

Ref: CO/ITD/276/R1/2020-21

28/07/2020



REQUEST FOR PROPOSAL (RFP)

FOR

RATE CONTRACT FOR SUPPLY, INSTALLATION, IMPLEMENTATION AND MAINTENANCE OF SCANNERS WITH RANGER SOFTWARE FOR CHEQUE TRUNCATION SYSTEM (CTS) AND SUPPORT FOR INTEGRATION WITH BANK'S OWN CTS SOFTWARE.

&

RATE CONTRACT FOR SUPPLY, INSTALLATION & MAINTENANCE OF ADF SCANNERS

Last Date & Time for Pre Bid Meeting	31/07/2020 at 11.00 AM
Last Date & Time for receipt of bids	10/08/2020 at 03:00 PM
Date and time of opening Technical bids	10/08/2020 at 03:30 PM



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SCHEDULE

1)	Tender Reference Number and Date	RFP No. CO/ITD/276/R1/2020-21 dated 28/07/2020
2)	Last date for seeking Pre-bid clarifications/ queries through email skkarna55966@indianbank.co.in venkatesh.hammigi@indianbank.co.in krishna.prasad2@indianbank.co.in shanmugasundaram.s@indianbank.co.in	30/07/2020 by 5:00 PM
3)	Pre Bid meeting	31/07/2020 at 11:00 AM
4)	Last Date & Time for submission of Bids in Online & Offline Mode	10/08/2020 at 03:00 PM Address for physical submission Chief Manager Indian Bank, Corporate Office, Expenditure Department, First Floor, A Wing 254-260, Avvai Shanmugam Salai, Royapettah, Chennai, Pin 600 014
5)	Documents to be submitted Online	a. Eligibility Criteria, along with all supporting documents required. b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages. c. All supporting documents and product literature in support of Technical specifications. d. Relevant brochures f. Compliance to Technical Specifications. g. Any other information sought by the Bank



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		with relevant to this tender
6)	Documents to be submitted physically by Bidders (Offline Mode)	<p>1. Earnest Money Deposit/Bid Security 2. DD towards Cost of bid document (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.):</p> <p>Account No.: 743848138 Account Name: INDIAN BANK,H.O.TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1 & 2</p>
7)	Earnest Money Deposit/Bid Security	<p>1. For CTS Scanners</p> <p>Rs.6,00,000/- (Rupees Six Lakhs only)</p> <p>Valid for 135 days from the last date for submission of Bid in the form of a Bank Guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank. (Mode of submission: Offline)</p> <p>2. For ADF Scanners</p> <p>Rs.6,00,000/- (Rupees Six Lakhs only)</p> <p>Valid for 135 days from the last date for submission of Bid in the form of a Bank Guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank. (Mode of submission: Offline)</p>
8)	RFP Cost	<p>1. For CTS Scanners</p> <p>Non-refundable Rs.5,000/- in the form of DD favouring "Indian Bank". (Mode of submission: Offline)</p> <p>2. For ADF Scanners</p> <p>Non-refundable Rs.5,000/- in the form of DD</p>



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		<p>favours "Indian Bank". (Mode of submission: Offline) (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.): Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p>
9)	Date of opening of Technical (Part I) Bids (Online & Offline) & Conformity to Eligibility Criteria	<p>10/08/2020 at 03:30 PM</p> <p>Indian Bank 254-260, Avvai Shanmugam Salai Royapettah Chennai - 600 014</p>
10)	Date of Online Reverse Auction (Part II)	Will be intimated after technical evaluation of the bids submitted.
11)	Online Bid Submission Details	<p>This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank's authorized e-Procurement service provider M/s Nextenders (India) Pvt. Ltd. through website</p> <p>https://indianbankeprocure.etenders.in</p>

This RFP document can be downloaded from the website: <https://www.indianbank.in> and <https://indianbankeprocure.etenders.in>. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same websites and paper publication will be done for the information regarding publishing the RFP, however Clarifications, Modifications and Date of Extensions, if any, will be posted in website only.

The term "Bid" & "Quote/Quotation" bears the same meaning in this RFP.



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SECTION – I

REQUEST FOR PROPOSAL (RFP)

The Bank is proposing to finalize Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software & Rate Contract for Supply, Installation & Maintenance of ADF Scanners.

Bank has procured approximately 380 CTS scanners during the last financial year through rate contract. The estimated tentative requirement of these items for this financial year may increase in view of amalgamation of erstwhile Allahabad Bank with Indian Bank, effective from 01.04.2020. The estimated tentative requirement of CTS Cheque scanners & ADF Scanners for this financial year is 700 & 2500 respectively. The above requirements are indicative and may vary as per actual needs.

Bank will follow two bidding system. Part-I of the bid contains compliance details of the specifications for which quotation is called for. Bidders should enroll/register before participating through e-prourement website. Bids have to be submitted online only through e-prourement website. Part II – Commercial Bid will be called through Online Reverse Auction Process, Intimation will be given to all qualifying bidders about the date and time of reverse auction.

Interested eligible bidders may submit their quotation for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software & Supply, Installation & Maintenance of ADF Scanners as specified in Part-I as per the following procedure:

1. Bidders should enroll/register before participating through website - <https://indianbankeprocure.etenders.in>. Bids have to be submitted online only at the above mentioned website. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted except for the documents asked to be submitted physically by bidders (Offline Mode) mentioned under schedule 4 of this tender.
2. Part I contains compliance details of the specifications for which quotation is called for. No column shall be left blank or altered. The bidders should also submit their indicative commercial bids as sought in the e-tendering system. The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid. The indicative commercial bid of the technically qualified bidders will be opened by Bank Officials on the date of online reverse auction.
3. Part II – Commercial will be called through Online Reverse Auction Process. After technical evaluation, intimation will be given to all qualifying bidders about the date



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and time of reverse auction. Part II price breakup details to be submitted after online reverse auction process.

4. Part I to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.
5. All envelopes which are submitted offline should be securely sealed and stamped and shall be submitted in a single sealed envelope duly super-scribing the envelope with the reference number of this RFP, due date, name of the Bidder, Offer reference number etc. and addressed to,

**THE CHIEF MANAGER,
EXPENDITURE DEPARTMENT,
INDIAN BANK, CORPORATE OFFICE,
No. 254-260, AVVAI SHANMUGAM SALAI
ROYAPETTAH, CHENNAI - 600 014,**

and dropped in the box provided at the above address after noting the details in the register maintained at the Expenditure Department, so as to reach them within the time stipulated as above (i.e 15.00 hours on 10/08/2020). The Technical quotations will be opened at 15:30 Hrs on 10/08/2020.

9. Bank has the right to accept or reject any quotation/cancel the e-tender at its sole discretion without assigning any reason thereof.
10. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).
11. Bank will follow the guidelines on Public Procurement (Preference to Make in India), Order 2020, issued vide DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and basis of allotment will be done in terms of the same.
12. Please note that
 - (i) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
 - (ii) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender without assigning any reason therefor.



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- (iii) Bank reserves the right to negotiate with the lowest quoted bidder (L1 bidder) for further reduction in price under exceptional circumstances.
- (iv) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and kept with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.

After technical evaluation, intimation will be given to all qualifying bidders about the date and time of reverse auction.



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SECTION – II

ELIGIBILITY CRITERIA

The bidder must satisfy the following eligibility criteria and should submit the required proof.

- a) The Bidder should be a Public Limited/Private Limited company and should be in existence in India for the last 3 years as on 31.03.2020.
- b) The bidder should be OEM / authorized reseller for the items quoted for (Proof to be submitted). Either OEM or authorized resellers (SI) on behalf of OEM can bid in a tender but not both.
- c) The Bidder should be having Net profit in each of the following three financial years of the bidder 2017-18, 2018-19, 2019-20.
- d) The annual turnover should be Rs.20.00 crores or above in each of the following three financial years of the bidder 2017-18, 2018-19, 2019-20.
- e) The Bidder should have supplied minimum of 300 Cheque scanners for Cheque Truncation System (CTS) & minimum 300 ADF Scanners, during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of bidder should be submitted along with Technical Bid.
- f) Product should be in usage by banks for last 2 years as on the date of RFP and satisfactory certificate from the bank should be attached as proof.

OR

Product series should be in usage by banks for last 2 years as on the date of RFP and satisfactory certificate from the bank should be attached as proof. The quoted product from the same series should be the latest in the series which meets the technical specifications of this RFP & should be working for at least 3 months in a bank and the proof for the same also to be provided

- g) The Bidder should not have been blacklisted by any Government Dept/PSU/Banks currently.
- h) The model proposed to be quoted should be certified by Indian Bank before submission of technical bid. (For CTS Scanners)
- i) The Bidder/OEM should have Branches in Chennai, Delhi, Kolkata and Mumbai. Further, Bidder/OEM should have Branches / Service Centre Facilities / Franchises / Resident engineers in atleast 50 of the places tabulated below. In case of franchises, copy of contract between the bidder and franchise should be attached in addition to proof of address. For Resident engineers, identity proof and address proof for the respective location should be submitted



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Ahmedabad	Amaravathi (AP)	Bangalore	Barddhaman	Berhampur
Bhopal	Bhubaneswar	Chandigarh	Coimbatore	Cuddalore
Dharmapuri	Ernakulam	Erode	Noida	Guwahati
Hubli	Hyderabad	Jaipur	Kancheepuram	kanpur
Karaikudi	Karim nagar	Karnal	Kumbakonam	Lucknow
Ludhiana	Madurai	Patna	Puducherry	Pune
Salem	Surat	Trivandrum	Tirunelveli	Tirupati
Tiruvannamalai	Trichy	Vellore	Vijayawada	Visakhapatnam
Barasat	Chinsurah	Midnapore	Asansole	Dibrugarh
Siliguri	Nagpur	Udaipur	Gonda	Hamirpur
Lakhimpur Kheri	Sitapur	Prayagraj (Allahabad)	Gorakhpur	Varanasi
Jabalpur	Raipur	Sambalpur	Satna	Kozhikode
Bhagalpur	Deoghar	Gaya	Muzaffarpur	Ranchi
Agra	Dehradun	Meerut	Moradabad	Amritsar

Also, undertaking letter from OEM for providing support in such places where bidders don't have above arrangement should be provided.



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SECTION-III

INSTRUCTIONS TO BIDDERS

1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Pre-bid Meeting

- a. A pre-bid meeting is scheduled to be held at the following address at **11.00 hours** IST on **31/07/2020**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.

**Indian Bank,
Head Office, Information Technology Department
66, Rajaji Salai
Chennai – 600 001.**

In case, if bidders are unable to attend the pre-bid meeting, same will be addressed through Video Conference/Skype/Web-ex on **31/07/2020** only for the bidders who have submitted the queries within the timelines stipulated in RFP (i.e., on or before **30/07/2020**).

In case the Probable Bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by paying the cost of bid document i.e Rs.5,000/- (non-refundable) (For each product) by way of Demand Draft in favour of Indian Bank payable at Chennai, or transferring the amount in the account as detailed in schedule 8. Bidders have to ensure that cost of bid document i.e. Rs.5,000/- has already been remitted to the account as mentioned in Schedule 8, or dispatched through demand draft (Copy of demand draft to be attached), to the below mentioned address, before raising the queries through email:

Indian Bank, Head Office, 66, Rajaji Salai, 2nd Floor, Chennai- 600 001

Such Bidders who have not chose to attend the pre bid meeting are required to submit the DD for cost of Bid Document through offline/online mode (schedule 8) apart from uploading the scanned DD/Proof of e-transfer document during e-tendering.

- b. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.



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c. The Bidder is requested to submit any queries/clarifications to the Bank in the format provided to the following email ids:

skkarna55966@indianbank.co.in
venkatesh.hammigi@indianbank.co.in
krishna.prasad2@indianbank.co.in
shanmugasundaram.s@indianbank.co.in

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in <https://www.indianbank.in> and <https://indianbankeprocure.etenders.in> and informed vide mail to the bidders who have raised queries.

3. Amendment of bidding documents

3.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify the Bidding Document by modification(s) / amendment(s).

3.2 The amendments if any, will be published in the Bank's website and e-procurement website and will form part of the Bidding document.

4. Technical Bid

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract, if its bid is accepted.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Any bid document not accompanied by the above will be rejected.

5. Financial Bid

1. The Bank finalize commercials through online reverse auction after evaluation of Part I after giving due notice to the technically qualified bidders.
2. The calling for quote does not confer any right on the bidder for being awarded any purchase order.

6. Bid Security (Earnest Money Deposit (EMD)) and cost Of Bid Document



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The Bidder should furnish, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank as detailed below:

S.No	Item	EMD Amount (In Rs.)
1	CTS Scanner	6,00,000
2	ADF Scanner	6,00,000

Bidders quoting for both CTS & ADF scanners should submit Bank Guarantee of Rs.12,00,000/-

Bank Guarantee should be valid for 135 days from the last date for submission of Bid, in the format specified in the bid document (Annexure-III) along with Part-I. Bank may seek extension of Bank Guarantee, if required.

Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.

The successful Bidder's Bid Security will be discharged upon the Bidders signing the Contract and furnishing the Performance Security.

The bidder will forfeit the Bid Security

- a) if a Bidder withdraws its bid during the period of bid validity.
- Or
- b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security.

Cost of Bid Document should be submitted as detailed below, along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai, if not participated in the pre-bid meeting, or through electronic transfer as detailed in schedule 8.

S.No	Item	Cost of Bid Document (In Rs.)
1	CTS Scanner	5,000
2	ADF Scanner	5,000

Bidders quoting for both CTS & ADF scanners should submit DD/electronic transfer of Rs.10,000/-

MSE/NSIC registered bidders are exempted from submitting the cost of bid document and bid security. Such bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period.



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SECTION-IV

SCHEDULE OF REQUIREMENTS

1. INTRODUCTION

RBI, as part of its initiative to reduce the clearing cycle in consonance with amendments to NI Act 1881 and Information Technology Act 2000 and subsequent amendments, had decided to introduce Cheque Truncation System (CTS). In CTS, the physical movement of cheques is curtailed at a point in the clearing cycle, beyond which the process is completed based only on the electronic data and images of cheques.

The Image Based Cheque Truncation system is introduced in consonance with the amended Negotiable Instruments Act 1881, the amended Information Technology Act, 2000 and the amended Bankers' Book Evidence Act, 1891 and any other relevant laws of the country as may be specified by the Reserve Bank of India.

Bank is also interested in identifying vendors for finalizing Rate Contract for Supply, Installation & Maintenance of ADF Scanners.

2. SCOPE OF BID

2.1 For CTS Scanner:

- a) Bidder should undertake for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software. The scanners and integration support should comply with the specifications, as mentioned in Part-I.
- b) Bidder should provide training to Bank personnel on the operations of the scanners at all locations where scanners are installed.
- c) Bidder should also provide training on the technical details of the scanners, API, UV& IQA software and help the Bank's staff to integrate scanners with Bank's own software.
- d) The Bidder should provide customization/integration support for the Scanners to meet RBI/NPCI/Bank requirements during warranty and AMC.
- e) **The quoted model to be certified by Indian Bank before submission of technical bid. Bidder has to provide scanner which is being proposed to be quoted against this tender to Bank for Proof of Concept (PoC). The Scanner proposed to be quoted should be given to Bank for PoC on or before the date of Pre-bid meeting. Bank may certify the same within 7 days from the date of Pre-bid meeting. Bidder should extend full support for PoC by deputing**



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knowledgeable resources to make the PoC successful. All the charges in this regard should be borne by the bidder.

- f) 3 years comprehensive onsite warranty maintenance covering replacement of all the spare parts including Power adapter, Rollers & belts, MICR head, Mylars & any other movable parts but excluding only the consumables Cartridge, Power Cable, Printer to Board Cable.
- g) Comprehensive onsite AMC for 2 years after the expiry of 3 year warranty period covering replacement of all the spare parts including Power adapter, Rollers & belts, MICR head, Mylars & any other movable parts but excluding only those consumables mentioned above. After the period of 5 years, AMC shall be entered at mutually agreed rates, at the discretion of Bank.

2.2 For ADF Scanner:

- a. Delivery, installation and maintenance of ADF Scanner with scanner driver at the branches, appropriate training of scanner usage to branch officials and commissioning scanners of specified configuration at branches/offices as per location specified.
- b. Managing and ensuring the availability and installation scanner driver, Bank's scanning software, compatible versions of supporting software (like .net framework etc.) at branches/offices as per location specified.
- c. The vendor has to ensure installation of scanner (with scanner driver) and commissioning scanners in the PC attached to the scanner. The vendor shall install these Scanners as per Bank's requirement and make them operational with Software at the respective locations. The vendor shall provide service support as and when required during the warranty period of 3 years.
- d. Bidder should have service support centre in India and various location along PAN India basis for speedy support.
- e. In case of any changes in the Operating System, then necessary drivers need to be made available by the scanner vendor.
- f. All the parts of items should be covered under comprehensive warranty for three years & AMC for 2 years without any exception.
- g. If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank.
- h. Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty.



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SECTION-V

CONDITIONS OF CONTRACT

1) Procurement of items

The item as indicated for purchase from time to time for a period of one year from the date of Rate Contract order will be procured by Corporate Office / Zonal Offices of the Bank for its respective offices/ departments/ branches. For this purpose, Corporate Office or concerned Zonal Office of the Bank will place orders directly on the short listed vendor/s at the agreed prices of Rate Contract. The respective offices who have placed Purchase Orders will make the payments for the goods supplied or services rendered.

Bank will follow the guidelines on Public Procurement (Preference to Make in India), Order 2020, issued vide DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and basis of allotment will be done in terms of the same.

Bank shall arrive lowest rate and L1 bidder for CTS Scanners & ADF Scanners which qualifies the specification provided. L2 & L3 bidder may be given opportunity to match with the L1 price within a week's time. Rate contract order will be issued to L1, L2 and L3 bidders, if L2 & L3 bidder accepts L1 rate. Corporate Office or concerned Zonal Office will place order directly with the short listed vendor/s as and when requirement arises.

2) Warranty & AMC

2.1 For CTS Scanner:

- In respect of all hardware products offered and supplied, the bidder shall offer three years onsite comprehensive warranty & two years onsite comprehensive AMC post warranty period which should cover replacement of all the spare parts including Power adapter, Rollers & belts, MICR head, Mylars & any other movable parts but excluding only those consumables mentioned above from the date of final acceptance.
- During the warranty and AMC, the bidder shall be responsible for all costs relating to labour, maintenance (preventive and corrective) and transport charges from and to the Bank's Sites where scanner is installed.



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- In case of failure relating to system software in scanners etc., the Bidder shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time. Such a clause will be incorporated in Service Level Agreement.
- If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank.
- Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty period.
- AMC will be payable half yearly in advance and will be made by the respective Offices who have placed purchase orders on submission of invoices.
- If for any reason the scanner needs to be taken offsite for the purpose of service obligation, replacement needs to be provided for business continuity. In no case the branch should be made to work without scanner for more than 24 hours.

2.2 For ADF Scanner:

The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for forty two (42) months after the date of receipt of shipment at the destination, whichever period concludes earlier.

All the parts of items should be covered under comprehensive warranty & AMC without any exception.

If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank.

Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty.

AMC will be payable annually in advance and payment towards warranty & AMC shall be made by the respective Zonal Offices where scanners have been installed. All parts should be covered under AMC.

3) Delivery

3.1 Deliverables

The Bidder should deliver scanners ordered by the Bank at the locations specified.

- a. The Bidder should install the CTS & ADF scanners at the locations specified.
- b. The Bidder should provide necessary API software with license required for the CTS scanners to be integrated with Bank's own software.
- c. The Bidder should provide necessary IQA & UV software with license required for assessing the quality of Images captured by the CTS scanners.



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d. Licensed Ranger Software for each scanner supplied, along with Image Quality Analysis (IQA) software for verification of Cheque Image Quality as per RBI/NPCI requirements and for cheque scanning with all the above features including UV facility needs to be supplied for all the CTS scanners.

e. The Bidder should provide necessary support for all software/hardware to be supplied as part of this bid, during Warranty and AMC.

f. The software license supplied should be of perpetual in nature. During Warranty and AMC, the software license needs to be reinstalled, if required without any additional cost to the bank.

g. User & Quick reference manuals should be delivered in hard & soft media.

h. Training to be provided to staff/officers, other related operational people at branches/offices on the technical details of the scanners, API, dynamic endorsement, IQA & UV software and integration interface with Bank's own software. The Course content and programme schedule will be mutually decided by the Bank and the Bidder.

3.2 Delivery, Customization and Installation Schedule

The Bidder shall be responsible for delivery of required software and scanners at locations identified by the Bank within 4 weeks from the date of issue of purchase order and installed and commissioned within 2 weeks from the date of delivery or within six weeks from purchase order.

3.3 Place of Delivery

Will be informed at the time of placing order by the respective offices (Head Office/Bank's Zonal Offices at various locations in India). The locations for installation and service may be different from the place of delivery.

3.4 Key personnel

The bidder shall commit that the key personnel to be employed for the project have been sufficiently involved in the similar implementations. Bidder shall furnish an undertaking to provide a suitable replacement of the key personnel if they move out from the project.

3.5 Technical support

Activities in the area of maintenance and support would be as follows:

- Scanner Hardware maintenance & trouble shooting.
- Adding additional functionalities based on future requirements.
- Maintenance of scanners and any other hardware and software supplied under this bid.

Amendments or modifications if any, in the standards made by RBI/NPCI or other supervisory and regulatory authorities, during the contract period, should be updated in the software by the Bidder.

Help Desk: The Bidder has to provide off site help desk. Problems should be attended to immediately or as detailed under clause "Penalty for Downtime".



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3.6 Delivery and Documents

Delivery of the goods shall be made by the Supplier within four weeks from the date of purchase order. The supplier has to make his own arrangements to deliver the items at the destinations.

The details of shipping and / or other documents are to be furnished by the Supplier are as follows.

1. Copy of the Supplier Invoice showing contract number, goods, description, Quantity, unit price, total amount;
2. Delivery Note, Railway Receipt or acknowledgement of receipt of goods from the Consignee duly counter signed by the Bank's Representative;
3. Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy;
4. Manufacturer's / Supplier's Warranty Certificate;
5. Inspection Certificate issued by the Bank's Representative, if any.

4) Completeness of Implementation

The implementation will be deemed as incomplete if any component of the hardware as per purchase order issued, is not delivered or is delivered but not installed / integrated and / or not operational or not acceptable to the Bank after acceptance-testing / examination. In such an event, the implementation will be termed as incomplete and not acceptable. Warranty period will commence only from the date of acceptance. The scanners will be accepted after complete commissioning and integration with Bank's own CTS software for Cheque Truncation System, digital signature and other hardware devices, and satisfactory working of the entire software package with all hardware components supplied as per this bid.

5) Liquidated Damages

If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price of the Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the equipments are not delivered in time, the Purchaser may consider termination of the contract. The date of delivery of last item to a location will be taken as the date of delivery for entire set of equipment to that location, for the purpose of calculation of Liquidated Damages. For delivery/installation, the Liquidated Damages will be calculated on Invoice Value of each set of equipment to a location.



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6) Packing

The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

7) Training

For each component installed, the Supplier is required to train the Bank's designated personnel to enable them to operate effectively. Documentation of installation has to be provided after successful installation as per Annexure - II.

8) Bank's right to accept or reject any bid or all bids or rate contract

Bank reserves its right to accept or reject any bid, and to annul the bidding process and reject any/all bid/s at any time prior to award of Contract.

If the service provided by the vendor is found unsatisfactory or if at any time during the period of contract it is found that the information provided for the contract or any claim is false or if irregularities shown by the vendor for applying for the contract, the Bank shall reserve the right to cancel the contract and remove such vendors from rate contract without giving any notice to the vendor.

9) Pre-dispatch Inspection / Inspection of the Site

Post acceptance of the L-1 Quote, the Bank, if deemed fit, will inspect every vendor's site before providing any confirmed order for the Rate Contract. Further, the Bank, if deemed fit, will inspect any or all of the equipments/ items to be supplied under this contract at vendor's site before shipment to respective Zonal Office/Branches of the Bank or before installation at the site, to verify that the equipments/items to be supplied under this contract shipped to Indian Bank are as per the technical specification specified in the purchase agreement.

10) Terms of Payment

(i) **On Delivery:** Eighty (80)% of the Purchase Order price of the delivered goods shall be paid within 15 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy.

(ii) **On Installation:** Fifteen (15) % of the Purchase Order price of Goods received shall be paid upon installation/configuration of hardware within 15 days on submission of Installation Certificate duly counter signed by the Bank's representative.



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Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to Purchaser i.e. (Indian Bank) on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the systems are delivered. In such cases, the supplier has to install the systems as and when required by the Bank, free of cost.

If Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy is not submitted, payment will be made only after 3 months from the date of delivery, after deducting the penalty amount as stipulated in clause 11.

(iii) The remaining 5% of the Purchase Order amount will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of penalty if any, as per the "Penalty for downtime" stipulated.

11) Insurance

The goods are to be insured by Supplier with Bank's name for an amount equivalent to 110% of the invoice value for Transit. The Supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for the items proposed to be supplied in future. If any loss incurred by the Bank due to Insurance not taken by the Successful Bidder, then the Successful Bidder should make good the loss to the Bank.

If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the date of delivery then 0.1% of the invoice value will be deducted from the payment for each insurance.

If Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy is not submitted, payment will be made only after 3 months from the date of delivery, after deducting the penalty amount.

12) Performance Security

- Within 15 (fifteen) days from the date of rate contract order issued by the Bank, the Bidders who accept the rate contract order shall furnish the Performance Security Form as detailed below

S.No	Item	EMD Amount (In Rs.)
1	CTS Scanner	5,00,000
2	ADF Scanner	5,00,000

in the form of a Bank Guarantee issued by Scheduled Commercial Bank valid for a period of Sixty Six (66) months with additional one month claim period.



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- The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract.
- The Performance Security will be discharged by the Bank and returned to the Supplier not later than thirty (30) days after expiry of claim period on written request from the Supplier.
- The Performance security should be submitted centrally at Head office, CO:ITD.

13) Penalty for downtime

The item that is reported to be faulty / malfunctioning should be fully repaired on the same day, if no spares are required and on the next working day, if spares are required. In case of vendor failing above standard, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, penalty of **Rs. 250/- per day*** will be levied.

- * **Day means 4 or more hours in the first day and 24 hours or part thereof every subsequent day per occasion.**

14) Negotiation

Bank reserves the right to negotiate the L1 Price quoted by the vendors under exceptional circumstances.

15) Limitation of Liability

Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a) IP Infringement indemnity
- b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the vendor that gave rise to claim, under this tender.

16) Indemnity Clause

If at the time of bidder/vendor supplying, installing the Hardware/Software and Support in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by



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any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified in that behalf.

17) Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

18) Patent Rights

The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

19) Intellectual Property Rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

20) Period of Validity of Bids

Bids shall remain valid for the period of 90 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity, if required.

21) Acceptance of Purchase Order/ Rate Contract order

Vendor has to submit the acceptance of the rate contract within 7 days from the issue of Purchase order/Rate contract Order, duly signed by the authorized signatory.

22) Signing of Contract Form & NDA

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-VI) and Non Disclosure Agreement (NDA) (Annexure-VII) and return it to the Bank.



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23) Settlement of Disputes

- a. If any dispute or difference of any kind whatsoever shall arise between the Bank and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- b. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- c. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- (a) In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.
- (b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- (c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- (d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid



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to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

(e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

(f) Notwithstanding any reference to arbitration herein,

- a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b. the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

24) Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of law in Chennai.

25) Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

26) Termination for Convenience

The Bank, by 30 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Bank may elect:

- a. to have any portion completed and delivered at the Contract terms and prices; and / or
- b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.



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27) Termination for Default

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The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- a. if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
or
- b. if the Supplier fails to perform any other obligation(s) under the Contract.
- c. If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

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

28) Force Majeure

1. The Supplier shall not be liable for forfeiture of its 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.
2. For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, acts or actions of state/central government, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.



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3. If a Force Majeure situation arises, the Supplier shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

29) Confidentiality

The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. **After termination of the contract also they should not divulge any data / information.**

The successful bidder will have to enter into a Non Disclosure agreement (As per the format mentioned in RFP) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.

30) Security features

The proposed hardware/software must have inbuilt security features to protect Confidentiality, Integrity and Availability of Bank's data.

31) Coverage of all Banks under the EPF & MP Act 1952

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

32) Fall Clause

The Bidder undertakes that it has not supplied/is not supplying similar product/ systems/ subsystems/ services/ solutions/ software **in a comparable business circumstances** at a price lower than that offered in the present bid in respect of any other Public Sector Bank in India/ PSU/Ministry or Dept of Govt of India 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 systems was supplied by the Bidder to any other Ministry/Dept of the Govt 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 difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.

33) Other terms and Conditions



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- 1) Comprehensive Onsite support to be provided by vendor/OEM directly in the location of installation during Warranty period and AMC period.
- 2) Any other equipment, devices, software required to operationalise the equipment is to be provided without any financial implications.
- 3) Make and Model of the items quoted should be furnished. The same quoted model needs to be supplied by the bidder. The same quoted model to be certified by the Indian Bank. Hence bidder to ensure that the quoted model would be available during the contract period. In case the quoted model is not available at the time of supply, bidder may supply model with higher configuration satisfying the purpose after obtaining written permission from the Bank.
- 4) Vendor has to provide technical documents, brochure etc for the items quoted.
- 5) Vendor has to provide single point of support for each of the items quoted.
- 6) Documentation of installation has to be provided after successful installation.
- 7) The rate contract fixed will be valid for a period of one year from the date of rate contract order issued. If agreed by both the Bank and the vendor/s, the same shall be extended for further period of one year.
- 8) The calling for quote does not confer any right on the bidder for being awarded any rate contract order for Branches / Offices.
- 9) IPv6 compatibility: The equipments should be IPv6 compatible.
- 10) The relationship between the Bank and Successful Bidder/s is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.



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SECTION-VI

INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. GENERAL

These Instructions for e-Tendering supplement other terms and conditions of this tender.

2. INSTRUCTIONS

2.1. RULES FOR WEB PORTAL ACCESS

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - <https://indianbankeprocure.etenders.in> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.



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9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in schedule 4, however physical documents, to be submitted offline, can be submitted on the next working day up to the appointed time as mentioned in schedule 4 (i.e. till 3.00 PM on the next working day). Extension/ advancement of submission date and time will be at the sole discretion of the Bank.
11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

2.2. REGISTRATION

To use the Bank's e-tendering Portal (<https://indianbankeprocure.etenders.in>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- a) Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal
- b) The registered User will receive the Activation link on the registered Email id. The user is now required to activate by clicking on "Click Here" link sent to registered Email id
- c) Login with the User id and Password to the e-tendering Portal where the registered users are required to upload the scan copy of the PAN Card and GST Registration certificate to map the DSCs
- d) After the Signing and Encryption/Decryption certificates are mapped to the login ID and successful verification of Encryption/Decryption, go to event management and proceed for bidding process by uploading necessary documents
- e) Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Nextenders (India) Pvt. Ltd.

Note: Please contact M/s. Nextenders Pvt. Ltd.'s support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details



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M/s. Nextenders (India) Pvt. Ltd
Yuchit, Juhu Tara Road
Mumbai – 400 049.

Support Contact No. 020-25315555 Ext no 8 then 8
Support Email: support.indianbank@nextenders.com

2.3. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- Eligibility Criteria, along with all supporting documents required.
- All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- All supporting documents and product literature in support of Technical specifications.
- Relevant brochures
- Compliance to Technical Specifications as per Technical Bid.
- Any other information sought by the Bank with relevant to this tender

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

2.4. BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

2.5. OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.

- Earnest Money Deposit/Bid Security



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b) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 8)

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document and EMD.

The bidder is requested to submit the original documents in a Sealed Envelope on or before 10/08/2020, 03.00 PM to the address mentioned under schedule 4 of this tender. The envelope shall be super scribed as "**RATE CONTRCT FOR SUPPLY, INSTALLATION, IMPLEMENTATION AND MAINTENANCE OF SCANNERS WITH RANGER SOFTWARE FOR CHEQUE TRUNCATION SYSTEM (CTS) AND SUPPORT FOR INTEGRATION WITH BANK'S OWN CTS SOFTWARE & RATE CONTRACT FOR SUPPLY, INSTALLATION & MAINTENANCE OF ADF SCANNERS**" and the words 'DO NOT OPEN BEFORE (10/08/2020 at 03.30 PM)'.
RATE CONTRCT FOR SUPPLY, INSTALLATION, IMPLEMENTATION AND MAINTENANCE OF SCANNERS WITH RANGER SOFTWARE FOR CHEQUE TRUNCATION SYSTEM (CTS) AND SUPPORT FOR INTEGRATION WITH BANK'S OWN CTS SOFTWARE & RATE CONTRACT FOR SUPPLY, INSTALLATION & MAINTENANCE OF ADF SCANNERS

2.6. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://indianbankeprocure.etenders.in>), click on System Requirement Manual/ User Manual.

The following 'Four Key Instructions' for bidders must be assiduously adhered to

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance before tender submission deadline on e-tendering portal.
- b. Register your organization on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- c. Get your organization's concerned executives trained on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- d. Submit your bids well in advance of tender submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.



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SECTION VII

PART I - Functional and Technical Requirements

Date:

The Asst. General Manager
CO:Information Technology Department
Indian Bank
254-260 Avvai Shanmugham Salai
Chennai 600 014.

Dear Sirs,

Sub: Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software & Rate Contract for Supply, Installation & Maintenance of ADF Scanners.

Ref: Your RFP No. CO/ITD/276/R1/2020-21 dated 28/07/2020.

Referring to your above RFP, we submit the compliance details of the specifications given below:

1. SPECIFICATIONS AND FEATURES FOR CTS SCANNER:

Make:

Model:

S. No	Specification	Complied/Not Complied with relevant details
1.	The Scanner should be capable of scanning a minimum of 60 cheques per minute. (DPM to be achieved with or without enabling UV feature at the time of scanning with Cheque length 6 inches or above)	Mention DPM Speed:
2.	Capacity of Auto Feeder minimum of 35 Cheques	Mention Capacity of Automatic Feeder :
3.	The scanner should have minimum of one output bin	Mention No. of output bins:
4.	During the Product life i.e warranty of 3 years and AMC of 2 years scanner should scan the cheques without degrading the image quality.	
5.	Scanner should scan the cheques as per RBI/NPCI requirement.	
6.	Support for Resolution of 100 dpi and 200 dpi	Mention Resolution supported:



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S. No	Specification	Complied/Not Complied with relevant details
7.	The scanner should support JFIF image format with JPEG compression Technology and TIFF image format with CCITT G4 compression Technology	
8.	The scanner should be compatible with Windows 7 and above	List of compatible OS:
9.	The scanner should print a one line endorsement minimum 44 Chars on the back of the cheque prior to/at the time of imaging of the cheque.	
10	Facility to be provided to scan already endorsed cheques separately for endorsing of minimum 44 Chars in a different place.	
11	The scanner should provide minimum four endorsements. It should not be overwritten/ overlapping on each other	
12	The auto feeder should be capable of feeding only one cheque at a time. Piggybacks, if any should be sensed and warning provided for. The scanner should never scan two instruments at a time. i.e scanning front side of one cheque and rear side of another cheque.	
13	The scanner should read accurate MICR data, print endorsement, capture front and back grey scale, front and back black and white images, front UV images in a single pass.	
14	Front and back grey scale image should be saved in 100 dpi resolution.	
15	The scanner should have the facility to identify the Ultraviolet Bands in the cheques	
16	The scanner should have the facility to find Counterfeit/Fraud/Doctored Cheques (Absence of UV band / MICR band in the cheque shall be identified at any of the hardware /driver / supplied API software levels and facility to pass on the appropriate error / warning to the CTS software shall be available in the hardware /driver / supplied API software levels)	
17	All accessories including the Indian condition power cords needs to be supplied.	
18	The scanner provided should be compatible with USB 2.0 technology and above, also USB interface cable to be provided	



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S. No	Specification	Complied/Not Complied with relevant details
19	Scanner must support Ranger Software integration (by Ms Silver Bullet) and letter of confirmation from M/s. Silver Bullet for the same is to be submitted	
20	Licensed Ranger Software for each scanner supplied, along with Image Quality Analysis (IQA) software for verification of Cheque Image Quality as per RBI/NPCI requirements and for cheque scanning with all the above features including UV facility needs to be supplied for all the scanners.	
21	Necessary support for integration of scanner and IQA with Cheque Truncation Software developed by the Bank.	

2. SPECIFICATIONS AND FEATURES FOR ADF SCANNER:
Make:
Model:

S.No.	Description	Specification	Complied/Not Complied with relevant details
1	Scanner Type	Sheet Fed	
2	Scanning technology	Contact Image Sensor (CIS)	
3	Daily Duty Cycle	Up to 5000 Pages Per Day or above without affecting the optical resolution for both simplex and duplex.	
4	ADF capacity	80 or above pages	
5	Scanning Mode	Simplex & Duplex	
6	Speed	40 Pages Per Minute (PPM) or above @200 DPI in both Color & B/w	
6	Maximum Document Size	Upto A4/Legal Size	
7	Colour Depth	24 bit	
8	Paper Weight Handling Capacity	27 GSM to 200 GSM	
9	Optical Resolution	600 DPI x 600 DPI	
10	Scanning	75 DPI to 600 DPI	



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S.No.	Description	Specification	Complied/Not Complied with relevant details
	Resolution		
10	Document Sensing	Ultrasonic (Multi-feed detection, document Protection Capabilities)	
11	OS Compatibility	Windows 10	
12	Interface	USB 2.0, USB 3.0 compatible	
13	Other Capabilities	OCR Scanning capability (Necessary software to be provided)	
14	Scan file formats	PDF, Searchable-PDF, JPG, JPEG, PNG, BMP, TIFF, Multi-TIFF, RTF, Doc(x) & XLS(x)	

List of deviations from the required specifications:

- 1)
- 2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document except for the deviations mentioned above.

We agree for the delivery period of software, hardware and installation as per your above bid.

We agree to the terms of payment mentioned in your bid.

We offer onsite comprehensive warranty period of 3 years and AMC for subsequent 2 years from respective date of installation/satisfactory commissioning of scanners.

We agree for insuring the systems covering transit risk and also storage cum erection risk for a period of three months from the date of delivery at the destination.

We enclose the service support details for the given sites including the number of Engineers and technical brochures.

We submit that we shall abide by your terms and conditions governing the quotations and Warranty & AMC mentioned in your bid.

- i. We submit that the details given above are true to the best of our knowledge.

For

Office Seal



(Authorised Signatory)

Head Office: Information Technology Department
66, Rajaji Salai
Chennai 600 001
Ph: 2527 9719/9704

Ref: CO/ITD/276/R1/2020-21

Place:

Date:

28/07/2020

Name:

Designation:

Mobile No:

Business Address:

Telephone No:

(at Chennai)

E-mail ID:



Ref: CO/ITD/276/R1/2020-21

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PART - II

Commercial Bid (To be submitted after Online Reverse Auction) for CTS Scanner

The Asst. General Manager
CO: Information Technology Department
Indian Bank
254-260 Avvai Shanmugham Salai
Chennai 600 014.

Dear Sirs,

Sub: Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software & Rate Contract For Supply, Installation & Maintenance of ADF Scanners.

Ref: 1. Your RFP No. CO/ITD/276/R1/2020-21 dated 28/07/2020
2. Online Reverse Auction Dated _____

@@@@@

Further to the online reverse auction conducted on _____, we submit hereunder the price details for Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software as per the specifications given in Part-I.

I: Price of CTS Scanner:

Item Description	Unit Price with 3 years warranty (Rs.)*
Scanner for Cheque Truncation System	
Cost of perpetual License for Ranger Software	
Total	

* Price is inclusive of all duties, levies, freight, insurance, delivery, installation charges and Labour charges, Warranty etc, but exclusive of taxes only. TDS if any, will be deducted from the payment.

II: Details of Annual Maintenance Charges (AMC) charges for 4th and 5th year

S.No.	AMC for scanner under Rate Contract Purpose as above	AMC Amount per Unit (Rs.) **
1	4 th year AMC	
2	5 th year AMC	
	Total	

** Price is inclusive of all charges but exclusive of taxes.



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III: Summary

S.No.	Description	Amount in Rupees per unit
1	Cost of CTS Scanner (As per Total of item I)	
2	Total AMC Charges for 4 th & 5 th year for one CTS Scanner. (As per Total of item II)	
	Grand Total (Total of S.No. 1 and 2)	

Grand Total Amount in words: Rupees _____

Note:

1. Grand Total price as per Total of item no. III to be quoted by the bidder in the online reverse auction.
2. Free Warranty period should not be less than 3 years for all hardware and software from the date of final acceptance.

We submit that we shall abide by the details given above and terms and conditions given in Bid document.

For

Office Seal

(Authorized Signatory)

Place:
Date:

Name:
Designation:
Mobile No:
Business Address:
Telephone No:
E-mail ID:



Ref: CO/ITD/276/R1/2020-21

28/07/2020

Part-II

Commercial Bid (To be submitted after Online Reverse Auction) for ADF Scanner

The Asst. General Manager
CO: Information Technology Department
Indian Bank
254-260 Avvai Shanmugham Salai
Chennai 600 014.

Dear Sirs,

Sub: Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software & Rate Contract for Supply, Installation & Maintenance of ADF Scanners.

Ref: 1. Your RFP No. CO/ITD/276/R1/2020-21 dated 28/07/2020
2. Online Reverse Auction Dated _____

@@@@

Further to the online reverse auction conducted on _____, we submit hereunder the price details for Rate Contract for of Rate Contract for Supply, Installation & Maintenance of ADF Scanners as per the specifications given in Part-I.

S.N	Description	Unit Price in Rs.#
1	Cost of ADF Scanner (as per specifications of Part I) with 3 years warranty	
2	4 th Year AMC Cost	
3	5 th Year AMC Cost	
Total Price		

Total Price in Words:

#Price is inclusive of duties, levies, freight, insurance, delivery, installation charges and Labour charges, Warranty, AM Cetc, but exclusive of taxes only. TDS if any, will be deducted from the payment.

We submit that we shall abide by the details given above and terms and conditions given in Bid document.

For

Office Seal

(Authorized Signatory)

Place:
Date:

Name:
Designation:
Mobile No:
Business Address:
Telephone No:



Ref: CO/ITD/276/R1/2020-21

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E-mail ID:
Annexure -I

SELF DECLARATION – BLACKLISTING

Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Dear Sir,

Sub: Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software & Rate Contract for Supply, Installation & Maintenance of ADF Scanners.

Ref: Your RFP No. CO/ITD/276/R1/2020-21 dated 28/07/2020

We hereby certify that, we have not been blacklisted by any Government Dept / PSU / Banks currently.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Name:



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Annexure - II
PROFORMA OF INSTALLATION CERTIFICATE FOR ISSUE BY THE OFFICES AFTER
SUCCESSFUL COMMISSIONING OF EQUIPMENT

Date:

Sub: Certificate of commissioning of equipment

1. This is to certify that the equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) and a set of spares in accordance with the Contract/Specifications. The same has been installed and commissioned.

- (a) Purchase order No. _____ dated _____
 (b) Description of the equipment _____
 (c) Quantity _____
 (d) Date of delivery _____
 (e) Date of commissioning and proving test _____

2. Details of accessories/spares not yet supplied and recoveries to be made on that account:

S.No.	Description	Amount to be recovered

3. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms.
4. The supplier has fulfilled its contractual obligations satisfactorily* (or)
 The supplier has failed to fulfill its contractual obligations with regard to the following:
- (a)
 (b)

Signature _____

Name _____

Designation with stamp _____

* Explanatory notes for filling up the certificates:

- (a) They have adhered to the time schedule specified in the Purchase order. in dispatching the documents/drawings pursuant to Technical Specifications.
- (b) They have supervised the commissioning of the equipment in time i.e. within the period specified in the Purchase order from the date of intimation by the Bank in respect of the installation of the system.
- (c) In the event of documents/drawings having not been supplied or installation and commissioning of the equipment have been delayed on account of the supplier, the extent of delay should always be mentioned.



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Annexure - III

BID SECURITY FORM

Whereas..... (Hereinafter called "the Bidder") who intends to submit its bid..... for the supply of (name and/or description of the goods) (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We..... (name of bank) of (name of country), having our registered office at (address of bank) (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of _____ for which payment well and truly to be made to the said Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the seal of the said Bank this ____ day of _____.

THE CONDITIONS of this obligation are:

1. If the Bidder

- (a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders; or

2. If the Bidder, having been notified of the acceptance of its bid by the Bank during the period of bid validity:

- (a) fails or refuses to execute the Contract Form if required; or
- (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

NOTE: 1. Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.

2. Bank Guarantee issued by banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



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Annexure - IV

MANUFACTURERS' AUTHORIZATION FORM

No. _____

Dated

To

Dear Sir:

RFP No. _____ dated _____

We _____ who are established and reputable manufacturers of _____ (*name & descriptions of goods offered*) having factories at _____ (*address of factory*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a bid, and sign the contract with you for the goods manufactured by us against the above RFP.

We hereby extend our full warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP. We duly authorize the said firm to act on our behalf in fulfilling all installation, technical support and Annual maintenance obligations required by the Contract.

Yours faithfully,

(Name)

(Name of Manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.



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Annexure-VI

CONTACT FORM

THIS AGREEMENT made theday of.....2020 Between Indian Bank, having its Corporate Office at 254-260, AvvaiShanmugamSalai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

WHEREAS the Purchaser invited bids vide RFP No.for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the Conditions of Contract;
 - (e) the Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.



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Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

Particulars	Amount in Rs.

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For Indian Bank)
in the presence of:.....

Signed, Sealed and Delivered by the
said (For the supplier)
in the presence of:.....



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28/07/2020

Annexure-VII

NON DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into aton this the....day of.....2020 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, AvvaiShanmugamSalai, Royapettah, Chennai – 600 014, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the "Supplier" which term shall wherever the context so require includes its successors and assigns,

WITNESSETH:

WHEREAS

The Bank is interalia engaged in the business of banking and have been procuring computer systems and peripherals for its branches

M/s..... Limited has been engaged in the business of supply and installation of computer hardware including CTS cheque scanner & ADF Scanner.

The parties have entered into agreement dated _____ for finalizing Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software Rate Contract For Supply, Installation & Maintenance of ADF Scanners "(herein after referred to as "purpose")" and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information



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Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.

2. Use of Confidential Information

Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement. Between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3.Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented



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Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6 .Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.



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8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Dispute resolution mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

11. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

12. Governing laws

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

BANK

.....

M/s



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28/07/2020

Annexure-VIII

Performance Security Format

Bank Guarantee No.

Date:

To: INDIAN BANK,
Chennai,
INDIA:

WHEREAS (Name of Supplier)
hereinafter called "the Supplier") has undertaken, in pursuance of Contract
No.....
dated,.....to.....(Description of Goods
and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall
furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as
security for compliance with the Supplier's performance obligations in accordance with
the Contract including Maintenance and Repairs of the entire system including cost of
spares during warranty period.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf
of the Supplier, up to a total of
(Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon
your first written demand declaring the Supplier to be in default under the Contract and
without cavil or argument, any sum or sums within the limit of
(Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds
or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....2020

Signature of Authorized Official with Seal

.....

Date.....2020



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28/07/2020

Address:.....

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.
3. Please note that guarantee to be valid for 66 months and claim period is One month as per Clause 12 of Section-V (Performance Security) of condition of contract.



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Annexure-IX
Cost of Consumables and Spares for CTS Scanner

All the individual spare parts of CTS Scanners should be mentioned along with its cost.

SI No	Component	Model/Make/ Configuration(if any)	Cost, exclusive of taxes (in Rs.)
1	Cartridge		
2	Power Cable		
3	Printer to Board Cable		

Note:

- The bank reserves the right to purchase the consumables from any other vendor however it will be the responsibility of the successful bidder to support.
- The price of spare parts should be in line with the market rates.
- Prices should be quoted as per the specification in this RFP document.
- Bank is free to negotiate the prices of spare parts with the L1 vendor of the scanner, if Bank feels that the prices quoted are not in line with Market price.

SIGNATURE

(Name & Designation, seal of the firm)



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CHECKLIST

S.No.	Criteria	Documents to be submitted as proof
1	The Bidder should be a Public Limited/Private Limited company and should be in existence in India for the last 3 years as on 31.03.2020.	Copy of Certificate of Incorporation
2	The bidder should be OEM / authorized reseller for the items quoted for (Proof to be submitted). Either OEM or authorized resellers (SI) on behalf of OEM can bid in a tender but not both.	Manufacturer Authorization form for each item quoted as per Annexure-IV to be submitted.
3	The Bidder should be having Net profit in each of the following three financial years of the bidder 2017-18, 2018-19, 2019-20	Copy of Audited Balance Sheet.
4	The annual turnover should be Rs.20.00 crores or above in each of the following three financial years of the bidder 2017-18, 2018-19, 2019-20.	
5	The Bidder should have supplied minimum of 300 Cheque scanners for Cheque Truncation System (CTS) & ADF Scanners, respectively, during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of bidder should be submitted along with Technical Bid.	Copy of Purchase orders issued by Banks / Financial Institutions /PSUs & Government Organizations.
6	The Bidder should not have been blacklisted by any Government Dept/PSU/Banks currently.	Self Declaration as per the format given in Annexure I should be attached.
7	Product should be in usage by banks for last 2 years as on the date of RFP and satisfactory certificate from the bank should be attached as proof. OR Product series should be in usage by banks for last 2 years as on the date of RFP and satisfactory certificate from the bank should be attached as proof. The quoted product from the same series should be the latest in the series which meets the technical specifications of this RFP & should be working for at least 3 months in a bank and the proof for the same also to be provided.	Satisfactory letter from Bank.
8	Technical Compliance	Compliance to be given as per Part – I



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9	CTS Scanner must support Ranger Software integration (by M/s. Silver Bullet)	Letter of confirmation from M/s Silver Bullet for the same is to be submitted																																																																						
10	Escalation Matrix	Bidders have to provide the escalation matrix for call logging, on their letter head																																																																						
11	Sealed and Signed Copy of RFP	Sealed and Signed Copy of RFP to be submitted																																																																						
10	<p>The Bidder/OEM should have Branches in Chennai, Delhi, Kolkata and Mumbai. Further, Bidder/OEM should have Branches / Service Centre Facilities / Franchises / Resident engineers in atleast 50 of the places tabulated below. In case of franchises, copy of contract between the bidder and franchise should be attached in addition to proof of address. For Resident engineers, identity proof and address proof for the respective location should be submitted.</p> <table border="1"> <tr> <td>Ahmedabad</td> <td>Amaravathi (AP)</td> <td>Bangalore</td> <td>Barddhaman</td> <td>Berhampur</td> </tr> <tr> <td>Bhopal</td> <td>Bhubaneswar</td> <td>Chandigarh</td> <td>Coimbatore</td> <td>Cuddalore</td> </tr> <tr> <td>Dharmapuri</td> <td>Ernakulam</td> <td>Erode</td> <td>Noida</td> <td>Guwahati</td> </tr> <tr> <td>Hubli</td> <td>Hyderabad</td> <td>Jaipur</td> <td>Kancheepuram</td> <td>kanpur</td> </tr> <tr> <td>karaikudi</td> <td>Karim nagar</td> <td>Karnal</td> <td>Kumbakonam</td> <td>Lucknow</td> </tr> <tr> <td>Ludhiana</td> <td>Madurai</td> <td>Patna</td> <td>Puducherry</td> <td>Pune</td> </tr> <tr> <td>Salem</td> <td>Surat</td> <td>Trivandrum</td> <td>Tirunelveli</td> <td>Tirupati</td> </tr> <tr> <td>Tiruvannamalai</td> <td>Trichy</td> <td>Vellore</td> <td>Vijayawada</td> <td>Visakhapatnam</td> </tr> <tr> <td>Barasat</td> <td>Chinsurah</td> <td>Midnapore</td> <td>Asansole</td> <td>Dibrugarh</td> </tr> <tr> <td>Siliguri</td> <td>Nagpur</td> <td>Udaipur</td> <td>Gonda</td> <td>Hamirpur</td> </tr> <tr> <td>Lakhimpur Kheri</td> <td>Sitapur</td> <td>Prayagraj (Allahabad)</td> <td>Gorakhpur</td> <td>Varanasi</td> </tr> <tr> <td>Jabalpur</td> <td>Raipur</td> <td>Sambalpur</td> <td>Satna</td> <td>Kozhikode</td> </tr> <tr> <td>Bhagalpur</td> <td>Deoghar</td> <td>Gaya</td> <td>Muzaffarpur</td> <td>Ranchi</td> </tr> <tr> <td>Agra</td> <td>Dehradun</td> <td>Meerut</td> <td>Moradabad</td> <td>Amritsar</td> </tr> </table> <p>Also, undertaking letter from OEM for providing support in such places where bidders don't have above arrangement should be provided.</p>		Ahmedabad	Amaravathi (AP)	Bangalore	Barddhaman	Berhampur	Bhopal	Bhubaneswar	Chandigarh	Coimbatore	Cuddalore	Dharmapuri	Ernakulam	Erode	Noida	Guwahati	Hubli	Hyderabad	Jaipur	Kancheepuram	kanpur	karaikudi	Karim nagar	Karnal	Kumbakonam	Lucknow	Ludhiana	Madurai	Patna	Puducherry	Pune	Salem	Surat	Trivandrum	Tirunelveli	Tirupati	Tiruvannamalai	Trichy	Vellore	Vijayawada	Visakhapatnam	Barasat	Chinsurah	Midnapore	Asansole	Dibrugarh	Siliguri	Nagpur	Udaipur	Gonda	Hamirpur	Lakhimpur Kheri	Sitapur	Prayagraj (Allahabad)	Gorakhpur	Varanasi	Jabalpur	Raipur	Sambalpur	Satna	Kozhikode	Bhagalpur	Deoghar	Gaya	Muzaffarpur	Ranchi	Agra	Dehradun	Meerut	Moradabad	Amritsar
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