

TENDER REF NO. JKGB/GAD/RIDER-SERVICES/2023-24/1573
DATED: 12.06.2023



TENDER REF NO. JKGB/GAD/RIDER-SERVICES/2023-24/1573 DATED: 12.06.2023

TENDER FOR PROVIDING RIDER
SERVICES FOR PURPOSE OF
CLEARING HOUSE

TENDER REF NO. JKGB/GAD/RIDER-SERVICES/2023-24/1573

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(A) Disclaimer

The information contained in this Tender document or any information/documents provided subsequently to bidder(s) whether verbally or in documentary form 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. This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties/Bidders for submission of bids. 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

For providing Rider Services for the purpose of Clearing House of Branches of Jammu region (List attached) for a period of 03 years w.e.f 01.08.2023 to 31.07.2026

Sealed Tenders are invited from interested vendors for providing Rider Services for the purpose of Clearing House for Branches of the Bank located in Jammu region.

The Tender document can be downloaded from official web site of the Bank www.jkgb.in Other details i.e. specifications and Terms and Conditions will be available along with the Tender document.

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1. TENDER Ref. No.	JKGB/GAD/RIDER-SERVICES/2023-24/1573 Dated: 12.06.2023
2. Scope of Work	Rider Services for Purpose of Clearing House.
3. Mode of Tender Submission	Offline
4. Contact details for correspondence regarding this TENDER	Mr. Nitesh Sharma General Administrative Department, J&K Grameen Bank Head Office, Narwal-180006, Jammu E-mail: nitesh.sharma@jkgb.in Contact No. 9797127377/ 7051754801
5. Tender Type	Open
6. Base Currency	INR (₹)
7. Consortium	Consortium Bids are not allowed.
8. Bid Document Availability	Document can be downloaded from the Bank's website : www.jkgb.in w.e.f. 12.06.2023
9. Pre-bid queries	Interested bidders may submit their queries at nitesh.sharma@jkgb.in w.e.f. 12.06.2023 to 21.06.2023
10. Pre-bid Conference	22.06.2023 at 11:00 A.M. at JKGB Head Office, Narwal, Jammu
11. Last date and time for Bid submission	03.07.2023 upto 11:00 A.M.
12. Address for submission of Sealed Tender	The General Manager, J&K Grameen Bank Head Office, Near Fruit Complex Narwal-180006, Jammu
13. Technical Bid opening date	03.07.2023 at 01:00 P.M at JKGB Head Office, Narwal, Jammu
14. Commercial Bid opening date	To be communicated separately to technically qualified bidders only
15. Project Duration	Three (03) years
16. Tender Fee (Non-refundable)	Rs.2,360/- (Two Thousand Three Hundred Sixty only), To be remitted through NEFT only
17. EMD (Earnest money Deposit) Amount (₹)	EMD of Rs.1,00,000/- (Rupees One Lakh Only) in the form of TDR pledged to the General Manager J&K Grameen Bank, Head Office, Jammu. Validity of EMD should be at least 06 months

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(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 Empanelment Letter, to be issued to the Successful Bidder and shall be applicable during the complete term of the agreement with the Successful Bidder/s:

1. Tender fees (non- refundable) of Rs.2,360/- (Two Thousand Three Hundred Sixty only), to be remitted through NEFT only vide below mention details:
 - A/C No. : 3096010100000075
 - A/c Name: Parking account for NEFT/ RTGS
 - IFSC : JAKAOGRAMEN
 - Bank Name: J&K Grameen Bank
 - Branch Name: Narwal, Jammu
2. **The Contract period is of 03 years** and may be renewed at the sole discretion of the Bank, on mutually agreed Terms & Conditions of both the parties. Tenderers are advised to quote rates after examining the whole tender document. Rates to be quoted should be inclusive of GST.
3. The Earnest Money of **Rs.1,00,000/- (Rupees One Lakh only)** in shape of TDR pledged to the GENERAL MANAGER, J&K Grameen Bank should be accompanied with the Tender. Any Tender without EMD will out rightly be rejected by the bank. The TDR may be of any branch of J&K Grameen Bank or any branch of a Scheduled Commercial Bank. Firms registered with Director General of Supplies & Disposals, National Small Industries Corporation, MSME/ Startups are exempted. **Tender without EMD shall be considered incomplete and shall be rejected.** In case a successful vendor/bidder fails to provide services as per the Terms & Conditions of the Service Level Agreement, the earnest money shall be forfeited.
4. **Earnest Money of successful bidder shall be released after submission of Service Level Agreement and Performance Bank Guarantee.**
5. **EMD of unsuccessful bidders** shall be released within 02 months after the completion of Tender process. The unsuccessful bidders have to collect the instrument (in original) from General Administrative Department, 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.

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6. **Performance Guarantee:** Performance guarantee of 10 percent of the total cost of the contract has to be submitted by the successful bidder in the form of TDR or Bank Guarantee from J&K GRAMEEN BANK or any Scheduled commercial bank which should be valid for a period of 60 days beyond the completion of the contract period. Failure of successful bidder to provide the services within the stipulated time shall entail invocation of performance Guarantee or forfeiture of TDR or any other form of deposit as the case may be.
7. **The contract shall come into effect w.e.f August 01, 2023 and shall be binding on the successful bidder. The bidders are advised to ensure that they have proper staff and Office in Jammu region.**
8. TDS and GST TDS will be deducted from all Bills at the prescribed rates applicable from time to time.
9. The rates finalized shall remain valid for three (03) years.
10. The successful bidder shall provide the services w.e.f. August 01, 2023 failing which the Bank shall be at liberty to cancel the contract of the defaulting bidder and the earnest money of the successful bidder shall be forfeited without assigning any reason. Besides, the Bank shall be entitled to recover from the successful bidder any loss/damages which the bank may incur due to default of the successful bidder.
11. The selected bidder shall be responsible for providing rider services for the purpose of clearing house for Branches / Offices of the Bank (List attached as Annexure - 1) i.e, Riders will collect the cheques/advices from the branches and submit the same to the mapped CTS Centres by 1:00 PM on daily basis. Subsequently on the same day collect the returned/dishonoured cheques from CTS Centres and submit them to concerned branches.
12. **In case of addition of a Branch other that list in Annexure-1, the empanelled bidder shall be liable to provide the rider services to the added branches during the contract period at the same tender rate.**
13. The bank will not use the services of the successful bidder on suspension of clearing house day.
14. In case of any loss of clearing instrument lost by the rider during transit, the empanelled service provider shall bear the loss equivalent to the face value of the instrument and any loss occurred to the Bank due to loss of the instrument or as decided by the bank.
15. In case of delay in delivering cheques beyond 1 PM, the bidder is liable for penalty @Rs.200/- per hour.

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16. The agency has to provide the mobile numbers of the riders deployed to every Branch/Office. Further, **Call Escalation Matrix should be provided for resolution of complaints as per Annexure 2.**
17. The payment shall be released on monthly basis, subject to satisfactory services, within 10 days of submission of service bills to General Administrative Department, Head Office Narwal, Jammu. No advance payment shall be made.
18. Bank, if not satisfied with the services provided by the vendor/successful bidder i.e. if there is delay in providing services to the Branches, Bank may cancel the entire contract and invoke the Performance Guarantee/EMD including black-listing of the vendor.
19. The Bank reserves the right to accept/reject any Tender/or all Tenders without assigning any reason thereof.
20. The conditional Tenders shall be rejected outrightly and no correspondence of any nature shall be entertained.
21. The Bidder should also provide Declaration regarding not-being blacklisted or otherwise and Declaration that the documents attached in response to this bid are genuine and bonafide, should be provided (Refer Annexure - 3).
22. Bank may disqualify the bidder, 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/incorrect.
23. **Dispute:** If a dispute of any kind, whatsoever, arises between the Bank and vendor/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, in-action, determination; matter in dispute shall be referred to the Internal Dispute Resolution Committee of the Bank and the decision of Internal Dispute Resolution Committee of the Bank or Arbitrator as the case may be, shall be final and binding on the parties.
24. **Jurisdiction:** 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 Committee of the Bank 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 Arbitration and Conciliation Act 1996. The Courts in Jammu alone shall have jurisdiction over such arbitration proceedings.

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25. The resultant contract will be interpreted under Indian & J&K UT Laws.
26. **Bidders are not permitted to alter or modify their bids after submission of the tender document.**
27. The Tenderer should **sign & affix his/her firms stamp on each page of the Tender documents** and all its related documents. Tender documents not containing signature and stamp of the bidder/ firm shall be rejected.
28. **The successful bidder has to submit duly signed and stamped notarized Service Level Agreement to the Bank within 10 days w.e.f. the date of issue of Empanelment Letter, on the agreed Terms & Conditions as mentioned above. Format of Service Level Agreement shall be provided to the successful bidder along with the Empanelment Letter.**
29. Bank shall have the right to call upon the information regarding status of work at any point of time.
30. Bidders at its own sole responsibility, should comply with all statutory requirements regarding hiring of riders as per extant provisions, including verification of riders, provisions applicable for providing manpower services (i.e. minimum wages act, EPFO, ESIC etc.)
31. **Sensitive Information:** Any information considered sensitive must be protected by the bidder / vendor from unauthorized disclosure, modification or release or access. The Successful Bidder has to sign a Non-Disclosure Agreement with the Bank.
32. **The Tenderers are advised to submit the Technical bids & Commercial Bids in separate sealed envelopes & both the envelopes should be enclosed in a single envelope clearly stating “Tender for Providing Rider Services for the Purpose of Clearing House” & shall also indicate their name, address, contact numbers and valid email address.**

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F. MINIMUM ELIGIBILITY CRITERIA:

1. The Bidder should be a registered Indian Firm / Company.
2. The Bidders will have to submit self-attested photocopy of the GST Registration Certificate and PAN Card along with the Tender. No Tender shall be accepted without PAN/GST Number.
3. The Bidder should have a **minimum experience of two (02) years regarding Rider Services for purpose of clearing House of PSBs/RRBs/Financial Institutions/Govt. Institutions / Corporates** (Experience Certificate, Work Orders and Work Completion certificates are to be enclosed).
4. The bidder should have Average Annual Turnover of Rs.10.00 Lakh during last three years. (Duly Attested Certificate by CA to be enclosed).
5. The bidder should be a profit making firm for the last three Financial Years. Net Profit after Tax shall be considered.
6. The Bidder should have never been blacklisted by the Deptts./ Ministries of Govt. of India/ PSUs/Autonomous Bodies/Banks etc. Undertaking to be provided by the bidder. **(Refer Annexure - 3)**.
7. The bidder should have a well maintained registered office in Jammu district. Details of the office along with the staff, should be provided as per **Annexure -4**.
8. The bidder should have sufficient and well experienced manpower to provide hassle free rider services during the period of contract.

G. DOCUMENTS TO BE SUBMITTED IN THE TECHNICAL BID ENVELOPE:

The bidder has to submit the below mentioned documents / certificates / license in the same order as mentioned below

1. Check List (Annexure -5)
2. Duly signed and stamped Tender Document.
3. Receipt of Tran/UTR no. of Tender Fee.
4. TDR of Earnest Money Deposit
5. Bank details (Account No and Name, Bank name, IFSC code)
6. Copy of Registration Certificate (MSME, NSIC, DGSD)
7. Copy of PAN.
8. Copy of GST Registration Certificate.
9. Financial Statements (Audited Balance sheet and Profit & Loss Statement) for the Financial Years (2019-20, 2020-21, 2021-22 and 2022-23).
10. Annual Turnover Certificate duly attested by CA clearly mentioning the Turnover of the firm / Company during the FY 2019-20, 2020-21, 2021-22 and 2022-23.
11. Income Tax Returns for the Assessment Years (2020-21, 2021-22, 2022-23 and 2023-24).

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12. Declaration regarding not-being blacklisted / debarred and the documents attached in response to this bid are genuine and bonafide. (Annexure-3)
13. Experience Certificate for the last two (02) years for doing similar work with PSBs/RRBs/Financial Institutions/Govt. Institutions / Corporates
14. Details of Registered Office in Jammu district along with authorized officials, valid phone numbers and email as per Annexure – 4.

NOTE: The bidders have to enclose all the above mentioned documents S No. 1 to 14 (duly stamped and signed) in a single envelope and name it as “Technical Bid Envelope”. Further, the bidders must mention the “name of the firm” on the envelope. Unsigned and Unstamped Bids shall be rejected.

H. DOCUMENTS TO BE SUBMITTED IN COMMERCIAL BID ENVELOPE:

- **Price Bid as per Annexure “ 6” only. (No other document is required to be submitted with the Commercial Bid)**

Note: The bidders must mention the “name of the firm” on the envelope. Unsigned and Unstamped Price Bid shall be rejected.

Interested bidders fulfilling the above mentioned eligibility criteria and agreeable to abide by the terms and conditions are required to submit their bids on or before last date. If any information is found false, the application will be rejected out rightly.

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ANNEXURE 1

List of Branches

CTS CENTRES	BRANCHES TO BE MAPPED
KATHUA	1. CHAN GRAN
	2. JAKHBAR
	3. NAGRI PAROLE
	4. COLLEGE ROAD KATHUA
	5. BARWAL
	6. PALLI MORH

SWANKHA MORE	1. JAKH
	2. RAYA
	3. SMAILPUR
	4. GURAH SALATHIAN
	5. RAMGARH
	6. KARTHOLI
	7. NANDPUR

SAMBA	1. GHAGWAL
	2. PANGDOUR
	3. NADH
	4. MANDI SANGWALI

DAYALACHAK	1. SHERPUR BALA
	2. CHADWAL
	3. HARIPUR MORE
	4. RAJBAGH

BISHNAH	1. DEOLI
	2. KANHAL
	3. KHERI
	4. REHAL DHAMALIAN
	5. SARORE

(Signature of the Bidder)

Name:

Date:

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SHAKTI NAGAR	1. BAHU FORT
	2. BANTALAB
	3. BHALWAL
	4. BOHRI PATTA
	5. CHANNI HIMMAT
	6. DIGIANA
	7. JEEVAN NAGAR
	8. KALUCHAK
	9. KALYANPUR
	10. NARWAL
	11. PALOURA
	12. LAXMI NAGAR, SARWAL
	13. MALIK MARKET
	14. MISHRIWALA
	15. MUTHI
	16. GAJANSU
	17. GHO MANHASAN
	18. SANGRAMPUR
	19. NAGROTA
	20. PHALLIAN

RS PURA	1. ARNIA
	2. BADYAL BRAHMANA
	3. BASPUR
	4. CHAKROI
	5. SIMBAL CAMP
	6. SIMBAL MORE
	7. SAI
	8. KIRPIND
	9. CHATHA
	10. KOTLI MIAN FATEH
	11. BRIJ NAGAR
	12. DABLEHAR
	13. SATRAYAN CAMP

AKHNOOR	1. BATERA
	2. JOURIAN
	3. MAIRA
	4. KHOUR
	5. PALLANWALA

Total No. of CTS Centres : 08
Total No. of Branches / offices : 64**(Signature of the Bidder)****Name:****Date:****Designation:****Seal of the Firm/ Company**

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ANNEXURE- 2

CALL ESCALATION MATRIX

S No.	Level	Name of Person	Contact Number	e-mail address
01	Level - 1			
02	Level – 2			
03	Level – 3			
04	Level – 4			
05	Level – 5			

** Call Escalation Matrix must be provided so that the Bank may contact / communicate with the successful bidder / firm at different levels any time during the contract period.

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

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ANNEXURE- 3

DECLARATION

(To be given on Firm/ Company Letter Head)

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 that in the event of my/our tender being accepted, I/we hereby undertake that the EMD submitted by me/us shall be retained by the Purchaser and shall be released after I/We have submitted Performance Security as a pre-requisite for signing the Contract Agreement.
3. 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.
4. 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.
5. I/We here by confirm and declare that we, M/S_____ have never been blacklisted/De-registered by any Government department/ Public Sector Undertaking/ Private Sector/or any other agency for which we have executed/ undertaken the works/ services .

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

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ANNEXURE- 4

Details of Registered Office and Staff

COMPLETE ADDRESS:

S No.	Name Of Staff Member	Designation	Contact No.
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

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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 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 Registration Certificate (MSME, NSIC, DGSD)			
6	Copy of PAN			
7	Copy of GST Registration Certificate			
8	Details of Financial Statements			
8 (a)	Balance Sheet for FY 2019-20			
8 (b)	Balance Sheet for FY 2020-21			
8 (c)	Balance Sheet for FY 2021-22			
8 (d)	Balance Sheet for FY 2022-23			
8 (e)	Profit & Loss Statement for FY 2019-20			
8 (f)	Profit & Loss Statement for FY 2020-21			
8 (g)	Profit & Loss Statement for FY 2021-22			
8 (h)	Profit & Loss Statement for FY 2022-23			
9	Annual Turnover Certificate duly attested by CA			

(Signature of the Bidder)**Name:****Date:****Designation:****Seal of the Firm/ Company**

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10	Income Tax Returns			
10 (a)	Assessment Year 2020-21			
10 (b)	Assessment Year 2021-22			
10 (c)	Assessment Year 2022-23			
10 (d)	Assessment Year 2023-24			
11	Declaration regarding not-being blacklisted / debarred.			
12	Declaration that the documents attached in response to this bid are genuine and bonafide. (Annexure-C)			
13	Experience Certificate issued by Govt. Organisations / Semi Govt. Organisations / PSU / Reputed Corporates / Banks / Financial Institutions			
14	Copy of Work orders and Work Completion Certificates			
15	Details of Registered Office In Jammu district along with authorized officials, valid phone numbers and email			

(Signature of the Bidder)**Name:****Date:****Designation:****Seal of the Firm/ Company**

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ANNEXURE - 6

COMMERCIAL BID
(FOR PROVIDING RIDER SERVICES TO BRANCHES OF THE BANK)

Name of bidder :
Address :
Telephone/Mobile No. :

S. No	Detail of Work	Rate per Branch per month
1	Rider Services for clearing house	

- Rates should be inclusive of all charges (including service charges, GST , all other taxes etc.)
- Contract Period: **03 years w.e.f 01.08.2023 to 31.07.2026**
- **In case of addition of a Branch other that list in Annexure - 1, the empanelled bidder shall be liable to provide the rider services to the any additional branch/es, during the contract period at the same tender rate as quoted above.**

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company