



NADIA DISTRICT CENTRAL COOPERATIVE BANK LIMITED

REGD. OFFICE: M. M. GHOSH STREET, KRISHNAGAR, NADIA, PIN - 741101

(E-Mail : ndccbltd@nadiadccb.bank.in Phone : 03472- 252394/6296902659)

Notice Inviting E-Tender

E-TENDER NO. NDCCBL_HO_2026-27_ET 05

MEMO NO.825

DATE: 05.09.2026

E-Tender are invited from the intending authorized companies / agencies having sound experience in the field of Maintenance Service Support of **various types of Note Authentication and Counting Machine installed at our various branches situated at Nadia District**. The contract involves providing comprehensive, onsite service and support for forty-eight note authentication and counting machines deployed across various bank branches within the Nadia District.

The successful bidder should have the capability of providing onsite support and service thereon.

The intending parties are requested to submit their online E-Tender for their technical bid and financial bid by **September 05, 2026 to September 14, 2026 within 3.00 p.m.** at **e-Tender website <https://wbttenders.gov.in>** (The West Bengal Government eProcurement System). The bank reserves the right by itself to cancel any or all the quotations without assigning any reasons thereto. **The Bank is not bound to accept the lowest rate if otherwise ineligible.**

Description of various types of Cash counting machines installed at our various branches are mentioned below: -

- 24 nos of Bundle Note Counting Machine (Floor Top)
- 09 nos of Mix Value Counting Machine (Desktop)
- 15 nos of Twin CIS Authenticating Machine (Desktop)

Terms & Conditions for Comprehensive Annual Maintenance Contract cum Service Support

1. Customer Care Facility:

The Service Provider must have a dedicated Customer Care/Service Support Number for receiving service-related complaints from the Bank Branch during the stipulated office hours.

2. Time-Bound Complaint Resolution:

All complaints lodged by the Bank shall be attended to promptly, and the Service Provider shall make all reasonable efforts to resolve the reported problem within 24 (twenty-four) hours from the time of lodging the complaint.

3. Email-Based Complaint and Service Facility:

The Service Provider must maintain a dedicated e-mail facility for lodging complaints, communicating service requests, tracking complaints and providing service/repair-related updates. The entire complaint registration and service communication process should preferably be documented through e-mail.

4. Availability of Service Personnel:

The Service Provider shall remain ready and available to provide necessary service/support from Monday to Saturday during the Bank's office hours, whenever required by the Bank.

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[Signature]
Chief Executive Officer
Nadia District Central Cooperative Bank Ltd.
Krishnagar, Nadia.



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5. Adequate Technical Infrastructure:

The Service Provider must possess adequate technical infrastructure, trained manpower, tools, equipment and necessary spare-parts support to promptly attend to and repair the three types of machines as mentioned in first page, manufactured by different companies/brands presently in use in the Bank must be covered under the agreement.

6. Software/Firmware Updates:

Wherever any machine requires a software/firmware update for its proper functioning, compatibility, security or performance, the Service Provider shall arrange and carry out such update promptly and without undue delay, wherever such update is applicable under the service agreement.

7. Exclusions from the Scope of Agreement:

The following damages/problems shall remain outside the scope of the AMC/Service Agreement and shall be chargeable separately, if applicable:

Damage due to improper or fluctuating power supply;

Damage arising from defective or inadequate earthing;

Damage caused by lightning/thunderstorm;

Damage caused by rats/rodents, including damage to cables or wiring;

Physical damage caused by mishandling, accident, impact or external force;

Damage caused by natural calamities/disasters, fire, flood, earthquake, etc.;

Any other damage arising from causes beyond the normal operational use of the machine.

8. Exclusion of Consumables / Specific Spare Parts:

The AMC shall not include consumable items and certain replaceable spare parts, which shall be supplied/replaced separately on a chargeable basis.

Spindle belt Controller Switches;

Capacitors;

Motors;

Motherboard;

Sensors.

Note: The exact list of excluded components should be finalized in the quoted tender document so that there is no ambiguity regarding which parts are covered under the AMC and which are chargeable separately.

Others terms and conditions:



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Others terms and conditions:

- ✓ An **Earnest Money Deposit (EMD)** of Rs. 10,000/- (Rupees Ten Thousand only) if applicable and the **Tender Fee** of Rs. 500.00 (Rs. Five Hundred only) is to be deposited at the time of submitting bid at e-Tender website i.e. <https://wbtenders.gov.in>. Quotation received without Tender fees and EMD (If Applicable) will not be considered as a valid quotation. **Earnest money received from other unsuccessful tenders will be returned without interest.**
 - ✓ Seller shall provide a comprehensive PDF File, Comprising
 - i) The GST Certificate & Return
 - ii) Current Trade License
 - iii) Udyam Certificate if available
 - iv) PAN CARD
 - v) P. Tax Certificate
 - vi) Work Experience certificate
 - vii) IT File of Last 3years
 - viii) Audited B/S & P/L A/c of last 3 years
 - ✓ If the bidder fails to provide any document or product compliances hence it will attract rejection.
 - ✓ Buyer may add Bid Specific Additional Terms and Conditions
 - ✓ All required undertaking; letters should be printed on seller's letter head only.
 - ✓ In the event that the Service Provider fails or is unable to provide the required service as stipulated under the agreement, the Bank reserves the right to blacklist/debar the Service Provider from participating in future tenders or providing services to the Bank, as per the applicable rules and regulations.
- **Date and Time Schedule**

Sl No	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (Online)	05.09.2026
2	Documents download /sell start date (Online)	05-09-2026 at 12:00 P.M.
3	Documents download /sell end date (Online)	14.09.2026 at 03:00 P.M.
5	Bid Submission closing (On Line)	14.09.2026 till 03:00 P.M.
6	Bid opening date for Technical Proposals (Online)	16.09.2026
7	Bid opening date for Financial Bid	To be notified later



[Signature]
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E-TENDER RELATED IMPORTANT NOTES:

This Tender will follow e-Tendering process which will be conducted by The West Bengal Government eProcurement System through Website <https://wbtenders.gov.in>

Following activities will be conducted online through above website:

- a) Submission of Technical Bid & Commercial Bid by the Vendor
- b) Opening of Technical Bid & Commercial Bid by the Bank
- c) Clarification, if any, sought by the Bank.
- d) On-line evaluation by the Bank.

Chief Executive Officer

Nadia District Central Cooperative Bank Ltd.

*Chief Executive Officer
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BIDDER'S PROFILE

All the supporting Documents are required to be submitted. Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information. Bidders should have signed copy of supporting documents.

Sr.	Description	Remarks
1.	Name of Bidder / Firm	
2.	Address of Bidder / Firm	
3.	PAN	
4.	GST Registration No	
5.	Registered Office	
6.	Email	
7.	Mobile No.	
8.	Year of Establishment	
9.	Status of Firm (Proprietor / Partnership / Pvt Ltd / Others	
10.	Name of Director / Partner /Proprietor	
11.	Name of the person who have power of attorney or Authorized Signatory	
12.	Account no., Bank Name, NEFT Details, Address of the Bank , Branch Name, IFS Code	
13.	Annual Turnover of Bidder in 2025-2026 2024-2025 2023-2024	
14.	EMD Details UTR Number Bank Name Date Amount	

Certified summarized one-page balance sheet (Audited) and one-page Profit & Loss Account (Audited) are required to be submitted for the above period as per point no. 13

Note : Firms/Agencies claiming exemption from submission of EMD under any statutory authority / law (eg. NSIC etc.) shall be required to submit necessary documents viz. valid registration certificate etc. to the satisfaction of the Bank.

