



RATE CONTRACT REGARDING
AMC OF SERVO-STABILIZERS OF
BRANCHES / OFFICES OF UT OF J&K
AND UT OF LADAKH

(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 JAMMU AND KASHMIR GRAMEEN BANK

“Jammu and Kashmir Grameen Bank”, a Regional Rural Bank created by amalgamation of J&K Grameen Bank and Ellaquai Dehati 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 (21 of 1976) vide notification dated 05th April 2025, issued by Ministry of Finance, Department of Financial Services, published in Govt. Gazette on 07.04.2025, which came into effect on and from 01.05.2025, having its Head office at Narwal, Jammu, Pin-180006, Jammu and Kashmir, hereinafter referred to as the “Bank”.

Detailed information about Jammu and Kashmir Grameen bank is available at Banks website www.jkgrameen.bank.in

(C) Objective of Tender

Rate Contract regarding AMC of Servo-stabilizers of Branches / Offices located in the UT of J&K and UT of Ladakh for a period of 03 years.

Sealed Tenders are invited from interested vendors for providing AMC services related to Servo-stabilizers of Branches / Offices of the Bank **located in the UT of J&K and UT of Ladakh.**

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

(D) Schedule for Tender Process:

TENDER Ref. No.	JKGB/GAD/SERVO-STABILIZERS/2025-26-3684 Dated: 08-09-2025
Scope of Work	Rate Contract regarding AMC of Servo-stabilizers of Branches / Offices <u>located in the UT of J&K and UT of Ladakh</u>
Mode of Tender Submission	Offline
Contact details for correspondence regarding this TENDER	Mr. Rajeev Gupta General Administrative Department, J&K Grameen Bank Head Office, Narwal-180006, Jammu E-mail: Rajeev.gupta@jkgb.in / pdg.hoj@jkgb.in Contact No. 9797127377/7006415918
Tender Type	Open Two Bid System – Technical Bid and Commercial Bid
Base Currency	INR (₹)
Consortium	Consortium Bids are not allowed.
Bid Document Availability	Document can be downloaded from the Bank's website : www.jkgrameen.bank.in w.e.f. 08-09-2025
Pre-bid queries	Interested bidders may submit their queries at pdg.hoj@jkgb.in w.e.f. 08-09-2025 to 09-09-2025
Pre-bid Conference	20-09-2025 at 11:00 A.M. at Jammu and Kashmir Grameen Bank Head , Narwal, Jammu
Last date and time for Bid submission	30-09-2025 upto 05:00 P.M.
Address for submission of Sealed Tender	The General Manager, Jammu and Kashmir Grameen Bank Head Office, Near Fruit Complex Narwal-180006, Jammu
Technical Bid opening date	30-09-2025 at 12 noon.
Commercial Bid opening date	To be communicated separately to technically qualified bidders only
Project Duration	Three (03) years
Tender Fee (Non-refundable)	Rs1,770/- (Rupees one thousand seven hundred and seventy Only) to be deposited in the below mentioned account: Account name : 2000530100000217 Account Name: Tender Fee

	IFSC: JAKA0GRAMEN Bank Name: Jammu and Kashmir Grameen Bank Branch: Head Office
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EMD (Earnest money Deposit) Amount (₹)	EMD of Rs.30,000/- (Rupees Thirty Thousand Only) in the form of TDR pledged to the General Manager Jammu and Kashmir Grameen Bank, Head Office, Jammu. Validity of EMD should be atleast Three years and 06 months.
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- Firms/Startups/MSE's that are exempted from paying Tender Fee/EMD (As per rules of Department of Industrial Policy and Promotion (DIPP), Bank registered units/ empanelled vendors (for relevant items and monetary limit) have to submit /upload scanned copy of documents in support of this exemption.*

(E) INSTRUCTIONS TO THE VENDORS:

- Vendors are required to submit details about their firm / organization, experience, technical personnel in their organization / firm, competence and adequate evidence of their financial standing etc. and should submit duly signed and stamped copies of all the required documents and Annexures enclosed with the tender document.
- Each page of the tender should be duly signed and stamped by the vendor or authorized signatory (Power of Attorney should be provided).
- The Vendors are advised to submit 02 sealed envelopes in a single envelope as per details mentioned below:
 - Sealed Envelope -1:** All documents like tender document, Annexures, EMD, Tender fees receipt, any other relevant document should be enclosed in **Sealed Envelope – 1** and named as “Technical Bid regarding **Rate Contract for AMC of Servo-Stabilizers installed in Branches / Offices located in the and UT of J&K and UT of Ladakh for a period of 03 years**”.
 - Sealed Envelope -2:** Duly filled Commercial Bid as per **Annexure – 6** (Jammu Division) and Annexure 07 (Kashmir Division) should be enclosed in Sealed Envelope – 2 and named as “Commercial Bid regarding **Rate Contract for AMC of Servo-Stabilizers installed in the Branches / Offices (Separately for Jammu division and Kashmir Division) for a period of 03 years**”

NOTE: The firms/bidders applying for the both the Jammu Divisions and Kashmir division should submit the commercial bids for both the divisions (Jammu Division and Kashmir Division) in closed envelope separately.

All sealed envelopes should be enclosed in a single Sealed Envelope named as per the draft tabulated below:

To
The General Manager,
Jammu and Kashmir Grameen Bank
Head Office, Near Fruit Complex Narwal
180006, Jammu

Rate Contract regarding AMC of Servo-Stabilizers of Branches / Offices in the UT of J&K and UT of Ladakh for a period of 03 years for:

Jammu division

☐

Kashmir Division

☐

Both divisions
(Jammu Division and Kashmir division)

☐

(Tick whichever is applicable)

Name of the Firm: _____

Mail ID: _____

Address: _____

Contact No. _____

"Vendors should clearly mention the name of the firm, valid e-mail address and contact no. on all the sealed envelopes"

4. The sealed envelope should be addressed to

"The General Manager, **Jammu and Kashmir Grameen Bank** Head Office, Near Fruit Complex Narwal-180006, Jammu".

5. Clarifications if any, may be sought from General Administrative Department of **Jammu and Kashmir Grameen Bank** , Head Office at [pdg.hoj@jkgb.in/](mailto:pdg.hoj@jkgb.in) rajeev.gupta@jkgb.in

6. Canvassing in any form is strictly prohibited and the tender of such vendors who are found involved in canvassing will liable to be rejected / blacklisted.
7. Tender shall be rejected if the envelope is not sealed or if any conditional tender is submitted by the vendor.
8. The intending vendors are categorically advised to submit all documents strictly in the attached formats only. The information required should be neatly filled/ typed in each and every columns and row of the Formats. The applications received without properly filled formats and without containing desired information in each and every columns/points/row of various Annexures shall be treated as INCOMPLETE and such tenders shall be summarily rejected without any reference to the vendor and at the vendor's risk and responsibility.
9. **Jammu and Kashmir Grameen Bank** reserves the right to reject any or all the tenders without assigning reasons thereof.

(F) 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.1,770/- (One thousand seven hundred and seventy only), to be remitted through NEFT / IMPS as per below mentioned details:
 - A/C No. : 2000530100000217
 - A/c Name: Tender fee
 - IFSC : JAKA0GRAMEN
 - Bank Name: **Jammu and Kashmir Grameen Bank**
 - **Branch: Head Office**
2. **The Contract period is of 03 years** and may be renewed for a period of further 03 years 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. Tenderers have to submit all the mandatory documents along with the Tender. Offer without the same shall be considered incomplete and shall be rejected. **The documents should be enclosed along with the Technical Bid Envelope only.**
4. **The Earnest Money of Rs.30,000/- (Rupees Thirty thousand only) in shape of TDR pledged to the GENERAL MANAGER, Jammu and Kashmir 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 **Jammu and Kashmir Grameen Bank** or any branch of a Scheduled Commercial Bank. Suppliers 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.

5. Earnest Money of successful vendor shall be released after submission of Service Level Agreement and Performance Bank Guarantee.
6. 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 after-mentioned time.
7. **Performance Guarantee:** Performance Bank Guarantee amounting to (05)% of the tender amount, as per the discretion of Bank has to be submitted by the successful vendor in the form of TDR or Bank Guarantee from **Jammu and Kashmir Grameen Bank** or any Scheduled commercial bank which should be valid for a minimum period of 03 years and 02 months. Failure of successful vendor to provide the services within the stipulated time shall entail invocation of performance Bank Guarantee or forfeiture of TDR or any other form of deposit as the case may be.
8. **The contract shall come into effect and binding on the successful bidder from the date of empanelment letter issued by the Bank. The bidders are advised to ensure that they have proper technical staff and Office in Jammu region, Kashmir Region and UT of Ladakh.**
9. TDS and GST TDS will be deducted from all Bills at the prescribed rates applicable from time to time.
10. The rates finalized shall remain operative for two (03) years.
11. The successful bidder shall provide the services w.e.f. date as mentioned in the empanelment letter failing which the Bank shall be at liberty to cancel the contract of the defaulting bidder

and assign the contract to other bidder whose rates fall on second lowest/third lowest (L2/L3) as the case may be to get the services in time. The earnest money of the successful bidder 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 services from any other bidder, from the defaulting bidder.

- 12. For Jammu Division :** The engaged vendor has to visit 159 Branches / Offices of the Bank (List attached as Annexure-1) once in each quarter and submit 159 reports (duly attested by the Branch Head / Incharge of the respective **Branch** / Office) at the end of the said quarter, at Head Office, Jammu for branches/offices of the Jammu Division
- 13. For Kashmir Division:** The engaged vendor has to visit 178 Branches / Offices of the Bank (List attached as Annexure-2) once in each quarter and submit 178 reports (duly attested by the Branch Head / Incharge of the respective **Branch** / Office) at the end of the said quarter, at GA Cell, GMO (K), Barzulla Srinagar for the branches/offices of the Kashmir Division.

Note:- In case of any addition or deletion of Branches due to merger of branches, opening of new branches/offices in the UT of J&K and UT of Ladakh, the L1 Bidder has to give the AMC service in the respective branches/offices on pro rata basis as per the terms and conditions of the tender.

- 14.** Besides, the vendor has to visit any Branch / Office as and when the complaint is received from the respective Branch during the contract period. The Servo-stabilizers, where the warranty period shall expire during the contract period, shall automatically be covered under this agreement and the vendor has to attend complaint as and when lodged. The cost of AMC of such servo-stabilizers shall be considered w.e.f. the date of expiry of the warranty period and shall be released on pro-rata basis.
- 15.** The vendor has to submit weekly reports regarding the complaints of the branches / Offices that are being attended and resolved during a particular week as per ANNEXURE-5.
- 16.** The vendor shall be responsible for the maintenance towards routine servicing once in every quarter and labour for attending any number of breakdown calls during the contract period and fault rectification on-site as well as off-site. The AMC shall be for onsite service as well as for all spares (It includes changing of dimmer, sensing unit/control card, pulse transformer or any

other part including main transformer, leakages in body etc) i.e. it shall cover cost of services and also spares.

- 17.** The vendor shall undertake corrective/service maintenance as & when complaints are reported to the firm's centre. All service calls made shall be attended within a maximum of 24 hrs and the defects be rectified for smooth functioning of the Servo Stabilizers/AVR. The agency has to provide the landline & mobile numbers of the technicians/Engineers deployed to every Branch/Office. Further, **Call Escalation Matrix should be provided**. Also the technicians must carry a valid Identity Card while visiting Bank's Branches / offices.

18. Penalty:

a. Penalty on account of non-submission of PBG and Service Level Agreement by L-1 vendor: If

L-1 vendor fails to submit the PBG and Service Level Agreement within 15 days from the date of issue of Rate Contract Order by the Bank, due to any reason; Bank may cancel the entire contract of the said vendor. Further, the EMD submitted by the said vendor shall be forfeited. In such cases, Bank reserves the right to execute the contract with L-2 bidder.

b. Penalty on account of non-rectification of any fault during the AMC period:

On receipt of a break down intimation, a qualified staff would be deputed immediately on the same day and fault would be rectified immediately on priority basis and within 24 hrs so as to ensure that Servo-Stabilizers are functioning satisfactorily. **Penalty @Rs.1,000/- per day shall be imposed if there is a delay in attending the call beyond 24 hrs.** In case, if the vendor is unable to attend the call within the stipulated time due to unavoidable circumstances, the same should be informed to the Bank via mail at gad.rok@jkgb.in and pdg.hoj@jkgb.in and In that case the Bank may utilize the services of other agencies to amend and make good such defects and all expenses / damages / losses shall be recovered from the L-1 vendor besides imposing penalty as mentioned above. If the said incident is repeated two or more-times, Bank may cancel the contract and forfeit the PBG of the L-1 vendor. Further, the said vendor shall be black-listed. **The same shall be intimated to Indian Banks' Association. The vendor is advised to ensure that the batteries are readily available as and when the Supply Order is issued by the Bank.**

19. In case of major fault when Servo-Stabilizer cannot be set right at the Branch & shifting thereof to the workshop becomes necessary, the vendor will provide a substitute Servo-Stabilizer without charging any rent etc. All the costs involved on repairing the existing Servo-Stabilizer (including transportation, carriage, labour charges etc.) shall be borne by the bidder.
20. The Vendor shall at all times conduct his operation in such a manner so as to avoid any risk of bodily harm to persons or damage to property. In addition the vendor shall comply with all applicable safety standards, codes and regulations.

21. PAYMENT TERMS

- **For Jammu Division** : The payment shall be released at the end of every 02 quarters after submission of 315 duly verified reports (159 reports of each quarter). The reports shall be analysed at GAD, HO and the payment shall be released within 15 days from the date of submission of the reports pertaining to 2nd quarter of the contract period.
 - **For Kashmir Division**: The payment shall be released at the end of every 02 quarters after submission of 356 duly verified reports (178 reports of each quarter). The reports shall be analysed at GA, Cell, GMO-K and the payment shall be released within 15 days from the date of submission of the reports pertaining to 2nd quarter of the contract period.
 - Bank, if not satisfied with the services provided by the vendor/successful bidder i.e. if the complaints are not attended on time, or 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.
 - Payment shall be released only after submission of PBG and SLA.
22. The Bank reserves the right to accept/reject any Tender/or all Tenders without assigning any reason thereof.
23. The conditional Tenders shall be rejected out rightly and no correspondence of any nature shall be entertained.
24. 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-4).

25. 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.

26. Disputes and Arbitration

“In the event of disputes, differences, claims and questions between the Parties hereto arising out of this Agreement or in any way relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the Parties shall first endeavour to settle such differences, disputes, claims or questions by friendly consultation and failing such settlement, the same shall be referred to the arbitration by the arbitrator appointed by both the parties mutually. The arbitration shall be held in accordance with the arbitration and conciliation Act, 1996 or any other statutory modification or re-enactment thereof for the time being in force and shall be held in Jammu. The Courts in Jammu alone shall have jurisdiction over such arbitration proceedings. The language of the arbitration proceedings and that of the documents and communication between the parties shall be English. The award of the Arbitrator shall be final, Conclusive and binding upon the parties. Such award shall be filed in any competent court in Jammu. The parties shall continue to be performing their respective obligation under this Agreement, despite the continuance of the arbitration proceedings, except for the disputed part under arbitration.

Each Party will bear the expenses/costs incurred by it in appointing the Arbitrator. However, the cost of appointing the Umpire shall be borne equally by both the parties.

27. Governing Laws

The Contract, its meaning and interpretation and the relation between the parties shall be governed by the applicable laws of the Union of India read with local laws of UT of Jammu & Kashmir and the Firm shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of BANK falls.

- 28. Bidders are not permitted to alter or modify their bids after submission of the tender.**

- 29. The Tenderer should sign & affix his/her firms stamp on each page of the Tender and all its related documents as the acceptance of the offer made by the Tenderer will be deemed as a contract and a formal agreement will also be drawn regarding the contract.**

- 30. The successful vendor has to submit duly signed and stamped notarized Service Level Agreement and PBG to the Bank within 15 days from the date of issue of Rate Contract Order by**

the Bank, on the agreed Terms & Conditions. Format of Service Level Agreement shall be provided to the successful vendor

- 31.** Bank shall have the right to call upon the information regarding status of work at any point of time.
- 32. 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.

G. MINIMUM ELIGIBILITY CRITERIA AND DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL

BID:

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

S NO.	Eligibility Criteria	Documents to be submitted in the Technical Bid Envelope
1	The vendor must be a Firm / Proprietary / Partnership / Company registered under Companies Act.	a. Registration Certificate / Shop License / Certificate of incorporation issued by Registrar of Companies (whichever applicable). b. PAN of Firm c. GST Registration
2	The Vendor should have a minimum experience of min two (02) years regarding AMC of Servo-Stablizers of PSBs/RRBs/Financial Institutions/Govt. Institutions / Corporates in the last 05 years (Experience Certificate to be enclosed) . The bidder must have provided services regarding repairing/ Servicing of a minimum 20 servo-stabilizers each year during the AMC period of 02 years.	Copy of the work orders and work completion certificates issued by the respective organization specifying following information relating to the works carried out during the period from 01/04/2023 to 31/03/2025: 1. Scope of work. 2. Contract value. 3. No. of Servo-Stablizers repaired/Serviced. 4. Duly certified Performance Certificate
3	The vendor should have a minimum average annual turnover of Rs.2.00 Lakhs for the last two Financial Years 2023-24 and 2024-25.	Duly Attested Certificate by CA to be enclosed.
4	The vendor should be a profit making firm during last two Financial Years 2023-24 and 2024-25. Net Profit after tax shall be considered.	Copies of the P&L Account and Balance Sheet (audited, if applicable).or Copies of ITR
5	The vendor should have a well maintained registered office in UT of J&K and should have enough staff to provide services in UT of J&K and UT of Ladakh.	Details of the office along with the staff should be provided

6	Vendor should not have been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, Banks or any other organization.	Declaration as per Annexure – 4 should be provided
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NOTE: Copies of all the relevant documents should be duly signed and stamped by the vendor and enclosed in Technical Bid Envelope along with tender document, EMD and receipt of Tender fees.

H. DOCUMENTS TO BE SUBMITTED IN COMMERCIAL BID ENVELOPE:

- Commercial bid as per Annexure “6” and Annexure “7” only. (No other document is required to be submitted with the Commercial Bid)
- Separate sealed envelope shall be submitted for Jammu division and Kashmir Division.

Note: All documents should be stamped and signed by the Bidder.

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, as per Annexure” 8”
If any information is found false, the application will be rejected out rightly.

Annexure: 1

List of Branches Jammu Division (Annexure-A)		
S.No	BRANCHES FALLING UNDER JURISDICTION OF RO JAMMU, RO KATHUA, RO POONCH & HO NARWAL	RATING LEVEL
1	Narwal	10KVA
2	Ramgarh	10KVA
3	Bhalwal	10KVA
4	R/o Jammu	10KVA
5	Baspur	7.5KVA
6	Deoli	7.5KVA
7	Gajansu	7.5KVA
8	Ghou Manhsan	7.5KVA
9	Kanhal	7.5KVA
10	Kalyanpur	7.5KVA
11	Kirpind	7.5KVA
12	Sai	7.5KVA
13	Kotli Mian Fateh	7.5KVA
14	Pangdour	7.5KVA
15	Nowshera	7.5KVA
16	Poonch	7.5KVA
17	Surankote	7.5KVA
18	Paloura	7.5KVA
19	Laxmi Nagar Sarwal	7.5KVA
20	Chatha	7.5KVA
21	Mandi	7.5KVA
22	Manjakote	7.5KVA
23	College Road Kathua	7.5KVA
24	Ghagwal	7.5KVA
25	Duggan	7.5KVA
26	R.S.Pura	7.5KVA
27	Chakroi	7.5KVA
28	Satrayan Camp	7.5KVA
29	Malik Market	7.5KVA
30	Akhnoor	7.5KVA
31	Channi Himmat	7.5KVA
32	Dablehar	7.5KVA
33	Muthi	7.5KVA
34	Nagrota	7.5KVA
35	Shakti Nagar	7.5KVA
36	Simble Morh	7.5KVA
37	Mishriwala	7.5KVA
38	Bahu Fort	7.5KVA
39	Kishtwar	7.5KVA

40	Dool	7.5KVA
41	Digiana	7.5KVA
42	Brij Nagar	7.5KVA
43	Kalu Chak	7.5KVA
44	Chan Gran	7.5KVA
45	Smailpur	7.5KVA
46	Bantalab	7.5KVA
47	Jeevan Nagar	7.5KVA
48	R/O Kathua	7.5KVA
49	Marta Nagrota	7.5KVA
50	Lam	5KVA
51	Palam	5KVA
52	Mendhar	5KVA
53	Phinter	5KVA
54	Chandak	5KVA
55	Doongi Brahmna	5KVA
56	Bufliaz	5KVA
57	Dayalachak	5KVA
58	Jandrah	5KVA
59	Dhargloon	5KVA
60	Triath	5KVA
61	Darhal Malkan	5KVA
62	Dhangri	5KVA
63	Sherpurbala	5KVA
64	Kotli Jajjar	5KVA
65	Bhawani	5KVA
66	Purmandal	5KVA
67	Surinsar	5KVA
68	Mankote	5KVA
69	Chadwal	5KVA
70	Palli More	5KVA
71	Nagri Parole	5KVA
72	Simble Camp	5KVA
73	Bishnah	5KVA
74	Batera	5KVA
75	Chowki Chowra	5KVA
76	Maira	5KVA
77	Pallanwala	5KVA
78	Pargwal	5KVA
79	Jakh	5KVA
80	Nadh	5KVA
81	Mandi Sangwali	5KVA
82	Gujroo Nagrota	5KVA
83	Jakhbar	5KVA
84	Mandli	5KVA
85	Mahanpur	5KVA
86	Parnalla	5KVA

87	Chingus	5KVA
88	Siot	5KVA
89	Bagnoti	5KVA
90	Jhulas	5KVA
91	Tatapani	5KVA
92	Dharamsal	5KVA
93	Solki	5KVA
94	Sialsui	5KVA
95	Devak	5KVA
96	R.O.Rajouri	5KVA
97	Bhoond	5KVA
98	Kartholi	5KVA
99	Nardi	5KVA
100	Hatli	5KVA
101	Barwal	5KVA
102	Gurah Salathian	5KVA
103	Haripur More	5KVA
104	Rajbagh	10KVA
105	Raya	5KVA
106	Rehal Dhamlian	10KVA
107	Sumb	5KVA
108	Swankha Morh	5KVA
109	Arnia	5KVA
110	Badyal Brahmna	5KVA
111	Kheri	5KVA
112	Samba	5KVA
113	Bajabian	5KVA
114	Khour	5KVA
115	Nandpur	5KVA
116	Kheora	5KVA
117	Jourian	5KVA
118	Rajouri	5KVA
119	Shahdara	5KVA
120	Channi Prat	5KVA
121	HO Narwal	150 KVA
122	Sunderbani	5KVA
123	Kathua	5KVA
124	Rcc shakti nagar	5KVA
125	sangrampur	5KVA
126	sarore	5KVA
127	phallain	5KVA
128	Bohri	5KVA
129	JIB (THATHI)	3KVA
130	UDHAMPUR	5 KVA
131	CHENANI	3 KVA
132	RESAI	2 KVA
133	KATRA	5-KVA

134	KRIMACHI	2KVA
135	CHECK CHANGERWAN	5 KVA
136	TOPHSHERKHANI	5 KVA
137	BHARAT NAGAR	5 KVA
138	KUNJWANI	3KVA
139	TOMAL	3KVA
140	RAIPUR	5KVA
141	LOWER ROOPNAGAR	5 KVA
142	PURKHOO	2 KVA
143	TALIMORE	10 KVA
144	ISMILPUR	5 KVA
145	CHAK MORH	5 KVA
146	KHATIKATALAB	2KVA
147	RATHIAN	10 KVA
148	CHARISWAIL	3 KVA
149	JAGTI	3 KVA
150	MALLHAR	5 KVA
151	BAGHA	5 KVA
152	SUNDRANI	5 KVA
153	Chanderkot	3 KVA
154	Maitri	5KVA
155	Banihal	5KVA
156	Doda	NOT AVAILABLE
157	Badarwah	10KVA
158	Jathali	NOT AVAILABLE
159	Pranoo	10KVA

Annexure: 2**List of Branches Kashmir Division (Annexure-B)**

S No.	Name of the Branch/Office	Rating Level
1	Aragam	7.5 KVA
2	Arindardpora	7.5 KVA
3	Agrikalan	7.5 KVA
4	Ashtingo	7.5 KVA
5	Azadgunj	5 KVA
6	Bagh Bella	7.5 KVA
7	Bandipora	5 KVA
8	Batingoo	7.5 KVA
9	Bijhama	7.5 KVA
10	Bomai	7.5 KVA
11	Boniyar	7.5 KVA
12	Chandilora	5 KVA
13	Chowkibal	7.5 KVA
14	Chugal	7.5 KVA
15	Dawar Gurez	5 KVA
16	Dobhiwan	5 KVA
17	Drugmulla	5 KVA
18	Duroo	7.5 KVA
19	Gingal	7.5 KVA
20	Goush Bugh	5 KVA
21	Gulgam	5 KVA
22	Hajin	7.5 KVA
23	Handwara	5 KVA
24	Hygam	7.5 KVA
25	Jadeed	5 KVA
26	Kachumuqam	7.5 KVA
27	Kakarhamam	7.5 KVA
28	Kalamabad	7.5 KVA
29	Kamalkot	7.5 KVA
30	Kandi Karnah	7.5 KVA
31	Kanispora	5 KVA
32	Kanthipora	7.5 KVA
33	Khanpeth	7.5 KVA
34	Khanpora Bla	5 KVA
35	Khorsherabad	7.5 KVA
36	Khumriyal	7.5 KVA

37	Kralgund	5 KVA
38	Kralpora	5 KVA
39	Krankshivan	7.5 KVA
40	Kunzer	5 KVA
41	Kupwara	5 KVA
42	kargil	7.5 KVA
43	Leh	7.5 KVA
44	Laderwan	7.5 KVA
45	Lalapora	7.5 KVA
46	M.B Sopore	7.5 KVA
47	Mirgund	7.5 KVA
48	N.C Sopore	5 KVA
49	Nadhihal	7.5 KVA
50	Natnussa	7.5 KVA
51	Nehalpora	7.5 KVA
52	Model Town	7.5 KVA
53	Nowgam	7.5 KVA
54	Nowgam Sonawari	7.5 KVA
55	Ogmuna	5 KVA
56	Othoor	7.5 KVA
57	Palhalan	5 KVA
58	Panzinara	7.5 KVA
59	Pathla	7.5KVA
60	Pattan	5 KVA
61	Peerniya	5 KVA
62	Phuropeth	7.5 KVA
63	Poshwan	7.5 KVA
64	Pringal	7.5 KVA
65	Quilmuqam	7.5 KVA
66	Reban	7.5 KVA
67	Rohama	7.5 KVA
68	Safapora	5 KVA
69	Sangrama	5 KVA
70	Seer-Jagir	7.5 KVA
71	Sheeri Bla.	5 KVA
72	Sheerpora	7.5 KVA
73	Singhpura	7.5 KVA
74	Sumbal	7.5 KVA
75	Tadd	7.5 KVA
76	Tangmarg	5 KVA
77	Tarathpora	7.5 KVA
78	Tilgam	7.5 KVA
79	Tregpora	7.5 KVA
80	Tapper	7.5 KVA
81	Tujar Sharief	7.5 KVA
82	Umer Market	7.5 KVA
83	Uri Baramulla	5 KVA

84	Wagoora	7.5 KVA
85	Wagub Sopore	7.5 KVA
86	Wailukralpora	7.5 KVA
87	Warpora	7.5 KVA
88	Watergam	5 KVA
89	Watpora	7.5 KVA
90	Wilgam	5 KVA
91	Yunisoo	7.5 KVA
92	Hyderbeigh	7.5 KVA
93	Hanjiwara	7.5 KVA
94	Shaltang	7.5 KVA
95	R.O. BARAMULLA	7.5 KVA
96	R. O. BANDIPORA	5 KVA
97	R. O. KUPWARA	5 KVA
98	GMO Kashmir	10 KVA
99	MAIN BRANCH SRINAGAR	3KW
100	KANIHIHAMA	3KW
101	LITTER	5KW
102	HAWL	3KW
103	MALLANGPORA	5KW
104	KHAG	3KW
105	KAKAPORA	3KW
106	DAB	3KW
107	LAR	3KW
108	BACCHAPORA	3KW
109	HARWAN	Not Available
110	LORHGAM	3KW
111	DADSARA	3KW
112	GUND	3KW
113	ZANIGAM	Not Available
114	HYDERPORA	3KW
115	HANJURA	3KW
116	PALAPORA	2KW
117	GUPTA-GANGA	4KVA
118	PULWAMA	5KW
119	BADGAM	3KW
120	KRALAPORA	3KW
121	WADWAN	5KW
122	NOWGAM	3KW
123	BATAPORA	Not Available
124	LETHPORA	5KW
125	TAHAB	3KW
126	MURAN	3KW
127	ZEWAN	3KW
128	BEMINA	Not Available
129	LAWAIPORA	3KW
130	SHERPATRI	3KW

131	MANIGAM	3KW
132	KREMSHORE	5KW
133	RAITHAN	Not Available
134	CHAKURA	5KW
135	LAJURA	5KW
136	MARGUND	2KW
137	WAKURA	Not Available
138	OMPORA	5KW
139	PANDACH	Not Available
140	HUMHAMA	5KW
141	BEERWAH	5KW
142	BALHAMA	3KW
143	SHARSHALI	3KW
144	RO Srinagar	10 KW
145	AISHMUQAM	5 KVA
146	AKOORA	5 KV
147	KULLAR	3 KVA
148	DIALGAM	5 KW
149	YARIPORA.	5 KV
150	ARWANI	3KVA
151	SALIA	5 KV
152	DEVSAR	5KW
153	ANANTNAG	4KVA
154	KELAM	5KVA
155	UTTARSOO	3KVW
156	WAILOO	5 KW
157	AREAH	3KW
158	KADDAR	5KVA
159	CHOWGAM	3KVA
160	BIDDER	5KV
161	KHURIBATPORA	3 KV
162	DORU	5 KVA
163	YORKHOSHIPORA	3KVA
164	VESSU	4KVA
165	HARD TORU	3KW
166	KANILVAN	3KV
167	KHIRAM	3KW
168	POHLU	5KV
169	LARAM GANJIPORA	5 KV
170	TARIGAM DEVSAR	5 KV
171	QASABKHULL	5 KV
172	BUCHOO	5KV
173	KULGAM	5KVA
174	BIJBEHARA	3kva
175	ANCHIDORA	5 KV
176	BATENGO	3KVA
177	MUNAND GUFAND	5KVA

178	RO ANANTNAG	5 KVA
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Annexure: 3**DETAILS OF VENDOR AND CALL ESCALATION MATRIX**

S No.	Particulars	Details
1	Name of Firm	
2	Name of Authorized Signatory	
3	Address of the Registered Office (Complete Address)	
4	Contact No.	
5	E-Mail ID	
6	Name of Contact Person / SPOC	
7	Year of Establishment of Firm	
8	PAN No. of Firm	
9	GST No. of Firm	
10	Bank Details (Payment shall be credited in this account)	
10 a	Account No	
10 b	Account Name	
10 c	IFSC Code	
10 d	Branch name	

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			

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

(ANNEXURE- 4)

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 as 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

ANNEXURE-5

Weekly Report regarding complaints of the Branches / Offices:

Dear Sir,

The complaints of the below mentioned Branches / Offices have been received and resolved w.e.f. dd/mm/yyyy to dd/mm/yyyy

S No.	Branch / Office	Complaint Received on	Complaint Resolved on	REMARKS

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

COMMERCIAL BID JAMMU DIVISION (ANNEXURE-6)
(FOR 157 SERVO-STABILIZERS INSTALLED AT VARIOUS BRANCHES / OFFICES.)

Name of bidder :

Address :

Telephone/Mobile No. :

S. No	Detail of Work (SERVO-STABILIZERS)	Rate per Unit per Year (A) Excluding GST	Total Qty	Total Cost of the Project 2*A (Excluding GST)
1	AMC of 02 KVA		04	
2	AMC of 03 KVA		07	
3.	AMC of 05 KVA		90	
4.	AMC of 7.5 KVA		45	
5.	AMC of 10 KVA		10	
6.	AMC of 150 KVA		01	
		Total	157	
		GST		
		Grand Total		

(Commercial Bids for AMC of Servo-Stabilizers of Jammu Division and Kashmir Division shall be analyzed as L1 separately)

- Rates should be inclusive of all charges (including service charges, all other taxes, GST etc.).
- GST shall be paid as per the guidelines of GoI. L-1 vendor has to mention GST number, %age, amount on the bills.

- Rate Contract Period: 03 years w.e.f date of issue of Rate Contract Order.
- All columns should be duly filled. In case there is mis-calculation, the bid shall be rejected.
- L-1 shall be declared on the basis of total cost/Grand total.

(Signature of the Vendor)

Name:

Date:

Designation:

Seal of the Firm/ Company

COMMERCIAL BID KASHMIR DIVISION (ANNEXURE-7)
(FOR 171 SERVO-STABILIZERS INSTALLED AT VARIOUS BRANCHES / OFFICES.)

Name of bidder :

Address :

Telephone/Mobile No. :

S. No	Detail of Work (SERVO-STABILIZERS)	Rate per Unit per Year (A) Excluding GST	Total Qty	Total Cost of the Project 2*A (Excluding GST)
1	AMC of 02 KVA		02	
2	AMC of 03 KVA		36	
3.	AMC of 04 KVA		03	
4.	AMC of 05 KVA		61	
5.	AMC of 7.5 KVA		67	
6.	AMC of 10 KVA		02	
		Grand Total	171	
		GST		
		Grand Total		

(Commercial Bids for AMC of Servo-Stabilizers of Jammu Division and Kashmir Division shall be analyzed as L1 separately)

- Rates should be inclusive of all charges (including service charges, all other taxes, GST etc.).
- GST shall be paid as per the guidelines of GoI. L-1 vendor has to mention GST number, %age, amount on the bills.
- Rate Contract Period: 03 years w.e.f date of issue of Rate Contract Order.
- All columns should be duly filled. In case there is mis-calculation, the bid shall be rejected.
- L-1 shall be declared on the basis of total cost/Grand total.

(Signature of the Vendor)

Name:

Date:

Designation:

Seal of the Firm/ Company

Annexure: 8

CHECK LIST FOR TECHNICAL BID

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 2022-23			
8 (b)	Balance Sheet for FY 2023-24			
8 (c)	Profit & Loss Statement for FY 2022-23			
8 (d)	Profit & Loss Statement for FY 2023-24			
9	Annual Turnover Certificate duly attested by CA			

10	Income Tax Returns			
10 (a)	Assessment Year 2023-24			
10 (b)	Assessment Year 2024-25			
11	Declaration regarding not-being blacklisted / debarred.			
12	Declaration that the documents attached in response to this bid are genuine and bonafide			
13	Experience Certificate issued by Scheduled Commercial Banks / Financial Institutions			
14	Copy of Work orders and Work Completion Certificates issued by Scheduled Commercial Banks / Financial Institutions			
15	Annexure – 1			
16	Annexure – 2			
17	Annexure – 3			
18	Annexure – 4			

Note: All documents should be stamped and signed by the Bidder.

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, as per Annexure"8"

If any information is found false, the application will be rejected out rightly.

(Signature of the Vendor)

Name:

Date:

Designation:

Seal of the Firm/ Company

CHECK LIST FOR COMMERCIAL BID

1	Annexure – 6 and 07 (enclosed in Commercial Bid envelope only)			
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(Signature of the Vendor)

Name:

Date:

Designation:

Seal of the Firm/ Company