

RA Document

RA Details	
RA Technical End Date/Time	25-08-2021 21:00:00
RA Opening Date/Time	25-08-2021 21:30:00
RA Life Cycle (From Publish Date)	90 (Days)
RA Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Finance
Department Name	Department Of Financial Services
Organisation Name	Indian Bank
Office Name	Corporateoffice
Total Quantity	1000
Item Category	Bankbook or Passbook Update Machines-printer
Average Turnover (Last 3 Years)	118 Lakh (s)
OEM Average Turnover (Last 3 Years)	944 Lakh (s)
Experience Criteria	3 Year (s)
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Time allowed for Technical Clarifications during technical evaluation	2 Days
Past Performance	50 %
Estimated RA Value	23600000
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Advisory Bank	State Bank of India
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ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	38

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

ASSISTANT GENERAL MANAGER

Information Technology Department, 66, Rajaji Salai, Chennai- 600014

(Indian Bank)

Splitting

RA splitting not applied.

1. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

2. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

3. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

4. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

5. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

6. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 50% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to

primary product having highest bid value should meet this criterion.

Bankbook Or Passbook Update Machines-printer (1000 pieces)

Brand Type	Registered Brand
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Technical Specifications

* As per GeM Category Specification

Specification	Specification Name	Bid Requirement (Allowed Values)
Specifications	Printable Column(Pitch)	94 @ 10cpi/112 @ 12cpi
	Input Data Buffer (Kbyte)	64, 128 Or higher
	Print Speed in High Speed Draft Mode @10cpi (Characters per second)	More than 510.0 Or higher
	Print Speed in Draft Mode @10cpi (Characters per second)	More than 360.0 Or higher
	Print Speed in NLQ Mode @10cpi (Characters per second)	More than 150.0 Or higher
	Print Speed in LQ Mode @10cpi (Characters per second)	More than 100.0 Or higher
	Paper Path(Manual Insertion)	front in, front out / front in, rear out
	Ribbon Cartridge Life in Draft Mode @ 10cpi, 24 dots per character)(Minimum)	More than 5000000.0 Or higher
	On Site OEM Warranty (Year)	3, 4, 5 Or higher

Additional Specification Parameters - Bankbook Or Passbook Update Machines-printer (1000 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Usage & Warranty	The proposed printer should be able to print the Bank's Passbook. All parts of the Passbook Printer including printer head should be covered under 3 year comprehensive onsite warranty from OEM except plastic parts. Letter from the OEM regarding the 3 year comprehensive onsite warranty including print-head during warranty period should be submitted.
Drivers	Printer should be compatible with Windows 8, Windows 10 and above OS and 32-bit & 64-bit drivers of the printer for the above OS to be available for download on manufacturer's website or it has to be provided along with the Printer.
Manufacturer's Authorization Form	Manufacturer's Authorization Form (MAF) including the GeM Bid Reference Number & Warranty Details should be submitted from OEM.

Specification Parameter Name	Bid Requirement (Allowed Values)
Paper Handling & Alignment	Printer should support Horizontal paper Handling with Automatic alignment.
Emulations & Interface	Printer should support EPSON or Olivetti or IBM or ESC/P emulations. Printer should have USB Interface and it should be supplied with its data cables.

* Bidders offering must also comply with the additional specification parameters mentioned above.

Additional Specification Documents

Consignee/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Himanshu Vikram Singh	282007,Zonal Office AGRA, PLOT G P 5 6 FIRST FLOOR CROSS ROAD MALL Pt DEEN DAYAL UPADHYAY PURAM SIKANDRA Agra-282007	15	35
2	Himanshu Vikram Singh	380052,Zonal Office Ahmedabad, 201-205, B BLOCK RUDRA ARCADE ,2 ND FLOOR, MEMNAGAR, AHMEDABAD-380052	16	35
3	Himanshu Vikram Singh	211001,Zonal Office Allahabad, 22 PURUSHOTTAM DAS TANDON ROAD CIVIL LINES,ALLAHABAD,UTTAR PRADESH SDRTYUIO, ALLAHABAD-211001	16	35
4	Himanshu Vikram Singh	522006,Zonal Office Amaravati, #235/3 JKC COLLEGE ROAD GUJJANAGUNDLA-522006	5	35
5	Himanshu Vikram Singh	143001,Zonal Office Amritsar, SCO 90 DISTRICT SHOPPING CENTRE RANJIT AVENUE AMRITSAR PUNJAB -143001	10	35
6	Himanshu Vikram Singh	713304,Zonal Office Asansol, UDREJ BHAVAN 8 GT ROAD (WEST) B.N.R. ASANSOL DIST-BURDWAN- 713304	16	35
7	Himanshu Vikram Singh	700124,Zonal Office Barasat, 54 K N C ROAD, P.O.-BARASAT,DIST.-24 PGS (NORTH), Barasat-700124	16	35
8	Himanshu Vikram Singh	560001,Zonal Office Bengaluru, 4th floor East Wing 26/27 Raheja Towers M G Road BANGALORE-560001	16	35
9	Himanshu Vikram Singh	760010,ZONAL OFFICE BERHAMPUR, PLOT NO-704/7172 & 704/7174, 1ST AND 2ND FLOOR, SRI KRISHNA VIHAR CHOWK MAIN ROAD, AMBAPUA BERHAMPUR-760010	10	35

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
10	Himanshu Vikram Singh	812001,Zonal Office Bhagalpur, DEVDOOT COMPLEX,FIRST FLOOR,15, RADHA RANI SINHA ROAD, NEAR NAVYOG VIDYALAYA BHAGALPUR-812001	16	35
11	Himanshu Vikram Singh	462023,Zonal Office Bhopal, OFFICE COMPLEX C BLOCK, FIRST FLOOR ,GAUTAM NAGAR, BHOPAL-462023	15	35
12	Himanshu Vikram Singh	751007,Zonal Office Bhubaneshwar, B2, EAST, SAHEED NAGAR, BHUBANESWAR-751007	13	35
13	Himanshu Vikram Singh	160019,Zonal Office Chandigarh, 2nd Floor, SCO 49-50, BANK SQUARE SECTOR 17B-160019	17	35
14	Himanshu Vikram Singh	600001,ZONAL OFFICE CHENNAI (NORTH), KREST BUILDING, 2nd FLOOR ,NO. 2 JEHANGIR STREET, BEHIND INDIAN BANK HEAD OFFICE, CHENNAI-600001	13	35
15	Himanshu Vikram Singh	600008,ZONAL OFFICE CHENNAI (SOUTH), 55 ETHIRAJ SALAI, EGMORE-600008	15	35
16	Himanshu Vikram Singh	712103,Zonal Office Chinsurah, SENCO BUILDING, 2ND FLOOR, BALLY MORE,BANDEL, P.O. DIST.-HOOGHLY-712103	13	35
17	Himanshu Vikram Singh	641001,ZONAL OFFICE COIMBATORE, 31 SECOND FLOOR, VARIETY HALL ROAD ,COIMBATORE-641001	13	35
18	Himanshu Vikram Singh	607001,ZONAL OFFICE CUDDALORE, 3RD FLOOR AVR TOWER, 4 BHARATHI ROAD ,CUDDALORE-607001	10	35
19	Himanshu Vikram Singh	248001,Zonal Office Dehradun,1, GANDHI ROAD, 1ST FLOOR, NEAR CLOCK TOWER-248001	5	35
20	Himanshu Vikram Singh	110001,Zonal Office Delhi Central, 1st Floor 17, INDIAN BANK BUILDING ,SANSAD MARG, CENTRAL DELHI -110001	17	35
21	Himanshu Vikram Singh	110001,Zonal Office Delhi (South), 17 PARLIAMENT STREET, (3RD FLOOR),NEW DELHI -110001	17	35
22	Himanshu Vikram Singh	814112,Zonal Office Deoghar, 498A SRIKANT ROAD BELABAGAN, DEOGHAR -814112	16	35

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
23	Himanshu Vikram Singh	786001,Zonal Office Dibrugarh, OPP. DUTTA PARK LAND EXOTICA T R PHUKAN ROAD, CHRING CHAPORI DIBRUGARH -786001	14	35
24	Himanshu Vikram Singh	682016,ZONAL OFFICE ERNAKULAM, 62/1550 FLOOR B & C, RAM MEENA BUILDING, VALANJAMBALAM JUNCTION SA ROAD, KOCHI -682016	5	35
25	Himanshu Vikram Singh	823001,ZONAL OFFICE GAYA, Near Chopra Agency, South Bisar Tank ,Gaya -823001	13	35
26	Himanshu Vikram Singh	271001,ZONAL OFFICE GONDA, NEAR BUS STAND, BAHRAICH ROAD ,GONDA -271001	16	35
27	Himanshu Vikram Singh	273016,ZONAL OFFICE GORAKHPUR, 1st Floor, Prashant Towers, Old Transport Nagar, DIST.-GORAKHPUR, UTTAR PRADESH -273016	16	35
28	Himanshu Vikram Singh	781003,Zonal Office Guwahati, SHARMA AND SHARMA MARKET, 2ND FLOOR R G BARUAH ROAD, OPP GUWAHATI COMMERCE COLLEGE, CHANDMARI -781003	13	35
29	Himanshu Vikram Singh	210305,ZONAL OFFICE HAMIRPUR, 10/379 RAMENI TARAUNS HAMIRPUR -210305	18	35
30	Himanshu Vikram Singh	580020,ZONAL OFFICE HUBBALLI, V.A.KALBURGI HALL MARK ,1st FLOOR DESAI CROSS PINTO ROAD, HUBBALLI -580020	10	35
31	Himanshu Vikram Singh	500029,Zonal office Hyderabad, 4th Floor , Liberty Plaza, Himayatnagar, Hyderabad - 500029	6	35
32	Himanshu Vikram Singh	482001,Zonal Office Jabalpur, CIVIL LINES, P.B. NO -9 RESIDENCY ROAD, SOUTH CIVIL LINES -482001	13	35
33	Himanshu Vikram Singh	302017,Zonal Office Jaipur, 50, Second Floor, JTM Near Jagatpura Flyover, Model Town, Malviya Nagar -302017	13	35
34	Himanshu Vikram Singh	631502,Zoanl Office Kancheepuram, 52 A & B Sengazhu Neerodai Street, Near Pookadaichatram, Kancheepuram -631502	13	35
35	Himanshu Vikram Singh	208001,Zonal Office Kanpur, 15/287,MAHATMA GANDHI MARG, BADA CHAURAHA, KANPUR - 208001	16	35

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
36	Himanshu Vikram Singh	630001,Zonal Office Karaikudi, 34/3, CHURCH FIRST STREET JRC 4D SCAN COMPLEX FIRST FLOOR NEAR PERIYAR STATUE BUS STOP, KARAIKUDI -630001	13	35
37	Himanshu Vikram Singh	505001,Zonal Office Karim Nagar, 3-1-860, CVRN Road, Opp: CSI Mission Hospital KARIMNAGAR - 505001	13	35
38	Himanshu Vikram Singh	132001,Zonal Office Karnal, SCO 244 -245, FF & SF SECTOR 12, URBAN ESTATE, KARNAL -132001	5	35
39	Himanshu Vikram Singh	700106,ZONAL OFFICE KOLKATTA-1, 4TH & 5TH FLOOR ALLAHABAD BANK BUILDING 377/378 GD BLOCK SECTOR III SALT LAKE KOLKATA -700106	16	35
40	Himanshu Vikram Singh	700106,ZONAL OFFICE KOLKATTA-2, 1ST 2ND FLOOR ALLAHABAD BANK BUILDING 377/378 GD BLOCK SECTOR III SALT LAKE KOLKATA -700106	14	35
41	Himanshu Vikram Singh	673011,ZONAL OFFICE KOZHIKODE, Ground Floor Dr.SBs Dentistry, and Orthodontics Clinic Building ,West Nadakkavu Kannur Road, Nadakkavu P O -673011	8	35
42	Himanshu Vikram Singh	635001,ZONAL OFFICE KRISHNAGIRI, 410 GANDHIROAD ,OPP OLD BUS STAND, FIRST FLOOR -635001	13	35
43	Himanshu Vikram Singh	612001,Zonal Office Kumbakonam, 1st and 2nd FLOOR SHRUTHI HOSPITAL BUILDING, No.26, 3rd CROSS ST, SHANTHI NAGAR, KUMBAKONAM - 612001	13	35
44	Himanshu Vikram Singh	262701,ZONAL OFFICE LAKHIMPUR KHERI, RANDHEY COMPLEX KUTCHERY ROAD, LAKHIMPUR KHERI -262701	16	35
45	Himanshu Vikram Singh	226001,Zonal Office Lucknow, 2ND FLOOR, NEW BUILDING, HAZRATGANJ, LUCKNOW -226001	16	35
46	Himanshu Vikram Singh	141013,ZONAL OFFICE LUDHIANA, SCF-88 URBAN ESTATE, PHASE-I DUGRI, LUDHIANA -141013	13	35
47	Himanshu Vikram Singh	625001,ZONAL OFFICE MADURAI, 100/101, EAST AVANI MOOLA STREET MADURAI -625001	13	35

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
48	Himanshu Vikram Singh	250001,Zoanl Office Meerut, 55 THE MALL, MEERUT CANTT - 250001	10	35
49	Himanshu Vikram Singh	721101,ZONAL OFFICE MIDNAPORE, BIDHAN NAGAR (NEAR OLD WATER TANK) MIDNAPORE WEST BENGAL, Station Road ,Midnapore -721101	15	35
50	Himanshu Vikram Singh	231001,Zonal Office Mirzapur, PLOT NO 516, MAKAN NO 174/4, WARD NO 2, MUHALLA PUTALI GHAR, NATWAN PARGANA KANTIT, MIRZAPUR -231001	13	35

Buyer Added Bid Specific Additional Terms and Conditions

- Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
- Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 1 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.
- Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
- Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.
- Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.
- Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.
- IT equipment shall be IPv6 ready from day one.
- Malicious Code Certificate:

The seller should upload following certificate in the bid:-
(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-
(i) Inhibit the desires and designed function of the equipment.
(ii) Cause physical damage to the user or equipment during the exploitation.
(iii) Tap information resident or transient in the equipment/network.
(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.
- OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
- The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price: Passbook Printer

with USB Cable etc..

11.
 1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
 2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
 3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.
12. **Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.
13. Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:
 - i) The Seller fails to comply with any material term of the Contract.
 - ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
 - iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
 - iv) The Seller becomes bankrupt or goes into liquidation.
 - v) The Seller makes a general assignment for the benefit of creditors.
 - vi) A receiver is appointed for any substantial property owned by the Seller.
 - vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.
14. Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods
15. Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
16. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.
17. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 25% of total value.
18. Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.
19. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
20. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

21. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
22. Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.
23. Over and above the normal Warranty terms as per GeM GTC, the successful bidder / OEM shall have to provide Comprehensive Warranty during the entire Standard warranty period as per contract. : The comprehensive warranty shall be covering the following scope All parts of the Passbook Printer including printer head should be covered under 3 year comprehensive onsite warranty from OEM except plastic parts. (Upload an undertaking with the bid confirming compliance by the bidder if Bidder is taking onus of this compliance. In case OEM is taking onus of this compliance, OEM undertaking is to be uploaded along with Bidder undertaking)
24. Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.
25. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.
26. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
 - a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
 - b. Execution certificate by client with order value.
 - c. Any other document in support of order execution like Third Party Inspection release note, etc.
27. **NET WORTH:** Net Worth of the OEM should be positive as per the last audited financial statement.
28. Buyer Added text based ATC clauses

1. Preference to Make In India products (For bids less than 200 Crore):

Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

2. Payment Terms:

On Delivery: Ninety (90) % of the price of the Passbook Printers delivered at the

respective location will be paid upon submission of invoice and proof of delivery and other relevant documents.

On Installation: Ten (10)% of the in price of the Passbook Printers will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative.

TDS, GST TDS and Penalty will be deducted from the payment, if applicable.

3. Insurance

The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes. In case the successful bidder is covering the goods under a Master Policy, bidder has to submit a declaration along with copy of master insurance stating that all the items are covered under the said master policy. If insurance policies for transit insurance is not provided, then 0.1% of the invoice value will be deducted from the payment.

4. Other Terms and Conditions:

- a) If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty period, the bidder has to replace the equipment at no cost to the Bank.
- b) Comprehensive Onsite support to be provided by vendor/OEM directly in the location of installation during Warranty period.
- c) Any other equipment, devices, software required to operationalize the equipment is to be provided without any financial implications
- d) If any malfunctioning of device like overheating, frequently hanging immediately after booting is observed, the vendor has to replace the equipment at no cost to Bank.
- e) Vendor has to provide single point of contact for support services.

29. Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

[This RA is also governed by the General Terms and Conditions.](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws.

---Thank You---