

TENDER Ref No. JKGB/GAD/STATIONERY/2024-25/7405

Dated: 04-02-2025



TENDER FOR DESIGNING, PRINTING AND PROCUREMENT OF
BANK'S STATIONERY/SECURITY FORMS
FOR THE FINANCIAL YEARS 2025-26 & 2026-27

(A) Disclaimer

The information contained in this Tender document or any information/documents provided subsequently by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided. The purpose of this Tender is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank, this Tender does not claim to include all the information each bidder may require. The 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 Tender. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend, supplement or annul the information in this Tender.

(B) Brief about J&K Grameen Bank:

“J&K Grameen Bank”, a Regional Rural Bank created by amalgamation of Jammu Rural Bank and Kamraz Rural Bank by Government of India while exercising power conferred by Sub-Section (1) of section 23(A) of the Regional Rural Bank's Act,1976 vide notification dated 30th June 2009, issued by Ministry of Finance, Department of Financial Services, carrying on Banking Business, having its Head office at Narwal, Jammu, Pin-180006, Jammu and Kashmir, hereinafter referred to as the “Bank”.

Detailed information about J&K Grameen bank is available at Banks website www.jkgb.in.

(C) Objective of Tender:

J&K Grameen Bank intends to freeze price for procurement of Stationery/Security Forms (designing, Printing and Procurement of Bank's Stationery/Security Forms) for the Financial Years 2025-26 & 2026-27. Sealed Tenders are invited from Bidders (Offset Printers only) for the Financial Years 2025-26 & 2026-27. The Tender documents can be downloaded from website of the Bank www.jkgb.in . Other details i.e. items to be printed, specification and terms and conditions will be available with the Tender documents, vis a vis on the official web site of the Bank www.jkgb.in .

(D) Schedule for Tender Process:

Tender Ref. No.	JKGB/GAD/STATIONERY/2024-25/7405 Dated: 04-02-2025
Scope of Work	DESIGNING, PRINTING AND PROCUREMENT OF BANK'S STATIONERY/SECURITY FORMS FOR FY 2025-26 & FY 2026-27
Mode of Tender Submission	Offline
Contact details for correspondence regarding this Tender	Mr. Vivek Bhardwaj General Administrative Department, J&K Grameen Bank, Head Office, Narwal-180006, Jammu E-mail: stationery.hoj@jkgb.in Contact No. 9797127377/ /7006175478
Tender Type	Open
Base Currency	INR (₹)
Consortium	Consortium Bids are not allowed.
Pre-bid queries	Interested bidders may submit their queries at stationery.hoj@jkgb.in upto 11-02-2025
Pre-bid Conference	On 12-02-2025, 3:00 PM at JKGB Head Office, Narwal, Jammu
Last date and time for submission of Bids	28-02-2025 at 2:00 PM
Address for submission of Bids	The General Manager, J&K Grameen Bank Head Office, Near Fruit Complex Narwal 180006, Jammu
Date of opening of Technical Bids	28-02-2025, 3:00 PM
Date of opening of Commercial Bids	To be communicated Separately
Project Duration	FOR F.Y. 2025-26 & F.Y. 2026-27
Tender Fee (Non-Refundable)	Non-refundable Rs.1,770/- (Rupees One thousand Seven hundred Seventy Only)
EMD (Earnest Money Deposit)	Rs. 50,000/- Rupees Fifty Thousand only (in the form of CDR/FDR/CCR/DD pledged/In favour of General Manager, J&K Grameen Bank, H.O. Narwal, Jammu)

The details of the items in respect of size, specification, binding and paper to be used are given in the enclosed Annexure "D" & "E". The Tender should be addressed to the General Manager, J&K Grameen Bank, H.O. Narwal (Near Fruit Complex) Jammu.

(E) TERMS AND CONDITIONS:

The following terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the Successful bidder and shall be applicable during the complete term of the agreement with the Successful Bidder/s:

1. Packets of printed Stationery/Security forms should be supplied to two offices at the cost of printers. Number of printed stationery to be supplied to these offices will be informed at the time of placing order. The detail of the offices are as follows:

S.NO.	NAME OF THE OFFICE	LOCATION	FLOOR NUMBER
1.	J&K Grameen Bank, Head Office	Narwal, Jammu, Jammu & Kashmir	Basement
2.	J&K Grameen Bank, Office, Kashmir	Kashmir	First floor

2. Packets of Personalized/Customized Cheque books should be supplied directly at the address of the customer. In case of non-delivery of Personalized Cheque Books to the customer due to any reason, same shall be delivered to the concerned Branch. The printer/bidder will print the Personalized/Customized Cheque books and arrange to hand over the same to postal authorities for delivery (on max of order date+2 working days). On the same day printer will send the details of Cheque books dispatched along with dispatch details to GAD, Head Office. Mode of delivery of Personalized/Customized Cheque books will only be through the Indian post-registered post/courier.
3. The Printer shall have to develop at their own cost the design/art work of Stationery/Security Forms as per NPCI/RBI/IBA/CTS guidelines and get the same approved from the **HOD, General Administrative Department of the Bank** before starting the printing. Bank can change the same from time to time as per its' requirement or regulatory guidelines.
4. The specimen of the items should invariably be seen in the office of the HOD, General Administrative Department, Head Office, Narwal Jammu on any working day from 10 AM to 5 PM. The Bidders are advised not to quote rates without seeing the specimen as most of the items are to be printed in double color/both sides or to be numbered, ruled/or comprising of various leaves forming a set.

5. The rates should be quoted as per the quantity mentioned in the specification column of Annexure 'D' & Annexure 'E' including the cost of designing, paper printing, compiling, stitching, pasting, ruling, numbering, perforation, punching, index, binding, freight, packing, delivery, unloading etc.
6. Tender fees (non- refundable) of **Rs.1,770/- (Rupees One thousand Seven hundred Seventy Only)** to be remitted through NEFT only vide below mention details:
 - i. ACCOUNT NO : 2000530100000217
 - ii. ACCOUNT NAME: TENDER FEE
 - iii. IFSC: JAKA0GRAMEN
7. Any Bidder interested to quote rate for one or more items can quote the rate in the same Tender/ commercial bid document.
8. Rates to be quoted should be exclusive of GST. Rates quoted by bidders for different items should include cost of designing, printing, all other taxes/carriage, freight, packing, unloading etc. for two offices i.e. for J&K Grameen Bank, Head Office and for J&K Grameen Bank, Office,Kashmir. Any escalation in cost of procurement material, after signing of the contract by the supplier with the bank, shall not be entertained and the supplier shall be bound to fulfill the order at the contracted price only, during the entire period of the contract.
9. HSN code of each items mentioned in the Tender document to be provided along with rates.
10. Printer/Supplier should present the Bill with GSTIN of both parties and HSN code of each item supplied.
11. For printing of items mentioned in Annexure "D" Bidders must use paper of BILT, JK, QUANTUM, SATIA or CENTURY PAPER, KHANNA MILL only for printing and supplying of stationery.
12. For items mentioned under Annexure "E" the quality of paper used in printing should be as per specification given in the Annexure 'E' and ink used for cheque book printing should be UV fugitive.
13. Bidders have to submit paper sample duly signed with GSM along with mandatory documents to be submitted with Tender. Offer without the same shall be treated as cancelled.
14. The contract shall come into effect and binding on the approved printer/supplier from the date of empanelment.

15. The supply should be made to the Bank within 45 days of placing the supply order which shall also be mentioned in the respective order/s.
16. The Bidders will have to submit photocopy of the GST Registration Certificate and PAN Card along with the Tender. No Tender shall be accepted without PAN/GST Number.
17. The Bidders will have to submit copy of Income Tax returns of the last three Financial Years (2021-22, 2022-23 & 2023-24) and copies of Financial Statements (Balance sheet and Profit & Loss Statement) for the last three Financial Years (2021-22, 2022-23 & 2023-24) and the Bidder should be in profit for the last 3 years.
18. TDS and GST/IGST TDS will be deducted from all Bills at the prescribed rates applicable from time to time.
19. **The final printing has to be undertaken only after approval of the proof-reading from the HOD, General Administrative Department of the Bank.**
20. The rates finalized shall remain operative for two Financial Years 2025-26 & 2026-27 and Bank shall place the order for printing the stationery items as and when the stationery item/s are required/ needed.
21. **Packaging: For items mentioned under Annexure "D"**, printer should supply the items with proper packing so as to be received at the destination without any loss or damage of the item/items. Each pack must bear order date, Carton no., Name of Supplier, Name of item, Quantity, Challan no. / Gr. no. positively. The Bank shall not accept any loose supply.
22. **Packaging: For items mentioned under Annexure "E"**, the supplies must be packed in shrink-proof polythene covered cardboard packing covered by hassi cloth duly cross strapped to protect from environment changes i.e. to avoid dampness (Rain/Heat etc.,). Each box must bear order date, Carton no., Name of Supplier, Name of item, Quantity, Challan no. / Gr. no. positively. The Bank shall not accept any loose supply.

- 23.** The successful Tenderers shall supply the material within 45 days, failing which a penalty @10% of ordered amount shall be imposed. The bank deserves the right to deduct the penalty (as mentioned above) by any means. Further Bank shall be at liberty to cancel the contract of the bidder and assign the contract to other printer, whose rates fall on second lowest/third lowest (L2/L3) as the case may be to get the supplies in time and the earnest money of that defaulting supplier shall be forfeited without assigning any reason. Besides, the Bank shall be entitled to recover the loss/damages which the bank may incur or have incurred on account of getting the said supply from any other suppliers/printers from the defaulting printer/supplier.
- 24.** The payment shall be made on receipt of entire supply and verification of the printed material. No part payment of any nature shall be made by the bank at any stage.
- 25.** Bank if not satisfied with the quality of goods or services provided by the Printer/successful bidder i.e. paper/other material used in printing, binding, packing other than the specified paper/material mentioned in the Tender and defective printing found, may cancel the contract and invoke the Performance Guarantee/EMD and claim liquidated damages amounting to 10% of the supply order.
- 26.** The Bank reserves the right to accept/reject any Tender/or all Tenders without assigning any reason thereof.
- 27.** The conditional Tenders shall be rejected out rightly and no correspondence of any nature shall be entertained.
- 28. Important:** Order shall be placed with only those printers/suppliers who have their own offset printing setup/sufficient infrastructure, registration certificate, valid declaration certificate issued by the Competent Authority, possess the technical competence, financial resources, equipment's and other physical facilities, managerial capability, reliability, experience and reputation and the personnel to perform the contract, should have legal status to enter into the procurement contract and are not insolvent ,in receivership ,bankrupt or being wound up, their affairs are not being administrated by a court or a judicial officer, their business activities have not been suspended and they are not the subject of legal proceedings for any of the foregoing, have fulfilled their obligations to pay taxes levied by the concerned statutory authorities from time to time, have not been convicted of any criminal offence related to their professional conduct or the making false statement or misrepresentation as to their qualifications to enter into a procurement contract or have not been otherwise disqualified pursuant to administrative suspension or disbarment.

- 29.** The Bidder should also provide Declaration regarding not-being blacklisting/ otherwise and Declaration that the documents attached in response to this bid are genuine and bonafide. (Annexure-B).
- 30.** Bank may disqualify the supplier or contractor if at any time; it is found that any information submitted by the bidder/vendor/service provider as mentioned in the Tender document is false or materially inaccurate/incomplete.
- 31.** Dispute: If a dispute of any kind, whatsoever ,arises between the Bank and printer/successful bidder in connection with or arising out of the contract of supply of goods/providing of service, whether before or after the repudiation or termination of the contract, including any disagreement by either party with any action, inaction, determination; matter in dispute shall be referred to the Internal Dispute Resolution Tribunal of the Bank and if not acceptable to vendor/service, it shall then be referred to Arbitrator of the Bank. The decision of Internal Dispute Resolution Tribunal or Arbitrator of the Bank as the case may be, shall be final and binding on the parties.
- 32. Arbitration:** All disputes between the parties after the repudiation/cancellation, termination, or abandonment thereof shall be referred to a sole arbitrator for adjudication through arbitration, if reference thereof to Dispute Resolution Tribunal is not acceptable to the vendor/service provider as the case may be. The arbitration shall be conducted in accordance with the provisions of the J&K Arbitration & Reconciliation Act 1997, Arbitration and Conciliation Act 1996. The Courts in Jammu alone shall have jurisdiction over such arbitration proceedings.
- 33.** Bidders are not permitted to alter or modify their bids after expiry of the deadline for the receipt of bids.
- 34.** Insurance of goods against loss or damage incidental to manufacture or actuation, transportation, storage and delivery shall be at sole risk and responsibility of the vendors/bidders.
- 35.** The bidder should sign & affix his/her firm's stamp on each page of the Tender document and all its related documents as the acceptance of the offer made by the bidder.
- 36.** Bank shall have the right to call upon the information regarding status of work at any point of time.
- 37. Sensitive Information:** Information provided by the Bank must be protected by the bidder / supplier from unauthorized disclosure, modification or release or access.

- 38.** The bidder has to provide the mobile numbers of the contact person or team (SPOC). Further, **Call Escalation Matrix should be provided for resolution of complaints as per Annexure 'C'.**
- 39.** The successful bidder has to submit PBG and duly signed and stamped notarized Service Level Agreement to the Bank within 15 days w.e.f. the date of issue of work order, on the agreed Terms & Conditions as mentioned above. Format of Service Level Agreement shall be provided along with the work order.
- 40.** The bidders are advised to submit both the Technical & Commercial Bids in separate sealed envelopes & superscribe on the envelope “ **DESIGNING, PRINTING AND PROCUREMENT OF BANK’S STATIONERY/SECURITY FORMS FOR F.Y. 2025-26 & F.Y. 2026-27**” & shall also indicate their Firm name, contact numbers and valid email address of the firm addressed to The General Manager, J&K Grameen Bank, Head Office, Near Fruit Complex Narwal 180006, Jammu.

Note:

1. All documents should be stamped and signed by the bidder otherwise the bid shall be rejected.
2. If, at any time, the information provided by the bidder is found false, the bid shall be rejected out rightly.
3. Bidders are advised to submit the sealed envelope well before the last date and time of submission i.e. 28-02-2025 at 2:00 PM. Any bid received after the due time shall not be accepted.
4. General Administrative Department, Head Office, Narwal Jammu, will provide the matter to be printed.
5. **J&K Grameen Bank reserves the right to accept/reject any or all bidder without assigning any reason thereof.**

41. Earnest Money:-

- (i) Tender documents must be accompanied with Earnest Money of **Rs. 50,000/- Rupees Fifty Thousand only** (in the form of CDR/FDR/CCR/DD pledged/In favour of General Manager, J&K Grameen Bank, H.O. Narwal, Jammu) failing which tender will not be accepted.
- (ii) Cheques will not be accepted.
- (iii) No earnest money will be accepted after the due date and time of submission of tender document.
- (iv) Earnest money deposit with other tender will not be adjustable with this tender.
- (v) If a bidder withdraws its offer after opening of Technical bid or Financial Bid before award of tender to other valid bidder, the earnest money deposited by them will be forfeited.
- (vi) Director General of Supplies & Disposals, National Small Industries Corporation, MSME/ Start-ups are exempted for submitting EMD.
- (vii) Tender without EMD shall be considered incomplete and shall be rejected. In case a successful vendor/bidder fails to supply the goods/provide services within the prescribed timeframe, the earnest money shall be forfeited.
- (viii) Earnest money deposited shall be valid minimum for 2.5 years.
- (ix) Earnest money deposited by the successful bidder shall be refunded after two months of the expiry period of the contract/ empanelment.
- (x) Earnest money deposited by the unsuccessful bidder shall be refunded within 02 months after the completion of Tender process. The unsuccessful bidder have to collect the instrument (in original) from General Administrative Department, JK Grameen Bank Head Office Jammu after submitting an application to release the EMD in their favor. Information regarding release of EMD in favor of unsuccessful bidder shall be provided via mail (as mentioned in the tender document of the bidder). Loss of EMD of unsuccessful bidders (if not collected by them within 02 months w.e.f. the date of communication) shall be the sole responsibility of the said bidder. The bank shall not be responsible for loss of instrument after the afore-mentioned time.

42. Performance Guarantee: The performance guarantee shall be required to be submitted as Bank Guarantee for contracts above value of Rs. 2.50 lakh. Performance guarantee of 10 percent of the value of contracts to be submitted by the successful bidder awarded the contract in the form of FDR/DD or Bank Guarantee from Scheduled commercial bank which should be valid for a period of 60 days beyond the completion of all contractual obligations of the supplier including warranty. Failure of successful bidder to supply the goods/provide the services within the stipulated time shall entail invocation of performance Guarantee or forfeiture of FDR/CCR/CDR/DD or any other form of deposit as the case may be. **EMD if submitted, shall be treated as PBG for contracts upto the value of Rs. 5.00 Lakh.**

43. MINIMUM ELIGIBILITY CRITERIA:

- i. The Bidder should be a registered Indian Firm / Company.
- ii. For Items mentioned under Annexure "E" (Security Forms/ MICR instruments) the Bidder should be approved by Indian Banks Association (IBA) / Reserve Bank of India (RBI) as a Security Form Printers as on date of applying for this Tender. (Certificate of IBA to be enclosed).
- iii. For Items mentioned under Annexure "E" the Bidder/s shall have to qualify the CTS 2010 Sample Test of NPCI, as and when required by NPCI.
- iv. The Bidder should have Average Annual Turnover of Rs 15 Lakh during last three years. (Certificate to be enclosed).
- v. The Bidder should not have been blacklisted by the Deptts./ Ministries of Govt. of India/ PSUs/Autonomous Bodies/Banks etc. Undertaking to be provided by the bidder.
- vi. The Bidders applying for Security Forms should be able to print and supply all types of items mentioned in Annexure "E".
- vii. The Bidder should have experience of minimum 3 years doing similar printing work with PSU/Govt./Semi Govt. Organizations/Financial Institutions and should be in profit for the last three years. (Experience certificates & CA certified PL statement to be enclosed).

44. DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID:

- Technical Bid as in Annexure-'A'
- Copy of Registration Certificate.
- Copy of PAN.
- Copy of GST Registration Certificate.
- Earnest Money Deposit.
- Receipt of Transaction/UTR no. of Tender Fee.
- Paper Sample
- Financial Statements (Balance sheet and Profit & Loss Statement) for the last three Financial Years (2021-22,2022-23 & 2023-24).
- Income Tax Returns for the last three Financial Years (2021-22,2022-23 & 2023-24)
- Declaration regarding not-being blacklisting or otherwise and Declaration that the documents attached in response to this bid are genuine and bonafide. (Annexure B)
- SPOC and Call Escalation Matrix. (Annexure C)
- Experience Certificate for the last 3 years for doing similar printing work for reputed firms, Financial institutions /government organizations/Semi government organizations /PSUs/Commercial Banks, etc.
- Signed Copy of all the pages of Tender Document with a declaration as per Annexure 'B' issued by the bidder accepting all the terms and conditions contained in the Tender document.
- Certificate of IBA/RBI (For Items mentioned under Annexure-E)
- Chequebook samples (if bidding for chequebooks)
- Sample paper duly signed with mentioned GSM

45. DOCUMENTS TO BE SUBMITTED ALONG WITH COMMERCIAL BID: Price Bid as per Annexure ("D" & "E").

(No other document is required to be submitted with the Commercial Bid)

ANNEXURE-'A'**TECHNICAL BID FOR DESIGNING, PRINTING AND PROCUREMENT OF BANK'S STATIONERY/SECURITY FORMS
FOR FY 2025-26 & FY 2026-27**

S. No	Particulars	
1.	Name of the Printer/Company/ Firm.	
2.	Address for correspondence.	
3.	Registration as Firm/Supplier A. Income Tax/ PAN No. B. GSTIN C. Certificate of Factory License D. Any other registration kindly specify (Copies of Certificates of registration with relevant authorities to be enclosed)	
4.	Contact numbers and Email ID.	
5.	EMD Details: a) CDR/CCR/FDR No:- b) Date:- c) Amount:- d) Name of the Bank:- e) Pledged to:-	
6.	Annual Turnover (Rupees in lacs) in as per the Income tax returns (Copy attached)	FY 2021-22 FY 2022-23 FY 2023-24
7.	Must be in Profit, Profit after Tax in last three years (Rupees in lacs) as per CA certified PL statement (Copy attached)	FY 2021-22 FY 2022-23 FY 2023-24
8.	List of major clients for printing of Stationery during last three years	
9.	Samples of items printed by your firm in the past, if printed (if bidding for same item)	
10.	Details of Works done during the last three financial years – FY 2021-22, FY 2022-23, FY 2023-24 in any Govt./ PSU/ Banking organization (attached copies of supply order received for work done in mentioned organizations)	
11.	Details of contractual dispute with any department/ organization or Arbitration proceedings or Court case/ other litigations if any initiated or pending/ blacklisted/debarred by the Govt. of India or any other institution/organization	
12.	Account Details	A/C no: IFSC Code: Bank: Branch:

ANNEXURE-'B'

DECLARATION

To
The General Manager
J&K Grameen Bank
Head Office, Narwal Jammu

Dear Sir,

1. I/We have read and understood the contents of the Tender/Rate Contract and agree to abide by all the terms and conditions of this Tender.
2. I/ We also confirm and undertake that the documents attached and information provided by me/us to the bank in response to the Tender/ Rate Contract is/ are genuine to the best of my knowledge. In case any of the documents/ information is found to be false/ fake/incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit.
3. I/We further undertake that none of the Proprietor/Partners/Directors of the firm/Company was or is Proprietor or Partner or Director of any firm/ Company with whom any Government Deptt/ PSU or Bank has blacklisted/ banned / suspended business dealing. I/We further undertake to report to the J&K Grameen Bank immediately after we are informed but in any case not later than 15 days, if any firm/Company in which Proprietor /Partners/Directors are Proprietor or Partner or Director of such a firm/Company which is blacklisted/ banned/ suspended in future during the currency of the Contract with you.

Sign and Stamp of the firm

Date:

ANNEXURE-'C'
DETAILS OF CALL ESCALATION MATRIX

S No.	Level	Name of Person	Contact Number	e-mail address
01	Level - 1			
02	Level - 2			
03	Level - 3			

Name of Contact Person / SPOC:

Contact number:

Email:

Designation:

Sign and Stamp of the firm

Date:

CHECKLIST

S NO.	List of Documents	Whether self-attested copy enclosed (Yes/No)	Page No. Where the documents Enclosed.	REMARKS
1	Duly Signed and Stamped Tender document			
2	Receipt/Screenshot of Tran/UTR no. of Tender Fee.			
3	TDR of Earnest Money Deposit			
4	Bank details (Account No and Name, Bank name, IFSC code)			
5	Copy of PAN			
6	Copy of GST Registration Certificate			
7	Details of Financial Statements			
7 (a)	Balance Sheet for FY 2021-22			
7 (b)	Balance Sheet for FY 2022-23			
7 (c)	Balance Sheet for FY 2023-24			
7 (d)	Profit & Loss Statement for FY 2021-22			
7 (e)	Profit & Loss Statement for FY 2022-23			
7 (f)	Profit & Loss Statement for FY 2023-24			
8	Annual Turnover Certificate duly attested by CA			
9	Income Tax Returns			
9 (a)	Assessment Year 2022-23			
9 (b)	Assessment Year 2023-24			
9 (c)	Assessment Year 2024-25			
10	Duly Signed ANNEXURE-'A', 'B' & 'C'			
11	Duly Signed ANNEXURE-'D' & 'E'			
12	Cheque Book sample (If Bidding for same)			
13	Supply order received for work done in any Govt. / PSU/ Banking organization in Last three Financial Years			
14	Samples of bidding items printed by your firm in the past (if done)			
12	Sample paper duly signed with mentioned GSM			