



PRINTING AND STATIONERY DEPARTMENT
C- 13, SECTOR -1, NOIDA- 201301 (UP)

PSD/PIN Mailers/Tender/2019-21

15.10.2019

M/s _____

Dear Sir,

REG:- Notice inviting open E-Tender for supply of carbonless PIN Mailers for Internet Banking (2019 – 21)

Open Tenders are invited under *two bid systems through e-tendering* process for supply of Carbonless Pin Mailers for Internet Banking from manufacturers engaged in the business of printing and fabrication of PIN Mailers (carbonless paper) on rate contract basis for a period of 2 years from the date of agreement and further extendable by 3 months as per the bank's discretion, as described in the tender document..

Bidders who wish to participate in the said tender, shall submit their bids through bank's e-procurement portal <https://etender.pnbnet.in> on or before last date & time of submission of encrypted bid.

Description of item	Pin Mailers (with carbonless paper) for Internet banking as per Bank's specifications (Please refer to Annexure- I)
Quantum of Job	Around 15 Lakh Carbonless Pin Mailers per annum. Per reference procurement is expected to be Approx. 1.0 - 2.5 Lakh pin mailers. Quantity may vary as per bank requirement.
Earnest Money Deposit (EMD)	Rs.10,000/- (Rupees Ten Thousand only) in the shape of Demand Draft in favour of "Senior Manager, Punjab National Bank, Printing & Stationery Deptt., NOIDA A/c _____ (Name of your firm)" payable at NOIDA/Delhi. Tender submitted without payment of EMD, will not be considered.
Security Deposit	The successful bidder shall have to furnish Security Deposit of Rs.40,000/- (Rupees Forty Thousand only) in the shape of FDR for a period of two (2) years or for a period as may be required to match the contractual period within 15 days of confirmed order in the name of "Senior Manager, Punjab National Bank, Printing & Stationery Deptt., NOIDA A/c _____ (Name of your firm)".
Time & last date for submission of encrypted & re-encrypted bids on bank's e-procurement portal https://etender.pnbnet.in	Submission/encryption of bid: On or before 05. 11.2019 up to 01: 00 p.m. Re-encryption of bid: On or before 05. 11.2019 up to 0 2:45 p.m. Documents/information related to Technical Bid are also to be

	submitted in physical form in a sealed envelope at Punjab National Bank, Printing & Stationery Deptt., C-13, Sector-1, Noida – 201301 (UP) on or before last date & time of submission of encrypted bid i.e. on or before 05.11.2019 up to 01:00 p.m.
Time & date for opening of Technical Bid (re-encrypted e-bids & physical bids)	On 05.11.2019 at 02:46 p.m. through bank's e-procurement portal. The documents/information related to technical bids submitted in physical form will also be opened on the same day & time at Printing & Stationery Department, 1 st Floor, C -13, Sector-1, Noida (UP) – 201301.
Tentative Time & date for opening of Financial e-bids	On 05.11.2019 at 4:00 p.m through bank's e-procurement portal only. Financial e-bids of only those bidders will be opened whose technical bids are accepted by the bank.
Cost of Tender/ Tender Fee	Tender performa is available on Bank's website (www.pnbindia.in) and e-procurement portal https://etender.pnbnet.in which can be downloaded & submitted along with non-refundable Tender fee of Rs.1,180/- (Rs.1,000/- + GST @18%) by way of Demand Draft in favour of "Senior Manager, Punjab National Bank, Printing & Stationery Deptt., NOIDA A/c _____ (Name of your firm)". Tender performa can also be collected from our office on payment of the said Tender fee by way of Demand Draft as mentioned above. Tenders submitted without tender fee, will be summarily rejected.
Reverse Auction(RA)/ Negotiation	Bank shall have right to negotiate with L-1 bidder or go for reverse auction (RA)
Validity of Tender	90 Days from the opening of Financial bid
Note	Bank may, as per its requirement, change time & date of opening of encrypted bids/ re-encrypted bids/ financial bids/ tender. Bidders or their representatives, who wish to be present at the time of opening of e-bids/physical bids, are welcome.
Corrigendum, if any	Change in terms & conditions of the tender, if any, shall be informed through a corrigendum which shall be uploaded on bank's website (www.pnbindia.in and https://etender.pnbnet.in)
Cancellation of Tender	The tender can be cancelled by the bank at any time but before allotment of the job, without assigning any reason, whatsoever.

The window for submission of e-tender at the e-procurement portal will be closed at the specified time after which bidders will not be able to submit e-tenders. No such request seeking extension of time/date on account of any reason, whatsoever, will be entertained/ considered.

The "Instructions to Bidder - General Terms & Conditions" along with conditions of "Technical & Financial Bids" as at **Annexure-I**, Technical Specification of the Paper as at **Annexure-II** of the tender document, are applicable for the tender.

Note:- Adherence to Delivery Schedule and Quality of paper as specified in Annexure-II are the essence of tender.

INSTRUCTIONS FOR E-TENDERING/BIDDING

For filing E-tender & detailed instructions for the same, please visit our e-procurement website <https://etender.pnbnet.in> & refer contractor manual under download section.

Requirement for e-tendering:-

- 1). Valid signing digital certificate.
- 2). Valid encryption digital certificate.

In case of any clarification/help, following officials can be contacted on any working day, during working hours:-

	General Queries		IT Related Queries
Name	Sh Naveen Kumar	Sh. Bhagwati Dhyan	Smt. Bindu Kumari Pandit
Contact No	0120- 4968 004	0120 – 4968 003	0120-4968 005
E-mail Id	ptgstn(at)pnb(dot)co(dot)in	ptgstn(at)pnb(dot)co(dot)in	ptgstn(at)pnb(dot)co(dot)in

Thanking you,

Yours faithfully,

(SR. MANAGER)

INSTRUCTIONS TO BIDDERS**(A) TECHNICAL BID**

1. **Eligibility Criteria:-** Tenders are invited from manufacturers of PIN Mailers (carbonless paper) fulfilling the following criteria:-
 - a) Bidders who are engaged in the business of printing and fabrication of Carbonless PIN Mailers for internet banking.
 - b) Bidders should be located within Delhi NCR.
 - c) Bidders should have been supplying the carbonless PIN mailers for internet banking **for at least last 3 years to/for Public Sector Banks/Private/Foreign Commercial Banks.**
 - d) Average annual value of PIN mailers manufactured & supplied to the banks (as per clause 1(c) above) should not be less than **Rs. 10 lakhs during last 3 years.**
 - e) Suppliers should have all necessary infrastructure/machineries required for printing & fabrication of PIN mailers (carbonless) in their own units *under one roof*.
2. **DOCUMENTS TO BE UPLOADED:-** Bidders shall have to upload following scanned image of documents/information on bank's e-procurement portal in the relevant template under technical bid. **Hard copy** of these documents shall also be submitted on or before last date & time of submission of encrypted bid:-
 - a) Certificate of Incorporation/ Partnership Deed etc. along with date of incorporation.
 - b) Duly signed and stamped Contact details i.e, PAN card, landline & mobile telephone no & e-mail **Ids** etc, of all key persons of the firm like Managing Director/Managing Partner/Partners/Proprietor.
 - c) GST Registration Certificate & PAN/TIN number of the firm. In case of SSI units, copy of SSI registration certificate be also uploaded.
 - d) Valid Demand Draft towards Earnest Money Deposit & Tender Fee, in favour of "Senior Manager, Punjab National Bank, Printing and Stationery Deptt., NOIDA A/c _____ (Name of your firm)". Bidders are required to furnish and upload scanned copy of Demand Draft **(not prior to tender date)** irrespective of any earlier security deposit which may be earlier held on Bank's record.
 - e) E-tenders, not accompanied with Earnest Money Deposit & Tender Fee, will be summarily rejected.
 - f) Duly signed "Banker details" on letter-head of the firm.
 - g) Audited Balance Sheets (ABS) duly authenticated for last three years.
 - h) Detailed list of all machines & equipment required **pertaining to fabrication of PIN Mailers (carbonless) held under one roof to facilitate quick & timely delivery.** The machineries/ infrastructure/premises shall be inspected by the officials of the Bank before opening of financial bids.

- i) Duly signed documents detailing names of the important clients preferably Financial Institutions, Public & Private Sector Banks or reputed companies.
- j) Acceptance of terms & conditions (T&C) and delivery schedule as provided in the tender.
- k) Proof of having manufactured & supplied PIN mailers worth minimum average value of Rs **10 lakh during last 3 years** for internet banking to Public Sector Banks/ Private/Foreign Commercial Banks.
- l) Certificates from Public/ Private/Foreign commercial Banks to whom supply of PIN Mailers was made during last three (3) **FY 2016-17, 2017-18 and 2018-19** to the effect that the quality of PIN mailers supplied was satisfactory & supply was made in time.

3. DOCUMENTS NOT BE UPLOADED:-

- m) 10 specimens of Pin Mailers (carbonless paper) supplied by the bidders to others Banks be enclosed with the documents of technical bid to be submitted to the bank in physical form. The same are not required to be uploaded on e-procurement portal.

NOTE:- In addition to submission of *Technical bid in encrypted form* on e-procurement portal, bidders are required to submit Demand Draft and all documents/ information related to the Technical bid in **physical form also** to the bank in a sealed envelope on which should be written/ type-written **TECHNICAL BID FOR CARBONLESS PIN MAILERS (2019-20)** on it, on or before last date & time of submission of encrypted bids on e-procurement portal.

Technical bids shall be opened and examined first and if found necessary, inspection of infrastructure/ facility available with the firm shall be done by the bank and financial bids of only technically eligible bidders shall be opened on the date and time to be intimated separately at a later date.

(B) FINANCIAL BID:-

- 1. Financial bids will be submitted **only through** bank's e-procurement portal <https://etender.pnbnet.in>.
- 2. Financial bids of only those bidders shall be opened through e-procurement portal whose technical bids are accepted by the bank.
- 3. The quoted rates should be all inclusive **(except GST)** and F.O.R. our godown at Noida or any other designated place in Delhi NCR.
- 4. Bids of bidders, who have or have had any dispute with the bank in the past and/or have failed to meet quality specifications of the product as stipulated by the bank, will not be accepted by the bank. Their technical bids shall be summarily rejected and accordingly, their financial bids shall not be opened. Bank's decision in this regard shall be final & binding.
- 5. The quoted rates shall be **valid** for a period of 2 years from the date of opening of financial bid. The contract, at the sole discretion of the bank, can be further extended for a period of 3 months at existing rates and terms & conditions.

DELIVERY SCHEDULE:

Complete supply of the PIN mailers will have to be made within 21 days from date of our order. In case of delay, penalty will be imposed as per the following penalty clause:-

Delay Period	% of Penalty on Delayed supply
Up to One Week	1.0% penalty
Up to Two Weeks	3.0% penalty
Up to Three Weeks	5.0% penalty
Beyond Three Weeks	Cancellation of order and forfeiture of Security Deposit amount & penalty as decided by the bank including debar of paper mill from participating in the Bank's tender, as per para 6 (l).

- i. Quality of the material is the essence of the job. If it is found that material is of poor quality, besides levying penalty as may be decided by the bank, material shall have to be replaced by the vendor with good quality PIN Mailers immediately and maximum within 5 days from the date of rejection. Successful bidders shall be expected to have necessary infrastructure/expertise for high degree of quality control and shall actually exercise high degree of quality control.

GENERAL TERMS & CONDITIONS

1. Only e-tenders duly submitted through bank's e-procurement portal <https://etender.pnbnet.in> shall be accepted. Tenders submitted through any other mode shall be summarily rejected.
2. Bidders shall follow the procedure for submission of e-tender as contained in the contractor manual, available under download section on our e-procurement portal <https://etender.pnbnet.in>.
3. It shall be the entire responsibility of the bidder to ensure that their tenders are submitted complete in all respects through e-procurement portal of the bank before due date and time of submission of encrypted & re-encrypted e-bids. Technical bids are to be submitted in physical form also, well before the stipulated time line.

EMD:-

4. Incomplete tenders or tenders not accompanied with Demand Draft for Earnest Money Deposit (EMD) of Rs. 10,000/- & Non-refundable Tender fee of Rs.1,180/- (inclusive of GST @18%) will be summarily rejected. No cheque will be accepted. EMD is refundable in case tender is not awarded by the Bank. Earnest Money will be forfeited in case the bidders withdraws from the tendering process or fails to honor the order placed by the bank after approval of their rates.
5. The Bank reserves the right to conduct surprise inspection of the suppliers printing/manufacturing unit with the purpose of ensuring that the bank's jobs are being executed as per terms & conditions and specifications specified in the tender. As such the onus of performing as per bank's requirements lies solely on the supplier concerned.
6. Samples of PIN mailers of our Bank can be seen at our office on any working day during tender period.

7. Rejected stock of PIN Mailers shall be removed immediately from the bank's premises by the vendor, within 2 working days, failing which these will be disposed of by the bank at the cost of vendor and no claim for the same shall be, entertained. Bank will not be responsible in any respect, in this regard.
8. In case of non-supply of PIN Mailers within prescribed time frame, bank shall be entitled to get the same procured from the open market and claim the difference in cost, if any, as well as the penalty (as may be decided by the bank) from the vendor.
9. In case of default or non-compliance with the terms of this tender, during the validity period of their approved rate, the vendor shall face penalty to the extent of forfeiture of the entire (100%) security deposit made with the bank and also the bank can debar the vendor for future for at least one tendering process. The Bank's decision in this regard will be final.
10. Successful vendor/supplier shall have to enter into an agreement with the bank, in the format prescribed by the bank
11. Bids of bidders, who have or have had any dispute with the bank &/or failed to meet quality specifications of the product as stipulated by the bank, will not be accepted by the bank. Their technical bids shall be summarily rejected and accordingly, their financial bids shall not be opened. Bank's decision in this regard shall be final & binding.
12. Reverse auction/Negotiation: Bank shall have the right to go for reverse auction or negotiation.
13. The successful bidder shall have to deposit security deposit, as per the terms & conditions of the tender.
14. The Bank reserves the right to accept or reject any/all tenders in whole or in part without assigning any reason whatsoever.
15. The Bank will not be bound to accept the lowest tender and reserve the right to accept or reject any or all the tenders without assigning any reason, whatsoever.
16. Conditional tender shall not be accepted by the bank.
17. Sub-tendering/sub- contracting of the job will not be allowed.
18. The bidders are requested to call on our office for getting the sample/clarifications regarding specifications etc., if any, on any working day.
19. In case L-1 bidder withdraws from the tender or refuses to undertake the job, for any reason, whatsoever, his EMD/Security Deposit shall be forfeited.
20. No deviation in quality/specification of materials will be permitted.
21. Each lot of calendars shall be accepted/received subject to inspection/verification by the bank.
22. Bank reserves the right of imposing penalty before accepting the goods (if useable) for minor defects and in case of major defects, material will be rejected. The decision of the bank in this regard shall be final and binding.

23. Rejected goods will have to be removed from the Bank's premises by Printers immediately within 3 working days failing which these will be disposed of by the bank at printer's cost and no claim for the same shall be entertained. Bank will not be responsible in any respect.
24. Since the quality of the job and timeliness in execution of the job are essence of the tender, failure to observe the same by the printer may also lead to forfeiture of security deposit besides levy of penalty. The bank may also initiate any other action as it may deem proper.
25. Complete supply will have to be made at our godown at NOIDA or any other designated place in Delhi NCR, irrespective of the quantity ordered failing which the cost of transportation, if any, shall be recovered from printer's bill/security deposit in addition to the levy of penalty as may be decided by the bank.
26. The Bank generally makes the payment of bills (after completion of the entire job) within 15 days after the receipt of bills with receipted challan etc. through NEFT/ RTGS.
27. Any dispute, controversy or claims arising out of or relating to this tender document shall be settled by arbitration by sole arbitrator to be appointed by the bank. The Arbitration proceeding shall be in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**. The place of arbitration shall be Noida.

(SENIOR MANAGER)

ANNEXURE – II.**SPECIFICATIONS OF CARBONLESS PIN MAILERS**

1. **Size of PIN Mailer:** 4.0"x 7.5" in 3 ups in continuous format.
2. Specifications of PIN Mailers are as under:-

Leaf	Front Printing	Back Printing	Paper	Remarks
1 st Leaf	4 color	Black carbon ink coating	CW paper (55-58 GSM)	Clipped with 2 nd & 3 rd leaves
2 nd Leaf	4 color	Carbonless coated paper	Carbonless paper (55-58 GSM)	Sealed & Glued from all side with 3 rd leaf
3 rd Leaf	Single color	4 color	Carbonless paper (55-58 GSM)	Sealed & Glued from all side with 2 nd leaf

3. **No of Leaves:** Three (3) - with sprocket holes on both sides and perforated.
4. **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.
5. No crease should be there on the PIN mailers & folding should be neat & the same should run smoothly on the computer printer.
6. **PAPER:** CW paper of 55-58 GSM manufactured from **Agro-waste based pulp like bagasse, wheat straw etc., OR any other superior quality pulp like wood/bamboo** having technical properties of **Brightness (Min) ISO 79% & Opacity (Min) ISO 82%** and Carbonless Paper 55-58 GSM (for 2nd & 3rd leaf) to be used by the vendor from their own stock and on their own cost for printing & fabrication of carbonless PIN Mailers. Paper shall be got approved from the bank before bulk printing of PIN Mailers. Please enclose specimens of the paper to be used with specification indicated thereon.
7. **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. (Each box shall contain 4 packets and each packet, in turn, shall contain 1,500 PIN Mailers).
8. Shelf life: Minimum 4 months from the date of manufacturing.

(SENIOR MANAGER)