

Central Bank of India
Printing & Stationery - GAD, Central Office

Request for Proposal (Bid) Document

For

**End to End Solution for Printing & Stationery
Management for Bank
(Print Management Solution)**

Invitation for tender offers

Central Bank of India, a body corporate constituted under the Banking Companies (Requisition and Transfer of Undertaking) Act 1970 having its Central Office at ChanderMukhi, Nariman Point, Mumbai-400021 hereinafter called "Bank" and having 59 Regional Offices (RO), 13 Zonal Offices (ZO) and approx. 4800 branches/offices spread across India, intends to obtain rate contract for End to End Solution for Stationery Management for Bank – outsourcing model.

Central Bank Of India invites sealed tender offers (technical offer and commercial offer) from printers & supplies meeting the eligibility criteria, as specified in this tender document.

A complete set of tender documents may be purchased by eligible bidders upon payment of a non-refundable fee of Rs.5,000/-(Rupees Five thousand only) by demand draft/ banker's cheque in favour of “**Central Bank Of India**” and payable at **Mumbai** or may be submitted with the Technical Bid, who wants to download the Request for Proposal(RFP).

The details are given below:

Tender Reference Number	CO:GAD:P&S:2016-17:99
Cost of RFP – non refundable (Tender fee)	Rs.5,000/- (Rs. Five thousand only)
Date of Issue of RFP	10.10.2016
Bid Security (EMD)	Rs. 30,00,000/-
Pre-bid Queries, if any, to be mailed to	cmptg@centralbank.co.in latest by 24.10.2016 upto 12:00 noon
Pre-Bid meeting – at Central Office Nariman Point Mumbai 400 021	27.10.2016 at 11:00 hrs Central Bank Of India GAD Dept 16 th floor, "Chandermukhi" Nariman Point Mumbai 400 021
Last Date and Time for receipts of tender offers	11.11.2016 up to 15:00 hrs
Time & Date of Opening of technical bids	11.11.2016 at 15:30 hrs
No. Of Envelopes	Two (2) Envelopes. <u>Envelope 1 containing:</u> Technical Bid + Tender fee + EMD <u>Envelope 2 containing:</u> Commercial Bid only
Address for Communication	Chief Manager –P & S Central Bank of India, GAD - Printing & Stationery Dept. 16 th Floor, Chandramukhi Nariman Point Mumbai – 400 021 E-Mail: cmptg@centralbank.co.in ptgsty@centralbank.co.in Phone : 022-66387700 022-66387532 Fax : 022-22703308

Place of Submission / Opening tender offers : (to dropped in drop box or to hand over to Bank official with proper address at the address)	Central Bank of India, GAD - Printing & Stationery Dept. 16 th Floor, Chandramukhi Nariman Point Mumbai – 400 021
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The Pre Bid meeting will be held on the date specified above, in order to address any queries received by mail in connection with the tender document. However, vendors, if decides to procure the Tender document afterwards are to submit the Tender Document cost at the time of submission of the bid and may mail their queries to the above email addresses and their queries will be addressed. A maximum of two representatives of a vendor can attend the pre-bid meeting.

Earnest Money Deposit mentioned above must accompany all tender offers (technical bid) as specified in this tender document.

Tender offers will normally be opened half an hour after the closing time, in the presence of the vendor's representatives who choose to attend the opening of tender. Any Tender received without Document Cost and/or EMD, will be disqualified outright.

Technical Specifications, Terms and Conditions and various format and performa for submitting the tender offer are described in the tender document and its Annexures.

Asst. General Manager - GAD

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Central Bank of India (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct his/her own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

1. INVITATION TO BID

RFP is invited from eligible vendors for implementation of end to end solution for stationery management for Bank.

The bank has initiated the process for implementation of end to end solution for supply of required stationery/Paper – printed & non printed i.e customized as well as non-customized to all branches/offices whereby the selected vendor(s) will be supplying the stationery items/Paper – printed & non printed to branches/offices of the bank within stipulated timelines. The software system application for PMS will be provided by the selected vendor.

The stationery management in the bank includes both types of stationery i.e. customized as well as non-customized. While the non-customized items include general office supply items of good quality and of standard make which are openly available in the market, the customized items include CBI specific stationery in the form of various registers, forms and vouchers etc. These customized items need to be got printed specifically as per the requirement of the various branches/offices of bank spread all over India on the prescribed paper, format, quality, colour and size etc. with particular font and may be bilingual or trilingual depending on the requirement.

The objective of this Request For Proposal is to select vendors who are interested and capable of supplying on time, different types of stationery items tentatively mentioned in Annexure ‘II’, as required by branches and offices of Bank and also provide MIS and complaint & grievance redressal system, in an efficient manner based on a robust IT platform integrable with the IT system of Bank and as per details listed out in this document. The Vendors have to submit to the bank their documented plan about their Printing, Sourcing, Indenting, Analysing and Delivery capabilities and mechanism and IT infrastructure which will be integrated/dovetailed with Bank’s existing systems satisfying the bank’s needs and acceptable to bank. The selected vendor should have the capability to deliver stationery items across 4800+ branches / offices of the bank located in all states of the country - PAN India.

Please note that 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 RFP. Bank reserves the right to change/modify the dates/terms & conditions mentioned in this RFP document as per its requirement, which will be displayed on Bank’s Website.

The information provided by the bidders in response to this RFP document will become the property of BANK and will not be returned. BANK reserves the right to amend, rescind or reissue this RFP and all amendments will be displayed on Bank’s Website and such amendments will be binding on bidders.

1. Eligibility Criteria

The Bidder must have following eligibility criteria:

1. The bidder submitting the offers should be an Incorporated bodies / Partnership Firms:
 - a. In the line of business of printing and supply of stationery items directly for at least three years.
 - b. The applicant should have experience of having supplied standardized stationery to minimum of two big organizations of repute preferably in Banking, financial services and insurance having 100 or more offices spread over 3 or more states with requisite logistic arrangement.
 - c. The applicant should preferably own an existing IT architecture / e-platform having web based online ordering, indenting, supply distribution and monitoring system with provision for detailed MIS as well as a complaint redressal system. They should be able provide the system to Bank on internet or intranet and in future be able to integrate their platform with that of Bank's software, if required.
 - d. The applicant must have existing printing arrangements either owned and/or tied up with ISO or equivalent certifications printer. The bidder will submit documents evidencing tie-up arrangements.
 - e. Applicant should have all the necessary approvals / statutory clearances in place to undertake activities.
 - f. Having an Average Domestic Annual turnover of Rs. 40 Crore on account of printing and supply of stationery during last three years i.e 2013-14, 2014-15 & 2015-16. This must be the individual Company's turnover and not that of any group of Companies.
 - g. Should have positive net worth for Rs. 25 crores
2. The bidder should preferably have Printing facilities at different locations to cater the need of our existing 4800 plus branches /offices of the Bank located PAN India , including large number of branches in rural areas.
3. The bidder should have Business Continuity Plan (BCP) Disaster Recovery Plan (DRP) Plan in place
4. The bidder should have helpdesk at one or more organization which should be functional since last one year. The Bidder should be agreeable to make provision of a dedicated help desk for Central Bank of India.
5. The bidder should not have been blacklisted by any Government department /PSU /PSE or banks for non-implementation/delivery of the order or any other reason. Self-declaration to that effect should be submitted along with the technical bid.
6. Bidder must not be a NPA holder in any Bank/Financial Institution. Self-declaration to that effect should be submitted along with the technical bid.
7. To enter into Integrity Pact with bank, as per the format - file IP_27.03.2015 attached.

The vendor must submit necessary documentary proof for the above. The Bank, if required, may call for additional documents during the evaluation process and the vendor will be bound to provide the same.

2. Earnest Money Deposit (Bid Security)

Vendors are required to submit a Demand Draft from any Nationalized Bank favoring **“CENTRAL BANK OF INDIA- EMD “ for the amount mentioned above as Earnest money Deposit (EMD) payable at Mumbai** along with their technical offer. Offers made without valid E.M.D as mentioned above will be rejected. **No interest will be paid by the Bank on the Earnest Money Deposit.**

The EMD of the unsuccessful bidders will be returned on acceptance of the Purchase Order(PO) by the successful bidders subject to written demand for the same and EMD of the successful bidders will remain with the Bank till the contract period as security deposit. Bidder/s can submit security deposit in form of Bank Guarantee and EMD amount will be returned in form of Demand draft / RTGS.

3. Scope of Execution of Work

- a. Selected vendor will be responsible for implementation of end to end stationery management solution in the Bank i.e. printing/procurement of all standardized / non-standardized stationery items of the Bank and supplying the same within specified Turn Around Time (TAT) to the branches / offices as per online requisition along with generation of MIS and provision of other support services.
- b. Vendor will have to execute modifications/deletion/addition if any in existing stationery items promptly. Bank shall make any modifications/deletion/ addition keeping in view of the inventory of Vendor and shall inform the vendor 3 months prior to any modifications/deletion/addition, otherwise the Bank shall have to buyout all such inventory before discontinuation/modification.
- c. The selected vendor is also required to help bank in standardizing the various forms/vouchers/registers for getting the optimum advantage of bulk ordering as well as reduce wastages leading to reduction in cost. Vendors should share with the bank any suggestion/feedback for further improvement.
- d. The selected Vendor will have to integrate their IT infrastructure with bank's systems for online indenting by branches/offices as well as providing various MIS, periodically/as per requirement. There should be facility for viewing of items at the time of indenting, automatic sms and e-mail generation facility as soon as the vendor IT platform receives any indent from branches/offices and similarly as and when item is dispatched. Also in case of any issue/ grievance, mechanism of sms/e-mail facility should be available. Bank will be sharing in detail with the selected vendors and above is some of the basic/vital IT requirement which the vendor should be possessing/ implementing in this new model of bank's Stationery management. For this suitable integrable software should be available with the vendor. Vendor to provided WEB based application through internet / Bank's intranet / interface, as required by Bank. At present bank do not have any system for Print Management System. Change required in future for application system and for integrating the system with Bank requirement are to be provided by the by selected vendor.

- e. Bank may choose software application of any of the selected vendor(s) for implementation of proposed stationery management solution in the bank. Vendor(s) will have to customize the application to suit the banks requirement. 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. Vendor to ensure that the application/software is free from embedded malicious / fraudulent code. Confirmation/undertaking should be submitted to this effect. Transmission of data from Bank to Vendor and vice versa should be in secured and encrypted mode. The data sent to the vendor should be used only for complying with the business needs as specified in the RFP.
- f. As the entire new process is based on the backbone of IT infrastructure, the bidder should evaluate their capability in providing such facility before responding to this RFP.
- g. The delivery/supply mechanism with monitoring and tracking system is to be clearly spelt out.
- h. The process to be implemented on Pilot basis to begin with 5 Regions identified **or as decided by Bank** and after its success to be implemented PAN India. Bank at its sole discretion, before awarding pilot project to a particular vendor, may allot one or two Regional Offices to take a view on performance of the vendor to the satisfaction of the bank and incase of unsatisfactory performance, may cancel/reallot/the contract as per its discretion to other shortlisted vendors.
- i. The contract would be for a period of three years from the date of award of contract subject to annual/periodical review. **The Bank will review the performance of the vendors periodically/ every 12 months based on the feedback received from Regional Offices/Branches and will take suitable decision about the continuation or otherwise.** Bank reserves the right to cancel the contract based on the above review and to modify/reallot to the selected vendor of some other Regional Office.
- j. Threshold limit in terms of quantity of item as per the branch size and amount as per the delegation power of the indenting authority will incorporated in the system. The selected vendor will be required to supply stationery items as per indents raised by the branches and offices during the period of contract at the contracted rate within the timeline as specified in this tender document.
- k. The list of various standardized stationery items alongwith **tentative consumption** in terms of quantity as well as specifications has been given as per Annexure - II . However, the items given 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 or other customized format etc.). The vendor will themselves be acquainted with stationery items at our office, by taking our prior permission. Bank may amend/delete/add any stationery items any time as per requirement. The price of any modified items will be arrived as per changes brought about/ as per the

price of similar items and in case of totally new items, its price will be decided as per the nearest matching item/(s) or as per the rate decided by the Bank in consultant with selected vendor/s . **The vendor will have to supply at the price so finalized. Bank, at its sole discretion, may decide to call new rates for new / modified items among the selected / new vendors and may give supply order PAN India to a separate vendor.** Art work design for periodical Magazine has to be made by the selected vendor/s. Variable branch/office address is required for letter heads.

- l. Vendor may also be given some other additional area and/or some area/Regional Office may be removed/ modified purely at the discretion of bank as per its requirement for supply of items at the same contracted rate.
- m. Bank reserves the right to procure item/items from other vendor/outside vendor in case of non-performance or as per its requirement. Bank is not bound to procure all the items from the selected vendor.
- n. Vendor should as per its capability/plan keep stocks of item or may print & supply after receipt of order, however the timelines have to be maintained in any case. Though the Bank will be sharing with selected vendor the consumption pattern available with it, the vendor has to take its own decision about stock keeping. Though a tentative consumption details has been given as per Annexure-II, **there is no guarantee of any minimum quantity for procurement.** Vendors to 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.
- o. At times the vendor may be asked to supply stationery (Existing or new) in bulk to large number of branches. Vendor should have the capability & infrastructure to meet the Bank's urgent requirement without any delay. However, for such Bulk order, Bank shall inform the vendor well in advance for such bulk order, **TAT will be mutually agreed.**
- p. The items should be dispatched properly and securely packed and unloaded at the destination branch/offices in undamaged condition. Packing and marking of the consignments should strictly conform to the stipulations provided by the Bank from time to time. The chief objective of any packaging is to provide protection to the material from any transit and storing damage. The packaging should also ensure easy handling of the material in dispatch, storage & unloading. The items received in damaged condition/damaged packing will not be accepted by the bank. Vendor may have to bear entire cost of such damaged items as per decision of the bank. Bank shall have to inform any such discrepancies within one week from the receipt/acceptance of the delivery by way of marking in system/mail/SMS.
- q. Vendor also has to help bank in creating artwork of items in hard and soft form. It also needs to update/share the repository periodically with the bank. Bank at its sole discretion may appoint either (one or more) of the selected L1,L2 or L3 vendors for standardisation/re-engineering of current and all future items based on the technical competency of the selected vendors.

- r. The rate for any new/modified items with different specifications will be arrived at on the basis of existing similar items price or through price discovery. The rate so arrived will be acceptable to the vendors. However Bank shall discover the rate for new or modified items of different specifications through methodology by considering the best price discovery practice adhered by the existing Vendors of the Bank.
- s. 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.
- t. A dedicated Team and BANK centric Portal as a Single Point of Contact (SPOC) for all issues pertaining to the Printing/stationery management and complaint redressal has to be provided. An Escalation Matrix for all issues to be provided to the Bank or any other office as decided by Bank. **If Bank requires, one qualified person should be provided by selected vendor/s who will be stationed at Bank premises to coordinate the overall activities.**
- u. The Bank may at its discretion with one prior notice visit and inspect the Printing site, administrative offices and other offices, godowns, or units of the Vendors as it may deem fit.
- v. Learning from pilot project will be incorporated in scope of work/ Service Level Agreement (SLA) and may include some additional features and requirements as Bank may deem fit to be stipulated.
- w. Supply of Inferior quality/different specifications of items or improper packing/damaged item shall be rejected. **The table stationery items should of standard specification/ Branded product.** If inferior quality is found, 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. Similarly, items received in damaged condition will not be accepted and entire cost may have to be borne by the vendor. Recurrence of such instances may render the vendor to be depanelled/ 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 week from the receipt of delivery of Supply of Inferior quality/different specifications of items or improper packing/damaged item.
- x. There will be penalty on account of delay in delivery, quality, specifications, grievance redressal, non-performance and other service deficiency etc. Non maintenance of IT platform (regarding dovetailing/integration/maintenance of the system, Indenting, MIS, call center, grievance redressal etc) as contracted and performance of the same required to the satisfaction of Bank, may entail cancellation of contract, invocation of performance guarantee apart from levy of penalty etc.

- y. As this is an end to end stationery process, vendor/s is/are not expected to retreat from their obligation of the contract awarded due to any reason except with the mutual understanding of bank and vendor, after giving sufficient time for changes if any. Bank reserves the right for invocation of Performance Bank Guarantee, levy of penalty, blacklisting etc. in such events.
- z. The Bank will share with the selected vendors consumption details, item wise availability with the Bank and considering the Banks size, the requirement of any item will be substantial. So the vendors are requested to quote their finest rate. However, at this stage bank shall not be deemed to have committed for any minimum procurement quantity for any item.
- aa. Vendor will have to raise the bills after acknowledgement of delivery with following declarations/enclosures and submit them to the nodal office or as advised by the bank in this regard.
- A copy of purchase order.
 - A copy of delivery challan.
 - A copy of transport receipt.
 - Acknowledgement from the consignees.
- bb. Invoice should be drawn with the break-up of total amount indicating separately Taxes, Freight charges etc. The cost of any item excluding taxes Octroi/Entry tax) should be the same as agreed/finalised by the bank. Product weight will be arrived at as per (unit weight x minimum order quantity) + Packaging weight. The freight cost will be arrived as per defined Product weight x per Kg Rate and will be exclusive of all taxes. It is agreed that the indenting weight shall be 10 Kgs or more by any branch/office. In case indenting weight is less than 10 Kgs, Minimum chargeable weight will be 10 Kgs and if the indent weight is more than 10 Kgs, per kg rate will be chargeable.
- cc. Payment (after TDS etc as applicable) will be made to vendor centrally subject to technical feasibility at monthly or other periodicity, which will be formulated subsequently and as per IT infrastructure integration. The above payment mechanism may be further elaborated /modified/refined as per banks requirement. Vendor shall provide the data backup to Bank in the required for at regular interval.
- dd. At any point of time, if the Bank comes to know about vendor not having competence of providing / participating in such type/scale of requirement or suppression of any material fact, the vendor will be disqualified from participating in further process or contract will be cancelled. Bank at its sole discretion, may decide to visit the factory/offices of the vendor to verify its competence. In case, in view of bank if the vendor is not capable enough in terms of IT ,Printing, Logistics, support infrastructure etc, bank reserves the right not to allow the vendor from further participating in the process.
- ee. Vendor shall impart necessary training to CO/ZO/RO staff at its own cost, as required.

4. Bid

The offer will be in two parts consisting of Technical bid and Commercial Bid.

The bids must be submitted in two separate sealed cover giving full particulars and duly super-scribed “ **Technical Offer for End to End Solution for Printing & Stationery Management for Bank** “ and “ **Commercial offer for End to End Solution for Printing & Stationery Management for Bank** “. These covers should also indicate name and address of the vendor submitting the offers.

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.

5. Technical Offer

The Technical Offer (TO) should be complete in all respects and contains all information asked for in this document. Evidence to be submitted for each parameter to be attached with technical bid.

It should not contain any price information. But a copy of the commercial bid without mentioning the price should be attached with TO. However, any mention of price in TO will result in cancellation of the bid.

The TO must be submitted in an organized and structured manner. All the supporting documents etc. to be submitted along with the TO.

The TO must contain the Document Cost (if not already submitted) and Bid security. Without any of these two, Vendor will be disqualified and bid submitted by them will be not processed.

The TO envelope must also contain the soft copy of the Annexure – I in a CD or Pen Drive either in MS Excel format.

6. Evaluation and acceptance

Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms and conditions stipulated in the RFP.

Marks shall be allotted as per Evaluation Chart, as below:

Sr. No	Parameters		Supporting Document	Max. Mark
1	In the line of business of printing and supply of stationery items directly for at least three years as on 30.06.2016	More than 5 years	Auditor's Certificate & Experience certificate	5
		3 year to less than 5 year		3
2	The applicant should have experience of having supplied standardized stationery to minimum of two big organizations of repute preferably in	More than 2 Organization	Certificate from Organization	10

	Banking, financial services and insurance having 100 or more offices spread over 3 or more states with requisite logistic arrangement.	2 organization		5
3	The applicant should preferably own an existing IT architecture / e-platform having web based online ordering, indenting, supply distribution and monitoring system with provision for detailed MIS as well as a complaint redressal system. They should be able to integrate their platform with that of ours	Yes	Certificate from customer where bidder's software is installed & operative	20
4	The applicant must have existing printing arrangements either owned and/or tied up with ISO or equivalent certifications printer. The bidder will submit documents evidencing tie-up arrangements.	IBA	Copy of Certificate	2
		ISMS (ISO 27001)		2
		ISO 9000		2
5	Having an Average Domestic Annual turnover of Rs. 40 Crore on account of printing and supply of stationery during last three years i.e 2013-14, 2014-15 & 2015-16. This must be the individual Company's turnover and not that of any group of Companies.	100 Crores and above	Auditor's Certificate & Balance Sheet	10
		Above 50 Crs. Less than 100		7
		40 Crores To 50 Crores		4
6	Should have positive net worth for Rs. 25 crores - 2015-16	Yes	Auditor's Certificate	5
7	The vendor should preferably have Printing facilities at different locations to cater the need of our 4800 plus branches /offices of the Bank located PAN India , including large number of branches in rural areas. Zone – East, West, North & South	Printing facility at 4 Zones	Factory certification	10
		Printing facility at 3 Zones		8
		Printing facility at less than 3 Zones		4
8	The bidder should have helpdesk at one or more organization which should be functional since last one year. The Bidder should be agreeable to make provision of a dedicated help desk for Central Bank of India.	Yes	Certificate from customer	4

9	Whether having BCP/DRP Plan.	Yes /No	Please mention Plan/Writeup	10
	vendor will meet business continuity in case of any eventuality.	Yes /No		
	Whether it has capability of continuing the operation in case of any breakdown/lockup etc	Yes /No		
	In case of exigencies printing can be shifted to other own/tie-up Printers;	Yes /No		
	Delivery can be arranged with other courier	Yes /No		
10	Committee appointed by Bank will assign marks to the vendors based on the presentation If necessary may visit office and /or printing facilities of vendors as a part of empanelment process.			20
	Maximum Marks			100

The bidders scoring above 70 marks shall be technically qualified. Bidder scoring zero in any item will be disqualified irrespective of total score.

Only those vendors who qualify in the technical evaluation would be considered while evaluating the commercial bid. Bank may, at its sole discretion, waive any minor non-conformity or deviations.

Bank reserves the right to reject an offer under any of the following circumstances:

- If the offer is incomplete and / or not accompanied by all stipulated documents.
- If the offer is not in conformity with the terms and conditions stipulated in the RFP.
- If there is a deviation in respect to the technical specifications of hardware items.

The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning reason whatsoever.

7. Commercial Offer:

The Commercial Offer (CO) should be complete in all respects and contain all information asked for this document. It should contain only the price information as per Annexure - II.

The price to be quoted in individual items and it should be unit price in Indian rupees.

The price is excluding of all taxes like Sales Tax, Service Tax, VAT etc.

Software application development cost has to be factored into product cost.

Instructions for filling commercial bid i.e Annexure II:

1	Cost of items : Please confirm if Unit Of Measurement price to be filled in “Rate” column & Total in “Amount column” (total = Unit Of Measurement (UOM) x quantity)	Rate Column: Rate has to be quoted for per unit of measurement –rate for UOM, as specified in Commercial Bid format. Total of Amount Column is cost of items i.e a
2	Logistic & Transportation Cost	Vendor has to quote Per Kg. for PAN India rate. The rate has to be multiplied by by multiplier factor i.e 1200000 : Total cost of logistic & Transport i.e b
2	What is the Colum quantity for TCO i.e a+b	TCO : is Total Cost of Ownership i.e sum of Total of Amount Column is cost of items : A and Total cost of logistic & Transport : B

8. Process for selection of vendors

This Tender Notice is for selecting vendor/s for End to End Solution for Stationery Management for Bank on PAN India.

Based on quotes received L1, L2..... will be identified on Total Cost of Ownership. The rates shall finalize with L1 bidder after a round of negotiations. The Bank reserves the right to distribute the job to more than one vendor at L1 rates and terms & conditions, as per the requirement of Bank. The Bank will be within its right to distribute /split the work order between L1 and L2 vendors, if considered necessary in the interest of the Bank, provided L2 vendor mates the rates and terms & conditions finalized with L1. In case, L2 is not agreeable to match L1 rates the offer will be given to L3. The distribution of work in 2 selected vendors shall be in ratio of 60:40, L1 will be allotted 60% job.

Each selected Vendor has to provide Web based application link.

Mere participation in bidding process / agreeing to execute the job at L1 rates will not entitle the bidders/ printers for awarding the job. Apart from other things, bidder’s past performance with our bank/other banks will also be taken into consideration.

Rate contract will be valid for a period of **36 months for date Service Level Agreement is executed with Bank**. It can be extended further for 12 months by mutually acceptable terms.

9. General Terms

This tender is for entering into Rate contract agreement with vendors for supply of stationery items as listed in this RFP and similar new stationery items introduced. This rate contract shall be valid for 36 months from date of issuance of order. Rate contract finalized for supply of items will be for actual requirements during the validity of this contract.

The list of items providing detail description & Specification is attached as Annexure V. The rates in commercial bid are to be quoted as per the description & Specification. The rate shall be finalized as per the actual proof approved by Bank and shall be on prorata basis for size /no of pages of the rates quoted/negotiated. The rate stationery items are to be quoted for branded product having the specifications listed and the product shall be finalized by Bank with the selected vendor.

Vernacular language forms are not specified in list. Same shall be finalized with selected vendor on the rate quoted/ negotiated with selected vendor for similar form in single/bilingual lingual.

10. Change Orders

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 quantity mentioned is only approximate and it may increase/decrease as per bank's requirement.

Contract Amendments: No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

11. Penalties:

Order Placement Window will be provided to all Branches/ Offices and shall be open for placing the order through-out the period. However order placed during as on 7th of every month will be confirmed by respective Regional office before 11th of the Month. The consolidated order confirmed by Regional Offices will be placed to Vendor, immediately.

Vendor/s shall:

Dispatch the items within 10 days of order and

Ensure delivery of items to respective Branches/ Offices within 14 days (for tier I &II places) and within 21 days (for other than tier I & II)

Order placed by Branches / Offices after 7th of every month shall be taken up in the next month processing and shall be delivered in the aforesaid manner.

Bank reserves its right of levying penalty charges apart from cancellation of contract for non-performance/ deficiency in services including quality, delay and non-response to any issue/complaint. In case of non supply of items within given timelines , a penalty of 0.5 percent of the total consideration (related purchase order/item) for each day delay, subject to maximum amount of ten 10 percent of the total consideration may be charged to vendor. If maximum is reached liquidated damages also becomes applicable.

Learning from Pilot will further be incorporated into SLA. Penalty will not be applicable during pilot period.

Complaint Redressal to be system driven: Vendor shall respond all the issues/complaint within 2 days and as far as practicable and shall take endeavor to resolve within seven working days.

Reports/MIS: Various MIS/ report at regular interval apart from any specific report as demanded by bank. Delay/Non submission will entail suitable penalty.

The Bank also reserves the right to shift some circle/areas/orders to some other vendor or altogether cancel the contract and/or invoking the performance guarantee apart from levying penalty. Bank reserves the right to modify the timelines/penalties.

12. Taxes and Duties

The Vendor will be entirely responsible for all applicable taxes like Central / State Government levies, sales tax, VAT, excise duty, cess, charges, license fees, road permits, NMMC cess etc. in connection with delivery of products at site including incidental services/unloading etc. All the taxes will be borne by Bank. Payment of Octroi/ Entry Tax, if applicable, will be reimbursed at actuals upon production of original receipts.

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.

Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect 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.

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.

13. Fall Clause

The Vendor undertakes that it has not supplied / not supplying similar product /system or subsystem 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 and if it is found at any stage that similar product/system or sub system was supplied by the Vendor to any other minister/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the different in the cost would be refund by the Vendor to the BUYER, if the contract has already been concluded

14. Right to use Rejected/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.

15. Payments

Bills for payment must be presented on monthly basis to GAD Printing & Stationery dept after verifying the delivery of items and checking of Bills submitted by the vendor/s, payment will be released within 15 days, if in order.

16. Order Cancellation:

The Bank reserves its right to cancel the order in the event the services of vendor is not as per the scope defined in this tender document.

In addition to the cancellation of purchase order, Central Bank of India reserves the right to appropriate the damages from the earnest money deposit (EMD) given by the vendor and any other payment due from Bank to the vendor and may take appropriate action.

17. Cost of Bidding:

The bidder shall bear all the costs associated with the preparation and submission of bid and bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

18. Bidding Document:

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

19. Amendments to Bidding Documents:

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the bank. All amendments will be **either uploaded in the website** or shall be delivered by hand / post / courier or through e-mail or faxed to all prospective bidders, who have received the bidding document and will be binding on them. For this purpose bidders must provide name of the contact person, mailing address, telephone number and FAX numbers on the covering letter sent along with the bids.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

20. Period of Validity:

Bids shall remain valid for 6 months from the date of opening of commercial bid. A bid valid for shorter period shall be rejected by the bank as non-responsive.

21. Vendor's obligations

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.

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 declaration if required for enabling procurement of the same.

The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.

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 Vendors negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

The Vendor is responsible for managing the activities of its personnel or subcontracted personnel and will hold itself responsible for any misdemeanors.

The Vendor will treat all data and information about the Bank as confidential, 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 IV** of this document.

22. Last Date and Time for Submission of Bids:

The Bid document are to be dropped in the tender document placed at Bank at the address specified in the Bid Document or handed over to Bank Official in P&S dept with proper acknowledgement. Bids must be received by the Bank at the address specified in the Bid Document not later than the specified date and time as specified in the Bid Document. Bank reserves the right to extend the date & time without showing any reason.

23. Late Bids:

Any bid received by the Bank after the deadline for submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

24. Modifications and/or Withdrawal of Bids :

Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

No bid will be modified after the deadline for submission of bids.

No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

25. Clarifications of Bids:

To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the bidder for clarification and response, which shall be in writing and without change in the price, shall be sought, offered or permitted.

26. Bank's Right To Accept Or Reject Any Bid Or All Bids:

The bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the bank's action.

Further, Rate contracting of items with vendors does not assure that work order will be issued to the vendor/vendors. Separate purchase order will be issued by respective offices as and when required.

If, at any time after opening the tender it is found that the information in Technical Bid submitted by the bidder/s is false, the Financial Bid submitted by the said bidder, even though he is L-I bidder, is liable to be rejected by the Bank and no orders will be placed with such bidder/s. Moreover, such bidder will be black listed and will not be allowed to participate in any tender process of our bank for a period of three years.

27. Signing Of Contract:

The successful bidder(s) to be called as vendor, shall be required to enter into an Service Level Agreement (SLA) and Non Disclosure Agreement (NDA) with the Bank, within 30 days of the award of the work order (when provided) or within such extended period as may be specified by the bank.

28. Liquidated Damages (LD):

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 10% 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 circles/areas/orders to other vendor or termination of the Contract apart from invocation of performance bank guarantee.

The Liquidated damages recoverable are over and above the penalties for delayed deliveries prescribed in Clause 11 above and will be invoked only on recovery of the maximum penalties as per Clause 11 above.

The total penalties recoverable for deliveries not effected within the time frame prescribed in clause 11 will therefore be capped at 10% of the contract price (related purchase order/related

29. Termination

Termination for Default :

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.

In the event the Bank terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, Products similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar Products. However, the Vendor shall continue performance of the Contract to the extent not terminated.

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.

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.

30. Resolution of Disputes

Central Bank of India and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Central Bank of India and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

In case of any dispute at any stage, the same shall be settled at a court of law situated within jurisdiction of Bank's office location from where purchase order was issued.

30. Forfeiture of EMD

The EMD may be forfeited:

If a Bidder withdraws his Bid during the period of Bid validity (but prior to submission of PBG) specified in this RFP;

or

If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Contract;

or

In the case of a successful Bidder, if the Bidder fails;

- (a) to sign the Contract;
and/or
- (b) to furnish Performance Bank Guarantee
and/or
- (c) to adhere to the delivery schedule stipulated

The EMD of the successful bidder will be returned after submission of PBG, if not already invoked.

31. Audit/Review

Bank shall undertake a periodic review of service provider outsourced process to identify new outsourcing risks as they arise. The Bidder shall be subject to risk management and security and privacy policies that meet the Bank's standard. In case the service provider outsourced to third party, there must be proper Agreement with concerned third party. The Bank shall have right to intervene with appropriate measure to meet the Bank's legal and regulatory obligations. Access to books and records/Audit and Inspection would include:-

- a) Ensure that the Bank has the ability to access all books, records and information relevant to the outsourced activity available with the service provider. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
- b) Provide the Bank with right to conduct audits on the service provider whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain copies of any audit or review reports and finding made on the service provider in conjunction with the services performed for the bank.
- c) Include clause to allow the reserve bank of India or persons authorized by it to access the bank's documents: records of transactions, and other necessary information given to you, stored or processed by the service providers within a reasonable time. This includes information maintained in paper and electronic formats.
- d) Recognized the right of the reserve bank to cause an inspection to be made of a service provider of the bank and its books and account by one or more of its officers or employees or other persons.

Banks shall at least on an annual basis, review the financial and operational condition of the service provider. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the service provider. Such assessment and reports on the service provider may be performed and prepared by Bank's internal or external auditors, or by agents appointed by the Bank.

32. Force Majeure

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. 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 limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Central Bank of India either in fires, floods, earthquake,

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strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify Central Bank of India in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Central Bank Of India in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Central Bank of India and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of Central Bank of India shall be final and binding on the vendor.

33. Patent Rights/Intellectual Property Rights

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 unliquidated damages 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.

34. List of Branches details is attached as Annexure V

Annexure-1

Bidder's Information and Eligibility Criteria

S.No	Particulars	Details
1	Name of bidder	
2	Constitution	
3	Address	
4	Contact Person	
5	Contact Details	

Eligibility Criteria

Sr. No	Eligibility Criteria	Particulars	Supporting Document
1	In the line of business of printing and supply of stationery items directly for at least three years as on 30.08.2016	No of years:	Auditor's Certificate & Experience certificate
2	The applicant should have experience of having supplied standardized stationery to minimum of two big organizations of repute preferably in Banking, financial services and insurance having 100 or more offices spread over 3 or more states with requisite logistic arrangement.	No of Organizations:	Certificate from Organization
3	The applicant should preferably own an existing IT architecture / e-platform having web based online ordering, indenting, supply distribution and monitoring system with provision for detailed MIS as well as a complaint redressal system. They should be able to integrate their platform with that of ours	Yes/No	Certificate from customer where bidder's software is installed & operative

4	The applicant must have existing printing arrangements either owned and/or tied up with ISO or equivalent certifications printer.	IBA : Yes/No ISMS (ISO 27001) : Yes/No ISO 9000 : Yes/No tie-up arrangements : Yes/No	Copy of Certificate The bidder will submit documents evidencing tie-up arrangements.
5	Having an Average Domestic Annual turnover of Rs. 40 Crore on account of printing and supply of stationery during last three years i.e 2013-14, 2014-15 & 2015-16. This must be the individual Company's turnover and not that of any group of Companies.	Average turnover: _____ Crores	Auditor's Certificate & Balance Sheets
6	Should have positive net worth for Rs. 25 crores - 2015-16	Net Worth : Rs. _____ Crores	Auditor's Certificate & Balance Sheet
7	The vendor should preferable have Printing facilities at different locations to cater the need of our existing 4800 plus branches /offices of the Bank located PAN India , including large number of branches in rural areas. Printing facility at 4 Zones – East, West, North & South	Printing facility at _____ Zones - Provide details	Factory certification /VAT Registration
8	Whether having BCP/DRP Plan.	Yes/No	Please provide a write up
9	The bidder should have helpdesk at one or more organization which should be functional since last one year. The Bidder should be agreeable to make provision of a dedicated help desk for Central Bank of India.	Yes/No	Certificate from customer
10	The vendor should not have been blacklisted by any Government department /PSU /PSE or banks for non-implementation/delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Yes/No	Self-Declaration
11	Vendor must not be a NPA holder in any Bank/Financial Institution.	Yes/No	Self-Declaration
12	Integrity Pact with bank, as per the format	attached duly signed: Yes/No	Duly signed format attached
13	Whether all RFP terms & conditions understood & complied with.	Yes/No	Self-Declaration

Signature:

Seal of company:

Annexure-II Commercial Bid format

(Amount in Rupees)

Sr. No.	DESCRIPTION	Product Category A	UOM	Estimate yearly requirement quantity (A)	Rate per UOM (Rs) (B)	Amount (Rs) (C) A * B
1	Declaration of Asset & Liability	Pad	1	3000		
2	C/D Cheque Book Request	Pad	1	15000		
3	SDV Specimen card	PKT	25	1000		
4	DD Application cum Voucher form	Pad	1	35000		
5	Stock Statement	Pad	1	4500		
6	Balance confirmation	Pad	1	2500		
7	Loan Document	Pad	1	8500		
8	Loan OD CC	Pad	1	9100		
9	Currency cover slip issuable only	Pad	1	200000		
10	CD.HSS A/C Specimen Card	Pad	1	75000		
11	Letter of lien	Pad	1	10000		
12	Letter of continuity	Pad	1	8000		
13	Dp -Jointly	Pad	1	5000		
14	Application for lodge security	Pad	1	5000		
15	Declaration by borrower loan against FD	Pad	1	3000		
16	Non encumbrances	Pad	1	2000		
17	Petty cash Voucher	Pad	1	20000		
18	Lodgment of security by borrower	Pad	1	1500		
19	Issue of cheque book saving	Pad	1	25000		
20	Godown inspection report	Form	10	1000		
21	Lien deposit	Pad	1	2000		
22	Withdrawal form	Pad	1	350000		
23	Demand promissory Note, Letter of waiver, Letter of Continuity	Pad	1	8500		

24	Documents of Housing Finance Loan Agreement	Pad	1	3000		
25	Performa valuation report	Form	10	1500		
26	T/L agreement for small loans	Agreement	10	5000		
27	Hiring Locker undertaking	Pad	1	2000		
28	Letter of undertaking Annex -V	Pad	1	1500		
29	Voucher Wrapper	Form	100	15000		
30	Letter of Thanks	Pad	1	16000		
31	Application for cent vikas Khata	Pad	1	7000		
32	Loan Saha Anumaniya Hyp Gujarati	Form	20	700		
33	Nomination Form Deposit	Pad	1	6500		
34	Nomination Form Locker	Pad	1	500		
35	Nomination Cancellation	Pad	1	200		
36	Nomination Deposit Change	Pad	1	200		
37	Nomination Locker Joint	Pad	1	100		
38	Nomination Change sdv	Pad	1	50		
39	G.C. Book (Taller Book)	Register	1	3000		
40	L/o Continuity	Pad	1	8000		
41	Log Book	Register	1	1000		
42	One Quire Book	Register	1	5000		
43	Two Quire Book	Register	1	5000		
44	Locker rent reminder notice	Pad	1	3100		
45	Over draft agreement to secure cent Home loan double plus scheme	Agreement	10	5000		
46	Term loan agreement for small loans (Special)	Agreement	10	5000		
47	NBO Schedule	Pad	1	1000		
48	Sanction Advice	Pad	1	2000		
49	A.C Opening Register	Register	1	7500		
50	Meeting Pad	Pad	1	3000		
51	Furniture & Fixture Register	Register	1	3000		
52	Supplementary document	Pad	1	100		
53	OD/DL Application cum sanction note	Pad	1	2900		
54	CHEQUE RETURN MEMO	Pad	1	3000		

55	DEPOSIT SLIP BOOK	Booklet	100	50000		
56	CUSTOMER INFORMATION FORM (FOR NEW PERSONAL INDIVIDUAL CUSTOMERS ONLY)	Form	100	62000		
57	DEPOSIT ACCOUNT OPENING FORM (FOR PERSONAL CUSTOMERS ONLY)	Form	100	70000		
58	DEPOSIT ACCOUNT OPENING FORM (FOR NON PERSONAL CUSTOMERS ONLY)	Form	20	15000		
59	CUSTOMER INFORMATION FORM(FOR NEW NON PERSONAL INDIVIDUALCUSTOMER ONLY)	Form	20	12000		
60	MINOR DECLARATION FORM	Pad	1	100		
61	CASH PAYMENT CHEQUE RECEIPT REGISTER	Register	1	3000		
62	LETTER OF INTEREST VARIATION	Pad	1	4000		
63	LETTER OF WAIVER	Pad	1	4000		
64	LIFE CERTIFICATE	Pad	1	8500		
65	FORM NO 15G	Pad	1	10000		
66	FORM NO 15H	Pad	1	5000		
67	APPLICATION FORM FOR DELIVERY CHANNEL SERVICES	Pad	1	10000		
68	DEBIT ADVICE VOUCHER	Pad	1	500		
69	CREDIT ADVICE VOUCHER	Pad	1	500		
70	APPLICATION FORM FOR "CENTCASH DEBIT CARD"	Pad	1	10000		
71	MULTIPURPOSE REQUEST FORM	Pad	1	15000		
72	PPF CHALLAN GEN	Pad	1	800		
73	APPLICATION FOR FUNDS TRANSFER FOR RTGS/NEFT	Pad	1	25000		
74	REGISTER OF CHEQUE	Register	1	1500		
75	REGISTER OF DAILY CASH BALANCE	Register	1	9000		
76	ANNEXURE-II(GURANTOR/S)	Pad	1	1000		
77	TERM DEPOSIT PAY IN SLIP	Pad	1	15000		
78	REGISTER FOR CASH PAYMENT	Register	1	3000		
79	CONTRA VOUCHER- GEN-910	Pad	1	5000		
80	DEMAND PROMISORY NOT SINGLE ADV/10	Pad	1	8000		
81	DEMAND PROMISORY NOTE JOINT & SERVERAL ADV/11	Pad	1	4000		
82	CHEQUE BOOK TOKEN SB-1258	Pad	1	5000		

83	CHEQUE BOOK REQUISITION SB SLIP-1256	Pad	1	5000		
84	TEMPORARY RECEIPT DEP-607	Pad	1	10000		
85	DEBIT VOUCHER GEN-909	Pad	1	70000		
86	CREDIT VOUCHER GEN-908	Pad	1	70000		
87	PAYMENT ADVICE	Pad	1	500		
88	ANNEXURE-(I) (BORROW)	Pad	1	2000		
89	AGREEMENT OF HYPOTHECATION TO SECURE DEMAND CASH CREDIT AGAINST GOOD-ADV/17	Agreement	10	5000		
90	ARTICLE OF AGREEMENT FORM ADV/62	Agreement	10	5000		
91	LETTER OF HYPOTHECATION	Agreement	10	5000		
92	loan-cum hypothecation agreement animal, lives, crops, plants, equipments, machines spfr-41	Agreement	10	5000		
93	TERM LOAN AGREEMENT FOR HYPOTHECATION OF VEHICLE-ADV/40	Agreement	10	5000		
94	AGREEMENT FOR EDUCATIONAL LOANS	Agreement	10	6000		
95	OVER DRAFT AGREEMENT	Agreement	10	5000		
96	LOAN APPLICATION FORM	Form	20	1500		
97	Housing Loan part 2	Form	20	1000		
98	FORM OF GUARANTEE FOR ADVANCES AND CREDITS GENERALLY	Agreement	10	5000		
99	MEMORANNDUM OF ENTRY ANNEXURE	Agreement	10	1000		
100	BORROWER"S /GUARANTORS PROFILE	Form	20	1000		
101	LOAN AGREEMENT ANNEURE-I	Agreement	10	10000		
102	SAFE DEPOSIT VAULT (MEMORANDUM OF LETTING OF SAFE)	Agreement	10	10000		
103	APPLICATION FOR PUBLIC PROVIDENT FUND GEN-1041	Pad	1	1500		
104	REGISITER OF PASS WORD BOOK	Register	1	500		
105	CURRENT ACCOUNT DEPT.(REFER BOOK)	Register	1	2500		
106	SMS ALERTS REGISTRATION FORM	Pad	1	5500		
107	REGISITER OF RECEIPT COLLECTION BK-2160	Register	1	1000		
108	REGISITER OF LETTER DESPATCH BOOK-2109	Register	1	3500		
109	REGISTER FOR THE COMPANION OF LOCKER OPEUSTOMERRATING C	Register	1	500		

110	LOCKER OPERATING REGISITER	Register	1	1500		
111	FORM NO 60	Pad	1	11800		
112	Bank Passbook with Variable Barcode Printing on Cover	Passbook	500	12000		
113	Monthly Attendant Sheet	Form	15	5500		
114	Cent trade	Booklet	10	3000		
115	Cent mortgage	Booklet	10	2500		
116	Loan Application for Agricultural Credit Form	Booklet	10	7500		
117	Banner	Banner	5	20000		
118	Poster	Poster	20	1000		
119	Leaflet	Leaflet	100	4000		
120	Brochure	Brochure	10	10000		
121	BCSBI Booklet English	Booklet	5	35000		
122	BCSBI Booklet Hindi	Booklet	5	15000		
123	BCSBI Booklet Micro & Small Enterprise English	Booklet	5	35000		
124	BCSBI Booklet Micro & Small Enterprise Hindi	Booklet	5	15000		
125	Centralite House Magazine	Booklet	5	32000		
126	Central Manthan House Magazine	Booklet	1	1000		
127	Educational Loan Part 2	Form	10	6000		
128	Cent Vehicle	Form	25	4000		
129	Cash Binding Stickers Invisible Magic Tape (19mm)	Sticker	1	2000		
130	RB/CH	Vaper	1	1500		
Non customized stationery						
131	BROWN TAPE	Tape	1	3000		
132	CELLO TAPE	Tape	1	5000		
133	Carbon Paper 21x33 cm Pack	Box	1	1500		
134	RUBBER STAMP PADS(SMALL-VIO/RED)	Stamp pad	5	5000		
135	STAMP PAD (Medium) (Violet/Red)	Stamp Pad	5	5000		
136	RUBBER STAMP PAD(LARGE-VIOLET/RED)	Stamp pad	5	1500		
137	STAMP PAD INK (Violet/Red) Bottle	Bottle	1	1500		
138	VOUCHER HOLING MACHINE	Machine	1	1500		
139	Ball Point Pens	Packet	1	2500		

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140	ADD. GEL PEN	Packet	1	3000		
141	HIGH LIGHTER	Packet	1	3000		
142	MARKER PEN	Packet	1	2500		
143	PENCIL	Packet	1	4000		
144	Colour Pencil (RED)	Packet	1	5000		
145	Colour Pencil - BLUE	Packet	1	5000		
146	ERAZ-EX-FLUID. Correction Pen(Whitener)	Bottle	1	1500		
147	ERASER	Packet	1	4000		
148	GUM TUBE (30 ML)	Gum	1	1500		
149	GUM BOTTLE (300 ML)	Gum	1	1000		
150	OFFICE PASTE/ Gum Bottle (700 ML)	Gum	1	1200		
151	FEVI STICK	Gum	1	1800		
152	STAPLER(SMALL)	Machine	1	1500		
153	STAPLER(BIG)	Machine	1	1500		
154	STAPLER PIN(SMALL)	Packet	1	5000		
155	STAPLER PIN (BIG)	Packet	1	4000		
156	ALPIN	Box	1	5000		
157	LETTER OPENERS/Pin Remover	Machine	1	2000		
158	GEM Clips (Paper Clip Nickel Coated 35mm)	Box	1	5000		
159	GEM Clips (Plastic Quoted Assorted Colours)	Box	1	3000		
160	PAPER WEIGHT	Machine	1	2500		
161	PUNCHING MACHINE-Small	Machine	1	1200		
162	Punching Machine-BIG	Machine	1	1000		
163	COLOUR FLAG Three Colour each of 50 Slips	Colour Flags	1	5000		
164	COLOUR FLAG Five Colour each of 50 Slips	Sticker Flags	1	4000		
165	Yellow Note Stickies Size 3inchx3inch	Sticker	1	5000		
166	BINDER CLIPS(SMALL)	Box	5	2500		
167	BINDER CLIPS MEDIUM SMALL	Box	5	2500		
168	BINDER CLIPS MEDIUM	Box	5	2500		
169	BINDER CLIPS (BIG)	Box	5	2500		
170	WATER SPONGE	Sponge	1	1200		

171	Rubber Bands 2 inch	Rubber Band	1	3000		
172	Rubber Bands 4 inch	Rubber Band	1	3000		
173	PLASTIC DEPOSIT COVER (BOTH SCHEME AS PAR SPECIMEN)	Plastic Cover	50	40000		
174	Spiral Book with Bank Logo	Booklet	5	10000		
175	Spiral Book with Bank Logo	Booklet	5	10000		
176	A4 Size Copier	Copier	1	60000		
177	Legal Size Green Copier paper	Copier	1	1000		
178	A4 Size Copier - Colour	Copier	1	2000		
a	Total of Column C					
				Multiplier factor (I)	Rate per Kg.- In Rs. (II)	Amount (III) i.e I *II
b	Logistic & Transportation Cost Per Kg. for PAN India rate			1200000		
	TOTAL COST OF OWNERSHIP (TCO) (a+b Amount column)					

Signature of the bidder with Seal

Please note that the “No of units” mentioned above are not the actual Quantity it is estimated yearly requirement and is used only for calculation of TCO. L1, L2, L3..... will be indentified on the basis of TCO.

The price of item should included all cost landed i.e. cost of materials ,printing, labour etc exclusive of all taxes duties and Octroi/Entry tax. The rate for per kilogram of transportation (B above) should also be exclusive of all Taxes.

The items given 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 or other customized format etc.).

Annexure-III

Letter to be submitted by bidder along with bid documents

To
The Asst. General Manager-GAD
Central Bank of India,
Chandramukhi, 16th floor
Nariman Point
Fort Mumbai – 400 021

Sir,

Reg: Our bid for Rate contract of supply stationery items as required by the bank.

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the Job.

Dated at _____ / _____ day of _____ 2016

Yours faithfully

For _____

Signature _____

Name _____

Address _____

(Authorized Signatory)

END OF THE DOCUMENT

PERFORMANCE BANK GUARANTEE

Annexure IV

TO,

**CENTRAL BANK OF INDIA
MUMBAI**

-----.

In consideration of M/s Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400 021 (hereinafter referred to as "Purchaser") having agreed to purchase computer hardware (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the computer hardware, as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor, of the computer hardware and systems as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs----- (Rupees-----only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the computer hardware and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

- i) Our liability under this Bank Guarantee shall not exceed Rs----- (Rupees----- only);
- ii) This Bank Guarantee shall be valid up to -----; and
- iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----- (date of expiry of Guarantee).

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2011 at -----

For and on behalf of ----- Bank.

sd/- -----