

CONTAI CO-OPERATIVE BANK LTD.

Contai Co-operative Bank Ltd.

Ref No.: CCBL/01/2022-23

Dated: 08/07/2022

**REQUEST FOR PROPOSAL REGARDING APPOINTMENT OF IT
CONSULTANT FOR PREPARATION OF RFP, EVALUATION AND
VENDOR ON BOARDING FOR MOBILE BANKING
IMPLEMENTATION AT CONTAI CO-OPERATIVE BANK LTD.**



**Head Office: Contai Co-operative Bank Ltd.
Contai, Purba Medinipur, West Bengal-721401**

CONTAI CO-OPERATIVE BANK LTD.

Contents

1	GENERAL INFORMATION	4
1.1	Disclaimer:	4
1.2	Tender Highlights:	5
2	A Brief Profile of Contai Co-Operative Bank Ltd.	7
3	Eligibility Evaluation Criteria	7
4	Technical Evaluation Criteria	8
5	Evaluation Process	9
5.1	Stage 1: Eligibility Evaluation	9
5.2	Stage 2: Technical Evaluation	10
5.3	Stage 3: Commercial Evaluation	10
5.4	Stage 4: Final score calculation through QCBS	10
6	Scope of Work	11
6.1	Summarized Scope of Work with Timeline	11
6.2	Detailed Scope of Work	11
6.3	Resource Requirement	12
7	Schedule of Payments	12
8	TERMS AND CONDITIONS FOR SUBMISSION OF THE PROPOSAL	12
8.1	The Bid System:	12
8.2	Due Date of The Bid:	12
8.3	Pre-bid queries:	13
8.4	Right to Accept or Reject Any or All Bids:	13
8.5	Amendments of the RFP:	13
8.6	Cost of the Schedule	13
8.7	EMD:	13
8.8	Validity:	14
8.9	Extension of Validity:	14
8.10	Language of the Bid:	14
8.11	Currency of the BID:	14
8.12	Applicable Law and Jurisdiction of Court	14
8.13	Terms of Payment:	14
8.14	Cancellation of Contract and Compensation:	14

CONTAI CO-OPERATIVE BANK LTD.

8.15	Time Schedule of the Project:	15
8.16	Submission of Bid:	15
8.17	Award of Contract:	16
8.18	Liquidated Damages/Penalties & termination on default:	16
8.19	Force Majeure:	16
8.20	Documentation	16
8.21	Expenses:	16
8.22	Arbitration & Resolution of Dispute	17
8.23	Subcontracting	17
8.24	Adherence to Standards	17
8.25	Limitation of Liability	17
9	TECHNICAL BID FORMS.	18
9.1	Technical Bid (Cover)	18
9.2	Technical Bid Main Form:	19
9.3	Curriculum Vitae (CV) of proposed team members	20
9.4	Format for Pre-Bid Queries Related to RFP (In Excel or Word Format)	20
9.5	Checklist for Technical Bid	21
10	COMMERCIAL BID FORMS	22
10.1	Commercial Bid Cover Letter	22
10.2	Commercial Bid Form:	23

CONTAI CO-OPERATIVE BANK LTD.

REQUEST FOR PROPOSAL FOR APPOINTMENT OF IT CONSULTANT FOR PREPARATION RFP, EVALUATION AND VENDOR ON BOARDING FOR MOBILE BANKING IMPLEMENTATION OF CONTAI CO-OPERATIVE BANK LTD.

1 GENERAL INFORMATION

1.1 Disclaimer:

The information contained in this Request for Proposal (RFP) document or subsequently provided to interested parties, whether verbally or in documentary form by or on behalf of Bank by any of their authorized employees or advisors or consultant, is provided to the Bidders based on the terms and conditions set out in this RFP document only and any other terms and conditions subject to which such Information is provided.

This RFP document is not an agreement and is not an offer by the BANK to any other party. The purpose of this RFP document is to provide the Bidders with information to assist the formulation of their bid for short listing and final selection for appointment of IT Consultant. Each Bidder, if so, required may approach the BANK for any further information. However, the BANK is not obliged to furnish any part or whole of information sought by the Bidders.

The BANK may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the Information including the qualification process in this RFP document at any time including prior to submission of the bids.

The BANK reserves the right to accept or reject any or all Applications and qualify or disqualify any or all applicants without giving any reasons. The BANK will not entertain any claim for expenses in relation to the preparation of RFP submissions.

CONTAI CO-OPERATIVE BANK LTD.

1.2 Tender Highlights:

Activity	Details
Project Name	REQUEST FOR PROPOSAL FOR APPOINTMENT OF IT CONSULTANT FOR PREPARATION RFP, EVALUATION AND VENDOR ON BOARDING FOR MOBILE BANKING IMPLEMENTATION OF CONTAI CO-OPERATIVE BANK LTD.
RFP Inviting Bank	Contai Cooperative Bank Ltd. (CCBL)
RFP reference No.	CCBL/01/2022-23
Start of availability of RFP document at bank's website:	11-07-2022 (Monday) To be downloaded from CCBL Website 'https://www.ccbl.in/'
Last Date for submission of Pre-bid queries	16-07-2022 up to 5pm. Bank may not consider any queries submitted beyond the date and time.
Email IDs to submit the pre-bid queries on or before 16.07.2022	Email id: ho@ccbl.in
Deadline for submission of Bids	25-07-2022 (Monday) till 15:00 Hrs.
Mode of Submission of RFP	<u>Technical Proposal</u> : To be Submitted in Hard Copy <u>Commercial Proposal</u> : To be Submitted in Hard Copy Please refer section submission of bid
Opening of Technical Bids	26-07-2022 (Tuesday) at 15:00 Hrs.
Date of Bidder's Presentation	Will be communicated to successful eligible bidders
Opening of Commercial Bids of the Technically	To be informed to the technically qualified bidder
Contact persons and Email id	i) Mr. Sourav Maity (Email id: sourav@contai.info) ii) Mr. Prasun Pahari (Email id: prasun@contai.info)
Communication Address	All communications, including hard copy of Technical and Commercial Proposal Document Should be Addressed to: The Secretary, Contai Co-operative Bank Ltd. Head Office: Contai Co-operative Bank Ltd. Contai, Purba Medinipur, West Bengal-721401
Hard copy of the Technical and Commercial Proposal to be submitted at	The Secretary Contai Co-operative Bank Ltd. Head Office: Contai Co-operative Bank Ltd. Contai, Purba Medinipur, West Bengal-721401

CONTAI CO-OPERATIVE BANK LTD.

All the technical supporting documents should be submitted in hard copy at above mentioned address on or before the final date & time of bid submission.

The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website <https://www.ccbli.in/> under 'Tender & Notice' Section 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 Bank the time and venue -1- day prior to any of the above event.

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 outcome, after evaluation.

Commercial bids will be opened in the presence of the bidder's representatives, desirous to attend and are found qualified upon evaluation of the eligibility and technical bid by 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 the bank's official website only.

Bidder is required to submit a Demand Draft of Rs.5,900.00 (Rupees Five Thousand Nine Hundred) only inclusive of GST along with the Bid as a cost towards this RFP. The DD should be in the favor of "**Secretary, Contai Co-operative Ltd.,**" payable at **Contai**. This is a one-time non-returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected. MSME certified organizations are exempted from this payment.

CONTAI CO-OPERATIVE BANK LTD.

2 A Brief Profile of Contai Co-Operative Bank Ltd.

Prosperity to customer relationship has been the motto of Contai Co-operative Bank Ltd. for the last 75 years. Contai Co-operative Bank Ltd. still continues to function with the glorious tradition in public services Besides being the largest Urban Co-operative Bank in Eastern India, Contai Co-operative Bank Ltd. has now 16 fully computerized Branches located in Purba Midnapore, Paschim Medinipur, Kolkata and Hooghly.

Contai Co-operative Bank Ltd. attributes this success to its undying spirit to serve the common man and to the sharpening of its competitive edge by constantly upgrading technology to match international standards. The Bank is fully computerized and offers convenient working hours.

Contai Co-operative Bank Ltd. has introduced a wide range of schemes at attractive interest rates both for General and senior Citizen, which has become very popular, especially among the middle-class in view of the easy repayment plans.

The bank already received license from RBI to introduce Mobile Banking with IMPS, UPI, BBPS and Value- added Services to its customers. To introduce the best digital platform through Mobile Banking, CCBL wants to appoint a reputed IT Consultancy Organization **who are having experienced in the similar projects in Cooperative sector in India and having full operational office in Kolkata and preferably empaneled with Govt. of West Bengal as IT Consultant.**

3 Eligibility Evaluation Criteria

Sl. No.	Eligibility Criteria	Document's Required
I	The Bidder should be a registered company under the relevant Companies Act or registered Partnership Firm or Limited Liability Partnership Firm under the relevant Partnership Act	Adequate documentation like registration, certificate of incorporation, Article / Memorandum of association, Partnership deed, LLP Certificate etc.
II	Bidder should be in existence for five years as on the date of the RFP. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Adequate documentation like registration, certificate of incorporation, Partnership deed, Article / Memorandum of association etc. PAN, Name change and date of establishment docs, ROC document.
III	Should have made profits after taxes for the last three financial years i.e. i.e. 2018-19, 2019-20, and 2020-21.	Copy of the audited balance sheet of the company for the consecutive last three financial years (2018-19, 2019-20, and 2020-21) should be submitted along with CA certificate.
IV	The Bidder should have a minimum average annual turnover of Rs. 50 Crores from the consultancy service business during the last three financial years (i.e. 2018-19, 2019-20, and 2020-21).	Copy of the audited balance sheet of the company for the consecutive last three financial years (2018-19, 2019-20, and 2020-21) should be submitted along with CA certificate.
V	Bidder should not have been Blacklisted by (the Central / any of the State Governments or any Financial Institutions in India as on date of RFP submission) any Bank/Institution in India.	Self-declaration to this effect should be submitted.
VI	Should have prior experience in performing consultancy services for Mobile banking with IMPS, UPI vendor onboarding, implementation for at least 1 (ONE) no. of Co-operative bank in India.	Credential letter / experience certificates/ copy of purchase order or work order or notification of award/ copy of engagement contract from any Cooperative Banks in India.

CONTAI CO-OPERATIVE BANK LTD.

Sl. No.	Eligibility Criteria	Document's Required
VII	Should have prior experience in performing end to end consultancy services comprising Current state assessment, IT Policy, IT Strategy, Vendor evaluation and selection for Core Banking, DC-DR Infrastructure including network and security component and project management for at least 1 (One) no. Cooperative banks in India from last 3 years.	Credential letter / experience certificates/ copy of purchase order or work order or notification of award/ copy of engagement contract from any Cooperative Banks in India.
VIII	Bidder should be an individual organization. Consortium and sub-contracting are not allowed	Self-declaration should be submitted duly signed by the Authorised signatory
IX	The bidder should have office in Kolkata	Declaration on details of office address and contact details or Shops and Establishment Certificate / Trade License with relevant details.

If the declaration/any documents given by the vendor is found to be false at later date, Bank reserves the right to disqualify the vendor or cancel the contract.

Bank reserves the right to ask for proof to verify any of the declaration.

4 Technical Evaluation Criteria

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
1	Credentials	Should have prior experience in performing consultancy services for Mobile banking with IMPS, UPI vendor onboarding, project management	30	<ul style="list-style-type: none"> • 30 marks- if the criteria is met for at least 3 (three) number of Co-operative Banks in India • 20 Marks- if the criteria is met for at least 2 (two) number of Co-operative Banks in India • 10 marks- if the criteria are met for at least 1 (one) number of Co-operative Bank in India
Sub Total			30	
2	Credentials	Should have prior experience in performing end to end consultancy services comprising Current state assessment, IT Policy, IT Strategy, Vendor evaluation and selection for Core Banking, DC-DR Infrastructure including network and security component and project management.	20	<ul style="list-style-type: none"> • 20 marks- if the criteria is met for at least 3 (three) number of Co-operative Banks in India • 15 Marks- if the criteria is met for at least 2 (two) number of Co-operative Banks in India • 10 marks- if the criteria are met for at least 1 (one) number of Co-operative Bank in India
Sub Total			20	

CONTAI CO-OPERATIVE BANK LTD.

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
3	Bidder's resource	Bidder's resource exposures in RFP preparation, evaluation, vendor on boarding & Project management of Mobile banking with IMPS, UPI, BBPS	20	<ul style="list-style-type: none"> • 20 marks – More than 6 resource each having experience in at least 3 no. of Cooperative Banks in India • 15 marks – Minimum 4 resource each having experience in at least 2 no. of Cooperative Banks in India • 10 marks - Minimum 2 resource each having experience in at least 2 no. of Cooperative Banks in India
Sub Total			20	
4	Bidder's presentation	Bidder's presentation on methodology, process & proposed manpower	30	Subjective Evaluation.
Sub Total			30	
Total			100	

Note:

- Minimum qualifying score will be 70%. Bank at its own discretion may reduce the qualifying score to qualify multiple bidders for commercial opening.
- The bidder is required to provide documentary evidence for each of the above criterion and the same would be required on the respective client's letter head in case of credentials.
- Only eligible bidders will be qualified for the participation in the commercial evaluation.

5 Evaluation Process

Bank shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

The decision of the Bank in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with Bank. Bank may ask for meetings with the Bidders to seek clarifications or confirmations on their proposals.

Bank reserves the right to reject any or all proposals. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

5.1 Stage 1: Eligibility Evaluation

1. Bank shall open Technical Bid submitted by the bidder in Hard Copy
2. Each of the Eligibility condition mentioned in Section 3 is MANDATORY. In case the Bidder does not meet any one of the conditions, the bidder will be disqualified.

CONTAI CO-OPERATIVE BANK LTD.

3. Bidders would be informed of their qualification/disqualification based on the Eligibility criteria through E-mail and/or Phone. The Bid Security amount and the Commercial Bids will be returned to the respective disqualified Bidders only after finalization of tender process.

5.2 Stage 2: Technical Evaluation

1. Bank will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Bank's discretion.
2. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 4.
3. Bidders will be asked to give presentation of the envisaged solution to the bank as per the scope of work and their capabilities which will be shared with the Bidders who qualify the Eligibility Stage.
4. Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get a technical score of **70% or more** (prior to normalization) will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.
5. The Final Normalized technical score of the Bidder shall be calculated as follows:

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)

5.3 Stage 3: Commercial Evaluation

1. All the technically qualified bidders will be notified to participate in Commercial Bid opening process.
2. The commercial bids for the technically qualified bidders which were submitted online, will then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Bank's discretion.
3. Commercial Bids that are not meeting the RFP conditions shall be liable for rejection.
4. The Normalized commercial score of the technically qualified bidders will be calculated, while considering the Commercial quote given by each of the Bidders in the Commercial Bid as follows:

Normalized Commercial Score of a Bidder = {lowest quote / Bidders quote} X 100 (adjusted to 2 decimals)

5. Only fixed price commercial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
6. The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
7. Any conditional bid would be rejected
8. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - a. "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail."

5.4 Stage 4: Final score calculation through QCBS

1. The final score will be calculated through Quality and Cost selection method based with the following weight-age:

CONTAI CO-OPERATIVE BANK LTD.

Technical: 70%

Commercial: 30%

Final Score = (0.70*Normalized Technical Score) + (0.30* Normalized Commercial Score)

The bidder with the highest Final score shall be treated as the Successful bidder.

In the event the Final scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Note: In case of a single bid is received or if a single bidder qualifies the eligibility/technical criteria, the bank at its own discretion may continue with the final selection process.

6 Scope of Work

Contai Co-operative Bank Limited using Core Banking solution and ATM services. The CBS implanted in CAPEX model and having on premises DC at Bank's HO.

Contai Cooperative Bank Ltd. has floated the RFP for appointment of IT Consultant for preparation of RFP, evaluation and vendor onboarding for Mobile Banking Implementation for Android & iOS with IMPS switch & UPI switch & solution, NEFT-RTGS, BBPS.

Contai Cooperative Bank may require the services of IT consultant for other IT related project activities. The scope and commercials will be mutually agreed between the bank and the consultant prior to the start of such project.

6.1 Summarized Scope of Work with Timeline

Sr.No.	Phase	Scope of Work	Duration
1	Phase I	Provide various approaches to the Bank	2 weeks from the date of contract signing
2	Phase II	Requirement gathering, Preparation of RFP, Vendor evaluation, reports on Eligibility evaluation, technical evaluation and Commercial evaluation to the Bank.	7 weeks from the completion of 1 st phase
3	Phase III	Prepare the contract agreement for the project as well as vendor onboarding.	3 weeks from date of completion of 2 nd phase
Total duration			3 months

6.2 Detailed Scope of Work

1. Provide various approaches to the Bank along with the advantages and disadvantages on each approach of procurement.
2. Functional and technical requirement gathering for Mobile Banking with IMPS, UPI switch and solution, BBPS and Value-Added Services
3. Provide the detail project plan of the proposed Mobile Banking with IMPS switch & solution, UPI switch & solution, BBPS and Value-Added Services.
4. Formulating Hardware(s) Sizing, Bill of Materials (BOM) and Technical Specifications for Mobile Banking & IMPS
5. Preparation of RFP for Mobile Banking with IMPS switch & solution, UPI switch & solution, BBPS and Value-Added Services
6. Eligibility and Technical evaluations of Mobile Banking with IMPS switch & solution, UPI switch & solution, BBPS and Value-Added Services.

CONTAI CO-OPERATIVE BANK LTD.

7. Participate in the technical presentation of vendors
8. Assistance in Techno commercial evaluation for Mobile Banking with IMPS switch & solution, UPI switch & solution, BBPS and Value-Added Services tender.
9. Drafting Purchase Order (PO) and Service Level Agreement (SLA)
10. Provide the detailed Implementation Plan for Mobile Banking Applications.
11. Project Management Support pre and post implementation.
12. Implementations support, assist bank at the time of Sign-off against each milestone for Mobile Banking Application delivery, Installation, Go-live etc. till entire implementation is completed.

Deliverables from the Consultant:

1. RFP or EOI document as per approach
2. Different evaluation report
3. Draft Purchase Order
4. Draft agreement with Mobile Banking service provider
5. Assist during implementation from offsite

6.3 Resource Requirement

Bank desire to deploy suitable resources who are having exposures in Cooperative sector for completing above scope. No full-time resource required for the entire project tenure. However, experienced resources having depth knowledge in Mobile Banking Implementation, RFP preparation and vendor onboarding of the same service provider to be involved for this project. The entire project is mix of on-site and off-site.

7 Schedule of Payments

Scope of Work	Criteria for releasing the payment
Provide various approaches to the Bank along with the advantages and disadvantages on each approach, Requirement gathering, RFP preparation, vendor evaluation & selection, contract finalization and vendor onboarding	<ul style="list-style-type: none">➤ 25% on submission of detailed various approaches to the Bank➤ 25% on submission of final RFP/EOI document to bank➤ 40% on final evaluation and selection of the Mobile Banking Service provider and issuance of PO and Contract agreement➤ 10% on first go-live of mobile Banking with RTGS/NEFT facilities with customers

8 TERMS AND CONDITIONS FOR SUBMISSION OF THE PROPOSAL

8.1 The Bid System:

This RFP is a Two Bid system. The Bid shall consist of two parts namely Technical Bid and Commercial Bid in physical form. The Technical Bid should be submitted as per details provided in the RFP document in separate envelope marked as “Technical Bid” and Commercial bid shall be put in a separate envelope marked as “Commercial Bid”. Both the bid put together in an outer envelope marked as “” All the inner and outer envelopes shall be addressed to the Bank at address mentioned in section 1.2 Tender Highlights table.

8.2 Due Date of The Bid:

CONTAI CO-OPERATIVE BANK LTD.

The bids shall be accepted till 03:00 PM of **25nd July, 2022**. Bids received after 03:00 PM on 25/07/2022 shall be termed as **LATE BID** and the same will not be received/ opened by the BANK.

8.3 Pre-bid queries:

Bank shall not conduct any pre-bid meeting. However, bidders are welcome to submit their queries to the bank through email to: ho@ccbl.in in specific format only as per Section 9.5. Bank will respond the queries through corrigendum/addendum as may be deemed necessary.

The queries of all the bidders should reach by e-mail on or before the stipulated date and address as mentioned in this RFP. It may be noted that no queries of any bidder shall be received or entertained after the queries submission date. The clarifications given in the Pre-Bid meeting will be made available on the Bank's Website.

8.4 Right to Accept or Reject Any or All Bids:

Notwithstanding anything contained in this RFP document, the Bank reserves the right to accept or reject any Bid and to annul the Bid process and reject all bids/ Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

Further, the bids submitted may be liable to be rejected on examination on the following ground: -

- i. It is not in conformity with the instructions mentioned in this tender document.
- ii. It is not accompanied by the requisite document cost and EMD.
- iii. It is not properly/duly signed.
- iv. It is received through Telex or Telegram.
- v. It is received after expiry of the due date and time
- vi. It is incomplete including non-furnishing the required documents.
- vii. It is evasive or contains incorrect and / or false information.
- viii. There is canvassing of any kind.
- ix. It is submitted anywhere other than the concerned department.

8.5 Amendments of the RFP:

At any time prior to the deadline for submission of the Bids, Bank may, for any reason, modify the RFP document by the issuance of addenda (the '**Addenda** or **Addendum**' as the case may be). Any Addendum thus issued will be put up on record and would be deemed to be a part of the RFP. In order to afford the Bidders a reasonable time in which to take an Addendum into account, or for any other reason, the BANK may, at its discretion, extend the due date for submitting the Bids.

8.6 Cost of the Schedule

Bidder is required to submit a Demand Draft of Rs. 5,900.00 (Rupees Five Thousand Nine Hundred) only inclusive of GST along with the Bid as a cost towards this RFP. The DD should be in the favor of "**Secretary, Contai Co-operative Ltd.,**" payable at **Contai**. This is a one-time non-returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected. **The tender document cost is exempted for the valid MSME certified bidder and the bidder should submit the copy of valid MSME certificate with the technical bid.**

The Demand Draft should be submitted along with "Technical Bid" envelope. Details of such demand draft is to be uploaded in the website.

8.7 EMD:

CONTAI CO-OPERATIVE BANK LTD.

The Bidder is required to submit EMD of Rs. 1,00,000 (Rupees One Lac only) in form of Demand Draft along with the "Technical Bid" envelope and details of demand draft is to be uploaded in the website. The DD should be in the favor of "**Secretary, Contai Co-operative Ltd.,**" payable at **Contai** and valid for 180 days from the last date of submission of the bid. The EMD of the unsuccessful bidder will be refunded after acceptance of the order by the successful bidder.

The EMD submitted by the bidder will be forfeited if:

1. The bidder withdraws his tender before processing of the same.
2. The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
3. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
4. The bidder violates any of the provisions of the terms and conditions of this RFP

The EMD cost is exempted for the valid MSME certified bidder and the bidder should submit the copy of valid MSME certificate with the technical bid.

8.8 Validity:

The bidder shall keep the bid valid for a period of six months from the last date for the submission of bids.

8.9 Extension of Validity:

In case circumstances require, the Bank may request the Bidders, within the validity period of the BID, to extend the validity of the Bids for any additional periods as required.

8.10 Language of the Bid:

The Language of the Bid shall be English only

8.11 Currency of the BID:

All prices and monetary terms to be quoted in INDIAN RUPEES (INR) only.

8.12 Applicable Law and Jurisdiction of Court

The Contract with the selected 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 at Kolkata (with the exclusion of all other Courts).

8.13 Terms of Payment:

The Consultant's fees will be paid as the Schedule of Payment terms indicated in Section 7

8.14 Cancellation of Contract and Compensation:

The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances: -

- i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- ii. The bidder goes into liquidation voluntarily or otherwise.

CONTAI CO-OPERATIVE BANK LTD.

- iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- v. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.

8.15 Time Schedule of the Project:

The consulting assignment to be finalized under this RFP is for a period of 3 (three) months from the date of signing of agreement/ placement of firm order on the successful bidder by the Bank, which may be extended for a period (with separate commercials) which will be mutually agreed between the parties.

The Scope of Work to be executed within this period is as per the Scope of Works at Section 6, and other terms and conditions of the RFP, as applicable.

Contai Cooperative Bank may require the services of IT consultant for other IT related project activities. The scope and commercials will be mutually agreed between the bank and the consultant prior to the start of such project.

8.16 Submission of Bid:

The Bidder shall submit the bid in the manner prescribed hereunder: -

- i. The Bid shall consist of two parts namely Technical Bid and Commercial Bid.
- ii. The Technical Bid should be uploaded as per details provided in the RFP document. In addition, the printed copy of technical bid also should be submitted at the head office in bound form and all pages continuously and serially numbered in one lot as one document. Credentials/Workorder/Other eligibility and technical evaluation related supporting documents etc. should be submitted in the bound document and not in a loose form. Bidder must ensure that all the documents uploaded/submitted in hard copies are sealed and signed by the authorized signatory.
- iii. Under no circumstances the actual commercial bid (without masking) should be kept in/ uploaded with eligibility cum technical bid. The placement of hard copy/uploading of commercial bid in eligibility cum technical bid will make the bid liable for rejection. However, commercial bid with duly masked prices needs to be uploaded/placed in technical bid.
- iv. The Technical Bid shall be submitted as below:-
 - a) The Demand Draft of Rs. 5,900.00 (Rupees Five Thousand Nine Hundred) only inclusive of GST towards to the cost of the document shall be kept prominently in an envelope to be marked as COST OF DOCUMENT and to be submitted along with the Technical Bid. The details of such demand draft to be uploaded in the website
 - b) The Demand Draft of Rs. 1.00 lakh (Rupees One lakh) only as EMD shall be kept in a separate envelop prominently marked as EMD and to be submitted along with the Technical bid. The details of such demand draft to be uploaded in the website.
 - c) The Technical Bid Form as per Section 9 and all its Tables, Letters and Forms shall be filled duly along with all enclosures and documentary proof.
 - d) The Technical Bid should not have any indication of the Price Bid in any manner anywhere. If such an indication is found, the Bid shall be summarily rejected.
 - e) The Price Bid shall consist of the Price Bid Form as per Section 10 duly filled and signed by the authorized person on behalf of the Bidder.

CONTAI CO-OPERATIVE BANK LTD.

f) The Price Bid shall be exclusive of all Rates and taxes as applicable.

8.17 Award of Contract:

The Banks will issue firm Purchase Order (PO to the Successful Bidder and bidder should submit acceptance of the same within 48 hours. The price quoted by the successful bidder shall be the Total value of the Contract. Bank will enter into an agreement with successful bidder. For any addition scope and additional commercial, both parties will be executing annexure or addendum against the master contract.

8.18 Liquidated Damages/Penalties & termination on default:

- i. The Bank shall levy penalties /liquidated damages on the Expert to the extent of 0.25% of the total value of the Contract for delay in execution of the project for 1 month, thereafter in increment of 0.5% for each of the months up to 3 months. Thereafter, the Bank shall issue notice of termination, and cancel the contract on completion of one month of notice.
- ii. The Bank shall be in its right to terminate the Contract in case of non- performance of the Expert as per the terms of the contract, and or other conditions for termination on default as mentioned in the RFP, including termination on the grounds of insolvency etc.
- iii. However, such penalties, liquidated damages and termination shall not be invoked in case the cause of action for completion of an activity/situation is pending with the Bank such as sign off, clearances, site readiness, deployment of the Bank's resources, clearance on the procedures etc.

8.19 Force Majeure:

- i. The Expert shall not be liable for forfeiture of its EMD, invocation of his Performance Bank Guarantee, levy of liquidated damages or termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the Contract is the result of Force Majeure.
- ii. For purposes of this Clause, "Force Majeure" means an unforeseeable event beyond the control of the Expert and not involving the Expert's fault or negligence. Such events shall include, but are not restricted to, acts of the Government in its sovereign capacity, earthquakes, riots, war or revolutions, fires, floods, epidemics, quarantine restricts and freight embargoes.
- iii. If a Force Majeure situation arises, the Expert shall promptly notify the Bank in writing of such condition and the cause thereof within a period of 10 (Ten) days from the date of happening of such an event requiring invocation of this force majeure clause. Unless otherwise directed by the BANK in writing, the Expert shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performances.

8.20 Documentation

The selected IT Consultant organization will be responsible for documenting all studies carried out for the Bank. These documentations, with version control, must be made available to the Bank for periodic inspection.

Bidder shall be allowed to retain sufficient documentation as part of their professional records to support and evidence the work performed by them. Such retention shall be subject to obligations of confidentiality mentioned herein.

8.21 Expenses:

It may be noted that BANK will not pay any amount / expenses / Charges / Fees / Travelling Expenses / Boarding expenses/ Logging Expenses / Conveyance Expenses / out of Pocket Expenses other than the

CONTAI CO-OPERATIVE BANK LTD.

agreed professional fees. Bank will only reimburse if any visit required beyond the project location of Bank's Head Office.

8.22 Arbitration & Resolution of Dispute

- i. The Bank and the Expert shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.
- ii. If, within 30 (thirty) days from the commencement of such informal negotiations, parties are unable to resolve dispute amicably, either party may approach for resolution by Arbitrator mutually agreeable to both the parties. The decision of the Arbitrator shall be final and binding on both the parties in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.
- iii. All Arbitration proceedings shall be held at Kolkata and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

8.23 Subcontracting

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

8.24 Adherence to Standards

The Expert should adhere to all the applicable laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. The Bank reserves the right to conduct an audit/ongoing audit of the consulting services provided by the Expert.

The Bank reserves the right to ascertain information from the other banks and institutions to which the bidders have rendered their services for execution of similar projects.

8.25 Limitation of Liability

The Consultant's aggregate liability under this RFP and in connection with the services shall be for direct damages and shall be limited to one time the fees paid to the Consultant. The Consultant shall not be liable for any indirect or consequential losses.

CONTAI CO-OPERATIVE BANK LTD.

9 TECHNICAL BID FORMS.

(Unless otherwise specified, all the forms should be on the letter head of bidder duly signed by an authorized signatory and all the forms should be submitted along with the technical bid)

9.1 Technical Bid (Cover)

To

**The Secretary
Head Office: Contai
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401**

Ref: - Proposal for Appointment of IT Consultant for Contai Co-Operative Bank Ltd.

Dear Sir,

1. Having examined the Tender Documents including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide consulting services on retainer basis 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.
2. If our Bid is accepted, we undertake to complete the project within the scheduled time lines.
3. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to the Contai Co-operative Bank Ltd.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988", and or any other law concerning this in force in India.
6. We agree that the Contai Co-operative Bank Ltd. is not bound to accept the lowest Bid or any Bid, or the Bank may reject all bids.
7. We have not been barred/ blacklisted by any regulatory / statutory authority.

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.2 Technical Bid Main Form:

S. No.	Description	Details (to be filled by the Applicant)
1	Name of the company	
2	Official address	
3	Details of contact person(s)	
4	Phone No. and Fax No.	
5	Corporate Headquarters Address	
6	Phone No. and Fax No.	
7	E-Mail address	
8	Web Site Address	
9	Goods and Services Tax (GST) Registration No. (Documentary Proof Attached)	
10	Permanent Account Number (PAN) Photocopy of PAN Card to be enclosed	
11	Average Turnover for last three FYs 2018-19, 2019-20 and 2020-21:	
12	Profit After Tax for the Financial Year: 2018-19 2019-20 2020-21	

Authorized Signatory

Designation:

Company:

Stamps:

Date:

9.3 Curriculum Vitae (CV) of proposed team members

Bidder shall provide CV for all the members of the project team that shall be deployed on the project.

1.	Proposed Position	
2.	Name of the Personnel:	
3.	Current Position and designation in the firm:	
4.	Overall Industry Experience	
5.	Nationality	
6.	Language Proficiency	
7.	Academic and Professional Qualifications	
8.	Experience (if any) in the Cooperative sector and other BFSI Sector in India	
9.	Employment Record: (Starting with present position, list in reverse order)	
10.	Work(s) undertaken that best illustrates capability to handle the tasks assigned:	

9.4 Format for Pre-Bid Queries Related to RFP (In Excel or Word Format)

Pre-Bid queries should be strictly in the below format:

S. No.	Page No.	Bidder's Name		
		Section	Point as stated in RFP document	Comments/ suggestions/ Deviations
1				
2				
3				
4				
5				

9.5 Checklist for Technical Bid

S. No.	Checklist Items	Bidder's Response (Yes/ No)
1.	RFP Document Fees	
2.	Earnest Money Deposit (EMD)	
3.	Power of Attorney in the Name of Authorized Signatory	
4.	Goods and Services Tax (GST) Registration	
5.	Permanent Account Number (PAN)	
6.	Registration certificate, Certificate of incorporation, Article / Memorandum of association, Partnership deed, LLP Certificate etc.	
7.	Audited balance sheet of the company for the consecutive last three financial years (2017-18, 2018-19, and 2019-20) along with CA certificate on average turnover and profit	
8.	Technical Bid (Cover) as per Section 9.1	
9.	Technical Bid main Form as per Section 9.2	
10.	CV of proposed team members as per section 9.3	
11.	Declaration on details of office address and contact details or Shops and Establishment Certificate	
12.	Credential letter / experience certificates/ copy of purchase order or work order or notification of award/ copy of engagement contract	

10 COMMERCIAL BID FORMS

(Unless otherwise specified, all the forms should be on the letter head of bidder duly signed by an authorized signatory)

10.1 Commercial Bid Cover Letter

(To be submitted online only)

To

**The Secretary
Head Office: Contai
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401**

Ref: - Proposal for Appointment of IT Consultant for Contai Co-Operative Bank Ltd.

Dear Sir,

1. 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 IT consulting services on retainer basis 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.
2. If our Bid is accepted, we undertake to complete the project within the scheduled timelines.
3. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to the Contai Co-operative Bank Ltd.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We agree that the Contai Co-operative Bank Ltd. is not bound to accept the lowest Bid or any Bid, or the BANK may reject all bids.

Authorized Signatory

Designation:

Company:

Stamps:

Date:

10.2 Commercial Bid Form:

(Commercial bid shall be submitted online only. However, the bidder is required to include the masked (without prices) commercial bid in the eligibility cum technical bid)

- The commercial bid should contain the total project cost.
- The Project location is CCBL, Head office at Contai, Purba, Medinipur. Bank will not provide any reimbursement for travelling, lodging/ boarding, local conveyance or any other related expenses. However, for any travelling required as per instruction of Bank beyond the base project location, bank will reimburse the same as per actual basis.
- The bidder has to quote for the fees based on the scope of work outlined in Scope of Work. All commercials quoted shall be exclusive of taxes.

SCOPE OF WORK	TIMELINE	COST (INR)
Phase-I: Provide various approaches to the Bank	3 MONTHS	
Phase-II: Requirement gathering, Preparation of RFP, Vendor evaluation, reports on Eligibility evaluation, technical evaluation and Commercial evaluation to the Bank.		
Phase-III: Prepare the contract agreement for the project as well as vendor onboarding.		
Total Cost		

Rupees Only

TERMS AND CONDITIONS ON COMMERCIAL PROPOSAL

- 1) The above quoted fee is the lump sum (fixed price) amount and any add on in any form will not be payable by the Bank for whatsoever reason.
- 2) The **FEE EXCLUDES ALL TAXES, DUTIES, LEVIES, GST** etc.
- 3) The fee also includes the cost of deliverables for all the phases of the Project.
- 4) The BANK will deduct the tax at source, if any, as per the law of the land.
- 5) Further, we confirm that we will abide by all the terms and conditions contained in the Request for Proposal document.

Authorized Signatory
 Designation:
 Company:
 Stamps:
 Date: