

PUNJAB NATIONAL BANK

Request for Proposal

For

Printing and Despatch of Statement of Accounts for
Current A/c, Cash Credit A/c (Business customers only).

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Bid Details

1.	Date of commencement of sale of Bidding Document	27/4/2010 1000 HRS
2.	Last date and time for acceptance of queries from Bidders	5/5/2010 1500 HRS Bidders may raise their queries at email tddboc@pnb.co.in mentioning following details, so that necessary clarifications may be issued to them Name and address of company, contact person, Telephone No., Fax No., email address, Mobile No. etc.
3.	Last date for Bank responding to queries from Bidders	12/5/2010
4.	Last date and time for sale of Bidding Documents	17/5/2010 1500 HRS
5	Last date and time for receipt Of Bidding Document	17/5/2010 1500 HRS
6	Date & time for opening of technical bid	17/5/2010 1530 HRS
7	Place of opening of Technical Bid	Punjab National Bank, Board Room Head Office, 2 nd Floor 5 Sansad Marg, New Delhi - 110 001
8	Address for communication	Same as in column 7 above Tel:(011) 23766383 Fax:(011) 23710149
9	Earnest Money Deposit (EMD)	Rs.15,00,000/- (Rs. Fifteen lac only) in the shape of Demand Draft/ Banker's cheque in favour of Punjab National Bank, Transaction Banking Division Head Office payable at New Delhi. EMD should be enclosed with Technical Bid.
10	Cost of RFP	Rs.5000/- (non-refundable) in the shape of Demand Draft/ Banker's cheque in favour Punjab National Bank, Transaction Banking Division Head Office payable at New Delhi. It should be accompanied with technical Bid in case of downloading RFP document from the website.

Note: Bids will be opened in the presence of the bidders' representatives who opt to attend

The Chief Manager,
Transaction Banking Division,
Punjab National Bank
HO: 5 Sansad Marg,
New Delhi-110001

Sir,

Reg.: Our bid for Printing and Despatch of Statement of Accounts for Current A/c and Cash Credit A/c (business customers only).

We submit our Bid Document herewith.

We understand and accept that

- You are not bound to accept the lowest or any other bid, and you may reject all or any bid. It is the discretion of the Bank to accept the lowest or any other bid and bank may reject any or all bids without assignment any reason whatsoever.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, (when called upon to do so) a contract in the prescribed form. Until a formal contract is prepared and executed, this bid together with our written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we shall be jointly and severally responsible for the due performance of the contract.
- You may accept or entrust the entire work to one vendor or divide the work to more than one vendors without assigning any reason or giving any explanation whatsoever.
- Vendor means the bidder who is decided and declared so after examination of commercial bids/reverse Auction process.

Dated at _____ this _____ day of _____ 2010.

Yours faithfully

For _____

Signature: _____

Name: _____

Designation/Capacity _____

Instructions to Bidders

1. INTRODUCTION

Punjab National Bank is a leading Public Sector Bank with around 4700 Branches. Bank is already doing the pilot run of printing and dispatch of statement of account for Current Account – (CA) and Cash Credit (CC) Account holders (business customers only) for Delhi and Mumbai City branches for the last six months. We are looking for a vendor, who can print and dispatch of statement of accounts for CA, CC a/c (business customers only, aprox. 10 lac per month) in a secured environment on monthly basis from a centralized location across India.

2. ELIGIBLE BIDDER

This bid is open to all Vendors having presence in India, provided they fulfill the minimum qualification criteria as mentioned in Annexure I. Joint Bids will not be entertained.

3. SCOPE OF WORK

i) The vendor must have a Printing Centre with all the requisite infrastructure to cater to the requirement of printing Statement of Accounts of CA, CC a/c (business customers only) and dispatch to customers at their recorded addresses on monthly basis through Bill Mailing Service/NBMS of India post as per specifications given in Annexure-II after inserting in window envelopes.

ii) The bank reserves the right to extend the service to other category/ies of customers also as per requirement from time to time and the vendor is required to provide all the services in respect of these customers also as per scope of work without any extra cost.

iii) The data of the customers to print the statements shall be downloaded by the vendor from web portal on the Internet provided by the bank through secured mode.

iv) The vendor shall print the statements with bar code facility to facilitate easy retrieval of records.

v) The vendor shall also provide the bank complete MIS including the delivery/ returning detail of statement of account dispatched to the customers Branchwise/Circlewise in the format as specified by the Bank as and when required. Vendor will also provide interface of relevant MIS data to Bank's call centre for providing help desk facility to our customers.

vi) Vendor will undertake the confidentiality of data provided by the bank.

vii) The bank will approve the sample of advertisement to be published on statement /back of the statement as well as on envelope well before the end of every month. Bank has every right to change the advertisement every month as and when required and vendor will print the same only.

4. COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of this bid and Punjab National Bank, hereinafter referred to as the Purchaser, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5. BIDDING DOCUMENT

The Bidder is supposed to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required in the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid without any further reference to bidder.

6. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, modify the Bidding documents by amendments at the sole discretion of the Bank. Such amendment will be duly notified.

In order to provide, prospective Bidders, reasonable time to take the amendment(s) into account in preparing their bid, the Purchaser may, at its discretion, extend the time line for submission of bids.

7. PERIOD OF VALIDITY

Bids shall remain valid for six month from the date of bid opening prescribed by the Purchaser. A bid valid for shorter period shall be rejected out rightly by purchaser as non-responsive.

8. BID CURRENCY

Prices shall be expressed in the Indian Rupees only.

9. BIDDING PROCESS (TWO STAGE)

For the purpose of the above scope of work, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, Technical Bid and Commercial Bid. The bidder will have to submit the Technical Bid and Commercial Bid Portion of the Bids separately in sealed envelopes (wax seal), duly superscribing "TENDER FOR Printing and Dispatch of Statement of Account for CA , CC A/c (business customers only) " and "TECHNICAL BID" or "COMMERCIAL BID" as the case may be.

TECHNICAL BID will NOT contain any pricing or commercial information at all. Technical bid with commercial information will be rejected.

In the first stage, only TECHNICAL BID will be opened and evaluated. Only those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed.

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short listed after technical evaluation will be opened.

The bid should be typed/written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by copy of written power of attorney accompanying the Bid. All pages of the bid except amendable printed literature shall be initialed by the person(s) signing the Bid.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be duly confirmed under signature/initials of the person(s) signing the bid.

10. SUBMISSION OF BIDS

The bidders shall submit bids in duly sealed envelopes. The bid should be addressed to Purchaser at the following address and reach on or before the date and time mentioned on page 1 of this RFP. **The bid has to be submitted in person only** and bid submitted through any other means like email/registered post/ordinary post/courier shall not be accepted.

The Chief Manager
Punjab National Bank,
Back Office Centralization Deptt.
Transaction Banking Division,
4th Floor, Head Office, 5 Sansad Marg,
New Delhi – 110001

11. BID EARNEST MONEY

All bidders have to submit the Bid Earnest Money of Rs. 15,00,000/- (Rs. Fifteen lacs only) in the shape of Demand Draft/ Pay Order in favour of Punjab National Bank, Transaction Banking Division Head Office payable at New Delhi. In absence of requisite Earnest money, bid will be rejected. The earnest money will be returned to unsuccessful bidders after finalization of tender process. The earnest money of the successful bidder will be released only after submission of performance guarantee.

12. LAST DATE & TIME FOR SUBMISSION OF BIDS

Bid must be received by the Purchaser at the address specified in Bid Document not later than the date and time specified in Bid Document. In event of the specified date for submission of bid being declared a holiday for the Purchaser, the bid will be received up to same time on next working day.

The purchaser may, at its discretion, extend the last date and time for submission of bids by amending the bid documents in accordance to clause 6, in which case all rights and obligations of the purchaser and bidders previously subject to the last date and time will thereafter be subject to the last date and time as extended.

13. LATE BIDS

Any bid received by the Purchaser after the scheduled date and time for submission of bid will be rejected.

14. MODIFICATION AND/OR WITHDRAWAL OF BIDS

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

No bidder shall be allowed to withdraw the bid after the last date and time for submission of bids. In case of successful bidder, he will not be allowed to withdraw/back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.

15. BID OPENING AND EVALUATION

The purchaser will open the bid, in the presence of Bidders' representative who choose to attend, at the place, time and date mentioned in Bid document.”.

The bidders' representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for purchaser, the bid shall be opened at the appointed time and place on next working day.

The intimation of time and place of opening of bid will be informed separately to bidder(s) in case of change of date/time.

16. CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bid the purchaser may, at its discretion, ask the bidder for clarification and response in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

17. PRELIMINARY EXAMINATION

The Purchaser will examine the bid to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per authorization form shall be treated as non-responsive and will be out rightly rejected.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is discrepancy between words and figures, the amount in the words will prevail.

The bid determined as not substantially responsive will be rejected by the purchaser. The purchaser may at its sole discretion waive any minor informality or non-conformity or irregularity in a bid, without any reference to the bidder.

L1 selection will be done as defined in footnote of Annexure VI and Reverse Auction. However, the Bank reserves the right to select more than one vendors keeping in view its large requirements.

18. CONTACTING THE PURCHASER

Any effort by bidder to influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Purchaser's decision will be final and without prejudice and will be binding on all parties.

19. PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

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

20. SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a contract with PNB, within 7 days of the acceptance of the contract or within such extended period as may be specified by Bank on the basis of the Tender Document, the terms and conditions of purchase order, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. The rate contract will be valid up to 3 years, unless terminated by the Bank before that date. One month notice will be served by the bank before termination.

The vendor will also sign a Non-Disclosure Agreement with the Bank. Till the contract is signed between purchaser and vendor the delay shall be governed by the RFP acceptance.

21. GOVERNING LAW AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them

amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi.

The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

The venue of the arbitration shall be Delhi.

22. USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without the purchaser's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

23. DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the vendor/ supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the vendor/ supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

24. TECHNICAL BID EVALUATION PROCESS:

The bid will be evaluated by the bank based on the prequalification criteria given as per Annexure I. Bidders who do not fulfill the prequalification criteria shall not be considered.

The technical bid of the bidders who fulfill the prequalification criteria will be further evaluated based on the Technical evaluation chart mentioned at Annexure V. A committee comprising of Bank's Officials may also visit the bidder's premises for the purpose. The bidders may also be required to organize a presentation on the process being followed by them for printing & dispatch of statement of a/c.

25. Reverse Auction process

The bidders whose commercial bids have been opened will participate in the reverse Auction through e_procurement website, at the specified date and time communicated to all the bidders whose commercial bids are opened. The base price will be fixed depending on the lowest quote among the commercial bids or the market price as available with the bank. The time window for the reverse auction and the bid document will also be specified. The bidders participating in the reverse auction will have the option to reduce the price in multiples of bid decrement factor specified by bank, within the time window.

The latest and the least price quoted by any of the participating bidders in the Reverse Auction will be treated as the lowest bid and the bidder as the L1 bidder who shall be declared as successful bidder and eligible for award of contract. In case a bidder does not participate in the reverse auction, the price quoted by them in their Commercial bid will be treated as their final offer.

26. Commercial Bid

Please submit Commercial bid strictly on the enclosed performa / format (Annexure VI) provided with this document, otherwise the bid is liable to be rejected.

GENERAL TERMS AND CONDITIONS

1. ACCEPTANCE OF ORDER

The vendor shall give acceptance within 7 days from the date of order. However, Bank has a right to cancel the order, if the same is not accepted within a period of 7 days from the date of the order and the EMD money will be forfeited.

2. TAXES

The prices quoted must be inclusive of all Taxes, Statutory levies, octroi if any, etc. No other charges are payable by the bank.

3. PAYMENT

Vendor will raise invoices with actual bills on monthly basis in respect of printing of statement of account; and all stationery items used for dispatch of statement of A/c and payment shall be released accordingly within 2 weeks of receipt of bill. Also vendor will submit invoices with bills for actual postage supported by receipts/bills from postal authorities alongwith soft copy of data (in pdf format) for the dispatch of the statement of account. The postage expenditure will be reimbursed to the vendor on actual basis. TDS as applicable will be deducted from the payments due.

4. BANK GUARANTEE

The successful vendor shall submit a Performance Bank Guarantee to the Bank for Rs. 25, 00, 000/- (Twenty five lacs only) for 3 years.

5. PENALTY

The Statement of account is to be printed and dispatched within 4 working days from the date of receipt of required data from the Bank. Non-dispatch of statement of account after the due date as stated above due to any reason, whatsoever, would attract penalty @ 1% of the bill amount of actual delay of Statement of Account per day till the actual dispatch of the statements up to a maximum of 20 % of the bill amount. Thereafter Bank may take recourse to invoke bank guarantee and also consider termination of contract in case of frequent non compliances over a period of a quarter. The penalty would be deducted from the bill amount directly.

Any financial loss / fraud taken place due to the vendor's negligence shall be recoverable from the vendor along-with damages, if any, with regard to Bank's reputation and goodwill.

6. Inspection & Audit Of the Services

The Bank reserves the right to carry out physical audit of the vendor's statement of account processing premises in the presence of representatives of the Service Provider at any point of time. The Service Provider shall allow the Banker, its authorized Personnel, its auditors (internal and external) and/or other statutory authorities, unrestricted right to inspect and

audit the operations and records of vendor's activity. If the Service Provider is further outsourcing any portion of the above activity, it will be responsibility of the Service Provider to ensure that the authorities/officials as mentioned above are allowed access to the places where the services is outsourced, for inspection and verification.

7. Period of Contract

The contract will be valid for a period of three years. The rates quoted by the vendor would be reviewed (downwards only) by the bank on yearly basis on mutually agreed terms and conditions. In case the work is not found satisfactory, bank may terminate the contract by giving one month notice.

8. Liquidated damages

In case the vendor fails to provide services as per the agreement, the bank shall without prejudice to its other remedies under the contract, deduct a sum equivalent to 1% or actual damage suffered by the bank which ever is higher from their pending dues or the amount withheld with bank or from performance bank guarantee, as liquidated damages. The bank will be the final authority to ascertain the veracity of any reasons, provided by the vendor.

9. Others

All infrastructure like space, hardware, software, Misc. items like paper, printer, consumables etc. including licenses, AMC etc. as well as manpower required for executing the above scope of work will be provided by the vendor at his cost.

The vendor will complete the entire job of processing the statements right from printing to dispatch within 4 working days after the data is made available to them by the Bank. The vendor will maintain the secrecy of bank's data during their tenor and also after termination of the agreement with bank.

The bank reserves the right to increase/decrease the quantity of statements of account to be printed and despatched at the quoted rates.

The bank reserves the right to accept or reject any/all tenders in whole or in part without assigning any reason whatsoever. The bank is not bound to even accept the lowest bidder.

Conditional tenders will not be considered and shall summarily be rejected.

PRE QUALIFICATION CRITERIA FOR BIDDERS

The minimum qualification criteria for the Printing and Despatch of Statement of Account for CA, CC a/c (business customers only) is as under: -

1. - The bidder should be private/ public ltd company and must be registered with Registrar of Companies in India.
 - Should have minimum turnover of atleast Rs. 10 crore per year in the last 3 financial years i.e 2006-07, 2007-08, 2008-09.
 - Should have earned Net Profit in the last 2 financial years i.e 2007-08 and 2008-09
 - Copies of Audited Balance Sheets for these 3 years must be submitted alongwith the bid.
- 2 . The bidder should have done printing and despatching of Statement of Account or similar job for at least 3 reputed institutions/Public sector undertakings (preferably banks). The vendor should submit satisfactory performance certificate from all the previous client/s alongwith the tender. The bidder who does not submit the satisfactory performance reports form all the previous client/s their tender will not be considered/accepted.
3. Should have a printing and dispatch capacity of minimum 5,00,000 (five lac) statements per day.
4. Should have infrastructure for printing of statement and publicity material with folding and inserting with the provision of bar coding.

SPECIFICATION FOR STATEMENT OF ACCOUNT and ENVELOPE

Size of paper for text	8.25" x 11.75"
Size of envelope having large window	4.25" x 9.25" (Size Flap size – 1.25")
Size of Large window (machine made) on envelope	2" x 4"
Paper for text	80 GSM Maplitho of A-Grade Paper Mills
Paper for Envelope	80 GSM Maplitho of A-Grade Paper Mills
Language	English (please also mention whether your company has the ability of printing of statement of account in Hindi language, if required by the bank). However it is not a mandatory requirement.
Text for printing	- Duly four colour heading on top of first page. - Variable data laserjet printing for statement below Heading on first page with bar code - on back side of statement page four colored printing for advertisement. (if the statement runs into more than one page then on all pages, similar pattern shall be follow i.e statement on front page and advertisement on back page).
Envelope printing	Duly printed (on front as well as back) in four colors as per design approved by Bank with gumming, bundling pin wise and franking service. No mail handing/franking handling charges shall be paid by the bank.

Note: The bank will provide the sample of advertisement to be published on statement /back of the statement as well as on envelope well before the end of every month. Bank has every right to change the advertisement every month as and when required and vendor will print the same only.

Compliance Statement

Declaration

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexure(s), addendum(s) and corrigendum(s)

Signature and Seal of Bidder

We certify that the systems/services offered by us for tender conforms to the Technical specifications stipulated by you with the following deviations

List of deviations

- 1)
- 2)
- 3)
- 4)

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature and Seal of Bidder

Date :

Proforma for Performance Statement

S.N.	Name of Bidder	Name of Bank/ institution (Full Address)	Contract No. & Date	Period of Contract	Quantity of statement of accounts /similar job (printed/dispatched)	Total Value of Work executed	Remarks/ Reason for late delivery/poor performance, if any

Note – Vendor should provide the contact details of the Bank/institutions and supporting documents for all the work done.

Signature and Seal of Bidder

Date :

Technical Evaluation for Printing and dispatch of statement of Account

S.No.	Technical Qualifications	Yes/No	Remarks
1	Whether vendor has complete printing facilities for printing statements and data relating to accounts (CA, CC a/c business customers only)		
2	Whether vendor has facility of folding, gumming and insertion of statement in the envelope for dispatch.		
3	Whether vendor has necessary Hardware/software for downloading the data from website in secured mode.		
4	Whether vendor has proper security arrangement for checking pilferage etc. or pilferage of data, such as, CCTV (closed Circuit camera/TV) and biometric access system etc.		
5	Whether vendor has separate area and personnel for handling the work of variable data printing i.e. statement of account of each bank handled by them.		
6	Whether vendor has proof of security Certification of ISO 27001 or any other equivalent certification (to be attached with the technical bid.)		
7	Whether vendor has facility to provide MIS reports related to dispatch & returning of statement of account to customers as per the requirements of the bank.		

I, on behalf of M/s undertake that the information given in the technical bid is true to the best of my knowledge and belief.

Signature and Seal of Bidder

List of documents to be attached.

Annexure VII

The vendor shall furnish the following documents:

Sno	Particulars	Please mention Yes /No* * If, No, please specify reasons
i)	Certificate of incorporation.	Yes/No
ii)	Sales tax Registration certificate and latest income tax clearance certificate (please quote PAN -----)	Yes/No
iii)	Documentary proof of having printed/ supplied statement of account for at least 3 reputed institutions/PSUs (preferably banks)	Yes/No
iv)	Bid Earnest Money in the shape of Demand Draft/ Pay Order payable at Delhi for Rs. 15,00,000 (Rs. Fifteen lacs only) in favour of Punjab National Bank, Transaction Banking Division, Head office New Delhi. (Tenders not accompanied with earnest money deposit in the shape of fresh demand draft in the technical bid, will be rejected).	Yes/No
v)	List of all machines and equipments required for generating, printing and dispatch of statements of account under one roof, should also be enclosed alongwith technical bid and shall be inspected by the officials of the bank before opening of financial bid.	Yes/No
vi)	Cost of RFP in the shape of Demand Draft of Rs. 5000/- in favour of Punjab National Bank, Transaction Banking Division payable at New Delhi (in case of downloading of RFP from website).	Yes/No
vii)	Compliance Statement as per format as per Annexure III	Yes/No
viii)	Performance statement as per Annexure IV	Yes/No
ix)	Performa of Technical bid as per Annexure V.	Yes/No
x)	Performa of commercial offer as per Annexure VI	Yes/No