

Premises & Expenditure Department Head Office- Annexe Salem	 தமிழ்நாடு கிராம வங்கி TAMIL NADU GRAMA BANK <small>அரசுடமை வங்கி</small> <small>Scheduled Bank Owned by Government</small>	No.27/1, Thirunagar, Hasthampatti, Salem - 636 007 Mail: ped@tngb.bank.in Ph : 0427 2522 212
Ref : PED/320/2025-26		Date : 12.12.2025

Sub: Inviting Quotation for the Rate Contract for Supply of New Value Note Counting Machine and Annual Maintenance Contract (AMC) for Loose Note / Value Note Counting Machine already installed / to be installed at Tamil Nadu Grama Bank Branches.

Sealed Quotations are invited on the letterhead from the qualified and eligible bidders for the Rate Contract for,

- 1) The Supply of New Value Note Counting Machine
- 2) The Annual Maintenance Contract (AMC) and Replacement of Spare Parts for Loose Note / Value Note Counting Machine already installed/to be installed at our branches covering entire Tamil Nadu.

Vendors having experience with similar work and those who fulfill the following eligibility criteria, may participate in the tender by sending sealed envelope addressed to "**The General Manager, Tamil Nadu Grama Bank, No.6, Yercaud Main Road, Hasthampatti, Salem 636007**" with the words superscribing,

"Quotation for Rate Contract for Supply of Value Note Counting Machine and AMC of Loose Note / Value Note Counting Machine"

1. Supply of New Value Note Counting Machine:

Make	:	
Model	:	
Amount	:	(A)
GST (... %)	:	(B)
Total Amount	:	(A) + (B)

2. AMC for Loose Note / Value Note Cash Counting Machine:

AMC Per Quarter, Per Branch:		
Amount	:	(A)
GST (... %)	:	(B)
Total Amount	:	(A) + (B)

3. Replacement of Spare Parts: (Loose Note Counting Machine & Value Note Counting Machine):

SI No.	Spares	Amount (₹)	GST (..... %) (₹)	Total (₹)
1	Wheel-Set			
2	Stacker Motor			
3	Main Motor			
4	Transformer			
5	Back Sensor			
6	Front Sensor			
7	Customer Display			
8	MG Head			
9	UV Sensor			
10	Main Motor Belt			
11	Keypad			
12	Main Board			
13	Main Display			

14	Color Sensor			
15	IR Sensor			
16	Left Counting Sensor			
17	Right Counting Sensor			
18	Condenser			
19	D.C Motor Belt			
20	Any other spare parts, if left out by us.			

4. Buy-Back Value for Old Counting Machine:

- a) Loose Note Counting Machine : ₹ (Inclusive of GST)
b) Value Note Counting Machine : ₹ (Inclusive of GST)

5. Details of Service Center:

S.No.	Name of the Service Center	Name of the Service Engineer	Contact no.

Qualification Criteria for Bidders:

- The prospective bidder should be a registered company/ firm including manufacturers or their authorized dealers, capable of supplying New Value Note Counting Machine, AMC and replacement of its spare parts/components and should be in the industry with proven/successful track record offering similar services for at least 5 years (as on 31.12.2025) to Banks/Financial Institutions. The bidder must produce a certificate to that effect.
- The bidder or their entities must not have been blacklisted by any PSU/ PSB/ Government Organization/ Government Agency/ Financial Institutions in the past 3 years and undertaking in this regard to be submitted.
- The bidder's bank account must not be classified as NPA by any Bank. A self-declaration in this regard must be submitted by bidder as per **Annexure 1**.
- The Bidder must submit the details as per **Annexure 2**.

Payment terms:

- a) No advance payment shall be made by the Bank against purchase order.
- b) Payments shall be made after delivery & installation of New Value Note Counting Machine on a 'per site' basis. The payment shall be made against delivery challan, invoice and commissioning report, duly signed by the In-Charge of our Bank Branch.
- c) The bidder must be able to visit all the Branches under AMC every quarter without fail. Otherwise, payment will be forfeited.
- d) AMC & replacement of spare parts assigned to the bidder will be monitored/supervised by the Regional Office concerned and the bills will be settled at Head Office on quarterly basis against submission of bills before 10th of succeeding month of previous quarter along with service report and sanction order from Regional Office for spare replacement.
- e) Payments will be made by Head Office only.
- f) All other terms and conditions are spelt out in the Terms and Conditions attached to this

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tender.

Terms and Conditions:

- a) **Tamil Nadu Grama Bank's Right to Accept/ Reject any/or all Applications:** Tamil Nadu Grama Bank reserves the right to accept/ reject any or all applications and to annul the rate contract process and accept/ reject all applications at any time prior to TENDER process or any time after TENDER process, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder of the grounds for Tamil Nadu Grama Bank's action.
- b) **Tamil Nadu Grama Bank's Right to Split the Service Area Work:** Tamil Nadu Grama Bank reserves the right to split and distribute the work among the participating bidders partly or fully amongst the bidders agreeing at lowest quoted rates. Tamil Nadu Grama Bank reserves the Right to Issue Clarifications, Addendums, and Corrigenda etc.
- c) An undertaking that the firm is capable of undertaking installation, repair and maintenance of New Value Note Counting Machine (including maintenance of existing value/loose note counting machine) in rural and far away areas, where majority of Bank's branches are located, must be submitted by the prospective vendor as per **Annexure - 3**.
- d) Vendors having near relatives in Tamil Nadu Grama Bank may not be considered for AMC. Near relative shall mean spouse, father (including step father), Mother (including step mother), Son (including step son) and / or his wife, grandson, daughter (including step daughter) and/or her husband, brother (including step brother) and/or his wife, sister and/or her husband, Father-in-law, Mother-in-law, Brother-in-law and / or his wife, Sister-in-law and/or his husband. A declaration to this effect should be submitted by the applicant as per **Annexure -4**.
- e) Discrepancies or omissions, if found by any bidder, in the terms & conditions of the tender document, or if any clarification is sought by the bidder, a written request, to the application inviting authority, for correction / clarification or interpretation can be submitted up to 5.00PM, 17.12.2025 to ped@tngb.bank.in. The same will be published on the Bank's website (www.tngb.bank.in). The Bidders are advised to regularly visit the Bank's website.
- f) Quotation should be submitted as per **Annexure -5**.
- g) The bidder should able to extend their work in Tamil Nadu Grama Bank's existing 682 branches and the proposed new branches spreading all over Tamil Nadu. Successful bidder should have their Support Office set-up/service arrangements at their respective area of operation within 15 days. A declaration to this effect should be submitted by the Bidder as per **Annexure -6**.
- h) If any deviations are found in the services comparing to our specifications and requirement, Bank will cancel the order and the vendor will be blacklisted.
- i) Bidder should ensure that the machine reported breakdown/malfunctioning on any working day is set right by on the same day or next working day, if local and in no case later than 72 Hrs. If any complaint is not attended within maximum of 72 Hrs, AMC charges for the particular branch will not be paid. Incase equipment's cannot be repaired within the stipulated timeline, the vendor should provide replacement of the same till the machine is returned duly repaired.
- j) The defect will be reported by the Branch directly to bidder, maybe in the form of oral/ telephone/notice/email or any other means of communication. The bidder shall generate a complaint number for tracking the complaint status.

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- k) The bidder shall maintain the data sheet of value/loose note counting machine of each Branch with details, such as manufacturing date, date of installation, warranty valid up to, AMC carried out on, AMC due on, etc. A copy of the Branch wise data sheet of value/loose note counting machine (including maintenance of value/loose note counting machine) is to be provided to the Head Office/Regional Office as well as to the Branch concerned.
- l) Bidder must ensure quarterly AMC visits. There should be a gap of minimum 45 days between two AMC visits. During AMC visit all preventive maintenance activities to be carried out and recorded.
- m) Bidder should be capable of offering Annual Maintenance Contract (Comprehensive or Non-Comprehensive) for at least 3 years, post completion of warranty. However, awarding of AMC is fully under the discretion of Bank.
- n) Quotation should be submitted **on or before 19.12.2025 @ 3.00 PM.**
- o) The rate quotes should be **inclusive of Transportation, Loading & Unloading charges (To be installed/replaced at respective Branches).**
- p) The AMC amount should be quoted per quarter, per branch only.
- q) Earnest Money Deposit (EMD) **Rs.30,000/-** should be remitted through **NEFT** to our bank account **No. 10158768274**; IFSC: **IDIB0PLB001** ('0' Stands for Zero) **(OR)** Remittance of EMD through Demand Draft in favour of "Tamil Nadu Grama Bank" payable at Salem.
- r) EMD details should be submitted along with quotations as per **Annexure -7** attached herewith, failing which the quotations will be summarily rejected.
- s) EMD amount will be returned to all the unsuccessful bidders.
- t) EMD amount will be paid to the successful L1 bidder at the time of final payment.
- u) If the L1 bidder does not execute the supply/work order or supplied with any deviations in specifications mentioned in the supply/work order, Bank will cancel the supply/work order and EMD amount will be forfeited.
- v) **"Bid Security Declaration"** will not be accepted.
- w) The successful Bidders/ Firms/ Vendors will remain in the list of the Bank for two years from the date of contract or till the completion of next contract period at the Bank's discretion (whichever is earlier).
- **The Rate Contract will be valid for two years (Up to 31.12.2027).** Initially work will be allotted for one year and will be renewed on yearly basis up to one more year. On successful completion of first year, renewal for second year will be subject to satisfactory performance and review by Department concerned. Revision of rates during the contract period will not be entertained by Bank for whatsoever reasons.
 - Contract will be valid only if all eligibility criteria mentioned in the Tender Notice are fulfilled during the entire contract period.
 - If the service provided by bidder is found to be poor and unsatisfactory or if at any point of time during the Tender process it is found that the information provided by bidder is false, the Bank reserves the right to cancel the contract. Bank's decision in this regard will be final.

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- x) The Bidder's performance on the job will be constantly monitored for quality, adherence to the Safety Regulations, Labour / Statutory Regulations, Conduct / Discipline etc, while executing jobs. Any deviations from stated conditions can lead to appropriate deterrent action as deemed fit by Tamil Nadu Grama Bank.
- Tamil Nadu Grama Bank reserves the exclusive right and absolute discretion to call for tenders for any job or otherwise as deemed fit from open market, even during the validity of the rate contract period.
 - Successful rate contract by Tamil Nadu Grama Bank is no guarantee of any future award of work or inclusion on a particular tender list.
- y) All disputes or differences whatsoever arising between the parties out of or in relation to the construction/ meaning and operation or effect of this Rate Contract document or breach thereof shall be settled amicably. If, however, the parties are not able to solve it amicably the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act 1996 (with latest amendments) and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to exclusive jurisdiction of courts at Salem, Tamil Nadu.
- z) Any delay in completion of the work over the stipulated period will attract penalty of 0.5% of the contract value (site Basis) per week subject to maximum of 10% of the contract value. The Bank reserves its right to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the Vendor.
- aa) Bank reserves the right to reject an offer under any of the following circumstances:
- Incomplete offer and/or all documents not attached.
 - Offer is not in conformity with the terms and conditions stipulated in this document.
 - Specifications stipulated are not met with.
 - If quotations are not submitted in sealed envelope separately.
 - Violates any terms and conditions specified.
 - If found that the information provided in the offer is false.
- bb) The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder.
- cc) The offer must include on-site warranty of at least one year or as offered by the OEM but not less than one year from the date of installation and replacement of components, however there should not be any additional cost for the warranty period.
- Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories, etc., covered by the offer.
 - Bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period.
 - During the warranty period the bidder shall maintain the equipment and repair / replace all the defective components at the installed site at no additional charge of whatsoever nature to the Bank.

Kindly mention in your quote as **I accept your terms and conditions.**


Assistant General Manager

