



BANK OF INDIA

(Stationery Dept. 3rd Floor, Star House II, Head Office, Bandra Kurla Complex, Mumbai 400051)

REQUEST FOR PROPOSAL (RFP) For Centralization of Printing Stationery and Supply of various types of Stationery items to Banks

TENDER NO: HO/STY/TND/2026-27/01

GEM BID NO: GEM/2026/B/7535577

DATE OF ISSUE: 13/05/2026

LAST DATE OF SUBMISSION: 03/06/2026 up to 05:00 PM

LAST DATE AND TIME FOR SUBMISSION OF PRE BID QUERIES: 18/05/2026 up to 03:00 PM

DATE OF PRE BID MEETING: 21/05/2026

DATE OF OPENING OF TECHNICAL BID: As per GeM

ESTIMATED COST OF PROJECT: 50.00 Cr

DATE OF OPENING OF COMMERCIAL BID: Shall be communicated separately and through GEM Portal

ISSUED BY: Stationery Department, Bank of India, Head office, Mumbai

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INSTRUCTION TO THE BIDDERS

Bank of India (hereinafter referred to as BOI/ the Bank) is having its Head Office at Bandra Kurla Complex, Mumbai and other offices (Branches etc.) in various cities across the country. In order to implement Bank's Outsourcing Model of Centralized Stationery Management Project (CSMP) also called as Print management Solutions (PMS) in the Bank at Pan-India level, the Bank proposes to invite Request for Proposal (RFP) in the form of e-tenders, tenders from established organizations (hereinafter referred to as "Bidder"), who are capable and willing to undertake supply of various types of stationery items, as required by branches and offices of BOI **within the given timeline and also provide MIS and complaint and prompt grievance redressal system, in an efficient manner in tandem with the Vendor/Supplier's Stationery Management IT portal as per details listed out in this document. The applicant should have the logistics capability to deliver stationery items timely, across a large number of branches/ offices of the Bank, located across different locations of the country, including a large number of branches in rural and hilly areas apart from having capability to meet the scope of work.** Bank reserves the right to allot weightage to these criteria, as deemed fit, for selection of vendors for smooth and successful implementation of the project. No Bidder is going to be allotted all branches in the country.

2. Interested Bidders are advised to go through the entire RFP before submission of online bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for providing of proposed services for the Bank are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's discretion. The RFP seeks proposal from Bidders who have the necessary experience, capability, and expertise to provide the Bank the proposed services adhering to the Bank's requirements outlined in this RFP.

The details and schedule of the events of the tender are as under:

Sr. No	Particulars	Time / Date / Other Details
1	Tender ID	As per GeM portal specifications (Centralization of Stationery)
2	Name of Work	Centralization of Printing Stationery and supply of various types of stationery items like registers, forms, vouchers etc., as required by branches and offices of BOI within the given timeline through Bank's Stationery Management portal.
3	Date of availability of tender documents on GeM portal	As per GeM portal specifications Any addendum/ corrigendum/ clarification will be issued through GeM portal only.



4	Last date and time for receipt of clarification from Bidders	Clarifications/ communications through GeM portal in the given field
5	Pre-Bid meeting Date & Time.	As per GeM
6	Estimated Cost of Project	Rs. 50.00 Cr annually

7	Date of posting of clarifications on the Bidders' queries	As per GeM portal specifications
8	Last Date and time for submission of Technical and Price Bid	As per GeM portal specifications
9	Date and Time for opening of Technical Bid	As per GeM portal specifications
10	Date and Time for opening of Price Bid	As per GeM portal specifications
11	Address for communication (Bank)	Assistant General Manager Bank of India, Stationery Dept. 3 rd Floor, Star House II, Head Office, Bandra Kurla Complex Mumbai 400051. e-mail – HeadOffice.Stationery@bankofindia.bank.in Phone—022 61317524 / 36 / 38
12	Validity of Offer	Rates shall remain valid for a period of 3 years from the date of agreement between the Bank and the successful Bidder/ vendor. Subject to Periodical / annual review by the bank for continuation or otherwise The Bank shall have the right at its discretion to renew this Agreement in writing, for a further term subject to satisfactory performance to be decided by the Bank after taking consent from the Vendor by the Bank and on such terms and conditions as to be determined by the Bank and mutually agreed at the time of such extension.



13	Selection procedure	<p>Commercially qualified Bidder(s) (maximum 2) with lowest price quote (L1 & L2) will be determined as successful Bidder(s) and the work will be awarded accordingly as per terms of RFP. Allocation of branches to L1 and L2 Bidders will be in the ratio of 60% and 40% depending on the requirement of the Bank. Bidders selected as L2 will have to agree to print and/or supply at L1 rates for all items as per specifications provided by the Bank. Ratio of allocation of Branches will be 60:40 for L1 and L2 vendors respectively, subject to matching with L1 rate. However, in case L2 bidder does not match L1 bidder's rate then same opportunity will be given to L3 bidder to match L1 bidder's rate and so on. If none of the bidders agree to match L1 bidder's rate, then 100% order will be awarded to L1 bidder</p>
14	Modification and Withdrawal of Bid	<p>The Bidder may modify or withdraw its Bid after the Bid's submission, provided, modification, including substitution or withdrawal of the Bids is received on GeM, prior to the deadline prescribed for submission of Bids. No modification in the Bid shall be allowed, after the deadline for submission of Bids. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder and other action as per terms of RFP.</p>



15	<p>Bid Security (EMD).</p> <p>(EMD can be deposited by means of a Draft/ Pay Order or by submission of a Bank Guarantee for a period not less than 45 days beyond the Bid validity, in favour of Bank of India, payable at Mumbai)</p> <p>Bank Guarantee (BG) (other than BOI), format to be taken as per GeM. <u>Details for BG advising message:</u> Bank Name- Bank of India Branch Name- Bandra Kurla Complex, Mumbai IFSC- BKID0000122. The same should be valid for a period not less than 45 days beyond the Bid validity.</p>	Rs.50,00,000/-
16	Period of validity of Bid	90 days from Bid end date

The RFP Bid document should be submitted through GeM portal by logging in to <https://gem.gov.in>

The criteria and the actual process of evaluation and subsequent selection of the successful Bidder(s) will be entirely at the Bank's discretion. This Tender Document is not an offer by the Bank, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized official(s) of the Bank with the successful Bidder.

- ❖ The Bid is open to all Bidders who meet the eligibility criteria as mentioned in the RFP. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP.
- ❖ All the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- ❖ All Bids must be accompanied by Earnest Money Deposit as specified in the Bid document. Bank reserves the right to change/ modify the dates/ terms & conditions mentioned in this RFP document as per its requirement, which will be communicated to the Bidders. In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time.



- ❖ The Bank reserves the right to change the dates mentioned in this tender document, which will be posted through GeM portal.
- ❖ The information provided by the Bidders in response to this RFP document will become the property of BOI and will not be returned. BOI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the Bidders and such amendments will be binding on them.
- ❖ Any Corrigendum/ Addendum in the matter will be published only on GeM portal mentioned hereinabove.
- ❖ The bidders must register themselves in the GeM portal for participation in the tendering process of the Bank.

Assistant General Manager
Bank of India.
Head Office.



PART – 2: APPLICATION FORM

1	Name of the Applicant	
2	Registered Address	
3	Constitution (submit authenticated copies of the Applicant's Memorandum and Articles of Association/ Partnership Deed etc. as applicable) Enclosure-1	Company / Firm / Proprietary
4	Registration no. with the applicable Registration Authority (submit certified copy of registration with Registrar of Companies/ Registrar of Firms, as applicable) Enclosure -2	
5	Date of Incorporation (enclose certified copies of supporting documents) Enclosure -3	
6	Name and Address of promoter(s)	Directors / Partners / Proprietor
7	Contact details Contact person: Phone no.: E-mail id: Website:	



8	Financial Information (submit audited Balance Sheet for last three FY i.e. 2022-23, 2023-24 and 2024-25) Enclosure -4
a	a) Domestic Turnover in INR for last 3 years towards direct sales in supply of Stationery or printing & supply of Stationery. FY 2022-23: FY 2023-24: FY 2024-25:

b)	Operating Profit in INR for last three years. FY 2022-23: FY 2023-24: FY 2024-25:
c)	Tangible Net Worth (TNW) for last three years. FY 2022-23: FY 2023-24: FY 2024-25:

9	Experience in the line of activity (In Years)
a	Details of similar works completed during the last three years (i.e., name of Organization, value of work done and date of completion)- copies of work orders, completion certificates must be enclosed. Enclosure - 5
b	Details of similar work orders under execution/ in hand (i.e., name of Organization, value of work and expected date of completion)- copies of work orders must be enclosed. Enclosure -6
10	Printing/ Sales/ Storage/ Distribution arrangement Please submit the details separately on applicant's letter head. Enclosure -7
11	Number of Clients/ BFSI* Clients *Banking, Financial Services and Insurance Mention name, address and contact details of the Clients/ BFSI Clients separately on applicant's letter head. Enclosure -8



12	Printing Arrangement (Own/ Tie-up) Furnish details in case of Tie-up arrangement Enclosure -9	
13	E-platform/ IT System used for artwork development/ printing/ indenting.	Mention details of existing IT infrastructure attaching documents as desired in Appendix 3 (Pre-Qualification Criteria-Point 10) along with details of Technical support which the Applicant will provide to the Bank. Enclosure -10
14	Details of BOI centric- Helpdesk / portal (Appendix 3 – Point 11)	Mention details about the facilities Applicant plans to provide for complaint and grievance redressal mechanism. Enclosure -11
15	Brief details of the key personnel to be associated with the Project and their roles and responsibilities, previous experience etc. Enclosure -12	
16	Whether Committee on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 formed. (enclose certified copy of Documents as evidence) Enclosure -13	Yes / No
17	Details of Banking Arrangement viz. name of the Bank, details of financial assistance availed, if any.	
18	Opinion Report of Banker(s) on IBA Format Enclosure -14	



19	Other valid documents to be attached: 1. Income tax no. (PAN) 2. GST Registration no. 3. EPF / ESI Registration 4. Labour License no. 5. GeM Registration no. 6. SSI/MSME Registration no. 7. ISO Certification 8. IT returns for last 3 years 9. GST returns for last 3 years Enclosure -15	
20	Latest Income Tax Clearance Certificate to be enclosed. Enclosure -16	

Note: Enclosure-1 to 16 to be attached with the Application Form as specified above

I/ We hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my/ our empanelment are correct and genuine. I/ We am/ are, therefore, liable to face appropriate actions as deemed fit by the Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine.

Place

Date

(Name: _____)

Signature of Authorized Signatory with seal



OTHER INSTRUCTIONS

1.1 ELIGIBILITY CRITERIA

This RFP tender is open to all vendors/ applicants (Incorporated Bodies), who are capable and willing to undertake supplying various types of stationery items, as aforesaid, to branches/ offices at present the Total Branches 5511, 13 FGMO / Field General Managers Office Zones 69 of Bank within the given timeline and also provide MIS and complaint & grievance redressal system, in an efficient manner, and fulfil the eligibility criteria or Pre-Qualification Criteria (PQC) as per **Appendix 3** (Pre- Qualification Criteria-PQC link of GeM document).

1.2 COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

1 B THE BIDDING DOCUMENTS

1.3 DOCUMENTS CONSTITUTING THE RFP (REQUEST FOR PROPOSAL)

1 This RFP document provides overview of the requirements, Bidding procedures and contract terms. It includes Introduction about the product/ services, Instruction to Bidders, Scope of Work, Payment Terms, Prequalification Criteria, Penalties, Terms & Conditions of Contract, Disclaimers etc. and various Annexures. The Bidder must conduct its own investigation and analysis regarding any information contained in this RFP document, its meaning and impact of that information.

2 The bidder is expected to examine all instructions, forms, terms and specifications in the RFP Document. Failure to furnish all information required by the RFP Document or to submit a Bid not substantially responsive to the RFP Document in every respect will be at the bidder's risk and may result in the rejection of the Bid. While BOI has made considerable effort to ensure that accurate information is contained in this RFP, it is supplied solely as guidelines for Bidders. Furthermore, during the RFP process, BOI has disclosed or will disclose in the RFP and through corrigendum/ addendum, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any corrigendum/ addenda.

1.4 CLARIFICATION/ AMENDMENT OF RFP DOCUMENT

1. If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.



2. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice /clarifications from Bank through GeM portal. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Vendor requiring any clarification of the RFP Document may submit the same through the GeM Portal. Pre-Bid clarification meeting schedule and venue will be as per GeM portal.
3. At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder may modify the RFP Document, by amendment/ corrigendum or cancellation.
4. Clarification issued by BOI if any will be in the form of an addendum/ corrigendum and will be uploaded on the GeM portal for information of the Bidders. The amendment will be binding on all Bidders. BOI, at its discretion may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to take the amendment into account.
5. All Bidders must ensure that such clarifications/ amendments have been considered by them before submitting the Bid. Bank will not take responsibility for any omissions by Bidder.



1 C PREPARATION OF RFP BID

1.5 LANGUAGE OF RFP

The RFP responses (Bid) prepared by the Bidder, as well as all correspondence and documents relating to the RFP exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English language.

1.6 DOCUMENTS COMPRISING THE RFP BID

- 1 All the required documents should be signed by the authorized person(s) only. The person(s) signing the Bid shall sign all pages of the Bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The Bidder should submit a copy of Board Resolution along with copy of Power of Attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the tender document.
- 2 The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.
- 3 The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- 4 **Submission of Technical Bid**
 - i The Bidders are advised to upload required documents on GeM portal before the end date and time of submission of Bid as mentioned in the RFP hereinabove. All the required documents should be signed/ stamped by the authorized person(s) before uploading on GeM portal.
 - ii Bid to accompany Bidder's information as required in the Application Form along with the requisite **Enclosures (1 to 16)** and **Annexures (A, B, C, D, G, H,I, J K and N)** on Bidder's letter head/ Stamp paper (wherever required) duly signed.
 - iii Earnest Money Deposit (EMD) in the form of DD/ BC or BG of Rs. 50,00,000/- (Rupees Fifty Lacs only) as specified in this document. (**Annexure G**).
 - iv A copy of the full RFP document duly signed on every page in token of acceptance of all terms and conditions.
 - v Technical Bid not accompanied by any one or more documents mentioned in this RFP shall be summarily rejected and the price Bid of such Bidder will not be opened.



- vi Bidders not complying to above points shall be summarily rejected and the price Bid of such Bidder will not be opened.

5 Submission of Commercial/ Financial Bid

- i The Bidders are advised to quote their rates on GeM portal before the end date and time of submission of Bid as mentioned in the RFP. The Commercial Bid should be submitted in the format supplied as per **Annexure E** (Please refer to BOQ link of GeM document). All details with the relevant information/ documents/ acceptance of all terms and conditions strictly as described in this RFP will have to be submitted. Prior to evaluation of Bids, the Bank shall determine whether each Bid is responsive to the requirements of this RFP. The Bill of Quantities (BOQ) for reference purpose, is placed as **Annexure L** (Please refer to Scope of Work link of GeM document).
- ii **Bidder** Covering Letter as per **Annexure E** duly signed by the authorized representative of the Bidder.
- iii The rate should be quoted in Indian Currency (₹) only.
- iv The rate quoted by the Bidder shall remain fixed and shall cover and include wages to the laborers, supervisors, equipment deployed, Vendor's profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government – For instance, the Minimum Wages Act, 1948 etc.
- v Bidder should submit **Commercial Bid** as per **Annexure E** and **Annexure M** of the RFP document. **Commercial Bid should comprise of duly signed one hard copy of Annexure E & Annexure M** (Please refer to BOQ link of GeM document).
- 6 Any Bid not containing above or not found responsive may be rejected.

1.7 BID PRICES

- 1 The prices should be specified only in Commercial Bid and must not be specified at any other place in the RFP document. Prices are to be quoted in Indian Rupees only. Quotations for items should be all inclusive i.e. it should include landed cost, transport cost, materials cost, labour, packing, loading, transit insurance and unloading at delivery location, including applicable taxes. **Applicability of taxes and duties will be as per GeM specifications.**



1.8 REVEALING OF PRICES

The rates and/ or prices in any form or for any reasons should not be disclosed in other parts of the Bid except in the Commercial Bid, failure to do so will make the Bid liable to be rejected. Before opening of Commercial Bid, if price revision is envisaged by the Bank, revised Commercial Bid may be required to be submitted through the GeM portal.

1.9 BID INTEGRITY

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of BOI. The Bidders shall be deemed to license, and grant all rights to BOI, to reproduce the whole or any portion of their solution for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

1.10 DELIVERY SCHEDULE & PENALTY FOR DELAYED DELIVERIES/ INFERIOR QUALITY ITEMS

1 Delivery of any item as per indent should be supplied within given timelines as mentioned in **Appendix 1** (Timelines for delivery) from date of placing of order.

2 In case of delay/ non-supply of items within given timelines, a penalty of one percent of the total consideration (related purchase order/ related item) for each day's delay, subject to maximum amount of ten percent (10 %) of the total consideration may be charged to vendor.

3 This amount of penalty so calculated shall be deducted at the time of making payment for the relevant purchase order at respective Branches or as decided by the Bank.

4 The Bank also reserves the right to shift some FGMOs/ Zones/ Orders to some other Vendor or altogether cancel the contract and/ or invoke the Performance Bank Guarantee apart from levying penalty. In the event of such cancellation, the vendor is not entitled to any compensation. **PLEASE NOTE THE DELIVERY SCHEDULE SHALL BE FOLLOWED STRICTLY AS STIPULATED. ANY DELAY SHALL BE VIEWED SERIOUSLY AND PENALTIES LEVIED.**



Penalty terms, in case of supply of inferior quality items, and other delinquencies, shall be applicable as stipulated in Appendix 1.

1.11 EARNEST MONEY DEPOSIT (EMD)

- 1 The Bidder shall furnish, as part of its Bid, an EMD of Rs 50,00,000/- (Rupees Fifty Lacs only) as Bid Security.
- 2 The EMD is required to protect the Bank against the risk of Bidder's conduct, which would warrant the EMD's forfeiture. EMD may be forfeited in the event of withdrawal of Bid during the period of Bid validity or if successful Bidder fails to sign the contract in accordance with the terms & conditions and other requirements specified in RFP or any act of Bidder not in line with contract obligations.
- 3 The EMD shall be denominated in Indian Rupees and shall be in the form of a Demand Draft or Bank Guarantee as per **Annexure G**, issued by a Scheduled Commercial Bank in India, other than Bank of India, drawn in favour of Bank of India payable at Mumbai and valid for a period of 45 days beyond Bis validity. Bank may ask the vendors to increase the validity period of EMD in case of requirement.
- 4 Any Bid (except for the exempted category as per GeM specifications) not accompanied with the requisite EMD shall be treated as non-responsive and is liable to be rejected.
- 5 No interest is payable on the amount of EMD, while returning the EMD to unsuccessful Bidder, subject to other conditions stipulated hereinabove.
- 6 The EMD of the unsuccessful Bidders shall be returned without any interest, after notification of award.
- 7 The successful Bidder's EMD (without interest) will be discharged upon the Bidder signing the contract and submitting a Performance Bank Guarantee of 2,00,00,000/- (Rupees Two crore only) *, issued by a Scheduled Commercial Bank in India, other than Bank of India, in favour of Bank of India, payable at Mumbai and valid for 2 months beyond the date of completion of all contractual obligations including warrantee obligations. In case of any extension of contract obligation period, the seller shall be liable to suitably extend the validity of the Performance Security.
** Amount of PBG will be on pro-rata basis as per allocation of Branches.*
- 8 If EMD is forfeited for any reason, the concerned Bidder will be debarred from further participation in future RFPs floated by the Bank as per sole discretion of the Bank.



1.12 PERIOD OF VALIDITY OF BIDS

- 1 Bid shall remain valid for the period of 90 days from Bid end date. A Bid valid for shorter period is liable to be rejected.
- 2 The Bank may, at its discretion, solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made through GeM portal. However, any extension of validity of Bids will not entitle the Bidder to revise/ modify the Bid document. The EMD provided shall also be suitably extended.
- 3 The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

1.13 FORMAT AND SIGNING OF RFP BID

- 1 The Bidder should prepare submission of Commercial Bid, Technical Bid and other requested information as per this RFP.
- 2 RFP Bid should be submitted as mentioned in clause 1.6.
- 3 The required Bid documents shall be typed or neatly written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
- 4 Any inter-lineation, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids. The Bank reserves the right to reject bids not conforming to above.
- 5 Bidders responding to this RFP shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.



1 D. SUBMISSION OF RFP BIDS

1.14 DEADLINE FOR SUBMISSION OF RFP BIDS

- 1 Bids must be received by the Bank through GeM portal, no later than the date & time specified in the "Schedule of Events" in Invitation to Bid.
- 2 In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received up to the appointed time on the next working day.
- 3 The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the extended deadline.

1.15 LATE BIDS

Any Bid received after the deadline for submission of Bids prescribed, will be rejected.

1.16 MODIFICATION AND WITHDRAWAL OF BIDS

- 1 The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on GeM, prior to the deadline prescribed for submission of Bids.
- 2 No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- 3 No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder and other action as per terms of RFP.

1 E EVALUATION OF BIDS

1.17 OPENING OF BID BY THE BANK



- 1 The Bid will be opened by the Tender Evaluation Committee of the Bank. The Technical Bids of all the Bidders will be evaluated by the Committee as per the eligibility criteria. On the basis of this evaluation the Bidders will be shortlisted for opening of Commercial Bid.

1.18 PRELIMINARY EXAMINATION

The Bids will be examined by the Bank to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order and whether required Bid security (EMD), wherever applicable, has been furnished. A Bid determined as not substantially responsive will be rejected. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

During evaluation and comparison of Bids, the Bank may, at its discretion ask the Bidders for clarification of its Bid. The request for clarification shall be posted on GeM and no change in prices or substance of the Bid shall be sought, offered or permitted. No post Bid clarification at the initiative of the Bidder shall be entertained.

Any effort on the part of Bidder to influence Bid evaluation process or award of contract may result in the rejection of the Bid/ disqualification of the Bidder.

1.19 BID ACCEPTANCE/ TECHNICAL EVALUATION OF BIDS

- 1 During technical evaluation of Bids, the Bank shall determine whether each Bid is acceptable to the Bank as per requirements of this RFP. A Bid shall be considered acceptable only if:
 - i It is received by the due date of submission including any extension thereof.
 - ii It is accompanied by Bidder covering letter in the format at **Annexure A** duly signed by the authorized representative of Bidder.
 - iii It is accompanied by Board Resolution/ Power of Attorney as specified in clause 1.6.1.
 - iv Bid to accompany Bidder's information as required in the Application Form along with the requisite **Enclosures (1 to 16)** and **Annexures (A, B, C, D, G, H, I, J, K & N)** on Bidder's letter head/ prescribed format duly signed.
 - v It is accompanied by the Earnest Money Deposit of Rs.50,00,000/- (Rupees Fifty lacs only) in the form of DD/ BC or BG as specified in **Annexure G**, except for the exempted category as per GeM specifications.



- vi It is accompanied by a copy of the full RFP document duly signed on every page in token of acceptance of all terms and conditions.
- vii It contains all the information (complete in all respects) as requested in this RFP (in formats same as those specified).
- viii It contains Non-Disclosure Agreement duly signed by the Bidder (**Annexure I**)
- ix It contains Pre-Contract Integrity Pact, duly signed by the Bidder (**Annexure J**).
- x It contains duly notarized Affidavit by Bidder (**Annexure K**).
- xi It does not contain any unauthorized condition or qualification.
- xii It is not non-responsive in terms hereof.

2 Any Bid received in a format other than the prescribed format shall be considered to be non-responsive and may be rejected at the absolute discretion of the Bank.

3 The Bank reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Bank in respect of such Bid.

4 Technical evaluation of Bids will be done in the following stages/ manner:

Stage 1: Pre-qualification of Bids based of the documents submitted as desired
 Stage 2: Technical evaluation of the Bids as per Technical Evaluation Chart (**Appendix 4**) (Project experience and qualifying Criteria link of GeM document)
 Overall 20% weightage will be given to pre-selection inspection of the printing location of the bidder (format as per **Appendix 5** - Project experience and qualifying Criteria link of GeM document) as well as a presentation by the sales and IT team of the bidder/ vendor before the Selection Committee of the Bank.

MSE/ Startups and other exempted categories will be eligible for EMD/ PBG/ Turnover as per GeM stipulations. However, the applicant has to score minimum 70 marks out of 100 under evaluation criteria. No exemption will be applicable under other eligibility criteria.

During the Bank's inspection, if it is found that the submitted data (as detailed in prequalification criteria & Technical Bid Pro forma) is deviating from the actuals, bids of those bidders will be rejected without further scrutiny.

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification in respect of its tender.

The bidders who will qualify in Technical evaluation will qualify for next stage of bid i.e. Commercial Bidding.



1.20 EVALUATION OF COMMERCIAL BIDS AND FINALIZATION/ COMMERCIAL EVALUATION

- 1 Financial/ Commercial offers of only those Bidders, whose Bids are found to be acceptable after Technical evaluation, would be opened.
- 2 The format for quoting Commercial Bid is set out in **Annexure E** Wherein Vendor has to submit the indicative price total of all the items as per **Annexure M** (Please refer to BOQ link of GeM document) in the Excel sheet in hard copy. Only those Bidders whose Bids are responsive, would be shortlisted for Commercial evaluation through GeM portal.
- 3 Bank will award the Contract to the successful Bidder/s who has/ have been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid/ agree to supply at the lowest evaluated Bid (L1).

1.21 CONTACTING THE BANK

- 1 **No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time the Contract is awarded.**
- 2 Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder's Bid/ disqualification of the Bidder.

1.22 AWARD CRITERIA

- 1 The Bank will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid (L1) matches with the lowest evaluated Bid.
- 2 The approx. quantity mentioned is only tentative. Bank does not guarantee procurement of any minimum quantity of various items. Further, the items may be added/ modified/ deleted, and the given list is only tentative. For the same item, there may be further variations based on language etc.
- 3 The vendor(s) will be selected Pan-India and will be allotted as per Bank's discretion. Bank reserves the right to change/ modify/ reallocate the 13



FGMO's & ZO's as per its requirements. Bank's decision in this regard will be binding to all the Bidders and the same cannot be challenged on any grounds (like loss of business etc.). Bid Splitting: Bank may select maximum two vendors for allocation. Ratio of allocation of vendors will be on 60:40 basis to L1 and L2 vendor respectively, provided L2 match L1 rates. In case two vendors are selected, ratio of allocation of Branches to the vendors will be in the ratio of 60:40 to L1 and L2 vendors respectively, subject to matching with L1 rate. However, in case L2 bidder does not match L1 bidder's rate then same opportunity will be given to L3 bidder to match L1 bidder's rate and so on. If none of the bidders agree to match L1 bidder's rate, then 100% order will be awarded to L1 bidder. Zone wise details are only tentative and bank reserves the right to change/modify/reallocate the areas as per its requirements. Bank's decision in this regard will be binding to all the bidders and the same cannot be challenged on any grounds (like loss of business etc.)

In the event of L1 Bidder backing out from honoring their commitment, or for the matter being unable to supply due to deficiency in infrastructure/ inability to maintain uninterrupted supply to customers as per RFP, their EMD/ Security Deposit shall be forfeited. For better understanding of the geographical locations, list of states/ UTs covered under these FGMO's is given in Appendix 2 (Please refer to Scope of Work link of GeM document).

- 4 **The L1 price finalized, will be valid for three years** from the date of Service Level Agreement (SLA) execution, subject to periodical/ annual review by Bank for continuation or otherwise. Branches/ Offices of the Bank will issue multiple purchase orders i.e. indent through online system of their stationery requirement.
- 5 The Bank reserves the right to cancel/ modify/ change the existing contract/ call for fresh quotes for all/ some item any time during the validity period, if considered necessary. The Bank may at its discretion procure the stocks kept with the vendor before cancellation.
- 6 **In the event of insufficient number of vendors remaining in the Project, the RFP shall be scrapped.**



1.23 BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

- 1 The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and **reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.** Bank may at its sole discretion, if it notices that any vendor is not capable of or not having the required facilities as well as understanding of Bank's process of model, may cancel the Bid response of concerned vendor.

1.24 NOTIFICATION OF AWARD

- 1 Prior to expiration of the period of Bid validity, the successful Bidder/ Bidders will be notified through GeM.
- 2 The notification of award will constitute the formation of the Contract. The selected vendor will have to enter into detailed contract agreement including Service Level Agreement - SLA) terms of which are tentatively mentioned in "Part-4 Terms & Conditions" of the Document along with letter of acceptance, NDA (Non-Disclosure Agreement) as per **Annexure I**, PBG (Performance Bank Guarantee) as per **Annexure H** and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the RFP. The Bank may modify/ relax/ add some more terms and conditions in the contract agreements.
- 3 Upon notification of award to the successful Bidders, the Bank will discharge/ return the EMD of the unsuccessful Bidder/s.



1.25 PERFORMANCE BANK GUARANTEE (PBG)

- 1 The successful Bidder's EMD (without interest) will be discharged upon the Bidder signing the contract and submitting a Performance Bank Guarantee of Rs 2,00,00,000/- (Rupees Two crore only) *, issued by a Scheduled Commercial Bank in India, other than Bank of India, in favor of Bank of India, payable at Mumbai and valid for 2 months beyond the date of completion of all contractual obligations including warrantee obligations.

* Amount of PBG will be on pro-rata basis as per allocation of Branches.

In case of contracts placed following e-Bidding , Performance Security valid for 2 months beyond the date of completion of all contractual obligations including warrantee obligations, will be obtained from the successful Bidder, for ensuring due performance of the contract. In case of any extension of contract obligation period, the seller shall be liable to suitably extend the validity of the Performance Security.

Such Performance Security must be submitted by Seller to the Buyer within 15 days of award of contract on GeM. The payments to the seller shall become due only after receipt of Performance Security by the Buyer and verification of its genuineness. No interest shall be payable upon the Performance Security / PBG or any other amounts payable by the Seller to the Buyer under the Contract. If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller. If the Seller duly performs and completes the contract in all respects the Buyer shall, refund the Performance Security, as the case may be, to the Seller within 30 days of completion of all contractual obligations by the Seller. A format for Performance BG is attached as per **Annexure H**.

The Performance Bank Guarantee is required to protect the interest of Bank against the risk of non-performance/ deficiency/ non-adherence to terms and conditions as per contract by the successful vendor in respect of successful implementation of the project which may warrant the invoking of Bank Guarantee (BG), also if any act of the vendor results in imposition of Liquidated Damages, then the Bank reserves the right to invoke the submitted Performance Bank Guarantee.

1.26 SIGNING OF CONTRACT

- 1 In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder, if advised by the Bank.
- 2 Failure of the successful Bidder to comply with the requirement of Clause 1.24.2 and / or 1.25 shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.



- 3 The Bank reserves the right either to invoke the EMD or Performance Bank Guarantee or to cancel the contract if the Bidder fails to meet the terms of this RFP or contracts entered into with them.

1.27 MISCELLANEOUS

Notwithstanding anything said above, the Bank reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.



RFP BID COVERING LETTER

(To be submitted duly typed, signed with stamped by the Authorized Signatory on the Letter Head of the Bidder in original along with Technical Bid document.)

The Assistant General Manager
Bank of India
Head Office
Star House II
Stationery Department
3rd Floor, Bandra Kurla Complex Mumbai – 400 051

Dear Sir/ Madam,

Ref: RFP No. _____ dated: _____

TENDER FOR EMPANELMENT OF VENDORS FOR OUTSOURCING MODEL OF STATIONERY MANAGEMENT PROJECT (OMSMP) IN BANK OF INDIA THROUGH GeM

Having examined the Request for Proposal (RFP) for the captioned project, we the undersigned, intend to submit a pre-qualification requirements proposal in response to the Request for Proposal (RFP) for selection of vendors for Stationery Management Project.

We attach hereto the response as required by the RFP, which constitutes our proposal. Contact detail of the authorized signatory and an authorized contact person for our company are:

Particulars	Authorized signatory for signing the RFP	Authorized contact person.
Name		
Designation		
Email id		
Landline		
Mobile No.		
Fax No.		
Address		



We confirm that the information contained in this response or any part thereof, including its exhibits and other documents and instruments delivered or to be delivered to Bank of India is true, accurate, verifiable and complete. We declare that we have disclosed all material information, facts and circumstances to the Bank.

This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead BOI in the process.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document.

If selected, we understand that it would be on the basis of the eligibility criteria of RFP document. We understand that you are not bound to accept any or all responses to RFP you receive. We understand and accept that it does not confer any right with regard to participation in any manner whatsoever and Bank will have unfettered right and discretion in its decision at all times and is authorised to suspend our candidature without assigning any reason.

We declare that we have neither entered into nor are party to (whether by conduct or by acquiescence) any restrictive trade practice or sub-contracting arrangement or collective arrangement with any other person or entity including the other Applicants for the Project, in connection with the preparation and/ or submission of our responses.

We hereby confirm that we have not been declared ineligible by the Government of India/ State Governments/ Regulatory Agencies for having indulged in corrupt and fraudulent practices.

We hereby declare that none of the directors/ partners/ owners/ majority shareholders has any direct or indirect interest in Bank of India.

We undertake that, in competing for and, if we are selected, in executing the Project Agreements, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We submit herewith, authenticated copies of the company's Memorandum and Articles of Association/, audited balance sheet of the last three years along with other details/ documents of this RFP.

We understand that the Bank reserves the right to accept/ reject any application, or cancel the whole process, without assigning any reason therefor.

It is hereby confirmed that I/ we are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

We confirm that we have the necessary legal, regulatory, statutory and corporate



authority/ eligibility and competency to participate in this RFP and also to provide the services as per the RFP if we are selected.

We acknowledge and fully understand and are aware that if the information provided here is found to be misleading the short-listing process or in the event that the Bank discovers anything contrary to our above declarations, Bank is empowered to forthwith disqualify us from further participation in the process.

We also certify that the information/ data/ particulars furnished in our Bids are factually correct. We also accept that in the event of any information/ data/ particulars proving to be incorrect or submission of misleading information, the Bank will have the right to disqualify us from the Bid apart from forfeiture/ invocation of EMD.

We understand that you are not bound to accept the lowest or any Bid received by you, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

Yours faithfully,

Authorised Signatory
Name and designation with Company Stamp

Contact details

Mobile number:

Email ID:

Date

CERTIFICATE AS TO AUTHORISED SIGNATORIES.

I,the Company Secretary/ Authorised officer of..... certify that , who signed the above RFP is authorized to do so and bind the company by authority of its Board/ Governing body.

Date:

Signature
(Name)
(Company Seal)



BID QUESTIONNAIRE

Sr no	Criteria	Response	Remark
1.	Whether applicant vendor has fully understood the requirement of BOI as mentioned in RFP dated _____ and whether have capability to undertake such task.	Yes/No	
2.	Whether having existing Web interface whereby its client can indent and monitor its orders or Whether having existing IT infrastructure to accept online indenting and providing other online support services as mentioned in RFP.	Yes/No	If Yes , please mention the workflow and various facilities available and details of any existing client, if any, using it. If No , please mention the plan of setting up of such facility and timeline of completing the same.
3.	Whether having capability of customizing/Dovetailing/ Integrating of IT infrastructure with that of Bank.	Yes/No	
4.	Whether having Own Operational Print facility spread over India.	Yes/No	Please mention state-wise detailed list of own Printing factory with their specifications & Capacity in terms of actual weight of paper (in tons)
5.	Whether having Own operational Warehouse & offices spread across different states of India	Yes/No	Please mention state-wise detailed list of own Warehouse & its available Capacity.
6.	Whether Having Experience of Pan India Distribution & Delivery.	Yes/No	Please mention how many postal pin codes touched in 2022-23, 2023- 2024 and 2024-25 for supplying to its client.
7.	Whether Having Existing tie-up with couriers & India Post	Yes/No	Please mention details of tie-up and coverage of couriers in terms of pin codes covered.
8.	Whether complied with Full Statutory requirements.	Yes/No	Please mention Any disputes more than 1 crore.



9.	Whether having BCP/DRP Plan.	Yes/No	Please mention Plan/Writeup how the vendor will meet business continuity in case of any eventuality. Whether it has capability of continuing the operation in case of any breakdown/lockup etc. (a. In case of exigencies printing can be shifted to other locations of the printer; b) Delivery can be arranged with other courier).
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(Authorized Signatory)

Name and designation with Company Stamp



DETAILS OF FACILITIES/ INFRASTRUCTURE

Sr. No.	Particulars	Details provided
1	Registered Office – complete address with phone number, fax number and email address	
2	Printing Facilities – complete address with phone number, fax number and email address	
3	Warehouses – complete address with phone number, fax number and email address	
4	Own Distribution Points - complete address with phone number, fax number and email address	
5.	Third Party Distributors / Dealers - complete address with phone number, fax number and email address	

(Authorised Signatory)**Name and designation with Company Stamp**

REFERENCES

(One page per Client Referral)

Sr No	Particulars	Response
1	Client Name and Address	
2	Whether belongs to BFSI (Banking, Financial Services & Insurance) Sector	Yes/No
3	Name of the person who can be referred to from Clients' side, with Name, Designation, Line of Activity, Postal Address, Contact Phone and Fax numbers, E-Mail IDs, etc.	

(Authorised Signatory)

Name and designation with Company Stamp



COMMERCIAL BID

(To be submitted duly typed, signed with stamped by the Authorized Signatory on the Letter Head of the Bidder in original along with Commercial Bid proposal)

The Assistant General Manager
Bank of India
Head Office
Star House II
Stationery Department
3rd Floor, Bandra Kurla Complex Mumbai – 400 051

Dear Sir/ Madam,

Ref: RFP No. _____ dated: _____

TENDER FOR EMPANELMENT OF VENDORS FOR OUTSOURCING MODEL OF STATIONERY MANAGEMENT PROJECT IN BANK OF INDIA THROUGH GeM

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Commercial Bid for the various items detailed in Annexure “L” through GeM portal in Excel Sheet as per format in Annexure “M” in conformity with the said RFP documents:

Sr. No.	Item	Cost (Rs.)
A	B	C
1	Various Items as Per Annexure “M”. Total Consumption Cost (Indicative unit price x consumption)	

For Sr no 1 the price should represent landed cost including transportation cost i.e. the price should be inclusive of the cost of all materials, printing, labour, packing as per requirement, and unloading at delivery location, inclusive of all applicable taxes / levies / duties.

The Bids are valid for 180 days from the date of opening

of Bid. Dated this day of 2026

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of



Bidder's Forwarding Letter for Bid Fee of Rs _____ and EMD of Rs _____

(To be submitted duly typed, signed with stamped by the Authorized Signatory on the Letter Head of the Bidder)

The Assistant General Manager
Bank of India
Head Office
Star House II
Stationery Department
3rd Floor, Bandra Kurla Complex Mumbai – 400 051

Dear Sir/ Madam,

Ref: RFP no. _____ Dated _____

We enclose RFP Bid fee (Non Refundable) of Rs _____/- (Rupees _____ only) and Earnest Money Deposit (EMD) in the form of a Demand Draft / Banker's Cheque/ Pay Order /Bank Guarantee No..... dated..... valid upto.....issued by the Branch of the Bank, for the sum of Rs. _____ only (Rupees _____ only) drawn in favour of Bank of India payable at Mumbai. We also understand and agree that no interest will be paid on EMD amount. This EMD will be treated as per terms and conditions set out in this RFP.

Thanking you,

Yours faithfully,

(Authorised Signatory)

Name and designation with Company Stamp

Date

Instruction for Bidders regarding EMD:

- Bidders can submit the EMD in the form of Bank Guarantee (BG) also (other than BOI), format to be taken as per GeM and GeM criteria of SFMS to be fulfilled.
- Details for BG advising message: Bank Name- Bank of India, Branch Name- Bandra Kurla Complex, Mumbai, IFSC CODE-BKID0000122
- The same should be valid for 45 days beyond the bid validity.
- Exemption, if any, in the EMD to the eligible Micro and Small Enterprises (MSE) Bidders as per MSMED Act subject to submission of required documents by the Bidders for availing such exemption. [EMD EXEMPTION: The Bidder



seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for Goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.]



BANK GUARANTEE FORMAT

(TO BE STAMPED AS AN AGREEMENT)

1. THIS BANK GUARANTEE AGREEMENT executed at _____ this _____ day of _____ 202__ by _____ (Name of the Bank) _____ having its Registered Office at _____ and its Branch at _____ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) IN FAVOUR OF Bank of India, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 having its Head Office at Star House, C-5, G Block, Bandra Kurla Complex, Bandra (East) Mumbai-400051 and one of its offices at _____ (procuring office address), hereinafter referred to as "BOI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

2. WHEREAS M/s _____, incorporated under _____ Act having its registered office at _____ and principal place of business at _____ (hereinafter referred to as "Service Provider/ Vendor" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to supply of hardware/software and/ or services (hereinafter referred to as "Services") to BOI in accordance with the Request for Proposal (RFP) No. _____ dated _____ including its corrigenda, if any.

3. WHEREAS, BOI has agreed to avail the Services from Service Provider for a period of _____ year(s) subject to the terms and conditions mentioned in the RFP.

4. WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated _____, Service Provider is required to furnish a Bank Guarantee for a sum of Rs./- (Rupees _____ only) for due performance of the obligations of Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. _____ /- (Rupees _____ only) to BOI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

5. WHEREAS, the Bank Guarantee is required to be valid for a total period of 2 months beyond the date of completion of all contractual obligations including warrantee



obligations and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, BOI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. _____/-
(Rupees _____ only)

NOW THIS GUARANTEE WITNESSETH THAT

1 .In consideration of BOI having agreed to entrust Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from BOI, without protest or demur or without reference to Service Provider and notwithstanding any contestation or existence of any dispute whatsoever between Service Provider and BOI, pay BOI forthwith the sums so demanded by BOI not exceeding Rs. _____ /-(Rupees only).

2. Any notice / communication / demand from BOI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honored by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the BOI, under this Guarantee shall be independent of the agreement or other understandings, whatsoever, between the BOI and Service Provider.
4. This Guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the BOI.

WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT

- i. Any neglect or forbearance on the part of BOI to Service Provider or any indulgence of any kind shown by BOI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way,



- release or discharge the Bank from its liabilities under this Guarantee.
- ii. This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by BOI at its discretion.
 - iii. This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
 - iv. The Guarantee shall not be affected by any change in the constitution of BOI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
 - v. This Guarantee shall be a continuing guarantee during its validity period.
 - vi. This Guarantee shall remain in full force and effect for a period of 2 months beyond the date of completion of all contractual obligations including warrantee obligations i.e. up to _____. Unless a claim under this Guarantee is made against us on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
 - vii. This Guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this Guarantee.

Notwithstanding anything contained herein above:

- i. Our liability under this Bank Guarantee shall not exceed Rs _____/- (Rs. _____ only)
- ii. This Bank Guarantee shall be valid upto _____ (upto 2 months beyond the date of completion of all contractual obligations including warrantee obligations).
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if BOI serve upon us a written claim or demand on or before _____

Yours faithfully,

For and on behalf of bank. _____

Authorized official



NON-DISCLOSURE AGREEMENT

(to be stamped as an Agreement)

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the "Agreement") is made at between:

The Bank of India (BOI), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 having its Head Office at Star House, C-5, G Block, Bandra Kurla Complex, Bandra (East) Mumbai-400051 and one of its office at _____ (hereinafter referred to as "Bank" which expression includes its successors and assigns) of the ONE PART;

And

_____ (hereinafter referred to as "the Printer" which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. (give name & address of the printer) _____ is carrying on business of providing _____ has agreed to _____ for the Bank and other related tasks.

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

1. Confidential Information and Confidential Materials:

(a) "Confidential Information" means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. "Confidential Information" includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party's network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party's business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement

(b) Confidential Information shall not include any information that: (i) is or subsequently



becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.

- (c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

2. Restrictions

(a) Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's own employees and other persons and then only to those employees and persons who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement.

(b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

(1) the statutory auditors of the Receiving Party and

(2) regulatory authorities regulating the affairs of the Receiving party and inspectors and supervisory bodies thereof

(c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement

(d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

(e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.



3. Rights and Remedies

- (a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- (b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction. a. Suspension of access privileges b. Change of personnel assigned to the job c. Financial liability for actual, consequential or incidental damages d. Termination of contract
- (d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. Miscellaneous

- (a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.
- (b) Any software and documentation provided under this Agreement is provided with RESTRICTED RIGHTS.
- (c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- (d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential



Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

- (e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.
- (f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.
- (g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- (h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- (i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

5. Suggestions and Feedback:

- (a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.



Dated this _____ day of _____ (month) 2026 at _____ (place)

For and on behalf of _____

Name		
Designation		
Place		
Signature		

For and on behalf of _____

Name		
Designation		
Place		
Signature		



PRE-CONTRACT INTEGRITY PACT

(to be stamped as an Agreement)

This pre-Bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ 2026 , between, on the one hand, the Bank of India , a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 having its Head Office at Star House, C-5, G Block, Bandra Kurla Complex, Bandra (East) Mumbai-400051 through its -----
-----Department / Office at -----,-----, (hereinafter called the "BANK", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part and M/s..... represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/ Seller which expression shall mean and include, unless the context otherwise requires, its/ his successors and permitted assigns of the Second Part.

WHEREAS the BANK proposes to procure (Name of the Stores/ Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and;

WHEREAS the BIDDER is a private company/ public company/ Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BANK is an Office / Department of Bank of India performing its functions on behalf of Bank of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the BANK to obtain the desired service/ product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
- Enabling Bidders to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BANK will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the BANK

1.1 The BANK undertakes that no official of the BANK, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for



themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, Bid evaluation, contracting or implementation process related to the contract.

1.2 The BANK will, during the pre-contract stage, treat all Bidders alike, and will provide to all Bidders the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular Bidder in comparison to other Bidders.

1.3 All the officials of the BANK will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BANK with full and verifiable facts and the same is prima facie found to be correct by the BANK, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BANK and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BANK the proceedings under the contract would not be stalled.

2. Commitments of Bidders

2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre- contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

2.1.1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.1.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with Bank of India for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with Bank of India.

2.1.3 Wherever applicable, the BIDDER shall disclose the name and address of agents and representatives permitted by the Bid documents and Indian Bidders shall disclose their foreign principals or associates, if any.

2.1.4. The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this



Bid/contract.

2.1.5 The BIDDER further confirms and declares to the BANK that the BIDDER is the original vendors or service providers in respect of product / service covered in the Bid documents and the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BANK or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.1.6 The BIDDER, at the earliest available opportunity, i.e. either while presenting the Bid or during pre-contract negotiations and in any case before opening the financial Bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BANK or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.1.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.

2.1.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.1.9. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any - information provided by the BANK as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

2.1.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.1.11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

2.1.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BANK, or alternatively, if any relative of an officer of the BANK has financial Interest/ stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

2.1.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BANK.



3. Previous Transgression

3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise/ Public Sector Banks in India or any Government Department in India or RBI that could justify BIDDER's exclusion from the tender process.

3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

4. Earnest Money (Security Deposit)

4.1 While submitting commercial Bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/ Security Deposit, with the BANK through any of the mode mentioned in the RFP/ Bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of Bank of India from a nationalized Bank including BOI. However, payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents/ RFP should be from any nationalized Bank other than BOI and promising payment of the guaranteed sum to the BANK on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BANK shall be treated as conclusive proof for making such payment to the BANK.

4.2 Unless otherwise stipulated in the Bid document/ RFP, the BG shall be valid upto a period of three years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BANK, including warranty period, whichever is later.

4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to EMD/ Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of EMD/ Performance Bond in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

4.4 No interest shall be payable by the BANK to the BIDDER on Earnest Money/ Security Deposit for the period of its currency.

5. Sanctions for Violations:

5.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BANK to take all or any one of the following actions, wherever required:

(i) To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the BANK desires to drop the entire process.

(ii) The Earnest Money Deposit (in pre-contract stage) and/ or Security Deposit/



Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BANK and the BANK shall not be required to assign any reason, therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BANK, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing MCLR for 1 year or Base Rate of Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BANK in connection with any other contract for any other stores, such outstanding could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and/or performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BANK, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BANK resulting from such cancellation/rescission and the BANK shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the BANK or any of its Subsidiaries for a minimum period of five years, which may be further extended at the discretion of the BANK.

(viii) To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(ix) Forfeiture of Performance Bond in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

(x) Intimate to the CVC, IBA, RBI, as the BANK deemed fit the details of such events for appropriate action by such authorities.

5.2 The BANK will be entitled to take all or any of the actions mentioned at para 5.1(i) to (x) of this Pact also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BANK to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.



6. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BANK, if the contract has already been concluded.

7. Independent Monitors:

7.1 The BANK has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors is as under:

	IEM-1	IEM-2
Name	Dr. Rajendra Kumar, Tiwari- IAS (Retired.)	Lt. Gen. Nav K Khanduri (Retired)
Address	House No. -B-58, Sector-105 Noida Distt- Gautam Budhha Nagar, Uttar Pradesh-201304	House No. A-5/8 3rd Floor, DLF Valley, Pinjore Kalka Urban Complex Sector-3 Panchkula Haryana-134107
Contact details	Email:rajendratiwari@rediffmail.com	E-mail: navkkhanduri@yahoo.co.in

7.1 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.2 The Monitors shall not be subjected to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.3 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. Parties signing this Pact shall not approach the Courts while representing the matters to Independent External Monitors (IEMs) and he/she will await their decision in the matter.

7.4 As soon as the Monitor notices, or has reason to believe, a violation of his Pact, he will so inform the Authority designated by the BANK.

7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BANK including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

7.7 The BANK will provide to the Monitor sufficient information about all meetings



among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

7.8 The Monitor will submit a written report to the designated Authority of BANK/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BANK / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

8. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BANK or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BANK.

10. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

11. Validity

11.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BANK and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful Bidder by the BANK.

11.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions

12. The parties hereby sign this Integrity Pact at _____ on _____

for BANK

for BIDDER

Name & Designation of the Officer:
Officer Office / Department / Branch
Bank of India.

Chief Executive

Witness

1.
2.

Witness

1.
2.



AFFIDAVIT ON A NON JUDICIAL STAMP PAPER DULY NOTARIZED

(To be stamped as per Stamp Act prevailing at the centre of execution)

I, _____, sole proprietor / partner / authorized signatory of M/s. _____, public / private limited company, having its registered office at..... (Full Address) do hereby solemnly affirm and declare as under:-

1. That our company is not blacklisted by any Bank/ State Government / Central Government / Financial institution, etc. and have not sublet / subcontracted any work allocated to us.
2. That our company has never been convicted or have any cases pending in the court of Law against any Bank/ State Government / Central Government / Financial institution.
3. That our company has never defaulted in execution of any contract / order of Bank / State Government / Central Government / Financial institution or has no suit for recovery ever filed by any govt. organization against us for violation of terms and conditions.
4. I / we hereby declare that our Company _____ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.
5. That our company has never returned back any contract/order unexecuted.
6. That no Bank/ customer of our company is dissatisfied with the machines/Services provided by us and our services are found to be satisfactory by all the Banks /customers.
7. That we shall not be sub-contracting any work under the present tender, if we are selected as the successful Bidder.

(Signature of the Authorised Signatory/ Proprietor/ Managing Partner/ Director with Seal) DEPONENT

Verified at on.....that the contents of Paras 1 to 7 of this affidavit are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

(Signature of the Authorised Signatory /Proprietor/ Managing Partner/Director with Seal) DEPONENT

(Signature & Seal of Notary)



Sr. No	Item Code	Product Name	Product Category	Product Type	UOM	No of Pages / Leaves	Close Size	Open size	Paper	GSM	Printing	Brand / Make	Finishing	Estimated Quantity
1	BS00001	ALD 2	Form	Print	Each	8 Pages	21 x 29 cm	42x29 CM	white maplittho	60 GSM	1 + 1 Color		Fold & Centre Pinning	600000
2	BS00002	Form 121	Pad	Print	Per Pad	200 Leaves	21 x 34 cm	N/A	White Maplittho	60 GSM	1 + 1 Color		Pad making with top & bottom Kraft paper	10000
3	BS00003	Additional Deposit Form	Form	Print	Each	2 Pages	21 x 29 cm	42x29 cm	White maplittho	80 GSM	1 + 1 color		gather & left side top stappled	1300000
4	BS00004	Address Change	Pad	Print	Per Pad	200 Leaves	21 x 29 cm	N/A	white Maplittho	52 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	5500
5	BS00005	ATM form	Pad	Print	Per Pad	200 Leaves	21 x 30 cm	N/A	white maplittho	80 GSM	1 + 1 color (Blue)		Pad making with top & bottom Kraft paper	10000
6	BS00006	ATM Reversal	Pad	Print	Per Pad	200 Leaves	21 X 28.5 cm	N/A	white Maplittho	60 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	1000
7	BS00007	ALD 1	Form	Print	Each	4 Pages	21 x 29 cm	42x29 CM	white maplittho	60 GSM	1 + 1 color		Centre folding	1000000
8	BS00008	Cheque Book form	Form	Print	Each	2 pages	14.5 x 22 cm	N/A	white Maplittho	52 GSM	1 + 0 color		cut to size	2000000
9	BS00009	Credit Voucher	Pad	Print	Per Pad	100 Leaves	9.5 x 19.5 cm	N/A	Green color paper	70 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	100000
10	BS00010	Customer Profile Sheet corporate	Pad	Print	Per Pad	200 Leaves	20.5 x 29.7 cm	N/A	White Maplittho	80 GSM	1 + 0 Color		Pad making with top & bottom Kraft paper	5000
11	BS00011	Customer Profile Sheet individual	Pad	Print	Per Pad	200 Leaves	20.5 x 29.7 cm	N/A	White Maplittho	78 GSM	1 + 0 Color		Pad making with top & bottom Kraft paper	10000
12	BS00012	D-11 (Window Envelope)	Envelope	Print	Each	NA	10.7 X 24 cm	22.5 X 29 cm	White Maplittho	80 GSM	1 + 0 color		Die punching, window envelope making,	5500000
13	BS00013	D-12 (White letter Envelope)	Envelope	Print	Each	NA	10.7 X 24 cm	22.5 X 29 cm	White Maplittho	80 GSM	1 + 0 color		Die punching, envelope making	5500000
14	BS00014	DBD Receipts/Advice	C/S Form	Print	Each	2 pages	23 x 15.5 cm	N/A	Parchment paper	120 GSM	4 + 1 color		C/S Forms, Perfoation, sproket hole, UOM packed in 50 above micron polythene bag.	1650000
15	BS00015	dd/Payorder Form	Pad	Print	Per Pad	100 Leaves	14.5 X 28.2 cm	N/A	Green color paper	47 GSM	1 + 1 Color		Vertical Perforation, Pad making with top and bottom Kraft paper.	100000
16	BS00016	Death Claim Form	Form	Print	Each	4 Pages	21 x 29 cm	42x29 cm	White maplittho	80 GSM	1 + 1 color		1 fold.	275000
17	BS00017	Debit Voucher	Pad	Print	Per Pad	100 Leaves	9.5 x 19.5 cm	N/A	Maplittho	70 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	100000
18	BS00018	Duplicate Passport form	Pad	Print	Per Pad	200 Leaves	22 x 29 cm	N/A	white Maplittho	60 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	5500
19	BS00019	KYC FORM	Pad	Print	Per Pad	200 Leaves	21x33.5 cm	N/A	white Maplittho	70 GSM	1 + 1 Color		Pad making with top & bottom Kraft paper	70000
20	BS00020	L435 Bearer Letter	Pad	Print	Per Pad	200 Leaves	21 x 14.2 cm	N/A	white maplittho	60 GSM	1 + 0 Color		Pad making with top Kraft paper & bottom straw board.	6000
21	BS00021	L440 Instalment Letter	Pad	Print	Per Pad	200 Leaves	14.2 x 14.8 cm	N/A	white maplittho	60 GSM	1 + 0 Color		Pad making with top & bottom Kraft paper	6000
22	BS00022	L515	Pad	Print	Per Pad	200 Leaves	20.3 x 29.5 cm	N/A	white maplittho	70 GSM	1 + 1 Color		Pad making with top & bottom Kraft paper	6000
23	BS00023	L517	Pad	Print	Per Pad	200 Leaves	21 x 33.5 cm	n/A	green azurlaid ledger paper	90 GSM	1 + 1 Color		Pad making with top & bottom Kraft paper	6000
24	BS00024	Locker card (SNU/451 A)	Pad	Print	Per Pad	200 Leaves	14.7 x 21 cm	N/A	White Maplittho	140 GSM	1 + 1 Color		Cut to size & packet of 200 leaves.	5000
25	BS00025	NEFT/RTGS form	Pad	Print	Per Pad	200 Leaves	21x29.7 cm	N/A	white maplittho	78 GSM	1 + 1 Color		Perfoation, Pad making with Kraft paper.	1000000
26	BS00026	Net banking Corporate	Booklet	Print	Each	12 pages (6 leaves)	21 x 29 cm	45x 29 cm	white Maplittho	60 GSM	1 + 1 color		6leaves gather and left top stappled.	50000
27	BS00027	Net Banking Regeneration	Pad	Print	Per Pad	200 Leaves	21 x 29 cm	N/A	white Maplittho	60 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	31000
28	BS00028	Nomination form (DA1,2,3)	Pad	Print	Per Pad	200 Leaves	21x29.7 cm	N/A	white maplittho	80 GSM	1 + 1 Color		Perfoation, Pad making with top and bottom Kraft paper.	5000
29	BS00029	Note Slip Red	Pad	Print	Per Pad	200 Leaves	5.2 x 20.5 cm	N/A	Pink Color Kaper	80 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	1500
30	BS00030	Note Slip white	Pad	Print	Per Pad	200 Leaves	5.2 x 20.5 cm	N/A	White Maplittho	80 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	3000
31	BS00031	Paying Slip	Slip	Print	Each	2 pages	10.5 x 33.3 cm	N/A	white Maplittho	70 GSM	1 + 1 color		vertical Perforation, cut to size;Packaging: packet of 50 slips	157140000
32	BS00032	Pos Reversal	Pad	Print	Per Pad	200 Leaves	21x29.7 cm	N/A	white maplittho	80 GSM	1 + 1 Color		Pad making with top & bottom Kraft paper	5000
33	BS00033	PPF Deposit form (Challan)	Pad	Print	Per Pad	100 Leaves	29x 21 cm	N/A	White Maplittho	60 GSM	1 + 1 Color		Perforation, Pad making with top & bottom Kraft paper	5500

ANNEXURE-1

34	BS000034	PPF Deposit form (slip)	Pad	Print	Per Pad	100 Leaves	11 x 28.5 cm	N/A	Green color paper		44 GSM	1 + 1 Color		Perforation, Pad making with top & bottom Kraft paper	5500
35	BS000035	PPF Passbook	Pass Book	Print	Each	Inner : 20 pages, Cover: 4 pages	10.7 x 13.5 cm	21.4 x 13.5 cm	Inner white Maplitho, Cover Blue MG Board		Cover:180 GSM,Inner :80 GSM	Inner 1 + 1 color, cover 1+1 green color		centre 2 pinning	200000
36	BS000036	PPF form	Pad	Print	Per Pad	200 Leaves	21x29.7 cm	N/A	white maplitho		80 GSM	1 + 1 Color		Pad making with top & bottom Kraft paper	7000
37	BS000037	RBI RACP	Booklet	Print	Each	8 pages	21 x 33.5 cm	42 x 33.5 cm	Green azurlaid ledger paper		80 GSM	1 + 1 Color		Folding & side pinning (3 pins)	500000
38	BS000038	RD Pass Book	Pass Book	Print	Each	Inner : 24 pages, Cover: 4 pages	9.2 x 19.7 cm	18.4 x 19.7 cm	Inner white Maplitho, Cover Art paper		Cover:220 GSM,Inner:70 GSM	Inner 1 + 1 color, cover 4+1 color		Folding & centre thread sewing	800000
39	BS000039	RD Withdrawal	Pad	Print	Per Pad	200 Leaves	9.7 x 14.5 cm	N/A	Green color paper		44 GSM	1 + 0 color		Pad making with top & bottom Kraft paper	8000
40	BS000040	Account Closure Form	Form	Print	Per Pad	100 leaves	21x33.5 cm		White Maplitho		70	1+0 colour printing		Pad making with top & bottom Kraft paper	5000
41	BS000041	SB A/C opening form	Booklet	Print	Each	10 Pages	21 x 29 cm	42x29 cm	White maplitho		80 GSM	1 + 1 color		gather & left side top strapped	3000000
42	BS000042	SB Passbook	Pass Book	Print	Each	Inner : 24 pages, Cover: 4 pages	9.2 x 19.7 cm	18.4 x 19.7 cm	Inner white Maplitho, Cover Art paper		Cover:220 GSM,Inner:70 GSM	Inner 1 + 1 color, cover 4+1 color		Folding & centre thread sewing	4000000
43	BS000043	SB Withdrawal Slip	Pad	Print	Per Pad	200 Leaves	10.8 x 18.7cm	N/A	Pink Color Paper		70 GSM	1 + 1 Color		Cut to size & packet of 200 leaves.	800000
44	BS000044	SCSS Passbook	Pass Book	Print	Each	Inner : 24 pages, Cover: 4 pages	10.5 x 13.5 cm	21 x 13.5 cm	Inner white Maplitho, Cover Yellow color MG Board		Cover:210 GSM,Inner :80 GSM	Inner 1 + 1 color, cover 1+0 color		Inner pages thread sewing and cover pasting/ inner cover to be pasted with 1st and last page of inner)	330000
45	BS000045	Signature card	Card	Print	Each	2 pages	14.5 x 20.5 cm	N/A	white Maplitho		120 GSM	1 (Blue) + 0 Color		cut to size	314000
46	BS000046	Gold Loan Booklet	Booklet	Print	Each	7 leaves	21x34 cm		Green ledger paper		70 GSM	1 +1 colour		staple pinning	200000
47	BS000047	TDR Paper Cover	Plastic Envelope	Non Print	Each	NA	16.8 x 24 cm, Flap16.8 x 3.5 cm	N/A	HM Rimzim Material, 80 micron		na	1 side Red color		Envelope making	2000000
48	BS000048	KCC Withdrawal Slip	Slip	Print	Per Pad	100	18x11 cm		Green color paper		70	1+0 colour printing		Pad making with top & bottom Kraft paper	30000
49	AG- 51	SUPPLEMENTAL TERM LOAN AGREEMENT/CHAN GE IN REPAYMENT SCHEDULE	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurlaid Ledger		80 GSM	1 + 1		1 fold	25000
50	Cash 1075	DAILY CASH BOOK	Registers	Print	Each	304 + ends 8 pages	21x33cm	42x33cm	Inner: Green azurlaid Ledger, Ends Kraft paper		Inner:70 GSM,Ends: 80 GSM	1 + 1		Folding, Section sewing,ends pages pasting with first and last page of inner, 2" cloth strip to be pasted at centre of ends pages for strength, Register binding with 2mm Mill Board, Marble paper and calico on spine and 4 corners, Page wise Numbering, Product label 2" x 4" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	5500

51	Cash 1078	COLLECTION CHECKS REGISTER	Registers	Print	Each	204 Pages + 8 pages ends	Book Block: 20.5 x 32.5 cm	41 x 32.5 cm	Inner : Green Azurlaid Ledger, Ends: Orange color ribbed Kraft	Inner : 70 GSM, Ends : 70 GSM	2 + 2color (Black & Red)	Folding, Section sewing, ends pages pasting with first and last page of inner, Register binding with 2mm Mill Board, Marble paper and Calico on spine and 4 corners. Folio wise Numbering. Product label 2" x 4" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	100
52	CASH 1080	NOTES DELIVERY BOOK-EACH OF 300 PAGES	Registers	Print	Each	304 Pages + 8 pages ends	Book Block: 20.5 x 16 cm	41 x 16 cm	Inner : Green Azurlaid Ledger, Ends: Orange color ribbed Kraft	Inner : 80 GSM, Ends: 70 GSM	2 + 2color (Black & Red)	Folding, Section sewing, ends pages pasting with first and last page of inner, Register binding with 2mm Mill Board, Marble paper and Calico on spine and 4 corners. Page wise Numbering. Product label 2" x 4" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	100
53	CD 115	JOINT HINDU FAMILY LETTER	Form	Print	Each	4 pages	21x33 cm	42x33 cm	Green azurlaid ledger	80 GSM	1 + 1	1 fold	6000
54	CHA 1	AGREEMENT FOR PRIORITY SECTOR ADV EXCLUDING VEHILE LOAN)	Booklet	Print	Each	68 pages	21x32.5 cm	42x32.5 cm	Green azurlaid ledger	80 GSM	1 + 1	Fold & Centre Pinning	300000
55	CHA 4	MORTGAGE DEED SUPPLEMENTAL HYPOTHICATION CUM LOAN	Booklet	Print	Each	12pages	21x33.5 cm	42x33.5 cm	Green azurlaid ledger	80 GSM	1 + 1	Fold & Centre Pinning	14000
56	CHA 5	AGREEMENT TO SECURE ADD CC/DEMAND LOAN OD/TERM LOAN OTHER CR FACILITY	Booklet	Print	Each	12pages	21x33.5 cm	42x33.5 cm	Green azurlaid ledger	80 GSM	1 + 1	Fold & Centre Pinning	17000
57	CHA 6	DEED OF FURTHER CHARGE ON MORTGAGED LAND/FOR NEW/ADDITIONAL LOANS ONLY	Booklet	Print	Each	10 pages	21x33.5 cm	42x33.5 cm	Green azurlaid ledger	80 GSM	1 + 1	Fold & Side Pinning	4000
58	ICD 14	APPLICATION FOR INDIA CARD/TAJ PREMIUM CARD/GOLD CARD/GOLD INTERNATIONAL CARD	Form	Print	Each	10 pages (after fold)	9.8 x 24.2 cm	48.3 x 24.2 cm	White Maplitho	100 GSM	4 + 4	zig zag folding	6000
59	IFD 1	TERM LOAN AGREEMENT HYPOTHICATION CUM LOAN	Booklet	Print	Each	8 pages	21x33.5 cm	42x33.5 cm	Green azurlaid ledger	80 GSM	1 + 1	Fold & Centre Pinning	12000
60	IFD 10	AGREEMENT (PLANT & MACHINERY STOCK & BOOK DEBTS)	Booklet	Print	Each	28 pages	21x33.5 cm	42x33.5 cm	Green azurlaid ledger	80 GSM	1 + 1	Fold & Centre Pinning	6000
61	L434	DEMAND PROMISSORY NOTE	Form	Print	Each	2 pages	14.5x21 cm	NA	White Maplitho	120 GSM	1 + 0	Cut to size	1000000

62	L 444C	ACKNOWLEDGEME NT OF DEBT/SECURITIES ACKNOWLEDGEME NT OF DEBT/SECURITIES BY LEGAL REP OF DECEASED BORROWER	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azur/raid Ledger	80 GSM	1 + 1	1 fold	900000
63	L 444CC	ACKNOWLEDGEME NT OF DEBT/SECURITIES BY LEGAL REP OF DECEASED BORROWER	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azur/raid Ledger	80 GSM	1 + 1	1 fold	44000
64	L 444 DD	ACKNOWLEDGEME NT OF DEBT/SECURITIES BY HEIRS/LEGAL REP OF DECEASED BORROWER	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azur/raid Ledger	80 GSM	1 + 1	1 fold	12000
65	L 482	SUPPLEMENTAL AGREEMENT FORM B	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azur/raid Ledger	80 GSM	1 + 0	Pad making with front and back kraft paper	3000
66	L 483	SUPPLEMENTAL AGREEMENT FORM C	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azur/raid Ledger	80 GSM	1 + 1	Pad making with front and back kraft paper	3000
67	L 487	APPLICATION FORM FOR EDUCATION LOAN	Booklet	Print	Each	8 pages	21x29.7 cm	42x29.7 cm	White Mapilitho	80 GSM	1 + 1	Fold & Centre pinning	31000
68	L 496	AUTHORITY LETTER BY EMPLOYEE OF THE TRUSTEE OF PE/GRADUITY	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azur/raid Ledger	80 GSM	1 + 1	Pad making with front and back kraft paper	1500
69	L 497	AUTHORITY LETTER BY NOMINEES OF THE EMPLOYEES TO THE TRUSTEES OF PE/GRADUITY	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azur/raid Ledger	80 GSM	1 + 0	Pad making with front and back kraft paper	1500
70	L 503 A	TERM LOAN AGREEMENT FOR INDIVIDUAL HSG LOANS TO OFFICERS & AWARD STAFF OF BANK	Booklet	Print	Each	8 pages	21x33.5 cm	42x33.5 cm	Green azur/raid Ledger	80 GSM	1 + 1	Fold & Side Pinning	7000
71	L 503 B	SUPPLEMENTAL TERM LOAN AGREEMENT FOR INDV HSG TO STAFF	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azur/raid Ledger	80 GSM	1 + 0	Pad making with front and back kraft paper	7000
72	L 512	AGREEMENT OF HYPOTHICATION FOR CONSUMER LOAN IN RESPECT OF VEHICLE LOAN	Booklet	Print	Each	12pages	21x33.5 cm	42x33.5 cm	Green azur/raid Ledger	80 GSM	1 + 1	Fold & Centre Pinning	12000
73	L 513	TERM LOAN AGREEMENT FOR HOUSING FINANCE	Booklet	Print	Each	26 pages	21x33.5 cm	42x33.5 cm	Green azur/raid Ledger	80 GSM	1 + 1	Fold & Side Pinning	32000
74	L 516	NEW/ MULTIPURPOSE DOCUMENTS	Booklet	Print	Each	20 pages	21x33.5 cm	42x33.5 cm	Green azur/raid Ledger	80 GSM	1 + 1	Fold & Centre Pinning	200000

75	L 517	AFFIDAVIT-CUM UNDERTAKING FOR STAR HOME LOANS	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azurlaid Ledger	80 GSM	1 + 1		Pad making with front and back Kraft paper	500
76	L 518	STAMPED UNDERTAKING/MA NDATE FOR STAR PENSIONER LOAN	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azurlaid Ledger	80 GSM	1 + 1		Pad making with front and back Kraft paper	4000
77	L 481	SUPPLEMENTAL AGREEMENT FORM A	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	Green azurlaid Ledger	80 GSM	1 + 0		Pad making with front and back Kraft paper	5000
78	LG 11	COUNTER GUARANTEE OF INDEMNITY	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurlaid Ledger	80 GSM	1 + 1		1 fold	20000
79	LG 12	GENERAL COUNTER GUARANTEE&INDE MINITY COVERING SEVERAL GUARANTEES/WITH IN SANCTION GUARANTEE LIMIT	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurlaid Ledger	80 GSM	1 + 1		1 fold	20000
80	LG 13	DECLARATION OF GUARANTEE ISSUED	Pad	Print	Each	100 Leaves	21x33.5 cm	NA	White Mapitho	70 GSM	1 + 0		Pad making with front and back Kraft paper	1000
81	LG 14	COUNTER GUARANTEE & INDEMNITY BY A SURETY FOR SPECIFIC GUARANTEE BY THE BANK	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurlaid Ledger	80 GSM	1 + 1		1 fold	10000
82	LG 15	GENERAL COUNTER GUARANTEE & INDEMNITY BY SURETIES COVERING SEVERAL GUARANTEES	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurlaid Ledger	80 GSM	1 + 1		1 fold	10000
83	L 444 D	ACKNOWLEDGEME NT OF DEBT/SECURITIES BY HEIRS/LEGAL REP OF DECEASED BORROWER	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurlaid Ledger	80 GSM	1 + 1		1 fold	10000
84	MSE 1	APPLICATION FORM FOR MICRO & SMALL ENTERPRISES (MSES)	Booklet	Print	Each	6 pages	21x33.5 cm	42x33.5 cm	White Mapitho	80 GSM	1 + 1		Fold & Side pinning	10000
85	M/SME 1	ADVANCE TO SMALL ROAD TRANSPORT OPERATORS	Booklet	Print	Each	10 pages	21x29.7 cm	42x29.7 cm	White Mapitho	80 GSM	1 + 1		Fold & Side pinning	40000

86	M5ME 2	PRO5AL FORM FOR ADV TO MICRO & SMALL ENTERPRISES WITH UNITS ABOVE 25 LAKHS	Booklet	Print	Each	6 pages	21x29.7 cm	42x29.7 cm	White Maplitho	80 GSM	1 + 1		Fold & Side pinning	37000
87	M5ME 3	PRO5AL FORM FOR ADV TO MICRO & SMALL ENTERPRISES WITH UNITS ABOVE 25 LAKHS UPTO 200 LAKHS	Booklet	Print	Each	12 pages	21x28.5 cm	42x28.5 cm	White Maplitho	80 GSM	1 + 1		Fold & Centre pinning	32000
88	OD 194	PERSONNEL/CORPO RATE DEED OF GUARANTEE	Booklet	Print	Each	12pages	21x33.5 cm	42x33.5 cm	Green azurifaid Ledger	80 GSM	1 + 1		Fold & Centre Pinning	57500
89	OD 444 C	ANNUAL ACKNOWLEDGEME NT OF DEBT & RECOVERY	Pad	Print	Each	100 Leaves	21x33.5 cm		Green azurifaid Ledger	80 GSM	1 + 1		Pad making with front and back kraft paper	23000
90	OD 444 D	ANNUAL ACKNOWLEDGEME NT OF DEBT & SECURITY	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurifaid Ledger	80 GSM	1 + 1		1 fold	2000
91	OD 168 B	GUARANTEE FORM LEGAL HEIR OF DECEASED BORROWER	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurifaid Ledger	80 GSM	1 + 1		1 fold	15000
92	SHG 2	APPLICATION FOR LOAN ASSISTANCE	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurifaid Ledger	80 GSM	1 + 1		1 fold	10000
93	SHG 3	AGREEMENT OF BANK FOR FINANCING SELF HELP GROUP	Booklet	Print	Each	8 pages	21x33.5 cm	42x33.5 cm	Green azurifaid Ledger	80 GSM	1 + 1		Fold & Centre Pinning	11000
94	SHG 4	SPONSORSHIP LETTER FROM NGO/SHF	Pad	Print	Each	100 Leaves	21x33.5 cm		Green azurifaid Ledger	80 GSM	1 + 1		Pad making with front and back kraft paper	8000
95	SHG 5	APPLICATION BY VOLUNTARY AGENCIES APPLYING FOR LOAN ASST FOR LENDING TO SELF HELP GROUP	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurifaid Ledger	80 GSM	1 + 1		1 fold	4000
96	SHG 6	ARTICLE OF AGREEMENT FOR FINANCING SELF HELP GROUP THROUGH VOLUNTARY AGENCIES	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurifaid Ledger	80 GSM	1 + 1		1 fold	8000

97	STAFF-1033	ATTENDANCE REGISTER (BIG) OF 50 FOLIOS	Registers	Print	Each	104 pages + 8 pages ends	24.5x37cm	49x37cm	Inner Green azulriald ledger, ends Kraft paper	Inner : 100 GSM, Ends : 70 GSM	2 + 2color (Black & Red)	Folding, Section sewing,ends pages pasting with first and last page of inner, Register binding with 2mm Mill Board, Marble paper and Calico on spine and 4 corners. Folio wise Numbering. Product label 3" x 5" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	4000
98	STAFF-1035	ATTENDANCE STAFF RECORD BOOK	Registers	Print	Each	116 pages + 8 pages ends	24.5x37cm	49x37cm	Inner Green azulriald ledger, ends Kraft paper	Inner : 100 GSM, Ends : 70 GSM	12 pages 1+1 color Blue, 104 pages 2 + 2 color	Folding, Section sewing,ends pages pasting with first and last page of inner, Register binding with 2mm Mill Board, Marble paper and Calico on spine and 4 corners. Folio wise Numbering. Product label 3" x 5" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	100
99	STAFF-1043	FORM H REGISTER OF EMPLOYMENT EACH OF 24 FOLIOS	Registers	Print	Each	256 pages + 8 pages ends	24.5x36.5 cm	49x36.5cm	Green azulriald ledger for inner & ends	Inner:80 GSM, Ends: 80 GSM	2 + 2color (Black & Red)	Folding, Section sewing,ends pages pasting with first and last page of inner, Register binding with 2mm Mill Board, Marble paper and Calico on spine and 4 corners. Set wise Numbering (1-24), Product label 3" x 5" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	9000
100	STAR HSG AP	APPLICATION & PRAPOSAL FORM FOR STAR HOME LOAN	Booklet	Print	Each	14 pages	21x33.5 cm	42 x33.5 cm	White Maplitho	80 GSM	1 + 1	Fold & Side pinning	20000
101	SSA PASSBOOK	SUKANYA SAMRIDHI ACCOUNT PASSBOOK	Pass Book	Print	Each	inner 24 + cover 4 pages	9x19.5 cm	18x19.5 cm	Inner White Maplitho, cover Pink color MG board	Inner 1 +1, cover 1 + 0, Outer : 240 GSM, Inner : 70 GSM	Inner 1 +1, cover 1 + 1	Inner thread sewing & cover pasting (1st & 24th page pasted with cover)	120000
102	FORM SSA-1	SAMRIDHI ACCOUNT APPLICATION	Pad	Print	Each	100 Leaves	21x 29.7 cm	NA	White Maplitho	80 GSM	1 + 1	Pad making with front and back kraft paper	1200
103	SDV 1453	MEMORANDUM OF AGREEMENT FORM	Booklet	Print	Each	8 pages	21x33.5 cm	42x33.5 cm	Green azulriald Ledger	80 GSM	1 + 1	Fold & Centre Pinning	28200
104	SDV 1405	LOCKER & KEY REGISTER	Registers	Print	Each	104 Pages + 8 pages ends	Book Block: 20.5 x 32.5 cm	41 x 32.5 cm	Inner : Green Azulriald Ledger, Ends: Orange color-ribbed Kraft	Inner: 80 GSM, Ends:70 GSM	2 + 2 color (Black & Red)	Folding, Section sewing,ends pages pasting with first and last page of inner, Register binding with 2mm Mill Board, Marble paper and Calico on spine and 4 corners. Page wise Numbering. Product label 2" x 4" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	500
105	SDV 1401	LOCKER RENT REGISTER	Registers	Print	Each	100 pages + 8 pages ends	28.5 x44.5 cm	57x44.5 cm	Green azulriald Ledger for inner & ends	Inner:80 GSM, Ends: 80 GSM	2 + 2color (Black & Red)	Folding, Section sewing,ends pages pasting with first and last page of inner, Register binding with 2.5mm Mill Board & calico on spine, outer Full red color good quality cloth cover pasted. Product name & code printed in black color on cloth. Folio Numbering.	1000

106	SDV 1407	OVERDUE RENT REGISTER	Registers	Print	Each	204 Pages + 8 pages ends	Book Block: 20.5 x 32.5 cm	41 x 32.5 cm	Inner : Green Azurlaid Ledger, Ends: Green ledger	Inner :80 GSM,Ends: 80 GSM	2 + 2color (Black & Red)	Folding, Section sewing ends pages pasting with first and last page of inner, Register binding with 2mm Mill Board, Marble paper and Calico on spine and 4 corners. Followwise Numbering. Product label 2" x 4" 1 color printed on 70 GSM maplitho paper and to be pasted top of the register.	500
107	SDV1453 SUPPLEMEN T LOOSE	SDV1453 SUPPLEMENT LOOSE	Form	Print	Each	4 pages	21x33.5 cm	42x33.5 cm	Green azurlaid Ledger	80 GSM	1 + 1	1 fold	1000
108	OS00001	PIN CUSHION	Non Print	Non Print	Each	PIN CUSHION					Premier / Music 555		31000
109	OS00002	STAMP PAD INK Blue/Red -25ml	Non Print	Non Print	25 ml Bottle	STAMP PAD INK Blue/Red -25ml					Camlin/Office mate		15800
110	OS00003	STAMP PAD INK Blue/Red -100ml	Non Print	Non Print	100 ml Bottle	STAMP PAD INK Blue/Red -100ml					Camlin/Office mate		15800
111	OS00004	POST IT 5 color Arrow Flag	Non Print	Non Print	Each	Sticky Note Pad 5 color, Arrow Flag 3A, 13 X 45 MM, 25X5=125 Sheets					MUSIC555 / JB9		15800
112	OS00005	POST IT 3 color	Non Print	Non Print	Each	Sticky Note Pad 3 color, 1"X3" 3A, 25mm X 75 mmX 150 Sheets					MUSIC555 / JB9		15800
113	OS00006	POST IT 4 color	Non Print	Non Print	Each	Sticky Note Pad 4 color, 0.75"X3"X4, 3A, 19mm X 75 mmX 200 Sheets					MUSIC555 / JB9		15800
114	OS00007	POST IT 5 color	Non Print	Non Print	Each	Sticky Note Pad 5 color, 0.6"X3"X5, 3A, 15mm X 75 mmX 250 Sheets					MUSIC555 / JB9		15800
115	OS00008	POST IT 3"X3"	Non Print	Non Print	Each	Sticky Note Pad, 3"X3", 3A, 75mm X 75 mmX 100 Sheets					MUSIC555 / JB9		15800
116	OS00009	PAPER CUTTER	Non Print	Non Print	Each	Cutter 18mm					MUSIC555 / Akar		5600
117	OS00010	SCISSOR 7.5"	Non Print	Non Print	Each	7.5" Scissor, MS75					MUSIC555 / JC		5600
118	OS00011	SCISSOR 6.5"	Non Print	Non Print	Each	6.5" Scissor, MS 65					MUSIC555 / JC		5000

119	OS00012	GUM BOTTLE -300 ml	Non Print	Non Print	300 ml bottle	300 Ml gum bottle												Camlin / Kores		12000
120	OS00013	GUM BOTTLE- 700 ml	Non Print	Non Print	700 ml bottle	700 Ml gum bottle												Camlin / Kores		10000
121	OS00014	U CLIP 35mm	Non Print	Non Print	Per Packet (100 pcs. Per packet)	U-clip 35mm MNS-35, 100 Pcs per packet												MUSIC555 / JB9		200000
122	OS00015	ERASER	Non Print	Non Print	20 pcs. Per packet	ERASER												Nataraj		7000
123	OS00016	STAMP PAD SMALL	Non Print	Non Print	Each	Small Ink Pad, 88mm x 54mm												Faber Castle / Office Mate		30000
124	OS00017	STAMP PAD MEDIUM	Non Print	Non Print	Each	Medium 11x7cm												Camlin / Office Mate		20000
125	OS00018	STAMP PAD BIG	Non Print	Non Print	Each	Big, 15.7x9.6 cm												Camlin / Office Mate		20000
126	OS00019	RUBBER BAND SMALL	Non Print	Non Print	Per Packet (500 grams per packet)	Rubber band Nylon 1.5", 500 grams												NA		50000
127	OS00020	RUBBER BAND BIG	Non Print	Non Print	Per Packet (500 grams per packet)	Rubber band Nylon 3.5", 500 grams												NA		20000
128	OS00021	PENCIL	Non Print	Non Print	Per pack (10 pcs. per pack)	Nataraj 521 Bold HB/ Apsara Platinum extra dark												Nataraj/Apsara		11000
129	OS00022	CELLO TAPE 1/2"	Non Print	Non Print	Each	1/2" Cello tape, 40 meter												Mangoose / JB9		15000
130	OS00023	CELLO TAPE 1"	Non Print	Non Print	Each	1" Cello tape, 40 meter												Wonders555		11000
131	OS00024	CELLO TAPE 2"	Non Print	Non Print	Each	2" Cello tape, 40 meter												Wonders555		5500
132	OS00025	BROWN TAPE 1"	Non Print	Non Print	Each	1" brown tape, 40 meter												Wonders555		11000
133	OS00026	BROWN TAPE 2"	Non Print	Non Print	Each	2" brown tape, 40 meter												Wonders555		5500
134	OS00027	I \ PIN	Non Print	Non Print	Per packet (250 grams per packet)	Bright silver plated perfect pointed pins, MSC-322, 250 Grams												MUSIC555 / JB9		5000
135	OS00028	STAPLER PIN 23/10	Non Print	Non Print	Per Packet (1000 pins per packet)	STAPLER PIN 23/10-H-10MM(3/8")												Kangaro		55000

149	OS00042	BINDER CLIP 19mm	Non Print	Non Print	Per Packet (12 pcs. per packet)	19 MM, 12 Pcs per packet									MUSIC555 / JB9			5500
150	OS00043	BINDER CLIP 25mm	Non Print	Non Print	Per Packet (12 pcs. per packet)	25 MM, 12 Pcs per packet									MUSIC555 / JB9			5500
151	OS00044	BINDER CLIP 32mm	Non Print	Non Print	Per Packet (12 pcs. per packet)	32 MM, 12 Pcs per packet									MUSIC555 / JB9			5500
152	OS00045	BINDER CLIP 41mm	Non Print	Non Print	Per Packet (12 pcs. per packet)	41 MM, 12 Pcs per packet									MUSIC555 / JB9			5500
153	OS00046	BINDER CLIP 51 mm	Non Print	Non Print	Per Packet (12 pcs. per packet)	51 MM, 12 Pcs per packet									MUSIC555 / JB9			5500
154	OS00047	WHITE DUSTER	Non Print	Non Print	Each	Glass Cloth white cotton 19" x 19"									NA			100000
155	OS00048	YELLOW DUSTER	Non Print	Non Print	Each	Yellow soft cotton 26" x 21"									NA			17000
156	OS00049	PUSH PIN	Non Print	Non Print	Per Packet (35 pcs. per packet)	COLLAR PUSH PIN, 35 PCS PER BOX									JB9			50000
157	OS00050	VISITOR ENTRY PASS	Pad	Print	Each	Size: 11x1.4cm, 100 leaves, 60 GSM White Maplitho paper, 1 + 0 color printing, Pad making with top kraft paper and bottom 1 mm straw board.									NA			10000

158	OS00051	GATE PASS	Pad	Print	Each	Size: 14,2x 21cm, 50 leaves x 3 copies, 1st copy 44 GSM Pink color paper, 2nd copy 44 GSM Yellow color paper, 3rd copy 60 GSM White Maplitino, 1 + 0 color printing, Perforation, serial numbering, P ad making with top kraft paper and bottom 1 mm straw board.												NA			100	
159	OS00052	C.D.MARKER	Non Print	Non Print	Each	father castel 1513													Faber Castle			100
160	OS00053	STALPER PIN REMOVER-SR45	Non Print	Non Print	Each	SR 45													Kangaro			11000
161	OS00054	STALPER PIN REMOVER-SR100	Non Print	Non Print	Each	SR 100													Kangaro			11000
162	OS00055	STALPER PIN REMOVER-SR300	Non Print	Non Print	Each	SR 300													Kangaro			11000
163	OS00056	SKETCH PEN	Non Print	Non Print	Per Packet (Set of 4 color)	sign pen (4 color)													Luxor			10000
164	OS00057	BALL PEN REFILL	Non Print	Non Print	Per pack (10 pcs. per pack)	BALL PEN REFILL													Lexi / Reynolds/NA TARAJ			5000
165	OS00058	CORRECTION PEN	Non Print	Non Print	Each	CORRECTION PEN 7ml													Carlinh / JB9			11000
166	OS00059	BOARD MARKER	Non Print	Non Print	Each	White board marker													Carlinh / Luxor			11000
167	OS00060	P P FOLDER (WHITE)	Non Print	Non Print	Each	L folder, 200 micron, Bank logo printed on Gold color, 19,5X 32 cm closed, 39x32 cm open, Ruled paper, 50 GSM												NA			5000	
168	OS00061	RULED PAPER	Non Print	Non Print	Per Packet (240 sheets per packet)	Per Packet closed, 39x32 cm open, Ruled paper, 50 GSM													NA			10000
169	OS00062	CARBON (PENCIL)	Non Print	Non Print	Per Packet (100 pcs. Per packet)	Carbon sheet, Packet of 100													Kores			11000

180	OS00073	BOX FILE	Non Print	Non Print	Each	Box file with 3mm board, good quality metal clip, Bank logo, printed sticker pasted on spine											ANITA / Equivalent		110000
181	OS00074	OFFICE FILE	Non Print	Non Print	Each	10"X13.85", 550 GSM Pink color file board, 1 color printing, File making with spring clip, round corner											NA		550000
182	OS00075	TRANSPARENT FOLDER (BLACK)	Non Print	Non Print	Each	0.25 mm thick opaque lamina material at the back and 0.15 mm clear transparent material on the front side and bottom. Folders to be duly welded on the left hand side and bottom. Size to be 9.5"X14" including the welded edges. A visiting card pouch of size 10.5 x 7 cms to be											NA		300000
183	OS00076	HIGHLIGHTER ALL COLOUR	Non Print	Non Print	Per Packet (Set of 5 color)	HIGHLIGHTER S COLOUR											Faber Castile / Office Mate		5500
184	OS00077	FOUR FLAP FOLDER (READ)	Non Print	Non Print	Each	10 X 14 INCH											NA		50000
185	OS00078	FEVISTIC	Non Print	Non Print	Each	FEVISTIC 15 gram											Fevistick / Office Mate		10000

193	OS000086	D16RAP-Orange Kraft Envelope - 6.5"x 9.25"	Envelope	Print	Each	Closed size: 16.5 X 23.8 cm, 33.5X28 cm, Open, 75 GSM orange ribbed kraft, envelope making.									75 GSM	NA		500000
194	OS000087	Orange Kraft Envelope -8.75"x 10.6"	Envelope	Print	Each	Closed size: 22.2 X 23.8 cm, 45.9X31cm Open, 75 GSM orange ribbed kraft, envelope making.									75 GSM	NA		500000
195	OS000088	D25RAP-Orange Kraft Envelope - 10.25"x 14"	Envelope	Print	Each	Closed size: 26 X 35.5 cm, 53.5X41cm Open, 75 GSM orange ribbed kraft, envelope making.									75 GSM	NA		500000
196	OS000089	D25FT-Orange Clothline Envelope - 10.5"x 14"	Clothline Envelope	Print	Each	Closed size: 26.7 X 35.5 cm, 55.5X41.7cm Open, 80 GSM orange ribbed kraft, Super Fine quality, clothline envelope making.										NA		500000
197	OS000090	D31FT-Green Clothline Envelope 7"x 12.25"	Clothline Envelope	Print	Each	Closed size: 18 X 31 cm, 37.3X36.5cm Open, 80 GSM green paper, SuperFine quality, clothline envelope making.										NA		500000

198	OS00091	D33-White Clothline Envelope - 9.5"x15"x1" gusset	Clothline Envelope	Print	Each	Closed size: 24.2X 38 cm, 55.5X45.5cm Open,80 GSM white paper, Sonal clothline envelope making,								80 GSM White	N/A			500000
199	OS00092	D35-Green Clothline Envelope - 12"x16"x2" gusset	Clothline Envelope	Print	Each	Closed size: 30.5X 40.6 cm, 73X61.3cm Open, 80 GSM green paper, Super fine quality clothline envelope making,									N/A			500000
200	OS00093	White Window Envelope - 4.25"x 9.5"	Envelope	Print	Each	Closed size: 10.7 X 24 cm, 22.5 X 29 cm Open, 80 GSM White Maplitho, envelope making, Window patching,									N/A			500000

201	OS00094	NATIONAL DIARY	Registers	Print	Each	Close size: 20x32 cm, 40x 32 cm open Inner Pages: 384 pages (Each page different matter), 80 GSM Green Ledger, 2 + 2 color with Page wise numbering. Ends: 8 pages, 100 GSM Ledger paper Finishing: Folding, Section sewing, Register binding with 2.5mm Mill Board, Pasted Color							NA		5000
202	OS00095	DESK CALENDAR REFILL SMALL	Non Print	Non Print	Each	Small Desk calendar Fill-9 x 10.7cm (Code DC1)							Scholar / Regular		10000
203	OS00096	DESK CALENDAR REFILL BIG	Non Print	Non Print	Each	Jumbo Desk calendar Fill-9 x 12cm (Code DC2)							Scholar / Regular		10000

Commercial Bid (Quantifiable Specification / Standards of Services / Bill of Quantities)									
PRICE BID PERFORMA									
schedule Of Rates									
Sr. No	Product Type	Item Code	Name of Item	Type of Product	UOM	No of Pages/Leaves	Approx Consumption of UOM Per Year	Price Per UOM for item (Including Logistics, Taxes and GST) etc	Total Cost
		B	C	D	E	F	G	H	I = G X H
1	Print	BS00001	ALD 2	Form	Each	8 pages	600000		
2	Print	BS00002	Form 121	Pad	Per Pad	200 Leaves	10000		
3	Print	BS00003	Additional Deposit Form	Form	Each	2 Pages	1300000		
4	Print	BS00004	Address Change	Pad	Per Pad	200 Leaves	5500		
5	Print	BS00005	ATM form	Pad	Per Pad	200 Leaves	10000		
6	Print	BS00006	ATM Reversal	Pad	Per Pad	200 Leaves	1000		
7	Print	BS00009	ALD 1	Form	Each	4 Pages	1000000		
8	Print	BS00010	Cheque Book form	Form	Each	2 pages	2000000		
9	Print	BS00011	Credit Voucher	Pad	Per Pad	100 Leaves	100000		
10	Print	BS00012	Customer Profile Sheet corporate	Pad	Per Pad	200 Leaves	5000		
11	Print	BS00013	Customer Profile Sheet individual	Pad	Per Pad	200 Leaves	10000		
12	Print	BS00014	D-11 (Window Envelope)	Envelope	Each	NA	5500000		
13	Print	BS00015	D-12 (White Letter Envelope)	Envelope	Each	NA	5500000		
14	Print	BS00016	DBD Receipts/Advice	C/S Form	Each	2 pages	1650000		
15	Print	BS00017	dd/Payorder Form	Pad	Per Pad	100 Leaves	100000		
16	Print	BS00018	Death Claim Form	Form	Each	4 Pages	275000		
17	Print	BS00019	Debit Voucher	Pad	Per Pad	100 Leaves	100000		
18	Print	BS00020	Duplicate Passbook form	Pad	Per Pad	200 Leaves	5500		
19	Print	BS00021	KYC FORM	Pad	Per Pad	200 Leaves	70000		
20	Print	BS00022	L435 Bearer Letter	Pad	Per Pad	200 Leaves	6000		
21	Print	BS00023	L440 Instalment Letter	Pad	Per Pad	200 Leaves	6000		
22	Print	BS00024	L515	Pad	Per Pad	200 Leaves	6000		
23	Print	BS00025	L517	Pad	Per Pad	200 Leaves	6000		
24	Print	BS00026	Locker card (SDV1451 A)	Pad	Per Pad	200 Leaves	5000		
25	Print	BS00027	NEFT/RTGS form	Pad	Per Pad	200 Leaves	100000		
26	Print	BS00028	Net banking Coporate	Booklet	Each	12 pages (6 leaves)	50000		
27	Print	BS00029	Net Banking Regeneration	Pad	Per Pad	200 Leaves	31000		
								Grand Total	
ANNEXURE-M									

28	Print	BS00030	Nomination form (DA1,2,3)	Pad	Per Pad	200 Leaves	5000		
29	Print	BS00031	Note Slip Red	Pad	Per Pad	200 Leaves	1500		
30	Print	BS00032	Note Slip white	Pad	Per Pad	200 Leaves	3000		
31	Print	BS00033	Paying Slip	Slip	Each	2 pages	157140000		
32	Print	BS00034	Pos Reversal	Pad	Per Pad	200 Leaves	5000		
33	Print	BS00035	PPF Deposit form (Challan)	Pad	Per Pad	100 Leaves	5500		
34	Print	BS00036	PPF Deposit form (slip)	Pad	Per Pad	100 Leaves	5500		
35	Print	BS00037	PPF Passbook	Pass Book	Each	Inner : 20 pages, Cover: 4 pages	200000		
36	Print	BS00038	PPS form	Pad	Per Pad	200 Leaves	7000		
37	Print	BS00039	RBI IRACP	Booklet	Each	8 pages	500000		
38	Print	BS00040	RD Pass Book	Pass Book	Each	Inner : 24 pages, Cover: 4 pages	800000		
39	Print	BS00041	RD Withdrawal	Pad	Per Pad	200 Leaves	8000		
40	Print	BS00042	Account Closure Form	Form	Per Pad	100	5000		
41	Print	BS00043	SB A/C opening form	Booklet	Each	10 Pages	3000000		
42	Print	BS00044	SB Passbook	Pass Book	Each	Inner : 24 pages, Cover: 4 pages	4000000		
43	Print	BS00045	SB Withdrawal Slip	Pad	Per Pad	200 Leaves	800000		
44	Print	BS00046	SCSS Passbook	Pass Book	Each	Inner : 24 pages, Cover: 4 pages	330000		
45	Print	BS00047	Signature card	Card	Each	2 pages	314000		
46	Print	BS00048	Gold Loan Booklet	Booklet	Each	7 leaves	200000		
47	Non Print	BS00049	TDR Paper Cover	Plastic Envelope	Each	NA	2000000		
48	Print	BS00050	KCC Withdrawal Slip	Slip	Per Pad	100 Leaves	30000		
49	Print	AG- 51	SUPPLEMENTAL TERM LOAN AGREEMENT/CHANGE IN REPAYMENT SCHEDULE	Form	Each	4 pages	25000		
50	Print	Cash 1075	DAILY CASH BOOK	Registers	Each	304 + ends 8 pages	5500		
51	Print	Cash 1078	COLLECTION CHEQUES REGISTER	Registers	Each	204 Pages + 8 pages ends	100		
52	Print	CASH 1080	NOTES DELIVERY BOOK-EACH OF 300 PAGES	Registers	Each	304 Pages + 8 pages ends	100		
53	Print	CD 115	JOINT HINDU FAMILY LETTER	Form	Each	4 pages	6000		
54	Print	CHA 1	HYPOTHICATION CUM LOAN AGREEMENT(FOR PRIORITY SECTOR ADV EXCLUDING VEHICLE LOAN)	Booklet	Each	68 pages	300000		

55	Print	CHA 4	MORTGAGE DEED SUPPLEMENTAL HYPOTHICATION CUM LOAN AGREEMENT TO SECURE ADD CC/DEMAND LOAN OD/TERM LOAN OTHER CR FACILITY	Booklet	Each	12pages	14000		
56	Print	CHA 5	DEED OF FURTHER CHARGE ON MORTGAGED LAND(FOR NEW//ADDITIONAL LOANS ONLY	Booklet	Each	12pages	17000		
57	Print	CHA 6	APPLICATION FOR INDIA CARD/TAJ PREMIUM CARD/GOLD CARD/GOLD INTERNATIONAL CARD	Form	Each	10 pages (after fold)	6000		
58	Print	ICD 14	TERM LOAN AGREEMENT	Booklet	Each	8 pages	12000		
59	Print	IFD 1	HYPOTHICATION CUM LOAN AGREEMENT(PLANT & MACHINERY STOCK & BOOK DEBTS)	Booklet	Each	28 pages	6000		
60	Print	IFD 10	DEMAND PROMISSORY NOTE	Form	Each	2 pages	1000000		
61	Print	L 434	ACKNOWLEDGEMENT OF DEBT/SECURITIES	Form	Each	4 pages	900000		
62	Print	L 444C	ACKNOWLEDGEMENT OF DEBT/SECURITIES BY LEGAL REP OF DECEASED BORROWER	Form	Each	4 pages	44000		
63	Print	L 444CC	ACKNOWLEDGEMENT OF DEBT/SECURITIES BY HEIRS/LEGAL REP OF DECEASED BORROWER	Form	Each	4 pages	12000		
64	Print	L 444 DD	SUPPLEMENTAL AGREEMENT FORM B	Pad	Each	100 Leaves	3000		
65	Print	L 482	SUPPLEMENTAL AGREEMENT FORM C	Pad	Each	100 Leaves	3000		
66	Print	L 483	APPLICATION FORM FOR EDUCATION LOAN	Booklet	Each	8 pages	31000		
67	Print	L 487	AUTHORITY LETTER BY EMPLOYEE OF THE TRUSTEE OF PF/GRADUITY	Pad	Each	100 Leaves	1500		
68	Print	L 496	AUTHORITY LETTER BY NOMINEES OF THE EMPLOYEES TO THE TRUSTEES OF PF/GRADUITY	Pad	Each	100 Leaves	1500		
69	Print	L 497	TERM LOAN AGREEMENT FOR INDIVIDUAL HSG LOANS TO OFFICERS & AWARD STAFF OF BANK	Booklet	Each	8 pages	7000		
70	Print	L 503 A							

71	Print	L 503 B	SUPPLEMENTAL TERM LOAN AGREEMENT FOR INDV HSG TO STAFF	Pad	Each	100 Leaves	7000		
72	Print	L 512	AGREEMENT OF HYPOTHICATION FOR CONSUMER LOAN IN RESPECT OF VEHICLE LOAN	Booklet	Each	12pages	12000		
73	Print	L 513	TERM LOAN AGREEMENT FOR HOUSING FINANCE	Booklet	Each	26 pages	32000		
74	Print	L 516	NEW MULTIPURPOSE DOCUMENTS	Booklet	Each	20 pages	200000		
75	Print	L 517	AFFIDAVIT-CUM UNDERTAKING FOR STAR HOME LOANS	Pad	Each	100 Leaves	500		
76	Print	L 518	STAMPED UNDERTAKING/MANDATE FOR STAR PENSIONER LOAN	Pad	Each	100 Leaves	4000		
77	Print	L 481	SUPPLEMENTAL AGREEMENT FORM A	Pad	Each	100 Leaves	5000		
78	Print	LG 11	COUNTER GUARANTEE OF INDEMNITY	Form	Each	4 pages	20000		
79	Print	LG 12	GENERAL COUNTER GUARANTEE&INDEMNITY COVERING SEVERAL GUARANTEES/WITHIN SANCTION GUARANTEE LIMIT	Form	Each	4 pages	20000		
80	Print	LG 13	DECLARATION OF GUARANTEE ISSUED	Pad	Each	100 Leaves	1000		
81	Print	LG 14	COUNTER GUARANTEE & INDEMNITY BY A SURETY FOR SPECIFIC GUARANTEE BY THE BANK	Form	Each	4 pages	10000		
82	Print	LG 15	GENERAL COUNTER GUARANTEE & INDEMNITY BY SURETIES COVERING SEVERAL GUARANTEES	Form	Each	4 pages	10000		
83	Print	L 444 D	ACKNOWLEDGEMENT OF DEBT/SECURITIES BY HEIRS/LEGAL REP OF DECEASED BORROWER	Form	Each	4 pages	10000		
84	Print	MSE 1	APPLICATION FORM FOR MICRO & SMALL ENTERPRISES (MSES)	Booklet	Each	6 pages	10000		
85	Print	MSME 1	ADVANCE TO SMALL ROAD TRANSPORT OPERATORS	Booklet	Each	10 pages	40000		
86	Print	MSME 2	PROSAL FORM FOR ADV TO MICRO & SMALL ENTERPRISES WITH UNITS ABOVE 25 LAKHS	Booklet	Each	6 pages	37000		

87	Print	MSME 3	PROSAL FORM FOR ADV TO MICRO & SMALL ENTERPRISES WITH UNITS ABOVE 25 LAKHS UPTO 200 LAKHS	Booklet	Each	12 pages	32000		
88	Print	OD 194	PERSONNEL/CORPORATE DEED OF GUARANTEE	Booklet	Each	12pages	57500		
89	Print	OD 444 C	ANNUAL ACKNOWLEDGEMENT OF DEBT & RECOVERY	Pad	Each	100 Leaves	23000		
90	Print	OD 444 D	ANNUAL ACKNOWLEDGEMENT OF DEBT & SECURITY	Form	Each	4 pages	2000		
91	Print	OD 168 B	GUARANTEE FORM LEGAL HEIR OF DECEASED BORROWER	Form	Each	4 pages	15000		
92	Print	SHG 2	APPLICATION FOR LOAN ASSISTANCE	Form	Each	4 pages	10000		
93	Print	SHG 3	AGREEMENT OF BANK FOR FINANCING SELF HELP GROUP	Booklet	Each	8 pages	11000		
94	Print	SHG 4	SPONSORSHIP LETTER FROM NGO/SH/HP	Pad	Each	100 Leaves	8000		
95	Print	SHG 5	APPLICATION BY VOLUNTARY AGENCIES APPLYING FOR LOAN ASST FOR LENDING TO SELF HELP GROUP	Form	Each	4 pages	4000		
96	Print	SHG 6	ARTICLE OF AGREEMENT FOR FINANCING SELF HELP GROUP THROUGH VOLUNTRY AGENCIES	Form	Each	4 pages	8000		
97	Print	STAFF 1033	ATTENDANCE REGISTER (BIG) OF 50 FOLIOS	Registers	Each	104 pages + 8 pages ends	4000		
98	Print	STAFF 1035	ATTENDANCE STAFF RECORD BOOK	Registers	Each	116 pages + 8 pages ends	100		
99	Print	STAFF 1043	FORM H REGISTER OF EMPLOYMENT EACH OF 24 FOLIOS	Registers	Each	256 pages + 8 pages ends	9000		
100	Print	STAR HSG AP	APPLICATION & PRAPOSAL FORM FOR STAR HOME LOAN	Booklet	Each	14 pages	20000		
101	Print	SSA PASSBOOK	SUKANYA SAMRIDHI ACCOUNT PASSBOOK	Pass Book	Each	inner 24 + cover 4 pages	120000		
102	Print	FORM SSA - 1	SUKANYA SAMRIDHI ACCOUNT APPLICATION	Pad	Each	100 Leaves	1200		
103	Print	SDV 1453	MEMORANDUM OF AGREEMENT FORM	Booklet	Each	8 pages	28200		
104	Print	SDV 1405	LOCKER & KEY REGISTER	Registers	Each	104 Pages + 8 pages ends	500		

105	Print	SDV 1401	LOCKER RENT REGISTER	Registers	Each	100 pages + ends 8 pages	1000		
106	Print	SDV 1407	OVERDUE RENT REGISTER	Registers	Each	204 Pages + 8 pages ends	500		
107	Print	SDV1453 SUPPLEM/SDV1453 SUPPLEMENT LOOSE		Form	Each	4 pages	1000		
108	Non Print	OS00001	PIN CUSHION	Non Print	Each		31000		
109	Non Print	OS00002	STAMP PAD INK Blue/Red -25ml	Non Print	25 ml Bottle		15800		
110	Non Print	OS00003	STAMP PAD INK Blue/Red -100ml	Non Print	100 ml Bottle		15800		
111	Non Print	OS00004	POST IT 5 color Arrow Flag	Non Print	Each		15800		
112	Non Print	OS00005	POST IT 3 color	Non Print	Each		15800		
113	Non Print	OS00006	POST IT 4 color	Non Print	Each		15800		
114	Non Print	OS00007	POST IT 5 color	Non Print	Each		15800		
115	Non Print	OS00008	POST IT 3"x3"	Non Print	Each		15800		
116	Non Print	OS00009	PAPER CUTTER	Non Print	Each		5600		
117	Non Print	OS00010	SCISSOR 7.5"	Non Print	Each		5600		
118	Non Print	OS00011	SCISSOR 6.5"	Non Print	Each		5000		
119	Non Print	OS00012	GUM BOTTLE -300 ml	Non Print	300 ml Bottle		12000		
120	Non Print	OS00013	GUM BOTTLE- 700 ml	Non Print	700 ml Bottle		10000		
121	Non Print	OS00014	U CLIP 35mm	Non Print	Per Packet (100 pcs. Per packet)		200000		
122	Non Print	OS00015	ERASER	Non Print	20 pcs. Per packet'		7000		
123	Non Print	OS00016	STAMP PAD SMALL	Non Print	Each		30000		
124	Non Print	OS00017	STAMP PAD MEDIUM	Non Print	Each		20000		
125	Non Print	OS00018	STAMP PAD BIG	Non Print	Each		20000		
126	Non Print	OS00019	RUBBER BAND SMALL	Non Print	Per Packet (500 grams per packet)		50000		
127	Non Print	OS00020	RUBBER BAND BIG	Non Print	Per Packet (500 grams per packet)		20000		

128	Non Print	OS00021	PENCIL	Non Print	Per pack (10 pcs. per pack)	11000		
129	Non Print	OS00022	CELLO TAPE 1/2"	Non Print	Each	15000		
130	Non Print	OS00023	CELLO TAPE 1"	Non Print	Each	11000		
131	Non Print	OS00024	CELLO TAPE 2"	Non Print	Each	5500		
132	Non Print	OS00025	BROWN TAPE 1"	Non Print	Each	11000		
133	Non Print	OS00026	BROWN TAPE 2"	Non Print	Each	5500		
134	Non Print	OS00027	I \ PIN	Non Print	Per packet (250 grams per packet)	5000		
135	Non Print	OS00028	STAPLER PIN 23/10	Non Print	Per Packet (1000 pins per packet)	55000		
136	Non Print	OS00029	STAPLER PIN NO10	Non Print	Per Packet (1000 pins per packet)	100000		
137	Non Print	OS00030	STAPLER PIN 24/6	Non Print	Per Packet (1000 pins per packet)	15000		
138	Non Print	OS00031	STAPLER No 10	Non Print	Each	10000		
139	Non Print	OS00032	STAPLER HD-10 D	Non Print	Each	7000		
140	Non Print	OS00033	STAPLER HD-45	Non Print	Each	5500		
141	Non Print	OS00034	PUNCHING MACHINE Punch 280	Non Print	Each	5500		
142	Non Print	OS00035	PUNCHING MACHINE DP500	Non Print	Each	5500		
143	Print	OS00036	WRITING PAD	Writing Pad	Each	55000		
144	Non Print	OS00037	SHARPNR	Non Print	20 pcs. Per packet [†]	400		
145	Non Print	OS00038	RED SUTLI	Non Print	Per Roll (250 grams per Roll)	33000		
146	Non Print	OS00039	BALL PEN (BLUE\BLACK\RED)	Non Print	Per pack (10 pcs. per pack)	80000		
147	Non Print	OS00040	SPIRAL PAD	Non Print	Each	56000		

148	Non Print	OS00041	BINDER CLIP 15mm	Non Print	Per Packet (12 pcs. per packet)		5500		
149	Non Print	OS00042	BINDER CLIP 19mm	Non Print	Per Packet (12 pcs. per packet)		5500		
150	Non Print	OS00043	BINDER CLIP 25mm	Non Print	Per Packet (12 pcs. per packet)		5500		
151	Non Print	OS00044	BINDER CLIP 32mm	Non Print	Per Packet (12 pcs. per packet)		5500		
152	Non Print	OS00045	BINDER CLIP 41mm	Non Print	Per Packet (12 pcs. per packet)		5500		
153	Non Print	OS00046	BINDER CLIP 51 mm	Non Print	Per Packet (12 pcs. per packet)		5500		
154	Non Print	OS00047	WHITE DUSTER	Non Print	Each		100000		
155	Non Print	OS00048	YELLOW DUSTER	Non Print	Each		17000		
156	Non Print	OS00049	PUSH PIN	Non Print	Per Packet (35 pcs. per packet)		50000		
157	Print	OS00050	VISITOR ENTRY PASS	Pad	Each		10000		
158	Print	OS00051	GATE PASS	Pad	Each		100		
159	Non Print	OS00052	C.D.MARKER	Non Print	Each		100		
160	Non Print	OS00053	STALPER PIN REMOVER-SR45	Non Print	Each		11000		
161	Non Print	OS00054	STALPER PIN REMOVER-SR100	Non Print	Each		11000		
162	Non Print	OS00055	STALPER PIN REMOVER-SR300	Non Print	Each		11000		
163	Non Print	OS00056	SKETCH PEN	Non Print	Per Packet (Set of 4 color)		100000		
164	Non Print	OS00057	BALL PEN REFILL	Non Print	Per pack (10 pcs. per pack)		5000		
165	Non Print	OS00058	CORRECTION PEN	Non Print	Each		11000		
166	Non Print	OS00059	BOARD MARKER	Non Print	Each		11000		

167	Non Print	OS00060	P.P FOLDER (WHITE)	Non Print	Each		5000		
168	Non Print	OS00061	RULED PAPER	Non Print	Per Packet (240 sheets per packet)		10000		
169	Non Print	OS00062	CARBON (PENCIL)	Non Print	Per Packet (100 pcs. Per packet)		11000		
170	Non Print	OS00063	WATER SPONGE	Non Print	Each		10000		
171	Print	OS00064	WITH BEST COMPLIMENT	Pad	Each		55000		
172	Non Print	OS00065	FOOT RULER -Small	Non Print	Each		100		
173	Non Print	OS00066	FOOT RULER - Big	Non Print	Each		100		
174	Non Print	OS00067	ENGAGEMENT DIARY STAND	Non Print	Each		5000		
175	Print	OS00068	ENGAGEMENT DIARY	Pad	Each		10000		
176	Non Print	OS00069	A4 XEROX PAPER	Non Print	Per Packet (500 Sheets per packet)		120000		
177	Non Print	OS00070	A4 GREEN LEDGER PAPER	Non Print	Per Packet (500 Sheets per packet)		2000		
178	Non Print	OS00071	F/5 XEROX PAPER (LEGAL SIZE)	Non Print	Per Packet (500 Sheets per packet)		100000		
179	Non Print	OS00072	F/5 GREEN PAPER (LEGAL SIZE)	Non Print	Per Packet (500 Sheets per packet)		100000		
180	Non Print	OS00073	BOX FILE	Non Print	Each		110000		
181	Non Print	OS00074	OFFICE FILE	Non Print	Each		550000		
182	Non Print	OS00075	TRANSPARENT FOLDER (BLACK)	Non Print	Each		300000		
183	Non Print	OS00076	HIGHLIGHTER ALL COLOUR	Non Print	Per Packet (Set of 5 color)		5500		
184	Non Print	OS00077	FOUR FLAP FOLDER (READ)	Non Print	Each		50000		
185	Non Print	OS00078	FEVISTIC	Non Print	Each		10000		
186	Non Print	OS00079	STAMP PAD INK Blue-50ml	Non Print	50 ml Bottle		12500		
187	Print	OS00080	MEMORANDUM	Pad	Each		31500		
188	Non Print	OS00081	SUTLI BROWN	Non Print	5 Kgs		200		

189	Non Print	OS00082	STICKER SHEET (A/4)	Non Print	Per Packet (100 pcs. Per packet)		3200		
190	Print	OS00083	D12FT-White Envelope - 4.25"x 9.5"	Envelope	Each		500000		
191	Print	OS00084	D18RAP-Orange Kraft Envelope	Envelope	Each		500000		
192	Print	OS00085	D28RAP-Orange Kraft Envelope - 5.25"x 15"	Envelope	Each		500000		
193	Print	OS00086	D16RAP-Orange Kraft Envelope - 6.5"x 9.25"	Envelope	Each		500000		
194	Print	OS00087	Orange Kraft Envelope -8.75"x 10.6"	Envelope	Each		500000		
195	Print	OS00088	D25RAP-Orange Kraft Envelope -10.25"x 14"	Envelope	Each		500000		
196	Print	OS00089	D25FT-Orange Clothline Envelope -10.5"x 14"	Clothline Envelope	Each		500000		
197	Print	OS00090	D31FT-Green Clothline Envelope -7"x 12.25"	Clothline Envelope	Each		500000		
198	Print	OS00091	D33-White Clothline Envelope -9.5"x 15"x 1" gusset	Clothline Envelope	Each		500000		
199	Print	OS00092	D35-Green Clothline Envelope -12"x 16"x 2" gusset	Clothline Envelope	Each		500000		
200	Print	OS00093	White Window Envelope - 4.25"x 9.5"	Envelope	Each		500000		
201	Print	OS00094	NATIONAL DIARY	Registers	Each		5000		
202	Non Print	OS00095	DESK CALENDAR REFILL SMALL	Non Print	Each		10000		
203	Non Print	OS00096	DESK CALENDAR REFILL BIG	Non Print	Each		10000		
204	Print	OS00097	MISC 36 MISC 38	Registers	Each		11000		
205	Print	OS00098	CD-54 CREDIT VOUCHER	Pad	Each		100		
206	Print	OS00099	CD-53 DEBIT VOUCHER	Pad	Each		100		
207	Non Print	OS00100	ADD GEL PEN	NA	10/packet	NA	50000		
			Total Cost (Annually) {including Logistics, Taxes and GST }						

DECLARATION OF NEAR RELATIVES OF BOI EMPLOYEES

I/We.....S/o/D/o.....
.....Residing at

..... hereby certify that none of our relatives(s) as defined in the Tender document is/are employed in the Bank of India as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, the Bank of India shall have the absolute right to take any action as deemed fit, without any prior intimation to me. (The near relatives are members of a Hindu undivided family/husband and wife/ the one related to the other in the manner as father, mother, son(s) and son's wife (daughter-in-law), daughter(s), husband (son in-law), brother(s) and brother's wife, sister(s) & sister's husband (brother-in-law).

Place:

Date:

Signature of Applicant with Seal Name in Capital

Letters: Address:



MODEL BUSINESS CONTINUITY AND OPERATIONAL RESILIENCE PLAN

FOR _____

PROFILE

1. Name of Unit/ Vendor/
Service Provider :

2. Date of formation :

3. Regn. No. :

4. PAN No. :

5. GST No. :

6. Other relevant nos. :

7. Postal Address :

8. Email address :

9. Key Person :

10. Name of the link Branch/ Office :

11. Land Line numbers with STD code :

12. Mobile Number of Key Person :

13. Mobile Numbers of other important Contacts:
 - a.
 - b.
 - c.
 - d.

14. Key Business Functions:
 - a.
 - b.
 - c.
 - d.

15. Date of last revision of BC Plan:
16. Date of current approved Plan:

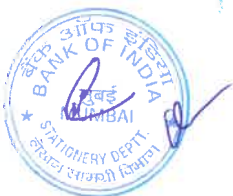


Queries Related to RFP

Bidder Name					
Sr No	Page #	Point Section	Main Section name	Clarification point as stated in tender document	Comment/ Suggestions

(The above queries need to be submitted by email prior to Pre Bid meeting date)

Only one Authorised representative of the bidder will be allowed to attend the pre-bid meeting and during the tender opening process



IMPORTANT CONTACT DETAILS

A. SUB - VENDORS (IF ANY)

ITEM	Name of Sub-Vendor	Office Addresses	LOCAL SUPPORT		HEAD OFFICE	
			NAME	MOBILE	NAME	MOBILE

B. SERVICES

ITEM	COMPANY	PRIMARY CONTACT		II LEVEL CONTACT	
		NAME	MOBILE	NAME	MOBILE
Electricity Mains					
Building Maintenance					
Telephones					
Fire Brigade					
Ambulance					
Hospital					
Water					
Plumbing					
Air Conditioners					
Others...					

C. STAFF

NAME	DESIGNATION	RESIDENTIAL ADDRESS	TE L (O)	TE L (R)	MOBILE	e-MAIL ADDRESSES

D. LINK BRANCHES/ OFFICES

SR. NO.	BRANCH/ OFFICE	ADDRESS	LAND LINE 1	LAND LINE 2	MOBILE	e-MAIL ADDRESSES
1.						
2.						



Business Impact Analysis - List of Critical Services, Dependencies, Disruption identification and Impact Tolerance

Sl. No.	Brief description of key services	Criticality (High/Medium/Low)	(Recovery Time Objective) based on the minimum time required for restoring the systems	Maximum Tolerable Period of Disruption (MTPD)
1				
2				
3				
4				
5				
6				

Notes:

1. The Criticality of any activity is to be rated as High/Medium/Low depending on the likelihood of the threat materializing and its impact after taking into consideration the mitigants already in place.
2. RTO – Recovery Time Objective – is the minimum time required for restoration of the systems.
3. MTPD – Maximum Tolerable Period of Disruption is the time by which alternate arrangements have to be in place.

RISK ASSESSMENT AND TREATMENT
(Indicative risk assessment given as under)

SR. NO.	THREAT	MITIGATION	RISK ASSESSMENT AFTER MITIGATION
1.	Failure of server	Second server takes over automatically	No Risk
2.	Failure of Both the servers	Switches over to BC Plan Arrangement	High
3.	Failure of domain server	A high end PC can be used as standby	Medium
4.	Failure of external storage device	Switches over to BC Plan Arrangement	High
5.	Failure of power supply	Adequate UPS back-up and Gensets are provided	Low
6.	Failure of UPS	Redundancy is provided	Low
7.	Failure of all UPS	Switches over to BC Plan Arrangement	High
8.	Failure of leased line	Back-up line is provided	Medium



9.	Failure of both the lines	Switches to BC Plan arrangement	High
10.	Failure of internal data cables	Switches to BC&OR Plan arrangement	High

SR. NO.	THREAT	MITIGATION	RISK ASSESSMENT AFTER MITIGATION
11.	Failure of Operating or virus attack	Switches to BC&OR Plan arrangement	High
12.	Failure of Vendor applications	Switches to BC&OR Plan arrangement	High
13.	Destruction of premises due to fire, flood, lightning, etc	Switches to BC&OR Plan arrangement	High
14.	Inaccessibility of premises due to civil commotions, flood, earthquake, etc	Switches to BC&OR Plan arrangement	Low
15.	Industrial unrest resulting in complete stoppage of work.	Mitigation not possible.	High
16.	Others (Please specify)		

Notes:

1. The list is illustrative and not exhaustive.
2. The Risk Assessment After Mitigation as indicated above is only suggestive.
3. The risk is to be rated as High/Medium/Low depending on the likelihood of the threat materializing and its impact after taking into consideration the mitigants already in place.
4. Risk mitigation not applicable to the activity may be deleted.

VARIOUS TEAMS

(Responsibility based on activity may be added or deleted by the Concerned Unit)

Sr. No.	TEAM	NAME & CONTACT NO.	RESPONSIBILITY
1.	Crisis Management Team (CMT)		i. Take all key decisions. ii. Coordinate activities of other teams iii. Assess damage iv. Activate BC Plan, in part or in full v. Order evacuation or shut down vi. Interface with outside entities
2.	Emergency Response Team (ERT)		i. Notify other team leaders that BC Plan is activated. ii. Communicate directives to other team leaders. iii. Communicate other team leaders requests and status to CMT iv. Handle staff issues v. Ensure safety of individuals



3.	Damage Assessment and salvage Team (DAST)		<ul style="list-style-type: none"> i. Assess damage to the facility. ii. Direct and control efforts for salvage to the facility and records. iii. Document the status of the salvage/recovery. iv. Contact service providers and vendors for repair and provision of standbys. v. Arrange transport. vi. Verify staff status. vii. Coordinate with TRT viii. Contact DRS for shifting/ accommodation of standbys.
4.	Technology Recovery Team (TRT)		<ul style="list-style-type: none"> i. Recovery/replacement of hardware ii. Recovery of Operating System and applications iii. Restoration of Back-ups iv. Coordinate with external service providers for technology related area
5.	Business Recovery team (BRT)		<ul style="list-style-type: none"> i. Establish new operating environment. ii. Arrange for basic services and amenities. iii. Establish a regular feedback protocol from team leaders.

All the employees are responsible for:

- i. Participating in scheduled training and testing as directed by Management.
- ii. Understanding their responsibilities.
- iii. Recognizing and reporting an emergency or disaster situation.
- iv. Warning other employees in the area.
- v. Taking security and safety measures.
- vi. Evacuating safely.
- vii. Working with team leaders to ensure that required activities are performed in a timely manner.

Note:

The number of the teams and their composition may be finalized based on the staff strength of the Unit.

ALTERNATE / DISASTER RECOVERY SITE (DRS) ARRANGEMENT (As applicable)

ITEM TO BE CHECKED	REMARKS
Address of Disaster Recovery Site (DRS)	
If DRS is a part of an existing unit/office, the reference number and date of the approval and the validity period of the arrangement	



<p>Readiness of the infrastructure at DRS Please indicate availability of:</p> <ol style="list-style-type: none"> 1. Electrical connections and UPS 2. Dedicated server preloaded with OS, applications, anti-virus 3. Nodes in working condition preloaded with OS and anti-virus duly connected with the server 4. Basic stationery required for functioning 5. Any other (As per the activity) 	
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(Authorized Signatory)
(Vendor Unit)

Note:

This arrangement should be finalized and reviewed annually.

Authorized Signatory
(Link Branch/ Office)



FORMAT FOR TEST REPORT
BUSINESS CONTINUITY & OPERATIONAL RESILIENCE (BC & OR) PLAN
(Regular/ Surprise)

(To be submitted following the day of testing is undertaken)

PART- A:		
Name of the Unit		
Address		
Name of Key person		
Whether approved BCP is in place with designated alternate site and alternate site is aware about requirements for BCP		
Date & timing of Testing of BC Plan		
Whether Notice Board displayed at 5 places in the site for information of stakeholders		
Whether Team started functioning from alternate site at the time of regular testing and sudden invocation of BCP		
List of Team members deputed to Alternate site		
PART-B: DETAILS OF ALTERNATE SITE		
Name of Alternate site		
Address		
Name of Unit Head		
Intimation sent to Alternate Site to allow staff of the affected Vendor to perform transactions		
Whether adequate enablers were available at alternate Site		
PART-C: DETAILS OF TRANSACTIONS AT ALTERNATE SITE		
Activities as applicable to Vendor	No.	Amt in Rs. (if applicable)
PART-D: POST TESTING ACTIVITY		
Whether reconnection was timely & smooth		
Customer responses / feedback, if any		
Details of missing entry(ies), if any		
Difficulties, if any, faced at the alternate Site		
Unit Head feedback on managing the contingency & suggestions for improvement		

Remarks:

Date:
Place:

Authorized Signatory
(Head of Unit)

Authorized Signatory
(Link Branch/ Office)



TIMELINES FOR DELIVERY & PENALTY PROVISIONS

Service Category	Duration (Timeline will start from the next day of receiving indent from the branch / office either online / other method)												
Delivery of Stationery	<table border="1"> <tr> <td>i</td> <td>All Metro and Urban areas in FGMO (Group I)</td> <td>20 days</td> </tr> <tr> <td>ii</td> <td>Other Locations in FGMO (Group I)</td> <td>30 days</td> </tr> <tr> <td>iii</td> <td>All Metro and Urban areas in FGMO (Group II)</td> <td>20 days</td> </tr> <tr> <td>iv</td> <td>Other areas in FGMO (Group II)</td> <td>30 days</td> </tr> </table> <p><u>FGMO(Group I)</u>: Ahmedabad, Mumbai, Pune, Hyderabad, Lucknow, New Delhi, Chandigarh <u>FGMO(Group II)</u>: Bhubaneshwar, Bhopal, Patna, Chennai, Ranchi, Kolkata</p>	i	All Metro and Urban areas in FGMO (Group I)	20 days	ii	Other Locations in FGMO (Group I)	30 days	iii	All Metro and Urban areas in FGMO (Group II)	20 days	iv	Other areas in FGMO (Group II)	30 days
i	All Metro and Urban areas in FGMO (Group I)	20 days											
ii	Other Locations in FGMO (Group I)	30 days											
iii	All Metro and Urban areas in FGMO (Group II)	20 days											
iv	Other areas in FGMO (Group II)	30 days											
Complaint Redressal	Problem resolution within 2 days from the date of lodging issue / complaint. Delay in resolution after 2 days will attract penalty @ Rs. 500/ per day per complaint, max Rs. 2 lac / month.												
Reports/MIS	Various MIS/ report at regular interval apart from any specific report as demanded by Bank. Delay/Non submission after one week or as extended by Bank, will entail penalty @ Rs. 1,000/- per day, maximum Rs. 2 lac / month.												
Stationery Application Site Upkeep/ Maintenance	In case of Vendor's Stationery site / Application integrated / dovetailed with Bank's software, the site should be always available for indenting by the Branches. Any maintenance/ upgradation related activity, which may lead to non-availability of the site / application should be with prior consultation with the Bank. Vendor will also have to keep its site up-to-date from Information Security point of view whether by Bank or otherwise.												
Penalty	<p>For non-supply / Delay in supply as per stipulated timelines:</p> <ul style="list-style-type: none"> ➤ 1% of total consideration (related purchase order) for each day delay, subject to maximum amount of 10%. If maximum is reached, liquidated damage also becomes applicable @ 0.5% per day subject to maximum 5% deduction from total consideration (related purchase order). ➤ Total penalty + Liquidated damage not to exceed 15% of total consideration (related purchase order). 												



	<ul style="list-style-type: none"> > In case of recurring occurrence of such instances, Bank may shift some FGMOs/ Areas/ Orders to some other vendor or altogether cancel the contract and/ or invoking the performance guarantee apart from levying penalty.
Penalty	<p>For supply of inferior quality stationery items (i.e., quality inferior to that stipulated by Bank):</p> <ul style="list-style-type: none"> > No payment for supplies of inferior quality / different specification items supplied in the same lot, as per Bank's discretion. If paid, recovery of amount in the manner as decided by Bank. While calculating the GSM variation of the product, + / - 3% GSM shall be allowed and anything beyond that will be subject to imposition of penalty. > Penalty of 10% of the related indent order, > In case, the vendor is found indulging in supply of inferior quality / different specifications items to Bank on 3 or more occasions in a month, minimum penalty of Rs. 2 lacs will be levied at Bank's discretion. Similarly, if 3 or more inferior quality / different specifications items are detected during inspection at vendor's warehouse, minimum penalty of Rs. 2 lacs will be levied at Bank's discretion.
Penalty	<p>For failure to adhere to timelines specified by Bank, in case of newly added stationery items / modified stationery items:</p> <p>Rs. 5,000/- per day (maximum) for 1st 10 days of delayed period, i.e., period beyond timeline stipulated by Bank. - For delay beyond 10 days, penalty will be, Rs. 50,000/-, plus Rs. 10,000/- per day (maximum) from 11th day onwards of delayed period.</p>

General Clause:

1. Bank reserves right to modify the timelines/ penalties/ imposition thereof, at its discretion.
2. This being a unique and innovative type of Project, selected vendors will be given 6 months' time for stabilization. However, no relaxation whatsoever will be considered in penalty over quality related issues even during this 6 months' grace period.



Bank's FGMO wise Coverage of States/UTs

SI No.	FGMO (GROUP 1)	ZONES
1	AHMEDABAD	AHMEDABAD GANDHINAGAR RAJKOT SURAT VADODARA
2	MUMBAI	GOA MUMBAI NORTH MUMBAI SOUTH NAVI MUMBAI RAIGAD
3	CHANDIGARH	AMRITSAR CHANDIGARH DEHRADUN LUDHIANA
4	HYDERABAD	BENGALURU HUBBALLI-DHARWAD TELANGANA VIJAYAWADA VISAKHAPATNAM
5	LUCKNOW	AGRA GHAZIABAD GORAKHPUR HARDOI KANPUR LUCKNOW VARANASI
6	NEW DELHI	DELHI NCR JAIPUR JODHPUR NEW DELHI
7	PUNE	KOLHAPUR NAGPUR NASIK PUNE RATNAGIRI SOLAPUR VIDARBHA

SI No.	FGMO (GROUP 2)	ZONES
1	PATNA	BHAGALPUR GAYA MUZAFFARPUR PATNA SIWAN
2	KOLKATA	BARASAT BARDHAMAN GUWAHATI HOWRAH KOLKATA SILIGURI
3	BHOPAL	BHOPAL DHAR INDORE JABALPUR KHANDWA RAIPUR UJJAIN
4	BHUBANESHWAR	BARIPADA BHUBANESHWAR KEONJHAR SAMBALPUR
5	CHENNAI	CHENNAI COIMBATORE ERNAKULAM MADURAI THIRUVANANTHAPURAM
6	RANCHI	BOKARO DHANBAD HAZARIBAGH JAMSHEDPUR RANCHI



Note: Any other office of bank not mentioned above in column (2) above like MCG/CAG/SBLCs or other branches/offices would report to and have support from office of the vendor located in their geographical area falling under concerned BOI FGMO.

However, the above FGMO-wise classification is only tentative, and Bank reserves the right to change/modify/reallocate the areas/Zones/FGMOs as per its requirements. Bank's decision in this regard will be binding to all the bidders and the same cannot be challenged on any grounds (like loss of business etc.).



PRE-QUALIFICATION CRITERIA (PQC)

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected. False / wrong certificate / affidavit, if any, given by the Bidder willingly or by mistake will lead to disqualification.

S.No.	Eligibility Criteria	Compliance (Yes / No)	Documents to be Submitted with the Bid
1.	The printers must register themselves with the GeM portal for participating in the tendering process of the Bank.		GeM registration certificate/ letter mentioning the registration number.
2.	The Bidder should be a Government Organization / PSU / PSE / Private / Public Limited Indian Company/ Partnership firms (Registered with Registrar of Firms) under Indian Laws. The Bidder shall submit the Certificate of Incorporation along with the Technical Bid in respect of this requirement.		Copy of the Partnership Deed/ By Laws/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office.
3.	The Turnover of the Bidder should be minimum of Rs.50 Crores for related services (PMS) i.e. printing and supply of Bank stationery like Passbooks, Application forms, Paying Slips, vouchers, & etc. per year during last 3 FY (2022-23, 2023-24, 2024-25). This supply should be directly done to Bank branches and not to any outsourced 3 rd party.		Copy of the audited Balance Sheet for preceding three years. Bidder to provide certificate from CA certifying the annual Turnover from stationery or printing and supply of stationery services, if the item not mentioned specifically in the Balance sheet.
4.	The total revenue of the bidder should be a minimum of Rs. 50 Cr during each of the last 3 preceding years 2022-23, 2023-24 & 2024-25 with positive net worth of Rs 50 CR		CA certificate for last 3 years.



	and the bidder should be profitable for last 3 years.		
5.	Experience in the PMS line of business: Minimum 3 years		Customer Certificates.
6.	The applicant should have successfully executed minimum 2 public sector PMS contracts with a minimum of 2000 branches/offices of the Bank located in different states of the country including rural, hilly and remote areas using own logistics. Projects should be for supply of stationery items on a continuous basis for a sustained tenure of 3 years. Supplies of ad-hoc/one off order execution to BFSI/large organizations will not be eligible.		Number and name with address of clients / BFSI clients (Mention details separately in respect of clients and BFSI clients). Clients certificate to be enclosed. Detailed sales/ Storage/ distribution arrangement to be furnished separately.
7.	The bidders should have minimum 2 owned printing setup for BCP arrangements and 2 large warehouses situated in different states of the country to support regional distribution and deliveries.		Bidder to Submit factory license & pollution certificates. For both units/factories.
8.	a) The bidder should have successfully executed minimum single work of similar type, costing more than Rs.40.00 Crores, during last three years (Proof of the same should be submitted for having successfully completed the work) OR (b) The bidder should have successfully executed minimum two works of similar type, costing more than Rs. 25.00 Crores during last three years (Proof of the same should be submitted for having successful completed the works) OR (c) The bidder should have successfully executed minimum		Supporting Work Completion certificate required from respective institution.



	three works of similar type costing more than Rs. 20.00 Crores during last three years. (Proof of the same should be submitted for having successful completed the works)		
9.	Service Providers should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority. A self-declaration certificate should be enclosed.		Duly notarised Affidavit as per Annexure-K (provided in Bid link: Instruction to Bidder)
10.	The applicant should own an existing IT ordering platform under PMS Model having a web based online ordering, indenting, supply, distribution, and monitoring system with provision for detailed MIS as well as a complaint redressal system. This system should be currently operating with a minimum 1 Public Sector Bank for minimum 3years and above. The said IT platform should be integrated with the IT system of the Bank. Satisfactory experience certificate required from minimum 2 banks using this online indenting system for a minimum of 2000 branches wherein branches can place their order, track, and acknowledge with single signing. Documents required: 1.Technology stack 2.Network Architecture 3.Technical/ Data Flow diagram 4.User Manual		Details of their existing IT infrastructure. Also details of Technical support which the applicant will provide to the Bank, to be provided. Also details of Technical support which the applicant will provide to the Bank, to be provided. Certificate from minimum two organizations confirming availability of robust IT infrastructure relating to supply of stationery. Certificate required from 1 Public & 1 from Private Bank.
11.	The applicant should be agreeable to make provision of a dedicated help desk for BOI.		Details about the facilities vendor plans to provide for complaint & grievance redressal mechanism along with Experience certificate.



12.	The Printer should provide latest VAPT Reports for the IT Platform.		Copy of VAPT Report from certified agency.
13.	The bidder should have satisfactorily executed single PMS contracts/work orders of value of Rs10.00 Crores in each Financial Year on a continuous basis for the preceding 3 Financial Year towards printing/procurement and supplying of books/forms/stationery/passbooks to minimum 2 Public sector banks for Customized stationery means paper based stationery/other than diaries/calendars/planner/text book/bills and statements etc.		Details of similar projects executed by them in the last 3 years and Experience certificate from 2 Banks.
14.	Applicant should have all the necessary approvals/ statutory clearances in place to undertake the activities viz. E.S.I.C., P.F., GST Registration and applicable Labor Law registration/ Licenses.		Photocopies of valid registrations and licenses should be furnished with the Technical Bid for 2 locations.
15.	The selected bidder should have a well-defined BCP/ DRP in place for continuation of the entrusted works in case of an emergency/ disaster. A certificate in this regard shall be submitted to the Bank on regular intervals.		BCP/ DRP to be furnished in the format prescribed as per Annexure O .

Copies of the Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

What is PMS?

Print Management Services: - End-to-End Order Management solution

- 1) Printing of Passbooks with Barcode/QR Code, Vouchers, Books, Account Opening Forms, Brochures, Letters, Registers/Manuals & etc.
- 2) Inventory and Order Management application to control, track and manage stationery, right from indenting to consumption.
- 3) Tie-Up with logistics company and with India Post Tier II/III cities.
- 4) BPO Support for compliant management.



BROAD SCOPE OF WORK:

The selected vendor shall be responsible for implementation of the End to End Print Management Services (PMS) in the Bank i.e. printing of all the books, forms & stationery items in the specified formats, quality, specifications and supplying the same within the specified TAT preferably OTP based delivery to the branches/offices as per the online requisition/indenting made through the Software solution package provided with generation of necessary MIS reports and provision of other support services including complaints/grievances redressal mechanism.

- a) The vendor will be selected on PAN India basis covering all the branches/offices of the Bank. After shortlisting L1 & L2 bidders, L2 will be given option to match with L1 lowest bidder and upon matching the FGMO wise works will be allotted in the ratio of 60:40 between L1 & L2 bidders. However, in case L2 bidder does not match L1 bidder's rate then same opportunity will be given to L3 bidder to match L1 bidder's rate and so on. If none of the bidders agree to match L1 bidder's rate, then 100% order will be awarded to L1 bidder. FGMO wise details are only tentative and bank reserves the right to change/modify/reallocate the areas as per its requirements. Bank's decision in this regard will be binding to all the bidders and the same cannot be challenged on any grounds (like loss of business etc.,
- b) Bank will select vendor for implementation of proposed stationery management solution in the bank. Vendor(s) will have to customize the application as well as subsequent modifications/ developments to suit the bank requirement at their own cost. Bank, at its sole discretion, may opt for application(s) of individual selected vendor/vendors or may share application of any one particular vendor among all the selected vendors. In such case, vendor(s) need to dovetail/integrate its Application or facilitate for the same to other vendor(s). The commercial consideration for such sharing and dovetailing/integration may need to be sorted out among vendors in good faith without any obstacle/hindrance/delay to Bank's work/ requirement. Vendor will also have to submit themselves to Information Security Audit / or any other audit, and take steps to ensure compliance of stipulations / observations during the course of such audit. Vendor will have to take anti-piracy/anti hacking and other cyber security related measures and continuously update/upgrade its security features to reasonably ensure that the website/Licensed Content is protected against piracy/hacking/compromise while utilizing the Licensed Content from its Platform. As the entire process is based on the backbone of IT infrastructure, the bidder should evaluate their capability in providing such facility before responding to this RFP.
- c) Upon selection of the Vendors and before implementing the PMS package for whole of the Bank, Bank may go in for a test phase through the selected L1 Vendor or/and L2 Vendor if any to ensure smooth functioning of the PMS package in two or more FGMOs covering the states such as Jammu & Kashmir, Chhattisgarh, North Eastern states etc. The objective is to enable the Bank to test, refine & bring in improvement, if any, required in the PMS package and also to satisfy itself as to the capabilities and performance efficiency of the selected Vendors. **In case of unsatisfactory performance, the Bank may cancel/go for retendering at its discretion.**



- d) The contract would be for a period of 3 years from the date of execution of the same subject to periodical review. The Bank will review the performance of vendor periodically / every 6 months based on the feedback received from the operating units and will take suitable decision about continuation or otherwise. The Bank reserves the right to cancel the contract based on the above review and to go for retendering.
- e) The selected vendor shall be required to supply books, forms & stationery items as per the indents raised by the branches and offices during the period of contract at the contracted rate within the timeline specified as per **Appendix-1**.
- f) The Bank reserves the right to procure item/items from other vendors in case performance of the selected vendor is not satisfactory. The Bank is not bound to procure all the items from the selected vendor.
- g) The list of various items along with tentative consumption in terms of quantity as well as specifications are furnished as **per Annexure-L**. However, the items mentioned are only tentative and this number may further increase or decrease considering language (Single/ bilingual/trilingual) as well as fabrication (Perforation, Folding, Pad Form, booklet, letter form, Centre Pinning, Centre sewing, Centre gluing, Serial Numbering, bar-coding, other customized format etc.). **The Bank may amend/delete/add any printing/stationery items any time as per its requirement.** The price of any modified item will be arrived as per the changes brought about/ as per the price of similar items and in case of totally new item, its price will be decided as per the nearest matching item/(s) or as per the rate decided/discovered by the Committee formed in the Bank for the purpose. The selected vendor shall be responsible to supply such newly added items at the price so finalized. The Bank, at its sole discretion, may decide to conduct fresh auction for a new/modified/existing item among the new vendors and may give the supply order PAN India to a separate vendor/s.
- h) The selected Vendor is required to effect modifications/deletions/additions, if any, suggested by the Bank, in the existing printing & stationery items, promptly. While the Bank will take utmost care, the loss on account of discontinuation/modification of any stationery items cannot be claimed from the Bank. The Bank may, any time, suggest any modifications/deletions/additions etc in the existing forms/books/stationery items depending on regulatory guidelines or other needs. Such modifications/deletions/additions etc., shall be advised duly keeping in view the inventory of Vendor and the Bank shall inform the vendor one month prior to any such modifications/deletions/additions failing which the Bank shall buyout all such inventory before discontinuation/modification.
- i) Vendor shall plan and as per his/their capability, hold stocks of item or may print & supply on receipt of the order. However, regardless of the fact whether the Vendor chooses to keep stock or decide to print & supply on receipt of the orders, the set timelines have to be invariably maintained. Though the Bank will be sharing the consumption pattern available with it with the selected vendor,



the vendor has to take own and independent decision about stock keeping. Though tentative consumption details have been given in Annexure-L, the Vendor shall note that not only the number of item to be supplied but its consumption may also vary drastically. Branches/Offices of the Bank will issue multiple purchase orders i.e. indent through online system of their stationery requirement.

- j) At times, the vendors may be asked to supply books, forms & stationery (existing or new) in bulk to a large number of branches. Vendors should therefore have the capability & infrastructure to meet the Bank's urgent requirement without any delay.
- k) The items should be securely packed and properly dispatched preferably with OTP based delivery so as to reach the destination branches/offices in undamaged condition at their stock room. Packing and marking of the consignments should strictly conform to the stipulations provided by the Bank from time to time. The main objective of any packaging is to provide protection to the materials from the damages due to/during transit, storing and owing to the weather changes etc. The packaging should also ensure easy handling of the material during dispatch, storage & unloading. The items received in damaged condition/damaged packing may not be accepted by the Bank. In such cases, Vendors may have to bear the entire cost as per the decision of the Bank. The Bank shall have to inform any such discrepancies within 48 hours from the receipt/acceptance of the delivery to the vendor.
- l) Vendors also have to assist the Bank in creating soft copy/artwork of the items. It also needs to update/share the repository periodically with the Bank. The Bank at its sole discretion, may appoint the selected vendors for standardization/re-engineering of the current and all future SKUs based on the technical competency of the selected vendors.
- m) The selected Vendors shall have IT infrastructure which can be integrated with the Bank's existing systems for online indenting by branches/offices as well as for providing various MIS, periodically as per the Bank's requirement. It should offer facility for viewing of items at the time of indenting, automatic generation of SMS and e-mail as soon as the vendor's IT platform receives any indent from branches/offices and also as & when the item is dispatched and delivered. Also in case of any issue/ grievance, mechanism of SMS/e-mail facility should be available. The Bank will be sharing the details with the selected vendors and the above are some of the basic/vital IT requirements which the vendor should be possessing / implementing in this model of the Bank's End to end Printing and Stationery management.
- n) The Bank may choose software application of the selected vendors for implementation of the proposed End to end Printing and stationery management solution in the Bank. The Vendors will have to customize the application so as to suit the Bank's requirements. The Bank, at its sole discretion, may opt for application(s) of selected vendor. As the success and smooth & flawless functioning of the process rests entirely on the IT infrastructure, the vendor should evaluate and ensure their capabilities in providing such a facility before



responding to this RFP. The vendor should agree to update the IT infrastructure to meet the needs of the banker.

- o) The delivery/supply mechanism with monitoring and tracking system is to be clearly laid down by the vendor. The information sharing should be on real time basis based on the integration of IT system of vendor with that of Bank.
- p) A dedicated Team and BANK Centric Portal as a Single Point of Contact (SPOC) for all issues pertaining to the End to end printing and stationery management and complaint redressal has to be provided. An Escalation Matrix for all issues to be provided to the RO/COs as well as Printing & Stationery Division, Head Office Bandra Kurla Complex, Mumbai or any other department as may be decided by the Bank.
- q) The Bank may, at its discretion and with prior notice, visit and inspect the Printing site, administrative offices and other offices or units of the Vendor as it may deem fit.
- r) The gaps, if any, coming to the notice of the Bank during the test phase, will be covered by incorporating necessary additional provisions in the scope of work/SLAs and may include some additional features and requirements as the Bank may deem fit.
- s) The selected vendor is also required to assist the Bank in standardizing the various forms/vouchers/registers/stationery items for deriving the optimum advantage of bulk ordering as well as reduce wastages to bring about a reduction in cost. Vendor shall share with the Bank any suggestion/feedback for further improvement.
- t) Supplies involving Inferior quality items, items with specifications different from those specified or improper packing/damaged item may be rejected. If inferior quality items are found/detected in the supplies made, penalty will be imposed on the entire supply made or the entire lot will be rejected at the discretion of the Bank and at the risk, responsibility and cost of the vendor. Likewise, items received in damaged condition may not be accepted and entire cost may have to be borne by the vendor. Recurrence of such instances may render the vendor liable for being removed from the Bank's empanelment/ to be blacklisted apart from levy of penalty etc. In any disputes as regards quality/quantity of item/ packing material, the decision of the Bank will be final. However, the Bank shall inform the Vendor within 72 hours of the receipt of supplies involving Inferior quality items, items with specifications different from those specified or improper packing/damaged item failing which, the Vendor shall not be held responsible for the same.

Notwithstanding what is stated above, if the goods are delivered in damaged condition or the specifications/quality varies than the stipulated one, the bank reserves the right to use/reject as it may deem fit. Further, proportionate payment with usual deduction may be made as per banks discretion in such cases.



- u) There will be penalty for any instances of deficiency in services such as delay in delivery, failure to maintain quality, deviations from set/stipulated specifications, failure in grievance redressal, non-performance, **non-maintenance of IT platform. If the services rendered are not to the satisfaction or as per the requirement of the Bank/contract terms, the Bank may initiate actions such as cancellation of contract, invocation of performance guarantee etc. apart from levy of penalty.**
- v) **As this is an End to End Printing & Stationery Management solution, vendor is not expected to retreat from their obligations under the contract awarded for any reason whatsoever except with the mutual understanding of the Bank and vendor, after giving sufficient time for changes if any. The Bank reserves the right for invocation of Performance Bank Guarantee, levy of penalty, blacklisting of the vendor etc. in such events.**
- w) The Bank will share with the selected vendors (L1/L2), the item wise consumption details that are available with the Bank. Considering the size of the Bank, the requirement for books / forms / stationery items will be substantial and hence the vendor/s are requested to quote their finest/best rates.
- x) Vendor will have to raise the bills with following declarations/enclosures on respective FGMO/Zone/Branch as per GST guidelines as shared by the Bank in this regard.
- Acknowledged copy of delivery challan (PoD) by the Branches/Offices,
 - A copy of transport receipt (Docket)

The delivery/supply mechanism with monitoring and tracking system is to be clearly laid down by the vendor. The software should facilitate online verification of PoD (Proof of Dispatch) and its physical acknowledgement by the Branches/Offices against each order will be a required feature. The information sharing should be on real time basis based on the integration of IT system of vendor with that of Bank.

In case of difficulty/ delay in collecting acknowledged copy from Logistics/Courier agency, some other physical proof of having delivered the items at branches/offices may be submitted (like confirmation letter from Logistic partner with dispatch details, date of delivery etc./ Online Printout or confirmation from online sites of Logistic partners). However, in case of requirement by bank, Vendor will have to arrange for acknowledged delivery challan/transport receipt. Invoices should be drawn with the break-up of total amount indicating separately the Taxes, Freight charges etc. The vendor has to discharge his responsibilities under updated applicable taxation laws of Indian government/state governments/any other appropriate authority like GST, TDS etc. Payment (after TDS etc. as applicable) will be made online centrally by the Bank subject to technical feasibility at monthly or other periodicity, which shall be decided subsequently and as per IT infrastructure integration. The above payment mechanism may be further elaborated /modified/refined as per the Bank's requirement.



- y) At any point of time, if it comes to the notice of the Bank that the selected vendors not having required capabilities/competence to handle the project of this magnitude to the satisfaction of the Bank or if there was/is any misrepresentation/suppression of any material fact, the vendor will be disqualified from participating in further process or the contract will be cancelled. The Bank at its sole discretion, may decide to visit the factory/offices of the vendor to verify its competence. If in view of the Bank, the vendor is found to be not capable enough in terms of IT, Printing, Logistics, support infrastructure etc., the Bank reserves the right not to allow the vendor/s from further participating in the process.
- z) The Bidder shall bear all the costs associated with the preparation and submission of the Bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

4.1 PRICING & PAYMENTS

- 4.1.1 The Price offered to the Bank must be in Indian Rupees which is inclusive of cost of raw material & item, labour charges, printing charges, packing charges including packing material, transit insurance etc., excluding GST.
- 4.1.2 The item value along with GST should be claimed in the invoice. GST will be paid in actuals at our end.
- 4.1.3 Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc. **However, as amendment/ modification in the existing items as well as introduction of new items are envisaged at frequent level, the pricing of these items will be arrived at by comparable items/changes made or rate decided/discovered by the bank and Bank decision in this regard will be final and acceptable to all vendors.**
- 4.1.4 From the date of placing the order till the delivery of the items so delivered to the India Post/Courier agency, if any changes are brought in the duties such as GST etc., by the Government resulting in reduction of the cost of the items, the benefit arising out of such reduction shall be passed on to the Bank.
- 4.1.5 All the payments for the monthly invoices raised by vendor shall be made by the Bank within 15 days from the date of receipt of confirmation from the branch /office regarding proper receipt of consignment in safe condition. If the Branch does not confirm the receipt of material in 10 days, the POD (Proof of Delivery) uploaded in the portal will be considered as proof and Payment shall be made in Indian Rupees.

Payment (after TDS etc. as applicable) will be made online as per the extant Bank guidelines & subject to technical feasibility after receipt of the invoice, delivery challan etc., at monthly or other periodical intervals. Payments will be made centrally at HO/ZO after successful scrutiny which may be further elaborated /modified/refined as per Banks requirements.



PROJECT EXPERIENCE AND QUALIFYING CRITERIA REQUIREMENT

Technical evaluation/ qualification of Bids will be done in the following stages/ manner:

Stage 1: Pre-qualification of Bids based on the documents submitted in Pre-Qualification Criteria (PQC).

Stage 2: Technical evaluation of the Bids as per Technical Evaluation Chart (**Appendix 4**) Overall 20% weightage will be given to pre-selection inspection of the printing location of the bidder (format as per **Appendix 5**) as well as a presentation by the sales and IT team of the bidder/ vendor before the Selection Committee of the Bank.

MSE/ Startups and other exempted categories will be eligible for EMD/ PBG/ Turnover as per GeM stipulations. However, the applicant has to score minimum 70 marks out of 100 under evaluation criteria. Scores will be normalized for exempted parameters, if any. No exemption will be applicable under other eligibility criteria.

During the Bank's inspection, if it is found that the submitted data (as detailed in prequalification criteria & Technical Bid Proforma) is deviating from the actuals, bids of those bidders will be rejected without further scrutiny.

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification in respect of its tender.

The bidders who will qualify in Technical evaluation will qualify for next stage of bid i.e. Commercial Bidding.



TECHNICAL EVALUATION CHART

SL NO	CRITERIA	PARAMETERS	MAXIMUM MARKS	EVIDENCE TO BE SUBMITTED
1	Constitution of the Bidder (under Indian laws)	Govt Organization/ PSU/ PSE	5	Partnership Deed/ By-Laws/Certificate of Incorporation along with Memorandum & Articles of Association
		Private/ Public Limited Indian Company Partnership Firm	5	
2	Average domestic financial turnover on account of printing of stationery in last 3 financial years i.e., 2022-23, 2023-24 & 2024-25.	>150 Cr	15	Audited Balance Sheet for last three years
		>125 cr to 150 cr	10	
		100 cr to 125 cr	5	
3	Experience in the line of Business of PMS	> 5 years	10	
		>4 years – 5 years	3	
		3 years – 4 years	2	
4	The applicant should have the experience of having supplied customized stationery to minimum 2 big organizations of repute preferably in Banking/ Financial Services sector having 2000 or more offices / branches spread over 5 or more states with the requisite logistic arrangements.	≥ 5000 branches	15	Certificates from 2 big organizations clearly specifying the desired information
		>3000 to 4999	5	
5	The applicant must have printing arrangements with BCP/ DRP backup at different location.	Own printing	5	Certificate from the bidder on letter head
		Tied-up arrangements for logistics	5	
6	Presentation by the Bidder before the Committee	Presentation by the sales and IT team	10	
7	Physical Inspection of the Printing Location		5	
	Maximum Marks		100	

(Note – Certificates sought as above should be in the name of bidder. Third party certificates will not be accepted) **Bidder has to score minimum 70 marks in total out of 100 marks to become technically qualified.**



Checklist-cum-Format for Inspection of Printers

Name of the Printer:

Address of the Printer:

S No	Areas/Parameters to be looked into by the Inspecting Officer	Marks Allotted	Marks Obtained
1.	Availability of adequate separate storage space for keeping Bank's stationery items.	5	
2.	Dedicated IT help Desk, Calling Purpose with Customer Redressal system.	10	
3.	Installation of CCTVs within the premises of Printing Press.	10	
4.	Availability of Fire Extinguishers, Alarms, Sprinklers with Hydrant.	15	
5.	Details of IT infrastructure for integrating with Bank's web portal for stationery project.	35	
6.	Details of Insurance taken in general & for machines that are used for printing of stationery items and the same shall match with the inventory present in the warehouse.	5	
7.	Availability of copies of Agreements with reputed courier/logistics services (such as India Post, DHL, Blue Dart, FedEx, First Flight Couriers Ltd, etc.) for supply of stationery items.	5	
8.	Details of Business Continuity Plan	10	
9.	ISO Certification	5	
Total Marks		100	

Printer must score 60 marks out of 100 to become eligible for opening of price bids

Date: Signature of Inspecting Officer

Name: Designation:



TERMS AND CONDITIONS(T&C)

1.1 DEFINITIONS

- 1 The following terms shall be interpreted as indicated unless inconsistent with the subject matter or context
 - i "The Bank" Bank/ BOI - Reference to the "the Bank", "Bank" and "Purchaser" shall be determined in context and may mean without limitation "Bank of India".
 - ii Bidder/ Vendor/ Supplier —An eligible entity/ firm submitting a Proposal/ Bid in response to this RFP.
 - iii Proposal/ Bid — the Bidder's written reply or submission in response to this RFP.
 - iv The Contract" or "The agreement" means the agreement to be entered into between the Bank and the Vendor, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - v Successful Bidder/vendor whose Bid is found to be responsive and whose price as per the commercial Bid is the lowest, as per terms and conditions of this RFP, and to whom notification of award has been given by Bank.
 - vi "The Project" means stationery management process wherein the selected vendors will be responsible for implementation of end-to-end stationery management solution in the Bank i.e. printing/ procurement of all the stationery items in specified formats and supplying the same within specified TAT (Turn Around Time) to the branches/ offices as per online requisition/ indenting made through software applications apart from generating MIS and support services.
 - vii **Others**
 - a) Language of Bid: All Bids and supporting documentation shall be submitted in English.
 - b) BOI reserves the right to accept or reject any or all Bids without assigning any reason thereof and Bank's decision in this regard will be treated as final. Bids may be accepted or rejected in total or any part or items thereof. No contractual relationship whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offers together with Bank's written acceptance & notification of award shall constitute a binding contract with the vendor.
 - c) Any Bid not containing sufficient information, in view of BOI, to permit a thorough analysis may be rejected.
 - d) The Bank shall have the right to reject the Bids not submitted in the prescribed format or incomplete in any manner.
 - e) Bank of India is not responsible for non-receipt of Bids within the specified date and time due to any reason, including postal delays or holidays.
 - f) The Bank also reserves the right to alter/ modify any/ some/ all of the requirements, as it may deem necessary, and notify the same through email/letter/fax before the last date for submission of response under this RFP. The Bidders should be agreeable for the same.
 - g) Bids not conforming to the requirements of the RFP may not be considered by BOI. However, BOI reserves the right, at any time, to waive any of the requirements of the RFP, if in the sole discretion of BOI, the best interest of BOI be served by such waiver.



- h) Bidder understands that the items and consumption details thereof mentioned in the Annexure "L" (Please refer to Scope of Work link of GeM) is only tentative not only the number of items to be supplied but its consumption may also vary drastically. Minimum Order Quantity will be treated as Rs. 1000/- (value).
- i) BOI shall have the right to cancel the RFP process at any time prior to execution of contract, without thereby incurring any liabilities to the affected Bidder(s). Reasons for cancellation, as determined by BOI in its sole discretion include, but are not limited to the following: -
1. Project contemplated is no longer required or has undergone major changes.
 2. Scope of work were not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments
 3. Proposed prices are unacceptable to the project
 4. The Project is not in the best interest of BOI.
 5. In the event of insufficient number of vendors remaining in the Project as per terms of this RFP, the RFP shall be scrapped. If there are insufficient number of vendors remaining in the Project even after RFP but prior to SLA execution, Bank will not execute the SLA, without any prejudice to the Vendor's interest. Bank will terminate RFP / not execute SLA, if any development leads to, or is likely to lead to, its dependency on insufficient number of vendors in contention of the Project.
 6. Any other reason
- j) BOI reserves the right to verify the validity of Bid information and to reject any Bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of RFP or even after award of contract.
- k) BOI reserves the right to re-negotiate the prices in the event of changes in the market conditions and/ or technology etc.
- l) During the term of agreement, Bidder will not hire or retain, either as an employee or consultant any employee of Bank. During the contract period, Bank will also not hire or retain, either as an employee or consultant, any employee of the Bidder. This shall not be applicable to the normal recruitment process of Bank.
- m) Vendor should carry out promptly any change request necessitated by the Bank.
- n) Bank may choose to take an undertaking from Vendor employees to maintain the confidentiality of the Bank's information/documents etc. Bank may seek details / confirmation on background verification of Vendor's employees worked/working on Bank's project as may have been undertaken/ executed by the Vendor. Vendor should be agreeable for any such undertaking/ verification.
- o) In case of a difference of opinion on the part of the Bidder in comprehending and/or interpreting any clause/ provision of the Bid Document after submission of the Bid, the interpretation by the Bank shall be binding and final on the Bidder.
- p) Bids from any vendor whose EMD/ PBG has been invoked by the Bank in the last three years, will NOT be accepted.
- q) Vendor will have to comply with the provisions of all the applicable laws and shall be solely liable & responsible for compliance, concerning or in relation to



Procurement/ conversion of Papers, Supply of Stationery Items and rendering of related Services. Vendor will have to comply with the MSME guidelines regarding Public Procurement Policy of Paper/ Paper Conversion from MSE Segment and a certificate related to it may be needed to be submitted to the Bank periodically or as per Bank's requirement. Further, the Vendor would indemnify/ make good for the losses suffered by the Bank for non-compliance or any claims against the Bank arising out of any non-compliance of government Rules/Regulations related to Procurement/ Supply of Stationery Items & related services.

- r) Vendor will have to execute a pre-contract Integrity Pact with the Bank as per Annexure J
- s) The Bank will share with the selected vendors consumption details, item-wise available with Bank's FGMO/ Zones/ Branches. Considering the Bank size, the requirement of any item may be substantial. So, the vendors are requested to quote their finest rate. Offer Prices on GeM shall be on all-inclusive basis i.e. including all taxes, duties, local levies/ transportation/ loading-unloading charges etc. In the case of Bid/ RA, complete break-up of the quoted price in the required price Bid format (Annexure M) shall be furnished by the Bidder, before award of contract. Any Statutory variation in the rate of GST, taking place between the Bid Submission by seller and Bid End Date, shall be to the Seller's account. Hence, Seller must ensure that any Statutory variation in the rate of GST till Bid End Date is duly incorporated in the Bid submitted by the Seller. In case seller fails to incorporate the same in Bid, the seller will not be eligible for claiming any change in price due to such Statutory variation. However, at this stage Bank shall not be deemed to have committed for any minimum procurement quantity for any item/ UoMs.

1.2 USE OF CONTRACT DOCUMENTS AND INFORMATION

The Vendor shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

- 1 The Vendor will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.
- 2 The Vendor shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.
- 3 Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so required by the Bank.

1.3 PATENT RIGHTS

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights. etc. arising from the use of the Goods/ software/ application or any part thereof in India, the Vendor shall act expeditiously to extinguish



such claim. If the Vendor fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation to the claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor of such claim, if it is made, without delay. The Vendor shall indemnify the Bank against all third-party claims.

1.4 INSPECTION AND QUALITY CONTROL TESTS & AUDIT

- 1 The Bank reserves the right to carry out factory / godown/ warehouse inspection by a team of Bank officials or demand a demonstration of the stationery management application/ solution proposed on a representative model in Bidder's office apart from testing its printing capabilities. Bank shall have the access to all books, records and information relevant to the Services available with the selected vendor.
- 2 The Bank may, at its discretion inspect, test regularly/ at irregular intervals the products after/ before delivery of the same to the Bank and where necessary may reject the products which does not meet the specification provided by the Bank. This shall in no way be limited or waived by reason of the products having previously being inspected, tested and passed by the Bank or its representative prior to the products shipment from the place of origin.
- 3 The Bank, at its discretion, may carry out periodic inspection/ quality checks on continual basis and where necessary may reject the products which do not meet the specifications provided by the Bank. Vendor should provide stock report on stock of stationery of different warehouses situated at different locations to the Bank's respective offices.
- 4 The inspection and quality control tests may be conducted on the premises/ godown/ warehouse of the Supplier, at point of delivery and / or at the Good's final destination. Reasonable facilities and assistance, including access to shall be furnished to the inspectors, at no charge to the Bank. If the testing is conducted at the point of delivery or at the final destination, due to failure by the vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental Expenses of the Bank's representatives to be borne by the vendor.
- 5 The Supplier shall use licensed software for all software products, whether developed by it or acquired from others for integration to BOI application for stationery management. The Supplier shall also indemnify the Bank against any levies/ penalties on account of any default in this regard.
- 6 The selected Bidder shall, whenever required, furnish all relevant information, records, and data to such auditors and/ or inspecting officials of the Bank/ Reserve Bank of India and or any regulatory authority/ Bank's consultant/ Testing agency entrusted by the Bank to carry out this work. Further, deficiencies observed in their internal quality test reports must be shared by the selected Bidder with the Bank.
- 7 Vendor has to mandatorily ensure incorporation of Date and Lot No. on each stationery item, for easy identification by inspecting Bank officials on random basis. Consignments made, if any, to offices/ branches of the Bank may be rejected altogether, in absence of such identification marking on the stationery items. Content slip giving details of items supplied in any consignment to be affixed without fail.
8. In case of any dispute as regards quality/ quantity of item/ damaged packing etc, the decision of the Bank will be final. Bank will inform any such visible quality discrepancies (defined as discrepancy in size, color, pages, finishing discrepancy etc.) within 10 working days from the receipt/ acceptance of the delivery as per the Acknowledgement/ Verification module available in Stationery Application and/ or other modes of communication.



However, regarding Non-Visible quality discrepancies (defined as GSM or other technical feature that requires some technical skill/ instrument/ laboratory testing etc.) will not have above restriction of 10 days, which may be raised as and when noticed/ identified though within reasonable period and not attributable to storage practices at branches.

1.5 DELIVERY & DOCUMENTATION

1. The Vendor shall provide such packing of the products as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and actual weights of packing case shall be considered, keeping in view the distance of the Products' destination as well as the fact of non-availability of heavy handling facilities at all transit/ destination points.
2. Delivery of the Goods and performance of the services/ support services shall be made by the Vendor in accordance with the time schedule, specification, scope of the project and other terms & conditions as specified in the RFP/ SLA/ Contract. Any delay in performing the obligation/ defect in performance by the Vendor may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and/ or termination of Contract.

1.6 PAYMENT TERMS

- 1 Payment shall be made in Indian Rupees.
- 2 Payment (after TDS etc. as applicable) will be made online centrally by the HO/ZO subject to technical feasibility after receipt of invoice, delivery challan etc. with monthly or other periodical payment system as formulated by the Bank and as per IT infrastructure integration. The above payment mechanism may be further elaborated/ modified/ refined as per Bank's requirement

1.7 PRICES

- 1 Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons.
- 2 It is envisaged that there may be intermittent modifications in some/ many of existing stationery items. Similarly, new stationery items may also have to be introduced periodically, to meet business/ regulatory requirements. In all such cases, the number of pages increased will be the primary determinant in fixing the pricing of these items, which will be arrived at by rates of comparable items/ changes made or rate discovered by the Bank. Bank's decision in this regard will be final and acceptable to all vendors.
- 3 In case of such modifications in existing stationery items / introduction of new stationery items, Bank may consider increase in input costs, subject to a cap on such increase, depending on the timing of such events in the following manner:

Timing during the duration of SLA	Price Cap (maximum)
1 st Year	Nil
2 nd Year	10%,
3rd Year	12.5%



However, the list above is a broad, outer perimeter only and the Bank may consider any increase, well below the ceiling indicated hereinabove. While calculating the cost of revised printed items, change in number of pages will be the principal guiding factor and rates/ prices will be increased/ decreased proportionately. Similar adjustment for colour/ cover page etc. may be made. While negotiating price revision, SLA stipulated price will be the determining factor, not the market driven price. Bank's decision in this regard will be final and acceptable to all selected vendors.

- 4 Price negotiations for the modified / newly added stationery items, as discussed hereinabove, will have to be concluded by the vendors in a time bound manner, within timelines specified by the Bank on a case-to-case basis. Failure to adhere to the stipulated timeline may have damaging implications in terms of Bank's business and operations. Accordingly, Bank may impose stiff penalty on the concerned vendor, as stipulated in Appendix 1.
- 5 The price fixed by the Bank after Price negotiation shall be binding on all the vendors in the Project.

1.8 CHANGE ORDERS

- 1 As per the nature of project, the stationery items (customized/ non-customized) specifications may be required to be changed/ modified as well as new items will be introduced which will be required to be incorporated promptly by the vendor and supplied as per order indented by the branches/ offices. The change in price as decided by comparable item/ otherwise as finalized by the Bank will be acceptable to all the vendors. Further the quantity mentioned is only approximate and it may increase/ decrease as per Bank's requirement.
- 2 Contract Amendments: No variation in or modification of the terms of the Contract shall be made, except by written amendment, duly signed by the parties.

1.9 DELAYS IN THE VENDOR'S PERFORMANCE

1. Delivery of the Goods and performance of the services/ support services shall be made by the Vendor in accordance with the time schedule, specification, scope of the project and other terms & conditions as specified in the RFP/ SLA/ Contract.
2. If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the Products and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.
3. Except as provided in the above clause (1.9.2), a delay by the Vendor in the performance of its delivery obligations/ defect in performance by the Vendor shall render the Vendor liable to the imposition of liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract, unless an extension of time is agreed upon without the application of liquidated damages.
4. In case of instances of supply of less quantity of any item (detected by Bank subsequently) taking place repeatedly, Bank may, apart from levy of penalty as per provisions listed in Appendix 1, also exercise its right to shift some FGMO/ Areas/ Orders



to some other Vendor or altogether cancel the contract and/or invoke the performance guarantee apart from levying penalty

1.10 LIQUIDATED DAMAGES (LD)

- 1 If the Vendor fails to deliver any or all of the Products or perform the Services within the time period(s) specified in the Contract, the Bank may, without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages as mentioned in above clause, deduct from the related invoice, as liquidated damages, a sum equivalent to 0.5 percent per day subject to maximum deduction of 5% of the order (related purchase order/related item value). Once the maximum deduction is reached/ recurrence is observed, the Bank may consider other options of shifting some FGMOs/areas/orders to other vendor or termination of the Contract **apart** from invocation of Performance Bank Guarantee.
- 2 The Liquidated damages recoverable are over and above the penalties for delayed deliveries prescribed in Annexure - B of SLA and relevant link of this GeM Document Penalties and will be invoked only on recovery of the maximum penalties as per Annexure - B of SLA and relevant link of this GeM Document- Penalties.
- 3 The total penalties recoverable for deliveries are not affected within the time frame prescribed in Annexure - B of SLA and relevant link of this GeM Document- Penalties, will therefore be capped at 15% of the contract price (related purchase order/ related item value).

1.11 CONFLICT OF INTEREST

- (i) Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the bidding Documents and/ or the Agreement or otherwise.
- (ii) Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:
 - (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 2(72) of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is



controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

- (b) a constituent of such Bidder is also a constituent of another Bidder; or
 - (c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
 - (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
 - (e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
 - (f) such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the RFPs
- (iii) For the purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

1.12 CODE OF INTEGRITY AND DEBARMENT/BANNING:

- i) The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- ii) Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.

Any Bidder needs to declare any previous transgressions of such a code of integrity with any



entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.

iv) For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

(a) "**corrupt practice**" means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;

(b) "**Fraudulent practice**" means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;

(c) "**Coercive practice**" means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;

(d) "**Anti-competitive practice**" means any collusion, bid rigging or anticompetitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;

(e) "**Obstructive practice**" means materially impede the Bank's or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank's rights of audit or access to information;

(v) **Debarment/Banning**

Empanelment/participation of Bidders and their eligibility to participate in the Bank's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank's procurement process shall be considered against delinquent Vendors/Bidders:

(a) **Holiday Listing (Temporary Debarment - suspension):**

Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanors, the vendors may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Vendor is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:



- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);
- Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

(b) Debarment from participation including removal from empanelled list

Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empanelled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from

the list of empaneled vendors are:

- Without prejudice to the rights of the Bank under Clause 39 " CODE OF INTEGRITY AND DEBARMENT/BANNING sub-clause (i) hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date of debarment.
- Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely or fails to cooperate or qualify in the review for empanelment.
- If Vendor ceases to exist or ceases to operate in the category of requirements for which it is empaneled.
- Bankruptcy or insolvency on the part of the vendor as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency.
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents.
- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation.
- Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.



If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) Banning from Ministry/Country-wide procurements

For serious transgression of code of integrity, a delinquent Vendor (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

1.13 TERMINATION FOR DEFAULT

1. The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part:
 - (a) if the Vendor fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
 - (b) if the Vendor fails to perform any other obligation(s) under the Contract.

1.14 FORCE MAJEURE

- 1 Notwithstanding the provisions of 'Terms & Conditions', the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 2 For purposes of this clause "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 3 If a Force Majeure situation arises, the Vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Force Majeure Conditions:

If at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God



(but not including negligence or wrongdoing, predictable/seasonal rain) provided notice of happening of such event duly evidenced with documents is given by one party to the other within 10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the Contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Buyer as to whether the deliveries have been so resumed or not, shall be final and conclusive, Provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for period exceeding 90 days, either party may at its option terminate the contract, provided also that the buyer shall be at liberty to take over from the seller at a price to be fixed by the buyer, which shall be final, all unused, undamaged and expected material, bought out components and goods in course of manufacture in the possession of the seller at the time of such termination or such portion thereof as the buyer made in fit excepting such materials, bought out components and goods as the seller may with the concurrence of the buyer elect to retain.

1.15 TERMINATION FOR INSOLVENCY

The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

1.16 TERMINATION FOR CONVENIENCE

The Bank, by written notice sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience.

1.17 GOVERNING LANGUAGE

The governing language shall be English.

1.18 APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subject to the exclusive jurisdiction of courts at Mumbai.

1.19 TAXES AND DUTIES

- 1 The Vendor will be entirely responsible for applicable taxes like GST etc. in connection with delivery of products at site including incidental services/ unloading etc. The vendor will provide MIS and details of GST and/ or break up as per format of the Bank for being used in Bank's GST Tax engine,



- 2 Income/ Corporate Taxes in India: The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.
- 3 Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall affect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.
- 4 The Vendor's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

1.20 VENDOR'S OBLIGATIONS

- 1 The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- 2 The vendor will be responsible for arranging and procuring all relevant permissions/ Road Permits etc. for transportation of the goods to the location where delivery is to be done. The Bank would only provide necessary letters if required for enabling procurement of the same.
- 3 The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by the directives issued by the Bank and implementation activities.
- 4 The Vendor will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- 5 The Vendor is responsible managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.
 - 6 The Vendor will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank as explained under 'Non-Disclosure Agreement' in Annexure I of this document.

1.21 PATENT RIGHTS/ INTELLECTUAL PROPERTY RIGHTS

- 1 In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial design rights arising from the use of the Products or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor of such claim, if it is made, without delay.

1.22 RIGHT TO USE DEFECTIVE PRODUCT

If the goods are delivered in damaged condition or the specifications/ quality varies than the stipulated one, the Bank reserves the right to use/reject as it may deem fit. Further,



proportionate payment with usual deduction may be made as per Bank's discretion.

1.23 POWERS TO VARY OR OMIT WORK

- 1 No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision hereinafter contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected Bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the Contract. The finally selected Bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the Contract documents. If Bank confirms his instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.
- 2 In any case in which the successful Bidder has received instructions from Bank as to the requirement of carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.
- 3 As per the nature of project, the stationery items (customised/ non-customised) specifications may be required to be changed/ modified as well as new items will be introduced which will be required to be incorporated promptly by the vendor and supplied as per order indented by the branches/ offices. The change in price as decided by comparable item/ otherwise as finalised by the Bank will be acceptable to all the vendors. Further the number of items & its quantity mentioned is only approximate and it may increase/ decrease as per Bank's requirement.

1.24 NO WAIVER OF BANK RIGHTS OR SUCCESSFUL BIDDER'S LIABILITY

Neither any payment sign-off by Bank, nor any payment by Bank for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by Bank shall affect or prejudice the rights of Bank against the finally selected Bidders, or relieve the finally selected Bidders of their obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in Bank to pay for alterations/ amendments/ variations, or discharge the liability of the successful Bidder for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify Bank nor shall any such certificate nor the acceptance by him of any such paid on account or otherwise affect or prejudice the rights of the successful Bidder against Bank.

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