

Appendix 3

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.	<p>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.</p> <p>Documents required: 1.Technology stack 2.Network Architecture 3.Technical/ Data Flow diagram 4.User Manual</p>		<p>Details of their existing IT infrastructure. Also details of Technical support which the applicant will provide to the Bank, to be provided.</p> <p>Also details of Technical support which the applicant will provide to the Bank, to be provided.</p> <p>Certificate from minimum two organizations confirming availability of robust IT infrastructure relating to supply of stationery.</p> <p>Certificate required from 1 Public & 1 from Private Bank.</p>
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.