer side
31	325	LOAN APPLICATION FORM	Ledger paper- 70 GSM	11x 8.5	4	2	200000	25	Single	▪ Centre (Double) pinning ▪ Packing of 25 forms by tying thread
32	355	BALANCE CONFIRMATION & DOCUMENTS REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	10000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
33	363	TITLE DEED REGISTER	Ledger paper- 70 GSM	11x 8.5	100	2	5000	1	Single	▪ Portrait orientation with Different matter on both sides ▪Binding on longer side
34	423	CLAIM REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	5000	1	Single	▪ Portrait orientation with Different matter on both sides ▪Binding on longer side
35	443	STOCK INSPECTION REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	5000	1	Single	▪ Portrait orientation with Different matter on both sides ▪Binding on longer side
36	464	SLIPS FOR BUNDLES OF CURRENCY NOTES	Creamwove paper- 58 GSM	7.25x 2.25	1	1	10000000	1000	Single	▪ Pads made with Kraft paper for 100 forms.
37	478	DEVIATION REGISTER	Maplitho paper- 70 GSM	11x 8.5	50	2	5000	1	Single	▪ Landscape orientation with Different 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	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
38	488	R.D. PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for inner pages	7.25x 4.25	6 + cover	2	1400000	25	Single color- inside pages and inside cover pages Multi-color-outside cover pages	<ul style="list-style-type: none"> <li>▪ Cover page to be laminated</li> <li>▪ Round cornering</li> <li>▪ Thread stitching on the centre (longer side)</li> <li>▪ Portrait orientation with Different matter on both sides</li> <li>▪ Shrink pack of 25 passbooks</li> </ul>
39	492	PAY IN SLIP FOR OUT-STATION CHEQUES	Creamwove paper- 58 GSM	10.4x5 .25	1	2	500000	100	Single	<ul style="list-style-type: none"> <li>▪ 1 perforation on each form</li> <li>▪ Pads made with Kraft paper for 100 forms.</li> </ul>
40	539	SIMPLIFIED CR ON BORROWERS	Ledger paper- 70 GSM	11x 8.5	1	2	100000	25	Single	<ul style="list-style-type: none"> <li>▪ Pads made with Kraft paper for 25 forms.</li> </ul>
41	551	CER. OF INSP. OF MOTER VEHICLES	Maplitho paper- 70 GSM	11x 8.5	1	1	60000	25	Single	<ul style="list-style-type: none"> <li>▪ Pads made with Kraft paper for 25 forms.</li> </ul>
42	605	S.F. WITH-DRAWAL SLIP	Maplitho paper- 70 GSM	7x 3.25	1	2	110000000	1000	Blue color background and text in black color on one side, and only Black text on one side	<ul style="list-style-type: none"> <li>▪ Pads made with Kraft paper for 50 forms and packing to be done for 1000 forms.</li> </ul>
43	640	COMPLAINT REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	3000	1	Single	<ul style="list-style-type: none"> <li>▪ Landscape orientation with Different matter on both pages</li> <li>▪ Binding on the longer side</li> </ul>
44	728	DOCUMENTERY PROM-ISSORY NOTE	Maplitho paper- 70 GSM	11x 8.5	1	2	200000	100	Single	<ul style="list-style-type: none"> <li>▪ Pads made with Kraft paper for 100 forms.</li> </ul>
45	795	PPF RECEIPT	Maplitho paper- 70 GSM	11x 7	1	1	300000	25	Single	<ul style="list-style-type: none"> <li>▪ 1 perforation on each form</li> <li>▪ Pads made with Kraft paper for 25 forms.</li> </ul>
46	804	PPF PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for inner pages	7.25x 4.25	8 + cover	2	600000	50	Single_color Inside_pgs & inside cover_pg Multi-color-outside	<ul style="list-style-type: none"> <li>▪ Cover page to be laminated</li> <li>▪ Round cornering</li> <li>▪ Thread stitching on the centre (longer side)</li> <li>▪ Portrait orientation with Different matter on both sides</li> <li>▪ Shrink pack of 50 passbooks</li> </ul>

Sl. No	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
47	805	A.O.F OF PPF	Maplitho paper- 70 GSM	11x 8.5	1	2	500000	25	Single	▪ Pads made with Kraft paper for 25 forms.
48	861	REGISTER FOR REMITTANCE IN FORMAT	Maplitho paper- 70 GSM	11x 8.5	100	2	3000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
49	938	STOCK STATEMENT	Creamwove paper- 58 GSM	11x 8.5	2	2	1200000	50	Single	▪ Packing of 50 forms by tying thread
50	1013	COMPLAINT BOOK	Creamwove paper- 58 GSM	11x 8.5	76	1	4000	1	Single	▪ Portrait orientation with Different matter on both sides ▪ Binding on longer side ▪ Set of 3 pages x 25 and 1 front page
51	1036	CASH WITHDRAWAL SLIP (KRISHI CARD)	Maplitho paper- 70 GSM	8.25x 7	1	1	5000000	100	Single	▪ Pads made with Kraft paper for 100 forms.
52	1061	DRAWING POWER REGISTER	Maplitho paper- 70 GSM	11x 8.5	100	2	5000	1	Single	▪ Portrait orientation with Same matter on both pages ▪ Binding on the longer side
53	1063	AOF FOR INTERNET BANKING	Creamwove paper- 58 GSM	11x 8.5	1	2	500000	100	Single	▪ Pads made with Kraft paper for 100 forms.
54	1064	ATM CASH REGISTER	Maplitho paper- 70 GSM	11x 8.5	200	2	10000	1	Single	▪ Landscape orientation with Same matter on both pages ▪ Binding on the longer side
55	1159	CONFIRMATION OF DEPCERT	Maplitho paper- 120 GSM	8x 6	1	2	3000000	200	One side multi-color and back side single color	▪ Shrink pack of 200 loose leaves
56	1174	SMS ALERTS REGISTRATION SLIP [RETAIL] FINACLE MENU - ALERTS	Creamwove paper- 58 GSM	4x 5.5	1	2	5000000	200	Single	▪ Pads made with Kraft paper for 100 forms.
57	1177	FDR OPENING/RENEWAL FORM	Maplitho paper- 70 GSM	11x 8.5	1	2	4000000	200	Single	▪ Pads made with Kraft paper for 100 forms.
58	1207	COMPLAINT FORM FOR ATM TRANSACTIONS	Maplitho paper- 70 GSM	11x 8.5	1	2	500000	50	Single	▪ Pads made with Kraft paper for 50 forms.
59	1217	ECS/NACH NEW MANDATE FORM	Maplitho paper- 80 GSM	9x 3	1	2	350000	25	Single	▪ Kraft/poly packing of 25 loose forms

Sl. No	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
60	1221	AOF SUKANYA SAMRIDHI SCHEME	Maplitho paper- 70 GSM	11x 8.5	1	2	400000	25	Single	▪ Pads made with Kraft paper for 25 forms.
61	1222	SUKANYA SAMRIDHI PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for inner pages	7.25x 4.25	8 + cover	2	500000	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 passbooks
62	1237	LIFE CERTIFICATE/CERTIFICATE TO BE SUBMITTED BY PENSIONERS	Creamwove paper- 58 GSM	11x 8.5	2	2	1800000	50	Single	▪ Packing of 50 forms by tying thread
63	1251	ACCOUNT OPENING FORM FOR NONINDIVIDUAL	Maplitho paper- 70 GSM	11x 8.5	16	2	700000	25	Single	▪ Centre (Double) pinning ▪ Packing of 25 forms by tying thread
64	1 R	APPLICATION FORM FOR RTGS/NEFT/ DRAFT	Creamwove paper- 58 GSM	10.75 x 5	1	2	18000000	200	Single	▪ 1 perforation on each form ▪ Pads made with Kraft paper for 100 forms.
65	46-47	CLAIM FORM FOR DECEASED'S A/C & MANAGER CERTIFICATE REG A/C	Ledger paper- 70 GSM	11x 8.5	2	2	500000	25	Single	▪ Packing of 25 forms by tying thread
66	69 R	COMBO TRANSFER VOUCHER	Creamwove paper- 58 GSM	6.75x 4	1	1	20000000	500	Single	▪ Pads made with Kraft paper for 100 forms.
67	80R	LEASE DEED SHEETS OF S.D.V	Ledger paper- 70 GSM	11x 8.5	8	2	200000	25	Single	▪ Packing of 25 forms by tying thread
68	154 R	PAY CUM CHEQUE SLIP	Creamwove paper- 58 GSM	10.5x3 .75	1	2	100000000	2000	Single	▪ 1 perforation on each form ▪ 25 forms to be stapled together and packets to made of 2000 forms.
69	215 A	PARTY PAD LOOSE	Maplitho paper- 80 GSM	11x 8.5	1	1	300000	100	multi-color	▪ Shrink pack of 100 loose sheets

Sl. No	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
70	464R	NOTE SLIP ( RED ) NON-ISSUABLE	Creamwove paper- 47 GSM pink color paper	8.6x 2.6	1	1	1300000	100	Single	▪ Pads made with Kraft paper for 100 forms.
71	625A	PASS BOOK	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for inner pages	7.25x 4.25	8 + cover	2	30000000	100	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 100 passbooks
72	1249 (A2)	ACCOUNT OPENING FORM FOR INDIVIDUAL - PNB 1249 (A2)	Maplitho paper- 70 GSM	11x 8.5	6	2	5000000	50	Single	▪ Centre (Double) pinning ▪ Packing of 25 forms by tying thread
73	1249 A2 CIF	CUSTOMER INFORMATION SHEET	Maplitho paper- 70 GSM	11x 8.5	2	2	6000000	50	Single	▪ Packing of 25 forms by tying thread
74	1249 A2 ANNEX 1	FATCA/ CRS SELF DECLARATION/ DECLARATION BY INDIVIDUAL	Maplitho paper- 70 GSM	11x 8.5	1	2	500000	100	Single	Packing of 25 forms by tying thread
75	1249 A2 ANNEX 2	RELATED PARTY / MINOR- TO BE FILLED IN CASE OF MINOR	Maplitho paper- 70 GSM	11x 8.5	1	2	500000	100	Single	Packing of 25 forms by tying thread
76	1249 A2 ANNEX 3	DECLARATION OF INDIVIDUAL IN CASE OF NON AVAILABILITY OF PAN NUMBER	Maplitho paper- 70 GSM	11x 8.5	2	2	2000000	50	Single	Packing of 25 forms by tying thread
77	CA Anx	UNDERTAKING_CA_CREDIT FACILITY	Maplitho paper- 70 GSM	11x 8.5	4	2	700000	25	Single	Packing of 25 forms by tying thread
78	T209	CONTINUOUS COMPUTER STATIONERY - 10x12	Creamwove paper- 60 GSM	10"x1 2"x1 leaf	1000	1	250	1	Two color	▪ 1 unit= packet of 1000 sheets

Sl. No	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
79	T436	FILE COVER	450 GSM Board-Green Color Board	11x 14	NA	1	1500000	50	Single	▪ 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
80	T502	F.D.COVER	Base- Chocolate Brown PVC- 0.2 mm thickness, Clear material- 0.15 mm PVC	6.25 x 9.1 closed size and flap size 2x 9	NA	1	3000000	100	multi-color	▪ Packets of 100 FD Covers
81	T701	ENVELOPES - BRANCH LARGE	Grade 1 Kraft Paper- 80 GSM	10x 4.75 with 1" flap	NA	2	1500000	100	Single	▪ Packets of 100 Envelopes
82	T703	ENVELOPES - CUSTOMER LARGE	Maplitho- 80 GSM	9.25x 4.25 with 1" flap	NA	2	1200000	100	multi-color	▪ Packets of 100 Envelopes
83	T705	ENVELOPES - VOUCHERS	Grade 1 Kraft Paper- 80 GSM	10 x 12 with 1" flap	NA	1	1500000	50	Single	▪ Packets of 50 Envelopes
84	T706	ENVELOPES - WINDOW BROWN	Grade 1 Kraft Paper- 100 GSM	10x 4.5 with 1" flap	NA	2	1500000	100	Single	Packets of 100 Envelopes
85	T706 A	ENVELOPES - WINDOW WHITE	Maplitho- 100 GSM	10x4.5 with 1" flap	NA	2	1500000	100	multi-color	Packets of 100 Envelopes
86	T720	ENVELOPES - ART PAPER SMALL	Art paper 170 GSM	5.25X 10 with 1" flap	NA	2	1000000	100	Multi-color	Packets of 100 Envelopes
87	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	3000	1	Single color and Multi-color	▪ 1 unit= 1000 pinmailers of 3 leaves. ▪ With sprocket holes on both sides and perforation to detach individual pin mailers
88	T748	CONTINUOUS COMPUTER STATIONERY - 15x12	Creamwove paper- 58 GSM	15"X1 2"X1 leaf	1000	1	3000	1	Two color	▪ 1 unit= packet of 1000 sheets

Sl. No	Item Code	Item Description	Paper type	Size in inches	no. of leaves	Printed sides	consumption- Quantity	No. of pieces per unit	Single/ multi-color Printing	Finishing
89	TS-001	PNB NOTE-PAD A-5 SIZE	Art Paper - 170 GSM for cover and Maplitho paper- 70 GSM for inner pages	5.5x 8.5	16	2	10000	1000	32 inside pages- Single color, 2 inside pages- Blank, 2 outside cover pages- Multi-color	▪ Packing of 100 books by tying thread
90	TS-012	A4 SIZE LEAFLET	Art Paper- 90 GSM	11x 8.5	1	2	1000000	50	multi-color	50 Loose leaves shrink packed
91	TS-013	A5 SIZE LEAFLET	Art Paper- 90 GSM	8.5X 5.5	1	2	1000000	50	multi-color	50 Loose leaves shrink packed
92	TS-014	SMALL SIZE LEAFLET	Art Paper- 90 GSM	8.5X 3.75	1	2	1000000	50	multi-color	50 Loose leaves shrink packed
93	TS-015	BROCHURES	Art Paper- 90 GSM	8.5X 3.75	2	2	1000000	50	multi-color	50 brochures shrink packed

**Sl. No.78, 87 and 89 are for supply to Delhi/NCR only.**



**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 <sup>2</sup> /g (min)- CD	4	4	4	4	4
Tear Index mN.m <sup>2</sup> /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 <sup>2</sup> )(+/- 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 <sup>nd</sup> & 3 <sup>rd</sup> leaves
2nd	Carbonless paper- 58 GSM	4 color	None	Sealed & Glued from all side with 3 <sup>rd</sup> leaf
3rd	Carbonless paper- 58 GSM	Single color	4 color	Sealed & Glued from all side with 2 <sup>nd</sup> 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 bank's E-Procurement portal only i.e., <https://etender.pnbnet.in>)** – Rates submitted in physical forms will not be considered by the bank and will result in disqualification of the bid.

Rates are inclusive of all (Except GST)

Item ID	Item Description	Unit of measurement	Quantity	Offered rate	Total offered value
		A	B	C	D = B x C
<b>Total offered value of all items for first year</b>					<b>Grand total</b>

Unit of measurement = number of pieces per unit

Quantity = Number of units (Tentative consumption per annum / number of pieces per unit)

Offered rate = Rate per unit offered by the bidder

Total offered value (**Auto calculated**) = Rate per unit x 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.

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, excluding GST. However applicable GST rates as on the date of bill shall be paid in addition to the quoted rate.

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.

Prices quoted by the Bidder (L-1 through process) shall be fixed during the Bidder's performance of the Contract and shall not be subject to variation on any account, including exchange rate fluctuations. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

We undertake that we shall adhere to the quality specifications and delivery schedule as mentioned in the tender document.

We have gone through the terms & conditions & Technical Specifications as given in tender document and agree to abide the same unconditionally.

**(Authorised Signatory)**  
Name

**Name of Company**  
Date

**a) List of Circles**

ZONE	CIRCLE	METRO	RURAL	SEMI URBAN	URBAN	Grand Total
<b>AGRA</b>		<b>31</b>	<b>166</b>	<b>138</b>	<b>115</b>	<b>450</b>
	AGRA	31	14	15	7	67
	ALIGARH		26	22	20	68
	BAREILLY		28	35	32	95
	BULANDSHAHR		58	21	17	96
	ETAWAH		18	27	21	66
	JHANSI		22	18	18	58
<b>AHMEDABAD</b>		<b>100</b>	<b>35</b>	<b>75</b>	<b>62</b>	<b>272</b>
	AHMEDABAD	48	10	21	16	95
	RAJKOT	9	14	17	29	69
	SURAT	24	7	12	7	50
	VADODARA	19	4	25	10	58
<b>AMRITSAR</b>		<b>53</b>	<b>267</b>	<b>128</b>	<b>102</b>	<b>550</b>
	AMRITSAR	39	52	17		108
	HOSHIARPUR		55	14	11	80
	JALANDHAR		41	18	45	104
	JAMMU		28	21	28	77
	KAPURTHALA		47	27		74
	PATHANKOT		38	14	16	68
	SRINAGAR	14	6	17	2	39
<b>BHOPAL</b>		<b>113</b>	<b>89</b>	<b>98</b>	<b>70</b>	<b>370</b>
	BHOPAL	37	23	24	12	96
	GWALIOR	16	22	18	9	65
	INDORE	39	9	13	9	70
	JABALPUR	21	17	29	20	87
	UJJAIN		18	14	20	52
<b>BHUBANESHWAR</b>			<b>168</b>	<b>98</b>	<b>75</b>	<b>341</b>
	BALESWAR		43	18	7	68
	BERHAMPUR (GANJAM)		21	27	6	54
	BHUBANESHWAR		31	6	42	79
	CUTTACK		39	18	10	67
	SAMBALPUR		34	29	10	73
<b>CHANDIGARH</b>			<b>283</b>	<b>148</b>	<b>225</b>	<b>656</b>
	CHANDIGARH		9	4	52	65
	HISAR		31	20	25	76
	JIND		30	27	10	67
	KARNAL		41	18	36	95
	KURUKSHETRA		31	13	31	75
	PANIPAT		32	18	34	84

	REWARI		38	15	7	60
	ROHTAK		38	13	24	75
	SIRSA		33	20	6	59
<b>CHENNAI</b>		<b>88</b>	<b>39</b>	<b>194</b>	<b>118</b>	<b>439</b>
	CHENNAI - SOUTH	71	2	25	14	112
	COIMBATORE	3	4	16	8	31
	ERNAKULAM		9	46	27	82
	KOZHIKODE			18	14	32
	THIRUVANANTHAPURAM			31	14	45
	TRICHY	14	24	58	41	137
<b>DEHRADUN</b>			<b>151</b>	<b>63</b>	<b>83</b>	<b>297</b>
	DEHRADUN		36	13	48	97
	HALDWANI		35	23	17	75
	HARIDWAR		25	14	18	57
	TEHRI		55	13		68
<b>DELHI</b>		<b>323</b>	<b>70</b>	<b>61</b>	<b>96</b>	<b>550</b>
	EAST DELHI	74	2		5	81
	GHAZIABAD	38	10	4	9	61
	GURUGRAM	27	26	17	38	108
	NOIDA		18	8	33	59
	NORTH DELHI	35	10	8	11	64
	SOUTH Delhi	75	1	18		94
	WEST DELHI	74	3	6		83
<b>DURGAPUR</b>			<b>269</b>	<b>104</b>	<b>92</b>	<b>465</b>
	BARDHMAN		41	17	10	68
	DURGAPUR		14	3	27	44
	MALDA		43	9	11	63
	MURSHIDABAD		36	29	5	70
	NADIA		30	20	12	62
	NEW JALPAIGURI (SILIGURI)		25	18	20	63
	PURULIA		80	8	7	95
<b>GUWAHATI</b>			<b>225</b>	<b>119</b>	<b>82</b>	<b>426</b>
	AGARTALA		32	20	14	66
	DIBRUGARH		39	20	7	66
	GUWAHATI		46	25	31	102
	IMPHAL		6	15	14	35
	JORHAT		30	12	7	49
	NAGAON		37	22	3	62
	SILCHAR		35	5	6	46
<b>HYDERABAD</b>		<b>158</b>	<b>38</b>	<b>77</b>	<b>130</b>	<b>403</b>
	BANGALORE	62	6	7	14	89
	HUBLI		4	10	40	54
	HYDERABAD	51	5	5	5	66

	SECUNDERABAD	26	6	15	18	65
	VIJAYWADA	7	10	16	33	66
	VIZAG	12	7	24	20	63
<b>JAIPUR</b>		<b>95</b>	<b>280</b>	<b>222</b>	<b>123</b>	<b>720</b>
	ALWAR		50	22	11	83
	BHARATPUR		47	22	17	86
	BIKANER		19	25	17	61
	HANUMANGARH		33	27	11	71
	JAIPUR - AJMER	50	9	11	16	86
	JAIPUR - SIKAR	8	39	27	4	78
	JODHPUR	22	18	28	2	70
	KOTA	15	16	21	10	62
	SRIGANGANAGAR		27	19	10	56
	UDAIPUR		22	20	25	67
<b>KOLKATA</b>		<b>177</b>	<b>301</b>	<b>78</b>	<b>145</b>	<b>701</b>
	HOOGHLY		33	15	20	68
	KHARAGPUR		55	3	7	65
	KOLKATA - NORTH	39	3		43	85
	KOLKATA - SOUTH	80	3		2	85
	KOLKATA - WEST	58	8	10	12	88
	NORTH 24 PARGANAS		39	9	41	89
	PASCHIM MEDINIPUR		55	9	4	68
	PURBA MEDINIPUR		63	11	5	79
	SOUTH 24 PARGANAS		42	21	11	74
<b>LUCKNOW</b>		<b>71</b>	<b>148</b>	<b>80</b>	<b>55</b>	<b>354</b>
	AYODHYA (FAIZABAD)		25	10	15	50
	BASTI		43	19	6	68
	GORAKHPUR		36	17	19	72
	LUCKNOW	71	18	12		101
	SITAPUR		26	22	15	63
<b>LUDHIANA</b>		<b>56</b>	<b>195</b>	<b>155</b>	<b>90</b>	<b>496</b>
	BHATINDA		28	32	20	80
	FAZILKA		32	20	8	60
	LUDHIANA	56	36	16	5	113
	MOGA		32	15	18	65
	PATIALA		42	39	24	105
	SAS NAGAR (MOHALI)		25	33	15	73
<b>MEERUT</b>		<b>38</b>	<b>156</b>	<b>120</b>	<b>61</b>	<b>375</b>
	BIJNORE		33	32		65
	MEERUT	38	40	22	7	107
	MORADABAD		13	18	21	52
	MUZAFFARNAGAR		33	33	15	81
	SAHARANPUR		37	15	18	70

<b>MUMBAI</b>		<b>238</b>	<b>31</b>	<b>68</b>	<b>64</b>	<b>401</b>
	KOLHAPUR		5	15	17	37
	MUMBAI CITY	42				42
	MUMBAI WESTERN	61	2	2	4	69
	NAGPUR	31	9	11	13	64
	NASHIK	13	9	21	19	62
	PUNE	41	4	15		60
	THANE	50	2	4	11	67
<b>PATNA</b>		<b>39</b>	<b>376</b>	<b>193</b>	<b>92</b>	<b>700</b>
	ARRAH		55	15	8	78
	AURANGABAD (BIHAR)		55	13	7	75
	BHAGALPUR		22	25	19	66
	BIHARSHARIF		37	24	1	62
	CHAMPARAN (MOTIHARI)		22	26	13	61
	DARBHANGA		22	38	6	66
	GAYA		54	7	11	72
	KATIHAR		24	16	8	48
	MUZAFFARPUR		34	10	17	61
	PATNA	39	51	19	2	111
<b>RAIPUR</b>		<b>65</b>	<b>131</b>	<b>112</b>	<b>81</b>	<b>389</b>
	BILASPUR		32	33	26	91
	BOKARO	24	43	40	25	132
	RAIPUR	11	14	13	16	54
	RANCHI SOUTH	30	42	26	14	112
<b>SHIMLA</b>			<b>306</b>	<b>33</b>	<b>9</b>	<b>348</b>
	DHARAMSHALA		78	8		86
	HAMIRPUR		71	5		76
	MANDI		63	9		72
	SHIMLA		40		9	49
	SOLAN		54	11		65
<b>VARANASI</b>		<b>95</b>	<b>129</b>	<b>86</b>	<b>45</b>	<b>355</b>
	KANPUR-CITY	54	23	12	5	94
	MAU		31	19	18	68
	PRAYAGRAJ (ALLAHABAD)	22	20	17	3	62
	RAEBARELI		39	21	10	70
	VARANASI	19	16	17	9	61
<b>Grand Total</b>		<b>1740</b>	<b>3853</b>	<b>2450</b>	<b>2015</b>	<b>10058</b>

**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.)

**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, including the rate for printing. We have necessary infrastructure, experience, expertise to undertake end-to-end printing and supply of stationery.

(Authorised Signatory)

(Please affix company's rubber stamp)

**Name** ..... **Designation** .....

**Address:** .....

.....

**E- mail:** ..... **Mobile No:** .....