

**THE BIHAR STATE COOPERATIVE BANK**



**REQUEST FOR PROPOSAL (RFP)**

**For**

**Selection of IBA approved vendor for procurement  
of cheque book / Banker's Cheque printer  
with pre-requisite leave sheets and software**

## **Disclaimer**

The information contained in this RFP document, or any information provided subsequently to the bidder(s) whether verbally or in documentary form by or on behalf of The Bihar State Co-operative Bank (BSCB) is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by BSCB to the interested parties for submission of bids. The bidder will be solely responsible for the execution of this project. The purpose of this RFP is to provide the bidder with information to assist in the formulation of their proposals. While effort has been made to include all information and requirements of BSCB with respect to the solution requested, this RFP does not claim to include all the information the bidder may require. The bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and wherever necessary obtain independent advice. BSCB make 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 RFP. BSCB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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## **1. Introduction**

The Bank was registered in the name of Bihar and Orissa Provincial Co-operative Bank on 16.03.1914 under the Cooperative Societies Act II of 1912. Its registration no.267/1913-14. Initially, the area of operation of the Bank was Bihar and Orissa. After the separation of Orissa in the year, 1936-37 its area of operation was confined to Bihar and its name was changed to Bihar State Co-operative Bank Ltd. in December 1950. After application of the Banking Regulation Act 1949 to Co-operative Bank on 1st March 1966, this Bank was included in the second schedule of Reserve Bank of India in the month of July 1966. Earlier, the bank was doing trading business also, but this business was transferred to Bihar State Co-operative Marketing Union after its establishment in the month of June 1958.

The Bank is presently doing its business through its 13 branches and 23 DCCB affiliated with it. The Bank was earlier doing the lending business under the agriculture sector only. But after the issuance of guidelines from NABARD regarding non-agriculture finance, the Bank started business under the non-agriculture sector in the year 1990. Thus, the Bank is presently doing the lending business in both Agriculture as well as in the non-agriculture sector.

The Bihar State Co-operative Bank Ltd. wish to provide personalized cheque books to its valuable customers directly from its Head Office. Personalized cheque books can make customers feel valued and appreciated, leading to increased loyalty. Personalized cheques reduce the risk of fraud as they are harder to counterfeit. Each cheque can carry the bank's logo and branding, reinforcing the bank's identity. Customers receive cheques tailored to their needs. This initiative not only aims to enhance customer experience but also strengthens the bank's operational capabilities and security measures.

## 2. Abbreviations

Sr. No.	Acronym/ Terms Used	Definition
1.	API	Application Programming Interface
2.	ASP	Application Service Provider
3.	ATM	Automated Teller Machine
4.	Bank	The Bihar State Co-operative Bank Ltd.
5.	BOM	Bill Of Material
6.	BRD	Business Requirements Documents
7.	CA	Current Account
8.	CBS	Core Banking Solution
9.	CC	Cash Credit
10.	CKYC	Centralised Know Your Customer
11.	CO	Commercial Offer/ Commercial Bid/ Price Bid
12.	CR	Change Requirement
13.	DCCBs	District central cooperative banks.
14.	DG	Diesel generator
15.	EIS	Executive Information System
16.	EMD	Earnest Money Deposit
17.	FNF	Full and Final
18.	FTR	Financial Technical Requirement
19.	GST	Goods and Service Tax
20.	GSTN	Goods and Service Tax Network
21.	H2H	Host- to - Host
22.	HO	Head Office
23.	IBA	Indian Bank's Association
24.	IT	Information Technology
25.	MIS	Management Information System
26.	MSL	Minimum Service Level
27.	NABARD	National Bank for Agriculture and Rural Development

28.	NPCI	National Payments Corporation of India
29.	OEM	Original Equipment Manufacturer – Product Bidder
30.	OS	Operating System
31.	PM	Project Manager
32.	PSU	Public Sector Undertaking Bank
33.	RBI	Reserve Bank of India
34.	RFP	Request for Proposal
35.	RRB	Regional Rural Bank
36.	SB	Savings Bank
37.	SCB	State Co-operative Bank
38.	SI	System Integretor
39.	SIT	System Integration Testing
40.	SLA	Service Level Agreement
41.	SMS	Short Message Service
42.	SOA	Service Oriented Architechture
43.	SP	Service Proider
44.	TDS	Tax Deducted at Source
45.	UAT	User Acceptance Test
46.	UCB	Urban Co-operaative Bank
47.	STCB	State Co-operative Bank

### 3. Objective

The Bihar State Co-operative Bank Ltd. (BSCB) is embarking on an initiative to provide personalized cheque books to its customers. To achieve this, BSCB plans to select IBA approved security vendors who will supply preprinted CTS 2010 compliant cheque leaves Sheets, necessary software and hardware (such as printers and toners) to print. The selected bidder will be responsible for ensuring the project's success within the agreed timeline and terms.

### 3.1 Tender Highlights

PARTICULARS	TIMELINE
Project Name	REQUEST FOR PROPOSAL (RFP) FOR <b>Selection of IBA approved vendor for procurement of cheque book / Banker's Cheque printer with pre-requisite leave sheets and software</b>
RFP Inviting Bank	The Bihar state Cooperative Bank Ltd. (BSCB)
RFP Reference No:	BSCB/COMP/107/2664 Dated: 05.02.2025
Availability of RFP document	07.02.2025 To be downloaded from <a href="https://biharscb.co.in/tender">https://biharscb.co.in/tender</a>
Cost of the Tender document (non-refundable)	INR 10,000/- + INR 1,800/- (GST) = INR 11800/- (Rupees Eleven Thousand Eight Hundred Only) via DD / Banker's Cheque in favour of <b>"The Bihar state Cooperative Bank Ltd. (BSCB)," payable at Patna, Bihar</b>
Earnest Money Deposit	INR 1,00,000/- (Rupees One Lacs Only) via DD / Banker's Cheque in favour of <b>"The Bihar state Cooperative Bank Ltd. (BSCB)," payable at Patna, Bihar"</b>
Last date of submission of the Prebid Query	08.02.2025 up to 5:00 PM Bank shall not accept any Prebid Query received after mentioned deadline time.
Date, Time and Venue for Pre-bid Meeting	10.02.2025 at 03:00 PM <b>HEAD OFFICE: The Bihar State Co-operative Bank Ltd.</b> <b>Ashok Rajpath, Patna - 800004, Bihar.</b>
Last date of submission of the Technical and Commercial bid.	21.02.2025 on or before 5:00 PM

Mode of Submission of RFP	The Bidders shall submit hard copy of the bid in sealed envelope (One for technical bid, one for commercial bid and these two in a outer envelope with proper marking )
Date of opening of the Technical Bids	To be decided later, informed on bank's website <a href="https://biharscb.co.in/tender">https://biharscb.co.in/tender</a>
Date of Opening of Commercial Bids	To be communicated to technically qualified bidders
Bank email id for RFP related communication	<a href="mailto:itcell@biharscb.co.in">itcell@biharscb.co.in</a>
Communication Address	All communications, of Technical Proposal Document including the soft copy of the Technical and Commercial Proposal Should be Addressed to:  <b>To The Managing Director, The Bihar State Co-operative Bank Ltd. Ashok Rajpath, Patna - 800004, Bihar</b>

**\* MSMEs (Micro Small and Medium Enterprises (MSME) are exempted from paying the cost of tender document and EMD amount for which the concerned enterprise needs to provide necessary documentary evidence. For MSME bidders, the preferences set by the Government of India policies shall be considered while evaluating the tender.**

The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website ["https://biharscb.co.in/tender"](https://biharscb.co.in/tender) for any changes/addendums to the above schedule and/or any other changes to this RFP. Bank would not be responsible for any delayed/lack of update directly to the bidder. Bidders to confirm with the Bank the time and venue -1- day prior to any of the above events. Eligibility cum Technical bids will be opened in the presence of the bidder's representatives who choose to attend the opening of eligibility cum

technical bid. No separate communication shall be sent in this regard. Subsequently, the Bank will evaluate the eligibility cum Technical Bids and the bidders shall be suitably intimated about the outcome, after evaluation.

Commercial bids will be opened in the presence of the bidder's representatives, desirous to attend and will be found qualified upon evaluation of the eligibility and technical bid by the Bank. However, if it is found that any given date indicated in the Schedule of Dates is a public holiday, or the bank is closed on that day for any account, the activity would be shifted to the next working day of the bank.

Bidders are requested to download the RFP from "<https://biharscb.co.in/tender>". The cost of the tender document of Rs. 11,800.00 (Rupees (Rupees Eleven Thousand Eight Hundred Only) inclusive of GST to be paid for applying to the tendering process. The cost of the tender document should be paid as per details mentioned in **Section 3.1**.

This is a one-time non-refundable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected.

The EMD along with the Bid Security form shall be submitted as per **ANNEXURE 7: EARNEST MONEY DEPOSIT** of this RFP. The EMD should be paid as per the details mentioned in **Section 3.1**.

### **3.2 Cancellation of RFP Procedure**

BSCB reserves its right to cancel the entire/unexecuted part of the RFP at any time before signing the contract. In the event of annulment of the RFP for whatsoever reason BSCB is not bound to disclose the reason for the cancellation.

## **4. Scope of Work**

The detailed scope of work is described below, and the bidder should go through all the requirements in detail as described. The bidder should propose a complete solution which considers all business requirements of the bank.

### **4.1 CTS 2010 Guidelines**

- a) The IBA approved bidder to be empanelled by the Bank for next **3 years** through this tendering process. The bidder shall have to supply the printer, software, CTS Cheque Leave Sheets (SB, CA, OD & CC accounts), Banker's cheque, requisition slip, record slip, front and back cover Leave Sheets for cheque book and other requisite hardwares.
- b) The bidder should provide the sheets of leaves with all the functional and technical requirement as per the CTS 2010 guidelines mentioned by RBI /NPCI.

**Below mentioned Mandatory Features of the leave(s) includes but not limited to:**

- CTS India Watermark
- Void Pantograph
- Bank's Logo in UV Ink
- Standardized Field Placements
- Cheque Colors & Background
- Printing of Account Number Field
- Micro Lettering
- New Rupee symbol “₹” instead of using bilingual format at CAR (Courtesy Amount Recognition) amount in figure field.
- Printer Name along with CTS 2010- All new cheque forms should carry printer name along with printing “CTS- 2010” for establishing CTS 2010 compliance.

#### **4.2 Cheque Book Printer**

The bidder should meet the technical requirement as mentioned in bill of material.

The bidder should provide three years comprehensive warranty (excluding ink-toner and consumables).

#### **4.3 Cheque leave sheets**

The bidder should meet the specifications of printing / Papers, inserts, envelop, etc. are as follows:

1) Detail of Cheque-Book Cover, Inserts, Envelop etc:-

Cheque-book Cover	-170- GSM Art paper of “A” Grade Mill. Both side printing.
<b><u>Inserts</u></b>	
Publicity leaf	-70- GSM art-paper of “A” Grade Mill. Both side printing.
Requisition Slip	-70- GSM paper of “A” Grade Mill. Single side printing.
Record slip	-70- GSM paper of “A” grade Mill. Both side printing and window cutting at bottom to see cheque-numbers.

Envelope	<p>Laminated and tear proof bio degradable plastic envelope with minimum 50 micron.</p> <p>Adequate size of envelope to be used for dispatching cheque book (100 leaves) of One Account i.e. One envelope per account.</p>
Perforation & Stub	<p>(i) Perforation of all originals and copies, wherever required shall be in such a way that tearing force required is minimum and no portion of stub or form should tear off when detached from the book.</p> <p>(ii) The perforated portion of the security form when detached from the book should have minimum deformity and should be in a straight line.</p>

Description of Item	<p>Supply of Personalized Current Account / Cash Credit Account/Saving Bank Account Cheque Leaves Sheets with all inserts and window envelope. Printing and supply Demand Draft and Banker Cheques Leaves Sheets with all inserts.</p>
Art-work	<p>Content for all Art-work for Cheque/BC leaves, Cover Pages, all inserts and envelope will be provided by Bank however to be designed by the selected bidder after approval of the Bank.</p>

Printing	<ul style="list-style-type: none"> <li>• Cheques and Banker cheques are to be printed in four colour / multi-colour as per the art-work provided.</li> </ul> <p><b>Note:-</b></p> <ul style="list-style-type: none"> <li>• MICR cheques to be printed in fugitive super sensitized inks (i.e. they react against with liquid / dry chemicals) and also have "VOID" pantograph and UV logo of Bank as per RBI / IBA / NPCI guidelines. Necessary Authorization / Certification of sample cheques by NPCI as required before printing actual material will also be ensured by the selected vendor.</li> <li>• In case RBI or Bank introduces some changes/additions in the contents of Cheque books or related formats/stationery, such changes/additions will be carried out at no additional cost during the tenure of the contract.</li> <li>• All present as well as any future guidelines related to CTS-2010</li> <li>• Standards issued by RBI / NPCI / IBA are to be scrupulously followed by the bidder and any changes suggested by them have to be incorporated without charging any extra cost during the tenure of the contract.</li> <li>• All other stationery viz. envelope, cheque-book cover, requisition slip, publicity leaf, record copy are also to be printed in Multi-colour / four colours.</li> <li>• Proof of the same before finalizing printing to be submitted within -10- days from art-work given. Delay in submission of correct proof may attract penalty as per Bank's discretion.</li> <li>• Micro Lettering of "The Bihar Central Cooperative Bank Ltd." in all Personalized Cheque leaves.</li> </ul>
Paper	<ul style="list-style-type: none"> <li>• MICR Security Paper (-95-GSM) with water mark of Bank and "CTS-INDIA" for Cheque /BC leaves Sheets will be procured by the selected bidder including paper for all other inserts viz. Requisition slip, Record slips, additional -2- leaves (one for printing details of account holder and another reserved for Bank's publicity material), cheque book cover leaf with window cutting and envelope will also be supplied by the vendor.</li> </ul>

## 4.4 Cheque Personalisation Printing Software

The bidder should confirm that the software provided for the printing of cheque leaves by using the supplied leaves by the bidder with all the functional and technical requirement mentioned.

- The bidder should provide three (3) years comprehensive warranty from the date of implementation.
- During warranty period bidder should provide support within 2 hours of call log.
- The bidder should provide operating systems and hardware specification to run the application.

### 4.4.1 Detail scope of work

#### **A Multi Level User Access Control**

- a) Three levels of users are required to be defined to handle the software.
- b) User authentication with an audit trail is required.
- c) Maker, checker, and authorizer are required to handle printing errors and damaged stationery.
- d) Handling of printing errors - In case of any printing error and damage thereof (detected during manual quality checking of each cheque leaf), the particular damaged cheque sheet (3 cheque leaves) would be branded as "CANCELLED" by the authorized person by the bank to handle the re-printing job. The record of the authorized person should be kept by the software.

#### **B Interface with Core Banking System / Data Upload**

- a) The software has provision to Integrate with CBS in the future if bank required.
- b) The software has an option to upload the account data with addresses in bulk and for new accounts opened subsequently. The specification of the file is provided by the bank.
- c) The software has an option to upload the requisition in bulk. The specification of the file is provided by the bank.
- d) The software has an option to download the printed cheque leaves details to upload in CBS is required. The specification of the file is provided by the bank. Integration with CBS in the future is required.
- e) Printing of branch details, with IFSC, product types such as (SB, CA, OD, CC), and signatories as per CTS 2010 guidelines.
- f) Printing on the MICR band – Cheque No, MICR, account type (10, 11, etc.) as per CTS 2010 guidelines.
- g) For new accounts the software has an option to print a welcome letter.
- h) Handling of printing errors - In case of any printing error and damage thereof (detected during manual quality checking of each cheque leaf), the particular damaged cheque sheet (3 cheque leaves) would be branded as "CANCELLED" by the authorized person by the bank to handle the re-printing job. The record of the authorized person should be kept by the solution.

#### **C MIS should include the following**

- a) Stock of Base Stationery
- b) Stock used details Periodically, user wise.
- c) Accountwise printed leaves details Periodically, user wise.

- d) Damaged leaves details Periodically, user, authoriser wise.
- e) Reprinted leaves details Periodically, user, authoriser wise.
- f) User login and audit trail
- g) Any other requirement by the bank

**D Training of Software**

The bidder will be responsible for training the Bank employees in the areas of implementation, operations, management, error handling, system administration etc. The bidder needs to provide a comprehensive training methodology document

**5. Contractual Period and Project Timeline**

The contractual period will be 3 years from the date of Go-Live of the project.

The bidder has to execute the project within 3 months period from releasing of PO including System Requirement Study, Design and artwork of cheque leaves and inserts including envelops, Training and UAT of Cheque Personalisation Printing Software, Delivery and installation of Printer and supply of Leave Sheets. Bidder to provide a proposed project time line with the technical bid documents.

**6 Eligibility Criteria**

Sl. No.	Qualification Criteria	Mandatory Supporting Document(s) to be Submitted
1.	Bidder should be a legal entity registered in India, since last 3 (Three) years under Indian Companies Act 1956 or partnership act 1932 or partnership/LLP act 2013.	Certificate of Incorporation/Partnership deed and other Documentary evidences to be attached
2.	Bidder should have minimum average Annual Turnover of INR 5 Crore in the last three financial years (2017-18,18-19,19-20)	Audited Balance Sheet and Profit & Loss Statement for the last three financial years to be submitted.
3.	Bidder must be an <b>IBA approved Security printer provider.</b>	The certificate issued by IBA should be enclosed & it should be valid.
4.	Bidder should have valid Registration of PAN, GSTN.	Copy of PAN and GSTN certificate to be submitted.
5.	The bidder must not be blacklisted/banned/convicted by any court of law for any criminal	Self-declaration Only

Sl. No.	Qualification Criteria	Mandatory Supporting Document(s) to be Submitted
	or civil offense/ declared ineligible by any entity of any State Government or Govt. of India or any local self-government body or public sector undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, as on date of submission.	
6.	The bidder should have obtained the approval certificate from National Payment Corporation of India (NPCI) for undertaking printing & supplying CTS 2010 standard cheques to banks in India.	The said approval certificate, duly attested, should be enclosed to the RFP / Tender application.
7.	The bidder should have experience of printing & supplying security stationery items cheques including personalized cheque books (PCBs) & other security stationery items, welcome kits etc and supply of cheque book printer & Cheque Personalisation Printing Software in at least Five(5) Banks (PSUs/RRBs/UCBs/SCBs/DCCBs) during the last Five (5) financial years.	Credentials from banks in form of purchase orders / contract / credential letters etc. has to be provided.
8.	The bidder should have minimum one IBA Approved printing location in India for pre printed security stationeries.	The necessary evidence to be provided.

## 7 Evaluation Process

The Bank will scrutinize the offers to determine their completeness (including signatures from the relevant personnel), errors, omissions in the technical & commercial offers of respective Bidders. The Bank plans to, at its sole discretion, waive any minor non- conformity or any minor deficiency in an offer. The Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

Post eligibility and technical evaluation bank will open the commercial bids of the eligible bidders and declare the lowest bidder (L1) as winner of the bid process . However, bank may negotiate further with lowest bidder. Bank is not bound to accept the lowest bid only. Bank may reject the RFP process any time without any reason to bidders. Bank's decision is final. Incase If after evaluation of Bids, bank end-ups with one responsive bid only. In such situation, the bid process shall be considered valid even if there is one responsive Bid, provided that: -

- a. The Bid is technically qualified;
- b. The price quoted by the bidder is assessed to be reasonable;
- c. The Bid is unconditional and complete in all respects;
- d. The bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document

## **8 Instruction to the Bidder**

### **7.1 Bid System**

This RFP is a Two Bid system. The Bid shall consist of two parts namely Technical Bid and Commercial Bid in a sealed envelope. The Technical Bid should be submitted as per details provided in the RFP and marked as **“Technical Bid For Selection of IBA approved vendor for procurement of cheque book/Banker’s Cheque printer with pre-requisite leave sheets, hardware and software”** and Commercial bid shall be kept in a separate envelop marked as **“Commercial Bid For Selection of IBA approved vendor for procurement of cheque book / Banker’s Cheque printer with pre-requisite leave sheets, hardware and software”**. Both the Envelop (technical and commercial) kept in a single envelop and marked as **“Bid For Selection of IBA approved vendor for procurement of cheque book/Banker’s Cheque printer with pre-requisite leave sheets, hardware and software”**

- i. Bidders are required to submit the Eligibility cum Technical Bid and Commercial bid in physical form as per the submission timeline. The Language of Bid should be in English.
- ii. The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection.
- iii. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.

### **7.2 Submission of Technical Bid**

The Bidders shall submit the hardcopy of Technical Bid in a sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing technical bid shall be marked as **“Technical Bid For Selection of IBA approved vendor for procurement of cheque**

**book/Banker's Cheque printer with pre-requisite leave sheets, hardware and software".**

- i. All the formats need to be filled in exactly as per the pro -forma given in the Annexures and any deviation is likely to cause rejection of the bid.
- ii. A masked replica of the Commercial Bill of Material (ANNEXURE 11: COMMERCIAL BILL OF MATERIAL) should be enclosed in the technical bid.
- iii. The Bank shall not allow/permit changes in the technical specifications once it is submitted.
- iv. The offer may not be evaluated by the Bank in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.
- v. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned bidder.
- vi. The Technical Bid must not contain any price information.
- vii. The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.
- viii. The bidder should submit the required documents with proper index and page number on each page
- ix. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. All pages of the Bid except for un- amended printed literature shall be numbered serially and initialed and stamped by the person or persons signing the bid.
- x. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- xi. Soft copy (in CD/ Pen Drive) of complete technical bid shall also be submitted along with hard copy.
- xii. In addition to the above marking, each envelope must be super-scribed with the following information:
  - a. RFP Reference Number:
  - b. Name and Address of Bidder:
- xiii. This will enable the Bank to return the bid unopened in case it is declared unacceptable for any reason whatsoever.
- xiv. All the inner and outer envelopes shall be addressed to the Bank at the address given below:

**The Managing Director,  
The Bihar State Co-operative Bank Ltd.  
Ashok Rajpath, Patna - 800004, Bihar**

- xv. If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.

### **7.3 Submission of Commercial Bid**

The Bidders shall submit the hardcopy of Commercial Bid in a sealed envelope. The commercial Bid should be submitted as per ANNEXURE 11: COMMERCIAL BILL OF MATERIAL. The envelope containing commercial bid shall be marked as “Commercial Bid **For Selection of IBA approved vendor for procurement of cheque book / Banker’s Cheque printer with pre-requisite leave sheets, hardware and software**”.

- i. Please note that if any envelope is found to contain both technical & commercial offer, then that offer will be rejected outright.
- ii. The envelope must be super-scribed with the following information:
  - a. RFP Reference Number.
  - b. Name and Address of Bidder.

### **7.4 Clarification of RFP**

A prospective bidder requiring any clarification of the RFP may notify the Bank in writing, by e - mail at the Bank’s mailing address [itcell@biharscb.co.in](mailto:itcell@biharscb.co.in) Bank will respond in writing to any request for clarification of the RFP which it receives prior to the date of Pre-Bid Meeting.

### **7.5 Pre-Bid Meeting**

The prospective bidders, who wish to participate in this RFP/tender shall be permitted to attend a pre -bid meeting to be held as indicated in the RFP. The purpose of the meeting is to clarify issues and to answer questions on any matter that may be raised up to that stage. The issues/questions to be raised must be in writing. BSCB will have liberty to invite any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

Any modification of the RFP, which may become necessary as a result of the Pre -bid meeting, shall be made by BSCB exclusively through the issue of an addendum and will be published on the website of the bank, allowing at least 04 (four) days prior to the last date for receipt of bids.

Non-attendance at the Pre -bid Meeting will not be a cause for disqualification of a bidder.

## **7.6 Bid Opening**

1. BSCB will open only the Technical Bids as per the schedule mentioned in RFP. The Commercial bids for technically qualified bidders only will be opened on a later date subsequent to the technical evaluation. BSCB will notify the place, date and time of opening of the Commercial bids to the technically qualified bidders.
2. Attendance of all the authorized representatives of the bidders who are present at Bid Opening will be taken in a register against name, name of the company and with full signature.
3. Each Bid will be numbered serially, signed and dated by the three Officers of BSCB concerned authorities except printed literature, brochure and reports.
4. Alterations in the bids, if any, made by the bidder / companies would be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorized by the executive who has signed the bid.
5. Wherever any erasing or cutting is observed, the substitute words would be encircled and initialled by the bank officer singly and the fact that such erasing / cutting of the original entry were present on the bid at the time of opening shall be recorded.
6. An "on the spot statement" giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared.

7. Bids and modifications if any that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.

### **7.7 Bid Validity**

Bid shall remain valid for 180 days from the date of opening of Technical Bid.

### **7.8 Bid Security - Earnest Money Deposit (EMD)**

The bidder shall furnish the bid security of INR 1,00,000/-(Rupees One Lacs Only ) vide DD / Banker's Cheque in favor of **"The Bihar state Cooperative Bank Ltd. Payable at Patna"**. Bidder are requested to submit DD / Banker's Cheque with the technical bid response. Otherwise the bid response will be rejected by bank.

The bid security submitted by the bidder shall be forfeited if:

- a) The bidder withdraws the bid within the bid validity period; or
- b) The bidder fails to accept the "Letter of Award" within the given stipulated time; or
- c) The bidder violates any of the provisions of the terms and conditions of this bid document.

The bid security / EMD will be refunded to the unsuccessful bidder(s), only after acceptance of the "Letter of Award" by the successful bidder.

### **7.9 Security Deposit**

Successive bidder have to submit security Deposit 5% of total project value in the form of Bank Deposit with The Bihar State Cooperative Bank Ltd. The period of the deposit will be three years and Bank will provide applicable interest rate for that period. Before releasing the security deposit bank will adjust the SLA (if any).

### **7.10 Cost of Bid**

Cost of Bid - Rs.10,000/- + Rs. 1,800/- (GST) = Rs. 11,800/- (Ten Thousand Eight Hundred Only) vide DD / Banker's Cheque in favor of "**The Bihar state Cooperative Bank Ltd.**" Payable at Patna. Bidder are requested to submit the DD / Banker's Cheque with the technical bid response. Otherwise the bid response will be rejected by bank.

### **7.11 Execution of Agreements/NDA**

The selected bidder shall execute Non-Disclosure Agreement (NDA) on the draft suggested by the BSCB as the selected Bidder will have access to the data/information of the BSCB while implementing the project as per defined scope under RFP, the banks will require the Bidder to sign a non-disclosure agreement along with the contract in the NDA format (**Annexure3-NON-DISCLOSURE AGREEMENT**) provided by the Bank, undertaking not to disclose or part with any information relating to the BSCB and its data to any person or persons, as may come into possession of the Bidder during course of the implementation and security integration. All expenses and costs for execution of the Contract/Agreement and NDA shall be borne by the bidder. The conditions stipulated in the NDA shall be strictly adhered to and any breach/violation thereof will entail termination of the Contract without prejudice to the other rights of the BSCB including recovery of liquidated damages as specified in this RFP or NDA.

### **7.12 Sub-Contracting**

Bidder shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the Bidder under the contract and that too without the prior written consent of the BSCB.

### **7.13 Renewal of Contract**

In case BSCB wants to continue with the bidder's services after the completion of this contract, The Bidder shall offer the same services or enhanced services to BSCB . Unless mutually agreed, the same rates shall apply.

## 7.14 Exit Management

The contract with the Bidder may be terminated by either party at any time by giving notice of not less than three (3) months in writing. BSCB may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience.

The Bidder will be liable to provide the requisite data to the incoming Bidder and Bank when requested in the stipulated format in case of termination of the contract or completion of contract tenure at no extra cost to the BSCB .

Upon termination of the existing contract all documents, writings, data, contents, Confidential Information and/or any other information provided by the BSCB to the Bidder shall be duly returned by the Bidder to BSCB within 30 days from the date of termination. If instructed by BSCB, a written confirmation that the same has been destroyed shall be sent by the Bidder to BSCB and the same shall be required to be acknowledged by the BSCB.

The reverse transition mechanism would typically include services and tasks that are required to be performed/rendered by the Bidder to the BSCB or its designee to ensure a smooth handover and transitioning of the Bank's deliverables and maintenance.

In case the BSCB wants to continue with the bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to the Bank. Unless mutually agreed, the rates shall remain firm.

The Bidder agrees that the Bank at any point of time during the tenure of the contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this agreement. The Bank shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.

In addition to the reverse transition mechanism, the purpose of this section is to provide details of the bidder's assistance during the termination or expiration of the contract and exit plan strategy for BSCB. The Bidder shall also have to develop a detailed exit plan 3 (Three) months prior to the completion of the tenure of the contract. The exit plan should have detailed product-wise support services by the Bidder during the transition period. BSCB shall have the right to review the exit plan submitted by The Bidder

and would suggest changes to be made in the exit plan, if any. After that, the exit plan shall be reviewed as and when required by the BSCB

The Bidder has to provide knowledge transfer to the new software provider free of cost and also provide the database table structure(if any), valid all financial and non-financial data to the BSCB without any additional cost.

### **7.15 Handover & Transition of Services**

The following shall be covered as a part of the handover & transition of services at the end of contract period or in the event of termination:

- a. The Bidder shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete satisfaction of the BSCB on mutually agreed terms. In case, if BSCB observes the lack of willingness to manage transit/ sharing of information or lack of support from the Bidder on mutually agreed terms, the Bank may impose penalties and make appropriate deductions from its billing or any other payables to the Bidder as may be agreed upon between Parties.
- b. The Bidder shall provide the termination/expiration assistance, regardless of the reason for termination or expiration. Three (3) months prior to the expiration of the term, or upon bidder's receipt of notice of termination of this contract for any reason, or three (3) months prior to the cessation of any service, and at BSCB's request, the Bidder shall provide to BSCB's staff transition services necessary for banks to affect an orderly transition to a third party designated by the banks.
- c. The Bidder shall provide the necessary transition for the period of three (3) months. However, this period of transition could vary depending on the need of BSCB and the same shall be communicated to the bidder.
- d. During transition phase, the Bidder shall deploy a dedicated transition resources to enable the successful transition.
- e. During the exit management process, it shall be the responsibility of the bidder to handover all data stored in such a format that may be migrated to the new system (as per reverse transition mechanism mentioned above) to ensure seamless cheque book printing activities for BSCB .

- f. The ownership of the assets except for those which are taken as a service, at any point of time during the term of the contract or expiry of the contract, shall remain with BSCB . In addition, any information/data gathered or generated by the bidder during the term of the contract shall be the property of BSCB and the same shall be handed over to the banks in native format at the end or termination of the contract.
  
- g. During the contract period, the bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, procurement documentation and all other documents in relation to the works as per the agreed terms are kept up to date and all such documents shall be handed over to BSCB during the exit management process.

In case BSCB decides to withdraw any services/components from the scope of work during the contract period, the bidder has to facilitate the transition of that service/components in compliance with the above Clauses.

### **7.16 Arbitration**

The Bidder and BSCB shall endeavour their best to amicably settle all disputes if at all arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Authorized Official of BSCB and the Authorized Official of the bidder. The matter shall then be resolved between them, and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Patna and the decision thereof shall be binding between the parties. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Patna. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Patna alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, fixed by themselves shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

#### **7.17 Applicable Law and Jurisdiction of Court**

The Contract with Bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts in Patna / Honourable High Court at Patna (with the exclusion of all other Courts).

#### **7.18 Liquidated Damage**

Inability of the Bidder to meet the required agreed services at optimum performance level, timelines as specified would be treated as breach of contract and would invoke the clause of Liquidated damages. The proposed rate of penalty/ liquidated damages would be INR 2,000 per week of delay or non-compliance, with respect to delay in delivery of the application/functionality.

The liquidated damages will be subject to an overall cap of 10% of the contract value. Thereafter, the contract may be cancelled, and amount paid if any as advance, will be recovered with 1% interest per month

**7.19 Late Delivery Charges**

Charges will be levied on late delivery of Leave Sheets along with inserts and envelopes as **0.5% per week delay or max 10% per month of order value.**

**7.20 Service Level Agreement (SLA)**

Support Level	Description	Target Response Timeframe	Target Resolution Timeframe	Maximum Resolution Timeframe	Penalty
Critical	Critical – Important feature or function is not available to bank .	< 2 hours	< 1 business day to resolve or provide a work around	2 day to resolve or provide a workaround	INR 1000 per day till the issue is resolved
Major Impact	Moderate: Question on product usage/request for assistance with a product module Also, requests for information for auditors or regulators.	<1 days	< 2 days to resolve or provide workaround	< 4 days to resolve or provide a workaround	INR 750 per week till the issue is resolved
Minor Impact	Low: Minor problems that do not impact or prevent use of any key feature.	< 1 weeks	< 2 weeks to resolve or provide workaround	< 3 weeks to resolve or provide a workaround	INR 500 per week till the issue is resolved

## 9 Bill of Materials (BOM)

SI No.	Item	Description	Qty	MAF required (Y/N)
1	Printer	<ul style="list-style-type: none"> <li>➤ Real-time chequebook production. Chequebooks can be printed at every hub.</li> <li>➤ ISO-compliant MICR encoding. Capable of magnetic ink encoding.</li> <li>➤ Double Cheque Detector-To detect double feeding</li> <li>➤ Print Resolution Technologies mint 1200*1200 dpi</li> <li>➤ Print speed- minimum 52 ppm</li> <li>➤ Monthly page volume - Minimum of 13,000 pages should printed per month.</li> <li>➤ Minimum System Requirements- All readily and easily useable MS-OS system.</li> <li>➤ Connectivity, standard- Minimum Hi-Speed USB 2.0 ports compatibility</li> <li>➤ Display-Minimum LCD/LED digital display should be embedded .</li> <li>➤ Easy and readiliy availability of support, auxiliary stationary items without fail</li> </ul>	1	Yes
2	Software	Cheque Personlisation Printing Software	1	Yes
3	Leave Sheets	Cheque Leave Sheets	50 Thousands	No

## 10 Payment Terms

The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of the Bank.

BSCB will release payment within 30 days of receipt of the Invoice and along with all other required documents for all undisputed cases. In case of any disputed amount, the payment will be released within 30 days of the resolution of the dispute.

The bidder shall raise any invoices only after sign-off for the related deliverables/Services. Once the Bidder has been selected it will be jointly discussed between the selected Bidder and BSCB on how the invoices will be raised. The component-wise payment will be as mentioned below:

- 1) Payment schedule - Payments to the successful bidder shall be made on target milestones (including specified project deliverables) as mentioned below: -
  - i. Hardware cost:
    - a. 60% after successful delivery of Hardware
    - b. 30% after successful installation of Hardware and signoff by the bank
    - c. 10% after two weeks from the date of delivery and installation of Hardware
  - ii. Software cost:
    - a. 50% after successful installation of Software
    - b. 30% after successful UAT and User training of Software and signoff by the bank.
    - c. 20% after two weeks from the date of Go-Live of Software
  - iii. Leave Sheets along with inserts and envelopes:
    - a. 100% after successful delivery and signoff by the bank.
- 2) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- 3) Taxes as applicable, will be deducted/ paid as per the prevalent rules and regulations.

## 11. Annexure (All Annexure are forming part of this RFP)

### ANNEXURE 1: FORMAT FOR PRE-BID QUERY

**Dated 05.02.2025**

**RFP Ref. No.: BSCB/COMP/107/2664 Dated: 05.02.2025**

If, the bidder, intends to respond to the “REQUEST FOR PROPOSAL (RFP) For the Selection of IBA approved vendor for procurement of cheque book/Banker’s Cheque printer with pre-requisite leave sheets, hardware and software” and requires any clarifications on the points mentioned in the RFP, it may communicate with The Bihar State Co-Operative Bank Ltd. using the following format (in a Microsoft Excel (.xls/.xlsx) format).

All questions received within the last date of receiving Pre-bid queries mentioned in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidders if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, BSCB Bank may at its discretion, may or may not answer all queries in the Pre-bid meeting.

Section Number	Page Number	Point Number	Original Clause	Query	BSCB Bank Response

## ANNEXURE 2: BIDDER DETAILS.

**Dated 05.02.2025**

**RFP Ref. No.: BSCB/COMP/107/2664 Dated: 05.02.2025**

Name of Organization	
Registration No of Certificate of Incorporation & Date / Shop Act License Establishment date	
Address for Correspondence:  Registered Office:  Corporate Office:  Landline No.:  Fax:  Email-ID:	
Organization Status of Registration Government Organization / PSU / Partnership / LLP or a Public / Private Limited Company	
Number of Years in the Business	
PAN number  GSTIN	
Single Point of contact for this RFP  Name:  Designation:  Mobile No.:	

<p>Landline No.:</p> <p>Fax:</p> <p>Email-ID:</p> <p>(Any changes in the above should be informed in advance to BSCB)</p>	
<p>Gross annual turnover of Bidder (not of the group): Amount in INR Crore</p> <p>2021-22:</p> <p>2022-23:</p> <p>2023-24:</p>	
<p>Net Profit of Bidder (not of the group): Amount in INR Crore</p> <p>2021-22:</p> <p>2022-23:</p> <p>2023-24:</p>	

### ANNEXURE 3: NON-DISCLOSURE AGREEMENT

RFP Ref. No.: BSCB/COMP/107/2664 Dated: 05.02.2025

(On Rs.100 non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This

.....day of.....2024

BY AND BETWEEN

..... Company Limited, a company incorporated under the

Companies Act, 1956 having its registered office at ..... (Hereinafter referred to as the Bidder which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

The Bihar State Co-operative Bank Ltd., a financial corporation institute having its Registered Office at Ashok Rajpath, Patna – 800004, Bihar (hereinafter referred to as “BSCB” which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Non-Disclosure Agreement shall be submitted to BSCB. BSCB reserves the right to cancel the contract.

The Bidder and BSCB are hereinafter collectively referred to as “the Parties” and individually as “the Party”

WHEREAS:

1. BSCB is engaged in the business of providing financial services to its customers and intends to engage the Bidder for Implementation “REQUEST FOR PROPOSAL (RFP) For the Selection of IBA approved vendor for procurement of cheque book/Banker’s Cheque printer with pre-requisite leave sheets, hardware and software”.
2. In the course of such assignment, it is anticipated that BSCB or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Bidder some Confidential Information (as hereinafter defined), to enable the Bidder to carry out the aforesaid assignment (hereinafter referred to as " the Purpose").
3. The bidder is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Bidder are confidential

information and are privileged and strictly confidential and or proprietary of BSCB, The Bidder undertakes to safeguard and protect such confidential information as may be received from BSCB

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and the BSCB granting the Bidder and or his representatives to have specific access BSCB property / information and other data it is hereby agreed by and between the parties hereto as follows:

**1. Confidential Information:**

(i) "Confidential Information" means all information disclosed/furnished by BSCB to the Bidder whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Bidder to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

(ii) The Bidder may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

- (a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,
- (b) was rightfully in the possession of the Bidder without any obligation of confidentiality prior to receiving it from The Bihar State Co-operative Bank Ltd.,
- (c) was rightfully obtained by the Bidder from a source other than The Bihar State Co-operative Bank Ltd. without any obligation of confidentiality,
- (d) was developed by for the Bidder independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Bidder shall, unless prohibited by law or regulation, promptly notify The Bihar State Co-operative Bank Ltd. of such order and afford

The Bihar State Co-operative Bank Ltd. the opportunity to seek appropriate protective order relating to such disclosure.

(e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality.

(f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the Bihar State Co-operative Bank Ltd. Upon termination of this Agreement, Confidential Information shall be returned to The Bihar State Co-operative Bank Ltd. or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of The Bihar State Co-operative Bank Ltd. in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any

Confidential Information, such Party shall, as may be legally permissible and reasonably practicable, give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this clause shall be satisfied by handling Confidential Information with the similar degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement

**2. Non-disclosure:** The Bidder shall not commercially use or disclose any Confidential Information, or any materials derived there from to any other person or entity other than its directors, partners, agents, affiliates, associates, bidder's or persons in the direct employment of the Bidder (collectively as "Representatives") who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Bidder shall take appropriate measures by instruction and written agreement prior to disclosure to such representative to assure against unauthorized use or disclosure. The Bidder may disclose Confidential Information to others only if the Bidder has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents, and the Bidder agrees to notify

The Bihar State Co-operative Bank Ltd. immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement. Notwithstanding anything contained in this Agreement, the Bidder shall disclose the Confidential Information to such other parties who conduct bidder's internal risk management procedures, facilitate bidder's administration of business and support bidder's infrastructure. the Bidder shall disclose Confidential Information to its professional indemnity insurers in which event any such disclosure shall be subject to confidentiality obligations provided herein.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding The Bihar State Co-operative Bank Ltd. and any of its Affiliates, customers and their customer Information. For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of The Bihar State Co-operative Bank Ltd., business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes, procedures and policies; or
- d) current and future business plans; or
- e) personnel information; or
- f) financial information.
- g) Customer Information
- h) technology information including architecture, framework, infrastructure design, DC & DR information etc.
- i) all data stored in the application

**3. Publications:** The Bidder shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents /

provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of The Bihar State Co-operative Bank Ltd.

**4.Term:** This Agreement shall be read together with the principal agreement as may be executed between the Parties for the Purpose and shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by The Bihar State Co-operative Bank Ltd., whichever is earlier. The Bidder hereby agrees and undertakes to The Bihar State Co-operative Bank Ltd. that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to The Bihar State Co-operative Bank Ltd., all information received by it from The Bihar State Co-operative Bank Ltd. for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Bidder further agree and undertake to The Bihar State Co-operative Bank Ltd., to certify in writing upon request of The Bihar State Co-operative Bank Ltd., that the obligations set forth in this Agreement have been complied with. Notwithstanding anything contained herein, the Bidder shall be allowed to retain sufficient documentation that is necessary to support any advice, reports, or opinions provided by the Bidder or as may be required by law. Any such retention shall be subject to confidentiality obligations contained herein.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable for three (3) years post termination of this Agreement or until such information enters the public domain

**5. Title and Proprietary Rights:** Notwithstanding the disclosure of any Confidential Information by The Bihar State Co-operative Bank Ltd. to the Bidder, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with The Bihar State Co-operative Bank Ltd.

**6.Remedies:** The Bidder acknowledges the confidential nature of Confidential Information and that damage may result to The Bihar State Co-operative Bank Ltd. if the Bidder breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, The Bihar State Co-operative Bank Ltd. may suffer immediate irreparable loss for which monetary compensation may not be adequate. The Bihar State Co-operative Bank Ltd. shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Bidder, its directors, officers etc. from engaging in any such act which constitutes or

results in breach of any of the covenants of this Agreement. Except for the contracting Parties to this Agreement, no third party shall have any right to enforce or rely on any provision of the Agreement. In no event shall, either Party be liable for any indirect or consequential losses or damages. Any claim for relief to The Bihar State Co-operative Bank Ltd. shall include The Bihar State Co-operative Bank Ltd. costs and expenses of enforcement (including the attorney's fees), as may be awarded by court of competent jurisdiction in its final judgment

**7. Entire Agreement, Amendment and Assignment:** Unless the principal agreement is executed between the Parties, this Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

**8. Governing Law:** The provisions of this Agreement shall be governed by the laws of India and the competent court at Patna, Bihar shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

**9. General:** The Bidder shall not reverse - engineer, decompile, disassemble, or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided "as is". In no event shall The Bihar State Co-operative Bank Ltd. be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by The Bihar State Co-operative Bank Ltd. constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose. However, The Bihar State Co-operative Bank Ltd. understands that any inaccurate or incomplete Confidential Information may have adverse/material impact on the Purpose for which it is being used. The Bihar State Co-operative Bank Ltd. discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, merchantability, fitness for a particular purpose, title or anything else.

**10. Waiver:** A waiver (whether express or implied) by The Bihar State Co-operative Bank Ltd. of any of the provisions of this Agreement, or of any breach or default by the Bidder in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent The Bihar State Co-operative Bank Ltd. from subsequently enforcing any of the subsequent breach or default by the Bidder under any of the provisions of this Agreement.

**11. Unpublished Price Sensitive Information:** BSCB shall inform the Bidder in writing if, in the course of the Purpose, the Representatives of the Bidder will have access to any unpublished price sensitive information, whether of BSCB or any other entity. BSCB agrees that the Bidder shall not be responsible for determining the difference between price-sensitive and non-price-sensitive information that would form part of the information disclosed to the bidder. All information supplied to the Bidder (in whatever form) which is not in the public domain will be treated as Confidential Information for the Purpose. Further, BSCB shall be responsible to obtain legal advice to ensure that information disclosed to the Bidder is not in contravention of any applicable laws and regulations.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.

(Designation)

For and on behalf of The Bihar State Co-operative Bank Ltd.

(Designation)

**ANNEXURE 4: BID FORM**

**To,**  
**The Managing Director,**  
**The Bihar State Co-operative Bank Ltd.**  
**Ashok Rajpath, Patna – 800004, Bihar**

Having examined the BID **(Tender RFP Ref. No.: BSCB/COMP/107/2664 Dated: 05.02.2025)** including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the Commercial Bid and made part of this bid. We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines. We agree to abide by this bid for the period of 180 days from the date fixed for technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and the bank's notification of award, shall constitute a binding Contract between us. We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Place:

**Dated: \_\_/\_\_/2024.**

.....

(Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of

## ANNEXURE 5: LETTER OF CONFIRMATION

To,  
The Managing Director,  
The Bihar State Co-operative Bank Ltd.  
Ashok Rajpath, Patna – 800004, Bihar

**RFP Ref. No.: BSCB/COMP/107/2664 Dated: 05.02.2025**

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said RFP. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, The Bihar State Co-operative Bank Ltd. has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full or in accordance with the deviations in “Terms & Conditions” accepted by The Bihar State Co-operative Bank Ltd.

We, hereby acknowledge and confirm, having accepted that The Bihar State Co-operative Bank Ltd can at its absolute discretion, apply whatever criteria are deemed appropriate, not just limiting to those criteria set out in the RFP and related documents, in shortlisting of bidders.

We shall observe the confidentiality of all the information passed on to us in the course of the tendering process and shall not use the information for any other purpose than the current tender.

We also confirm that we /Our consortium partners have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or Any Bank or otherwise not involved in any such incident with any concern whatsoever, where the job was undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Place:

Date:

SEAL (Authorized Signatory)

## ANNEXURE 6: BID SECURITY FORM

To,  
The Managing Director,  
The Bihar State Co-operative Bank Ltd.  
Ashok Rajpath, Patna – 800004, Bihar

Having examined the RFP (Tender RFP Ref. No BSCB/COMP/107/2664 Dated: 05.02.2025) including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost / consultancy fees indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

If our bid is accepted, we will provide the guarantee of a Bank in a sum equivalent to 10% of the contract price for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by this bid for the period of 180 days from the date fixed for technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive. Place:

Dated: this                      day of                      2024.

-----  
(Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of

1 (Name & Address of Bidder)

**ANNEXURE 7: EARNEST MONEY DEPOSIT**

**RFP Ref. No.: BSCB/COMP/107/2664 Dated: 05.02.2025**

Date: \_\_\_\_\_

To,

**The Managing Director,  
The Bihar State Co-operative Bank Ltd.  
Ashok Rajpath, Patna – 800004, Bihar**

**Subject: Earnest Money Deposit**

We, \_\_\_\_\_ having our registered office at \_\_\_\_\_ (hereinafter referred to as "the Bidder") have submitted its proposal and response dated \_\_\_\_\_ (hereinafter referred to as "Bid") for the supply of all the requirements described in the Request for Proposal along with its amendments/annexures and other ancillary documents (hereinafter referred to as "RFP") as issued by The Bihar State Co-operative Bank Ltd.

1. That the BIDDER is hereby submitting the security deposit of Rs. 10,00,000/- (Rupees Ten lacs Only) vide [NEFT/Online Transfer issued by a scheduled/Commercial bank] bearing No. \_\_\_\_\_ dated \_\_\_\_\_ [drawn on/ issued by] \_\_\_\_\_ (Hereinafter referred to as "Earnest Money Deposit") favouring '**The Bihar State Co-operative Bank Ltd, Patna-Bihar.**' for consideration of the Bid of the above-mentioned Bidder.

2. The Bidder hereby specifically acknowledges and agrees that the Bidder has furnished his Bid on the understanding and condition that, if the Bidder:

- a) Withdraws its Bid prior to the validity period of the Bid for any reason whatsoever or
- b) Fails to accept and sign the contract as specified in this document for any reason whatsoever; or
- c) Fails to provide the performance guarantee within **15** days from the date of placing the order by The Bihar State Co-operative Bank Ltd. or signing of the contract, whichever is earlier, for any

reason whatsoever.

The Bihar State Co-operative Bank Ltd. has the right to forfeit the entire Earnest Money Deposit amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Bidder.

3. The Bidder understands, agrees and acknowledges that the Earnest Money Deposit will be refunded to the unsuccessful bidders only after acceptance of the "Letter of Award" by the successful bidder. The bidder also agrees and acknowledges that the Earnest Money Deposit shall be returned to the successful Bidder upon furnishing of Performance Bank Guarantee.
4. The Bidder represents and warrants that the Bidder has obtained all necessary approvals, permissions and consents and has full power and authority to issue this Earnest Money Deposit and perform its obligations hereunder, and the Bidder has taken all corporate, legal and other actions necessary or advisable to authorize the execution, delivery and performance of this Earnest Money Deposit. The absence or deficiency of authority or power on the part of the Bidder to issue this Earnest Money Deposit or any irregularity in exercise of such powers shall not affect the liability of the Bidder under this Earnest Money Deposit.

Yours faithfully,

Signature

Name:

Designation:

Date:

## ANNEXURE 8: MANUFACTURER'S AUTHORISATION FORM

- Note: This authorization letter should be printed on the letter head of all the original equipment manufacturer (OEM) and should be signed by a competent person having the power of attorney to bind the manufacturer.

**RFP Ref. No.: BSCB/COMP/107/2664 Dated: 05.02.2025**

Date: \_\_/\_\_/2024

To,

**The Managing Director,**

**The Bihar State Co-operative Bank Ltd.**

**Ashok Rajpath, Patna – 800004, Bihar**

Dear Sir,

**Sub: RFP No.: BSCB/COMP/107/2664 Dated: 05.02.2025**

We who are established and reputable manufacturers/ producers of \_\_\_\_\_ having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of the bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation. We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Bidder:

- Such Products as the Bank may opt to purchase from the Bidder, provided, that this option shall not relieve the Bidder of any warranty obligations under the Contract; and

In the event of termination of production of such Products:

- Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
- Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items by ourselves or through alternate & acceptable service provider.

Place:

Date:

Seal and signature of the OEM

### ANNEXURE 9: CONFIRMATION TO ELIGIBILITY CRITERIA

The qualification criteria and supporting documents to be submitted by the bidders are as follows:

Sl. No.	Qualification Criteria	Mandatory Supporting Document(s) to be Submitted
12.	Bidder should be a legal entity registered in India, since last 3 (Three) years under Indian Companies Act 1956 or partnership act 1932 or partnership/LLP act 2013.	Certificate of Incorporation/Partnership deed and other Documentary evidences to be attached
13.	Bidder should have minimum average Annual Turnover of INR 5 Crore in the last three financial years (2017-18,18-19,19-20)	Audited Balance Sheet and Profit & Loss Statement for the last three financial years to be submitted.
14.	Bidder must be an <b>IBA approved Security printer provider.</b>	The certificate issued by IBA should be enclosed & it should be valid.
15.	Bidder should have valid Registration of PAN, GSTN.	Copy of PAN and GSTN certificate to be submitted.
16.	The bidder must not be blacklisted/banned/convicted by any court of law for any criminal or civil offense/ declared ineligible by any entity of any State Government or Govt. of India or any local self-government body or public sector undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, as on date of submission.	Self-declaration Only
17.	The bidder should have obtained the approval certificate from National Payment Corporation of India (NPCI) for undertaking printing & supplying CTS 2010 standard cheques to banks in India.	The said approval certificate, duly attested, should be enclosed to the RFP / Tender application.
18.	The bidder should have experience of printing & supplying security stationery items cheques including personalized cheque books (PCBs) & other security stationery items, welcome kits etc and supply of cheque book printer & Cheque Personalisation Printing Software in at least Five(5) Banks (PSUs/RRBs/UCBs/SCBs/DCCBs) during the last Five (5) financial years.	Credentials from banks in form of purchase orders / contract / credential letters etc. has to be provided.
19.	The bidder should have minimum one IBA Approved printing location in India for pre printed security stationaries.	The necessary evidence to be provided.

## ANNEXURE 10: COMMERCIAL BID COVER LETTER

**To,**  
**The Managing Director,**  
**The Bihar State Co-operative Bank Ltd.**  
**Ashok Rajpath, Patna – 800004, Bihar.**

**RFP No.: BSCB/COMP/107/2664 Dated: 05.02.2025**

**Sub: Reg REQUEST FOR PROPOSAL (RFP) For the Selection of IBA approved vendor for procurement of cheque book/Banker's Cheque printer with pre-requisite leave sheets, hardware and software.**

Dear Sir,

Having examined the Tender Documents including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer our best commercial rates to provide consulting services for the implementation the Project in conformity with the said Tender Documents and in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.

If our Bid is accepted, we undertake to complete the project within the scheduled timelines. We confirm that this offer is valid for 180 days from the last date for submission of Tender Documents to the BSCB.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We agree that BSCB is not bound to accept the lowest Bid or any Bid, or the BANKS may reject all bids.

Authorized Signatory Designation:

Company:

Stamps:

Date:

## ANNEXURE 11: COMMERCIAL BILL OF MATERIAL

To,

The Managing Director,

The Bihar State Co-operative Bank Ltd.

Ashok Rajpath, Patna – 800004, Bihar.

RFP No.: BSCB/COMP/107/2664 Dated: 05.02.2025

Commercial Bill of Material					
SI No.	Description	Qty	Make & Model	Unit price(INR)	Total Price(INR)
1	Printer As per Description mentioned in <b>Section-9 Bill of Materials (BOM)</b>	1			
2	Cheque Personalisation Printing Software	1			
3	Cheque Leave Sheets	50,000			
<b>Total (INR)</b>					

### Overall Guidelines

- All monetary figures are to be quoted in Indian Rupees (INR) only.
- The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the addenda in the respective sections of the price bid.
- The prices for the respective sections would be deemed to include all components required to successfully utilise the solution.
- Bank is not responsible for any arithmetic errors in the commercial bid details sheet committed by the shortlisted bidders, however, if there are any computational errors the Bank will evaluate the Bid as per provisions contained under RFP document.
- The bidder is expected to specify the type of licenses along with the details with respect to quantity/rate/etc., wherever applicable.
- In case the bidder includes/combines any line item as part of any other line item in the commercial bid, then this has to be clearly mentioned in the description indicating the line item which contains the combination

- The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
- The prices, once offered, must remain firm and must not be subject to escalation for any reason within the period of validity.
- The price would be inclusive of all applicable taxes under the Indian law like customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, etc. exclusive of only applicable Service Tax, VAT and Octroi / Entry Tax / equivalent local authority cess, which shall be paid / reimbursed on actual basis on production of bills.
- Any increase in these taxes (excluded taxes) will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank.
- The Bidders should quote as per the format of Bill of Material **ONLY** and a masked replica of the Bill of Material should be enclosed in the technical bid.
- The Bidder must stick to the same structure of the Bill of Material. Hence the Bank does not expect the bidders to delete necessary rows.
- Any addition/reduction in the resource or infrastructure quantities will be on pro-rata basis arrived from the respective managed services cost.
- BSCB **ONLY** consider quotes in Commercial Bill of Material document as the 'Commercial Bid'.
- The number of resources and price mentioned by the bidder will be fixed for the current scope. The pro-rata cost will be paid for all increase and decrease in devices during the tenure of the contract
- Upon finalization of the contract, the 'Commercial Offer' will be firm for the period of contract and would NOT change due to any factor (e.g. change in actual manpower deployment for SLA adherence, economic factors etc.), however bank at its discretion may increase or decrease the resources or quantities which will be paid to bidder on prorata basis.