

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.
 - a. Acknowledged copy of delivery challan (PoD) by the Branches/Offices,
 - b. 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.