

**TENDER NOTICE
FOR
NON-COMPREHENSIVE AMC FOR BURGLAR ALARM.**

THE INFORMATION PROVIDED BY THE BIDDERS IN RESPONSE TO THIS TENDER DOCUMENT WILL BECOME THE PROPERTY OF JRG BANK (JHARKHAND RAJYA GRAMIN BANK) AND WILL NOT BE RETURNED.

JRG BANK RESERVES THE RIGHT TO AMEND, RESCIND OR REISSUE THIS TENDER DOCUMENT, ALL AMENDMENTS WILL BE ADVISED TO THE BIDDERS, AND SUCH AMENDMENTS WILL BE BINDING ON THEM.

THIS DOCUMENT IS PREPARED BY JRG BANK FOR BURGLAR ALARM (NON-COMPREHENSIVE) AMC.

Notice Inviting TENDERS

**EMPANELMENT OF VENDORS
FOR**

NON-COMPREHENSIVE AMC FOR BURGLAR ALARM

TENDER NO. 08/2022-23 dated 15.03.2023

TENDER SCHEDULE:

| | | |
|--|--|---|
| Tender availability | www.jrgbank.in | |
| Availability of submission of Tender | Date | |
| | 15.03.2023 | |
| Last date of submission of Tender | Date | Up to |
| | 06.04.2023 | 5:00 PM |
| Date of opening/verification of Technical Bid | Date | Up to |
| | 10.04.2023 | 11:00 AM |
| Date of opening of Financial Bid | Date | Up to |
| | 10.04.2023 | 4:00 PM |
| No. of AMC vendor to be empanelled | Minimum - 1 & Maximum – 5 | |
| Tender cost : Non-Refundable | Rs. 1000/- (Exempted for MSME units) | Demand Draft in favour of JRG Bank (Jharkhand Rajya Gramin Bank) payable at Ranchi |
| EMD | Rs. 5000/- (Exempted for MSME units) | |
| Security Deposit/ Performance guarantee | 10% of Tender Value | |
| Contract Period | Three Years subject to annual renewal after satisfactory performance | From the date of agreement |

| | |
|---|---|
| Appointed Officer for enquiries | Shri Rajesh Kumar - 9430185853 |
| Tender Should be submitted to: The General Manager JRG Bank (Jharkhand Rajya Gramin Bank) Head Office-Ranchi 3rd Floor, Market Complex, Zila Parishad Premises, Near Kutchery Chowk ,Ranchi-834001 | EMD Should be submitted at the office of: General Manager JRG Bank (Jharkhand Rajya Gramin Bank), 3rd Floor, Market Complex, Zila Parishad parishar, Near Kutchery Chowk ,Ranchi-834001 |
| Tender Submitted by | Name of the vendor: M/s _____ Address: _____ _____ |

The Bank will not be bound to accept the lowest tender. The Bank also reserves the right to accept or reject summarily any or all the tenders without assigning any reason whatsoever.

GENERAL MANAGER

SECTION - I

SCOPE OF WORK

JHARKHAND RAJYA GRAMIN BANK is a Regional Rural Bank, sponsored by State Bank of India, and jointly established by Government of India, Government of Jharkhand and State Bank of India. Our Bank has 445 branches as of now and are operating in Eight regions viz. Ranchi, Singhbhum, Gumla, Palamu, Hazaribagh, Giridih, Deoghar & Godda in the States of Jharkhand. All the **445** branches have been functioning in a computerized environment on CBS platform.

The Bank invites expression of interest in two-bid system from Jharkhand based vendors for **ANNUAL MAINTENANCE CONTRACT (NON-COMPREHENSIVE)** of **BURGLAR ALARM** systems installed in our 445 branches located in State of Jharkhand.

Details of locations in Jharkhand State are:

| S.N | Region | Districts covered | No. of Branches |
|------------|---------------|--|------------------------|
| 1 | Ranchi | Ranchi & Khunti | 45 |
| 2 | Singhbhum | East Singhbhum ,West Singhbhum & Seraikella -Kharsawan | 81 |
| 3 | Gumla | Gumla, Simdega ,Latehar & Lohardagga | 47 |
| 4 | Palamu | Palamu & Garhwa | 73 |
| 5 | Hazaribagh | Hazaribagh ,Chatra, Ramgarh & Koderma | 36 |
| 6 | Giridih | Giridih ,Dhanbad & Bokaro | 41 |
| 7 | Deogarh | Deogarh , Jamtara & Dumka | 70 |
| 8 | Godda | Godda , Sahebganj & Pakur | 52 |

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Jharkhand Rajya Gramin Bank, Head Office (Bank) is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

ANNEXURE-II

TERMS and CONDITIONS

The terms and conditions of the Annual Maintenance Contract are as under:

1. The AMC will be valid for a period of three years with the condition that your technicians will complete the first visit of all the allotted branches within 30 days of the award of work and complete the necessary rectification. The confirmation in this regard must reach the Regional Office within further 10 days.
2. Vendor must ensure providing preventive maintenance visit once in a quarter to each Branch. (A total 04 visits in a year). Inspection report/service report should be submitted at the Branch with proper noting by the technician in Branch Security Register. Other copy of inspection/service report must be submitted to Regional Office along with the invoices.
3. The technician will also visit the Branch as and when required during the contract period. Any number of complaints of break down/mal-functioning of BURGLAR ALARM SYSTEM in any of the branches shall be attended by the technicians **FREE OF COST** during the AMC period. Irrespective of the number of visits, rate applicable for each Branch/ half-year will be paid only. The call from the branches shall be attended immediately (within 24 hours).
4. During the preventive quarterly maintenance of Burglar Alarm at the Branch/Office, the demonstration of operation of the Burglar Alarm System has to be given to staff members of the concerned Branch/Office by the Vendor and it must be mentioned in Service Report and recorded in Branch Security Register.
5. As the Annual Maintenance Contract is Non-comprehensive in nature. It is mandatory on the part of the vendor that they should replace the defective parts of the Burglar Alarm System only after approval from the concerned Regional Manager (RM).
6. If at any point of time it is found that vendor is deliberately asking the Branch to replace the unit, the Bank reserves the right to review and/or cancel the contract.
7. **EVALUATION PROCESS**
Offers will be evaluated in the following stages:
 - a. **Stage I:** Bidder eligibility criteria will be evaluated. Offers not complying with the eligibility criteria will be rejected summarily. Shortlisting of bidders based on technical evaluation will be prepared.
 - b. **Stage II:** Commercial bids will be examined for the bidders who have qualified the Stage-I.
8. **PRICE COMPARISON:**
 - a. The price quoted should be only in Indian rupees and inclusive of all costs/ charges but excluding statutory taxes e.g. GST.
 - b. No other charge will be entertained.
 - c. The rate must include onsite maintenance covering all parts, service and visits to the site.
 - d. No advance will be paid by the Bank. Bills to be submitted to concern Regional Offices after completion of half year with copies of service reports duly signed by BMs of Branches.
 - e. Rates shall be valid for 3 years from date of approval. After expiry of said validity period, the contract may be extended, at the sole discretion of the Bank for a maximum of further one year, at a time at the same terms & conditions. The extension of contract will be based on the feedback on performance of the Firm. No price hike shall be permitted during this period. Bank shall have sole discretion to terminate the contract agreement at any time during the contract period, if considered necessary, for any reason, whatsoever.

9. **Payment for AMC shall be made to you at the Regional Office on half-yearly basis after expiry of term and is subject to submission of satisfaction report by Branch and Preventive maintenance task execution report (confirmed by Branch Managers). No request for release of payment in between will be entertained.**
10. **Successful bidders have to submit a performance guarantee of 10% of total contract value which will be submitted within 30 days of awarding contract. Pending submission of performance guarantee, no payment will be released.**
11. Annual Maintenance Contract will be non-transferable and the firm will not appoint any sub-contractor or middleman to fulfil any obligations accepted under the contract.
12. Bank reserves the right of termination of this AMC without assigning any reason anytime, if during the contract period services are found unsatisfactory.
- 13. TECHNICAL PARAMETER**
 - a. The service provider should be a registered company/firm with authentic PAN, GSTIN etc.
 - b. Any PSU Bank shall not have blacklisted the company/firm nor should their name be figured in the IBA caution list.
 - c. The firm should have earned profit during the last three years.
 - d. At least 03 years' experience in installation/repairing of Burglar Alarm System
 - e. Vendor must have one service centres /office in Jharkhand. Proof of the same must be enclosed.
- 14. MAINTENANCE STANDARDS EXPECTED DURING EMPANELMENT**
 - a. Vendors should ensure that the defects in the Burglar Alarm System reported on any day are set right within 24 hours.
15. Vendors empanelled in Banks/Financial Institutions may apply. Proof of the same must be enclosed with the technical bids.
- 16. PERFORMANCE GUARANTEE:**

Performance guarantee in the form of Bank guarantee equivalent to 10% of contract price and valid for entire duration of AMC (i.e. 3 years) is to be submitted within 30 days of contract. Failing to submit it, no payment will be released.
17. The bank reserves the right to award the work in full or in parts or cancel the tender without assigning any reason whatsoever.
- 18. OPENING OF BIDS**

Technical bids will be opened at 11:00 AM on 10.04.2023 in the presence of bidders. The technical bids will be opened at prescribed time and date, irrespective of the numbers of bidder or their representatives present. The Financial bid will be opened at 4:00 PM on 10.04.2023. The bidders/their representatives may be present at the time of opening of the bids. No separate intimation will be sent in this regard to the bidders.
- 19. SPLITTING OF ORDER:**

Bank may at its discretion may split the work order among bidders subject to interested bidder agreeing to provide service at lowest rate discovered during the tender process.
20. Vendors may visit branches to ascertain exact nature of work, if feel so after contacting concerned Regional Manager.
21. Bank can at any time issue clarification, addendum or corrigendum. The same will be published in the Bank's website. The applicants are requested to regularly visit the Bank's website.

22. In case of failure/delay in executing the order, the Bank shall be at liberty to get the same done through any other source(s) at its sole discretion and payment made to them on account of service available will be deducted for the AMC fee payable to vendor.
23. The turnaround time for any rectification will be 24 hours; any delay beyond 24 hours will be fined with Rs. 100/- per day which will be adjusted during half-yearly bill payment.
24. The documents to be submitted in two separate envelopes "Technical bid" and "Financial bid".
25. No request for increase in rate(s) subsequently nor will any excuse for non-execution of the order on account of non-availability of any and/or any other reason be entertained.
26. Advance will not be paid for executing any order for cases whatsoever.
27. Application received after the last date and prescribed time will be rejected.
28. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever.
29. During each visit representative of the firm will give training to the bank's staff regarding operation and maintenance of the system.

(GENERAL MANAGER)

(Letter to the bank on the Supplier's letterhead)

To

The General Manager,
Jharkhand Rajya Gramin Bank,
Zila Parishad Premises, Market Complex,
3rd Floor, Near Kutchery,
Ranchi – 834001

Dear Sir,

Sub: Your tender notice for AMC for BURGLAR ALARM.

With reference to the above tender notice, having examined and understood the instructions, terms and conditions forming part of the tender forms, we hereby enclose our offer for the supply of AMC for BURGLAR ALARM as detailed in your above-referred tender notice.

We confirm that any PSU bank / RRB have not disqualified us.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender form.

We also confirm that the offer shall remain valid for three year from the last date for submission of the offer.

We understand that either the Bank is not bound to accept the offer in part or in full and that, the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

Yours faithfully,

Authorised Signatories
(Name & Designation, seal of the firm)

SUPPLIER'S PROFILE

1. Name of the Organization and Address:

2. Year of Establishment:

3. Status of the firm:
(Whether Pvt. Ltd. company / Public Ltd. company/ Partnership Firm / Proprietorship Firm)

4. Name of the Chairman/Managing Director/CEO/Country Head (as the case may be):

5. Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose Registration Certificate copy.

6. a) Name and address of Bankers :
 - i)
 - ii)

- b) Turnover of the Company/Firm in 2019-20, 2020-21 and 2021-22: (Please attach a copy of audited Balance Sheet and Profit & Loss Account for the years 2019-20, 2020-21 and 2021-22)

2019-20:

2020-21:

2021-22:

7. Whether registered for GST purposes. If so, mention number and date. Also, furnish copies of GST clearance certificate.

8. Whether an assessed of Income Tax. If so, mention Permanent Account Number. Furnish copies of Income tax clearance certificate.

9. Is the company / Firm a manufacturer/Service Provider of **AMC for BURGLAR ALARM**? If yes,
 - a Give the names of country where manufacturing unit is located
 - b Mention the address & phone number of the company's offices present in Jharkhand

c Give the date of opening of said offices.

10. Give details of after-sales service facility in terms of technical manpower and spares provided by your company in above locations.

11. What are your main field of activities? Mention the fields giving the annual turnover for each field.

12. Since when and how long your Company/firm has been in business of **BURGLAR ALARM**.

13. If you have been prequalified by other organization / statutory bodies, such as Banks, CPWD, PWD, ect. For **BURGLAR ALARM**, furnish their names, category and date of registration.

14. Furnish the names of renowned organization, where you are empanelled as Service provider for **BURGLAR ALARM**.

| Name of organization with Address | Year of empanelment | Value of order |
|-----------------------------------|---------------------|----------------|
| | | |

(Please attach the copies of their orders)

15. Details of Technical Staff (Dedicated for JRG Bank):

| Sr. No. | Name | Qualifications | Post Held | Experience |
|---------|------|----------------|-----------|------------|
| | | | | |

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|--|--|--|--|--|
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16. List of Enclosures:

- (a) Certificate of Registration / Partnership Deed.
- (b) Certificate of Registration with Income Tax, Service Tax, EPF, ESI, VAT/TIN
- (c) Audited Balance Sheet (Statement of last 3 years)
- (d) Copies of Income Tax Returns / Assessment Orders for the last 3 years.
- (e) Copies of work orders as mentioned above along with photocopies of relevant TDS certificates and satisfactory completion Certificate.
- (f) Demand Draft for EMD.

Note: In absence of any of the above enclosure, your application is likely to be rejected.

DECLARATION

1. I / We have read the instructions appended and all terms and conditions and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Jharkhand Rajya Gramin Bank, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.
2. I / We agree that the decision of **JHARKHAND RAJYA GRAMIN BANK** in selection of contractors will be final and binding to me / us.
3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.
4. I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

Place:

Date:

SIGNATURE

NAME & DESIGNATION

SEAL OF ORGANISATION

FINANCIAL BID

| Items Description | HSN Code | Rate/ Quarter / Branch | GST % | GST Amount (Rs.) | Total Amount / Quarter / Branch (Rs.) |
|---|-----------------|-------------------------------|--------------|-------------------------|--|
| Rate for Quarterly maintenance of Burglar Alarm | | | | | |