

Contai Co-operative Bank Ltd.



Head Office: Contai Co-operative Bank Ltd. Contai, Purba Medinipur,

West Bengal-721401

**REQUEST FOR PROPOSAL (RFP)
FOR**

Purchase, Installation and Maintenance of POS Device

REF. NO.: IT/Tender/2023-24/004

RELEASE DATE: 20/07/2023

PARTICULARS	DEADLINE
Last date of submission of the Technical and Commercial bid	31/07/2023 up to 3:00 PM
Last date for receiving queries through e-mail:	30/07/2023 upto 12:30 PM
Last date for respond queries through e-mail:	30/07/2023 - 11:00 PM Contai Co-operative Bank Ltd. Purba Medinipur, West Bengal -721401
Date of opening of the Technical bid	31/07/2023 at 04:00 PM
Bank email id for RFP related communication	secretary@ccbl.in

Disclaimer

The information contained in this RFP document or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this 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 Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each 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. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank 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

Contai Co-operative Bank Ltd. (CCBL), Contai (hereafter referred as “the Bank”), came into existence in the year 1945. The bank is having its registered office at Contai, Purba Medinipur, West Bengal-721401. The Bank is also having Banking License No. UBD/W.B 652P, Dated 18/11/1986 from Reserve Bank of India to transact Banking business.

Contai Co-operative Bank Ltd. is one of the oldest Co-operative Banks of our country. It was established on the 31st March 1947 with a paid-up share capital of just Rs. 1890.06 (Lacs). The Bank is having total member of 81873 as on 31st March 2021.

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

2. Detailed Scope of Work

- a) Bidder should supply, install, test, and maintain (both under warranty and AMC) the POS Device.
- b) Bidder should provide on-site comprehensive two years warranty for the POS Device.
- c) All the parts of items would be covered under comprehensive warranty except consumable items and bidder should propose the items which are exempt from warranty/AMC. If there is any gap between CCBL Bank's requirement and OEM warranty, then it will be the responsibility of Bidder to fill up the gap.
- d) Bidder should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 5 years for POS Device. from the date of its supply (i.e., 2 years comprehensive warranty and 3 years AMC with next business day support). Comprehensive annual maintenance contract has to be entered into separately with CCBL for this purpose.
- e) Bidder will provide the configuration/specification report of the POS Device and present the printout of same along with installation report to CCBL for their verification & signatures.
- f) The Bidder has to provide integrated/interface (if any at present or future requirement during project tenure) which includes with bank's Core Banking Application.
- g) The bidder has certified for PCI PTS 6.x, EMV L1&L2, EMV CL L1, Mastercard Paypass, Visa Paywave, Amex Expresspay, Discover D-

PAS, Union Pay Quick Pass, Mastercard TQM, NSICCS, FCC, CE, ROHS.

- h) The bidder has Functional experience of Onboarding New Merchants-Deployment-Training on Usage-Risk Review-Settlements to Merchant Accounts-Statements & all other after sales related services.
- i) Delivery Time: Bidder should provide the POS Device within 4-6 weeks.

3. Evaluation Procedure

Post eligibility and technical evaluation CCBLBank will open the commercial bids of the eligible bidders and declare the lowest bidder 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. In case if after evaluation of Bids, bank ends up 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

4. Instructions to the Bidders

4.1 Submission of Technical Bid:-

- i. Bidders are required to submit the Eligibility Bid cum Technical Bid and Commercial bid in physical form (hard copy) 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.
- iv. The Eligibility cum Technical Bid will be submitted in separate envelope marked as **“Technical Bid for Purchase, Installation and Maintenance of POS Device”** and commercial bid will be put in a separate envelope marked as **“Commercial Bid for Purchase, Installation and Maintenance POS Device”**. Both the bid put together in an outer envelope marked as **“RFP response for Purchase, Installation and Maintenance of POS Device”**.
- v. 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.
- vi. All the inner and outer envelopes shall be addressed to the Bank at the address given below:

The Secretary
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401
- viii. **If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.**

4.2 **The bidder should not be allowed for Consortium.**

4.3 For any query the bank's email id is as follows:

secretary@ccbl.in

4.4 Cost of Bid - Rs. 2,000/- + Rs. 360/- (GST) = Rs. 2360/- (Two Thousand Three Hundred Sixty Only) in the form of NEFT only (A/c no. : **1246102000000019** ,IFSC : **IBKL0001246**, A/c Name: - **Contai Cooperative Bank Ltd**, Branch:: Head Office). Bidder are requested to submit the UTR/fund transfer details with the technical bid response. If any bid response found without any bid document cost, then the bid will be rejected by the bank.

4.5 **The Cost of bid / Tender document cost is not applicable for the valid MSME certified organization. The MSME certified organization has to provide valid certificate along with technical bid.**

4.6 The bidder should have service Centre at Contai.

4.7 Telex, Cable, Facsimile or E-mail Bids will not be accepted.

5. EligibilityCriteria

Sl. No.	Eligibility Criteria	Supporting Documents
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 or A Sole Proprietor registered under the Shop and Establishment Act.	Certificate of Incorporation/Partnership deed /Shop & Establishment certificate and other Documentary evidence to be attached *Consortium is not allowed.
2	The bidder should have experience of working on end to end model with at least 02 PSBs, 02 SFBs, 02 Cooperatives Banks and 02 Private Sector Bank in India during last Five(3) year.	Credentials from clients in form of Purchase Orders / Contract Agreement/Client certificate etc. is required
3	The bidder should have at least following certifications ISO, PCI S3; PCI PTS; PCI PIN; PCI DSS	Copy of the relevant certificate to be furnished by the bidder.
4	The Bidder should not have been blacklisted by any of the Ministry/ Department of Government of India/ State Governments and also neither convicted nor is any criminal case pending against it before any court ofcompetentjurisdiction	Self-declaration by competent authority of the bidder
5	The Agency should have valid GSTIN- (Copy ofGSTIN)	Copy ofGSTIN certificate to be submitted
6	No cobranding allowed and the generated sip should be only in the name of The Contai Cooperative Bank Ltd.	Self-declaration to be provided
7	The bidder should have prior experience of Supply, Installation and maintenance in West Bengal in last 3years	Credentials from clients in form of purchase orders/ contract / credential letters etc. has to be provided.Bidder may provide multiple documentary evidence from multiple clients for each of the component.

6. Payment Terms and Schedule

- 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. 80% after successful delivery of Hardware
 - b. 20% after one month from the date of successful run
 - ii. AMC for Hardware management solution:
 - a. Yearly AMC value will be paid half-yearly in arrears.
- 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.

7. Late Delivery Charges

Charges will be levied on late delivery of hardware items mentioned in the scope of work as Rs.500/- per week after delivery timeframe.

8. Annexure-1 Covering Letter for Eligibility cum Technical Bid and Commercial Bid

To,

The Secretary
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401

Having examined the RFP (RFP IT/Tender/2023-24/004 **dated 20.07.2023**) 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 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 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 XX July 2023.

.....
..... (Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of

9. Annexure-2 Commercial Bid Form

(A) Commercial For New Hardware:-

SI No	Item	Unit Price	Qty	Total Cost Price (INR)	Year 1 (AMC)	Year 2 (AMC)	Year 3 (AMC)	Year 4 (AMC)	Year 5 (AMC)	Total (INR)
1	POS Device		100							
Total Cost										

Note:

- The unit prices should be including delivery and installation cost
- Taxes extra at actual
- Total cost of ownership for the 5 years
- 2 years comprehensive warranty and 3rd, 4th and 5th year AMC.
- Consumables are not part of the warranty and bidder to specify the consumable items which are not part of the Warranty/AMC.
- The commercial should be valid for 12 months from the date of submission of bid and bank having rights to place in lot/s. Minimum quantity should be 50 in first lot and remaining will be procured based on the requirement. However, the ordering quantity may be beyond 100.

10. Annexure-3 Manufacturer's Authorization Form

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

To,

The Secretary
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401

Dear Sir,

Sub: RFP no. IT/Tender/2022-23/004 **dated 20.07.2023**

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 CCBL 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 CCBL of the pending termination, with sufficient time to permit CCBL to procure needed requirements; and
- Following such termination, furnishing at no cost to CCBL, 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

11. ANNEXURE – 4 Bidder's Information

Name of the Bidder	
Constitution & Year of Establishment	
Registered Office/Corporate office Address	
Mailing Address	
Name and designations of the persons authorized to make commitments to the Bank	
Telephone Fax e-mail	
Gross annual turnover of the bidder. (Amount in INR Crore) 2019-20: 2020-21: 2021-22:	

12. ANNEXURE – 5 POS Device Specifications

- **OS** Android 7.1 **Processor** Quad-core Cortex-A7, 1.1GHz
- **Memory** RAM: 1GB (Optional 2GB) FLASH: 8GB (Optional 16GB) Micro SD Card up to 32GB
- **Display** 5" IPS Display, 1280×720 pixels Multi-Point Capacitive Touchscreen
- **Camera** 2MP Rear Camera 1D/2D QR Code Scanning
- **Card Readers** Magstripe Card Reader Smart Card Reader Contactless Card Reader
- **Audio** Speaker
- **Card Slots** 1 * SIM 2 * PSAM (Optional) 1 * Micro SD
- **Printer** Thermal Printer Paper Width: 58 mm Diameter: 40mm
- **Keys** 1 * Power Key 1 * Function Key 3 * Touch Keys (Menu, Home, Back)
- **Communication** 4G(Supports 3G&2G) Bluetooth 4.2 Wi-Fi 2.4GHz Optional: Wi-Fi 5GHz
- **Peripheral Ports** 1 * USB OTG, Type-C, 5V
- **Dimensions** 181×80×68mm L×W×H
- **Indicator Lights** 4 * Contactless Indicators 1 * Charging Indicator
- **Battery** 5200mAh, 3.6V
- **Environmental** Operating Temperature: 0°C ~ 50°C Storage Temperature: -20°C ~ 70°C Relative Humidity: 5%~95%, Non-condensing