

BOBCARDS LIMITED

(Wholly owned subsidiary of Bank of Baroda)



“Debit Card Department”

BOBCARDS Ltd.

(Wholly owned subsidiary of Bank Of Baroda)

Corporate Office, IInd & IVth Floor, “Baroda House”

Behind Dewan Shopping Center, S. V. Road,

Jogeshwari (W), Mumbai-400102

TENDER DOCUMENT

**TENDER DOCUMENT FOR SUPPLY OF PIN MAILERS STATIONERY FOR
DEBIT CARD**

Ref: BCL/CO:DC:RFP:12:01

Dated: 14th January 2012

BOBCARDS Limited
(Wholly owned subsidiary of Bank Of Baroda)
Corporate Office, IInd & IVth Floor, “Baroda House”
Behind Dewan Shopping Center, S. V. Road, Jogeshwari(W)
Mumbai-400102

Tender No. BCL:CO:DC:RFP:12:01

Dated: 14th January 2012

BOBCARDS Limited invites wax sealed Bids from eligible Bidders (supplier & printers) having relevant work experience in printing & supply of stationery items like Pin Mailers and Envelopes, etc. Interested printers may visit our website www.bobcards.com for details. Last date of submission of tender is 5th February 2012 upto 02:00 p.m. Tender complete in all respect along with enclosed terms & conditions, specifications etc. and containing EMD of Rs. 20,000/- and non-refundable application fee of Rs.2000/- (both in the form of separate Demand Drafts favoring BOBCARDS Ltd., Mumbai) has to be submitted on or before 5th February 2012.

It is hereby clarified that the bid/ response to the proposal should be submitted in the exact format given herein without making any changes/ alterations to the proposal document. Any change/alteration made to the proposal document by the participant would make his bid/response to the proposal void and the same shall be liable to be rejected by the bank without further going to the merits of the tender. It is also clarified that in case of any difference/change between bid/ response to the proposal document submitted by the participant and the proposal document maintained by BOBCARDS (Bank), would be considered as authentic and binding on the participant.

Schedule Dates:

Sr. No.	Particulars	Date
1	Clarifications on RFP Document	00:00 hrs IST on 27 th Jan. 2012
2	Last Date of submission of Tender document	14:00 hrs IST on 5 th Feb.. 2012
3	Opening of Technical Document	14:00 hrs IST on 9 th Feb. 2012

Important Clarification:

- ❖ **BOBCARDS** means **BOBCARDS Ltd.**, a wholly owned subsidiary of Bank of Baroda, which carries out card operations and attendant functions.
- ❖ **RFP** means this “RFP document”.
- ❖ “T.O.” means technical offer.
- ❖ “C.O.” means commercial offer.

Requirements:

1. Specification for Pin mailers:

Sr.No.	Size & Specification	Product Type	Approx. Quantity per annum
1	9"x 4"x 3 parts with carbon patch, Two colour printing on front and single colour on back. 1 st part on 60 gsm. 2 nd & 3 rd part on 70 gsm TNPL Maplitho paper.	VISA Electron Debit Card	21,00,000 nos.
2		VISA Platinum Debit Card	20,000 nos.
3		MasterCard 'Combi' Gold Debit Card	200,000 nos.
4		Maestro Debit Card	300,000 nos.
TOTAL QUANTITY (APPROX)			26,20,000 NOS.

2. Minimum Eligibility Criteria:

- a) Vendor should have all required stationery licenses/ registration like CST/BST/VAT.
- b) Vendor should have at least five years' experience in any field of high class printing / continuous printing and doing similar work with PSU/GOVT/Semi Govt. Organizations preferably PSU Banks. The applicants to submit satisfactory services report from existing clients/Banks.
- c) Vendor should have adequate infrastructure of their own branded continuous stationery printing machines like **Taiyo, Japan**.
- d) The vendor should be a profit making institution for atleast last 3 years. A copy of audited balance sheets for the immediate past of three years must be submitted with the offer.

Instructions to Vendors :

Two Bid System Offer:

There should be two separate offers, technical cum evaluation and commercial, in two separate sealed envelopes. Both sealed envelopes (Bids) to be enclosed in one envelope giving full particulars.

It may please be noted that the terms, "technical" or "technical offer" or "T.O" or "technical cum evaluation" are same and interchangeably used to denote technical details related issues, hereafter in this note.

Offers must be received latest by 5th February 2012 addressed to as under,

Mr. B. R. Gupta
Executive Vice President

BOBCARDS Ltd.
"Baroda House" 2nd Floor,
S.V. Road, Behind Dewan Shopping Center,
Jogeshwari West,
MUMBAI – 400 102 (India)

Both the offer envelopes should be securely sealed and stamped. All the envelopes must be super-scribed with the following information:

- | | | |
|----|--------------------------|--|
| a) | Type of Offer : | Technical or Commercial |
| b) | Offer for : | Supply of Pin Mailers stationery |
| c) | Tender Reference Number: | BCL:CO:DC:RFP:12:01 |
| d) | Due Date: | 14:00 hrs IST on 5 th Feb. 2012 |
| e) | Name of the Vendor: | Name of the of the firm is to be mentioned |

ENVELOPE – I (Technical Offer) – This envelope should be a sealed envelope containing the technical offer plus two separate D.D.s against EMD of Rs.20,000/- and Application Fee of Rs.2000/-

The technical offers should be complete in all respects and contain all information of machinery and supply history. The technical offer (T.O.) should not contain any price information. The T.O should be complete to indicate that all products and services asked for are detailed therein.

Technical offers will be opened in the presence of the vendor's representatives who choose to attend the opening on the date and time specified above.

It is mandatory that all clarifications / queries (if asked) are submitted by vendors in writing to the Bank must be before 24th January 2012 and also the sample can be verified by the vendors on or before 21st January 2012.

ENVELOPE - II (Commercial Offer)- This envelope should be a sealed envelope containing the commercial offer.

The Commercial Offer (C.O) should give all relevant price information and should not contradict the T.O in any manner. Technical and Commercial Offer must be submitted separately.

The vendors will be short listed on the basis of technical evaluation by BOBCARDS & those qualifying the technical bid will only be considered for commercial evaluation and quoting lowest in the commercial offer computed on total cost per unit basis. Incomplete offers are liable for rejection.

Terms and Conditions

1. No-transferable offer:

This tender document is not transferable. Only the party, to whom it is issued, is entitled to submit the offer to the BOBCARDS.

2. Offer validity Period:

The commercial offer shall remain valid for a minimum period of -1- (one) year from the date of the opening of commercial offer and finalization of order. BOBCARDS reserve the right to terminate the order prior / after the validity period of one year irrespective of actual quantity procured by BOBCARDS. The said validity period is extendable by another year on the basis of evaluation of empanelled agencies. Fresh quotations will be obtained from empanelled agencies in case; it is decided to extend the tenure of this tender.

3. Withdrawal of Offer:

Vendors are allowed to withdraw their offers anytime before the last date and time specified for submission of the offer. Offer can not be withdrawn by a vendor, after the closing date and time scheduled for submission of offers.

4. Preliminary Scrutiny:

Offers not meeting the minimum eligibility criteria (as specified in page no. 3 point no. 2) will be out rightly rejected and will not be considered for bid process. The BOBCARDS will scrutinize the offers received to determine whether they are complete and as per tender requirement, whether technical documentation as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The BOBCARDS may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the vendors and the BOBCARDS reserves the right for such waivers, if any.

5. Clarification of Offer:

To assist in the scrutiny, evaluation and comparison of offers, the BOBCARDS may, at its discretion, ask some or all vendors for clarifications on the offer made by them. The request for such clarifications and the vendor's response will necessarily

be in writing.

6. No Commitment to Accept Lowest or Any Offer:

The BOBCARDS is under no obligation to accept the lowest or any other offer received in response to this tender and reserves its right to reject any or all the offers including incomplete offers without assigning any reason whatsoever.

The BOBCARDS will not be obliged to meet and have discussions with any vendor and / or to entertain any representations.

7. Documentation:

- In the Technical information Brochures/Manuals/CD etc. must be submitted in support of the offer made, wherever required.
- **Submission of Technical Details:** It is mandatory to provide the technical details in this tender.

The offer may not be evaluated by the BOBCARDS in case of non-submission/partial submission of technical details in the offer.

The relevant product information and technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification.

8. Format for Technical Offer:

The Technical offer should be made in an organized, structured and neat manner. Samples should not be submitted in loose form.

The suggested format for submission of technical offer covering the following details as per annexure "I" to be submitted:

- I. Covering letter
- II. Details of manufacturing /supply centers.
- III. Delivery schedule
- IV. Technical Documentation (Product Brochures, leaflets, manuals etc. of the machinery used for printing).
- V. Track record of supplies/printer.
- VI. Vendor's Financial Details (three audited balance sheets etc.) and other supporting documents.

9. Format for Commercial Offer

The Commercial offer must not contradict the technical offer in any manner. The suggested format for submission of Commercial offer (as per annexure II) is as follows:

- i. Covering letter
- ii. Details in our attached format Annexure "II".

10. No Negotiation

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, as BOBCARDS will not enter into any price negotiations except with the lowest quoting vendor, whose offer is found to be lower but after qualifying all the bench mark set for respective eligibility criteria.

11. Short -listing of Vendors

- a) The BOBCARDS have mentioned (in the RFP) the date and time of opening of technical offers to the vendors. The technical offers will be opened in presence of the representatives of the eligible vendors, who chose to attend the opening. BOBCARDS will short-list the vendors, who qualify in technical bid round and the commercial offers of only technically qualified vendors will be opened.
- b) It is proposed to shortlist minimum 5 topmost vendors based on the scoring pattern under technical cum evaluation process. Such 5 technically short listed vendors will only qualify and be eligible for considerations for commercial bid process.
- c) Further technically qualified bids may be subjected to the inspection by BOBCARDS officials to verify the credentials & other details furnished by the prospective bidders. Such technical bids, not found up to the level of standard set by BOBCARDS under this RFP or false declaration by any of the bidders, will be out rightly rejected and remaining bidders will qualify for commercial bids as explained under Para 11-'d' hereinafter.
- d) Three (3) vendors out of 5 technically qualified vendors will be short listed for final empanelment of service providers based on most favorable and acceptable commercial terms.

12. Technical Inspection and Performance Evaluation:

The BOBCARDS reserve its rights to obtain independent report from Banks/Institutions or carry out technical inspection of the vendor/ printer/supplier of short-listed vendors; as per the discretion of the BOBCARDS, before/after awarding the contract. In case any deficiencies observed at the time of inspection, vendor is liable to be rejected at any stage of pre/post bidding process.

13. Empanelment :

The empanelment of the service provider / supplier (short listed for final contract on the basis of technical and lowest commercial bid) will be done for the period of one year subject to acceptance of all the Terms & Conditions of this tender including confidentiality, non-disclosure and penalty clause. BOBCARDS have the

discretion to extend the period of empanelment by further one year and call for commercial tender for the extended period from the empanelled service provider / supplier for the purpose.

14. Order Cancellation:

The BOBCARDS reserve the right to cancel the entire/unexecuted part of the Purchase Order at any time by assigning or without assigning appropriate reasons in the event of one or more of the following conditions:

- a) Delay in delivery beyond the specified period for delivery.
- b) Serious discrepancy noticed during acceptance tests / inspection conducted at any point of time in quality of material supplies.
- c) Any other reason.

15. Pricing & Payment:

For supply of stipulated stationery, the offer shall represent the total Landed Cost and should be in Indian Rupees. Suppliers shall make 'free delivery' at the delivery location specified by BOBCARDS. VAT, Sales Tax etc., if applicable, should be quoted separately and BOBCARDS will make the payment as per the applicable rates.

16. Payment Term:

In case of supply of stationery, BOBCARDS is agreeable to make full payment (after deduction, if any) on a monthly or fortnightly basis; the BOBCARDS will make payment within 15-20 days on receipt of bills after delivery of the material to the satisfaction of the BOBCARDS. BOBCARDS will not make any advance payment.

17. Delivery:

- a) The delivery of ordered stationery to be supplied should be packed, labeled and delivered as per VISA/MasterCard guidelines. All stationery supplied under this tender shall be properly packed to guard against all damages, losses, etc., during the handling and transit. Any damage caused to any material for want of proper packing shall be at the supplier's risk and account.
- b) BOBCARDS reserves the right to order the specified stationery as per the requirement, delivery of the stationery in the required lot (once/twice in a month). This will require the vendors to arrange for sufficient storage capacity at their end. Vendor shall be responsible for delivery of the stationery at any such place as directed by the BOBCARDS as no additional charges will be paid.
- c) If the Vendor fails to deliver the Specified stationery ordered within the stipulated time / scheduled delivery date (7 days from the date of placing order) or by the date extended by the BOBCARDS, the same could be treated as breach of contract. BOBCARDS may impose the penalty for the delay as per clause no. 20.

- d) At the discretion of the BOBCARDS, there will be an acceptance test conducted by the BOBCARDS's officials and/or its nominated consultants at their discretions after delivery of the items. In case of serious discrepancy in stationery supplied, BOBCARDS may reject the entire lot.

18. Service Requirement

The performance of the supplier will be reviewed every 3 months on delivery and quality parameters. BOBCARDS reserves the rights to terminate the contract with immediate effect for poor quality performance. Non compliance of any of the prescribed conditions would entitle BOBCARDS to cancel the order at anytime.

Any disputes arising out of or under this tender shall be subject to the Jurisdiction of the courts in Mumbai only.

19. Quality:

The supplier shall guarantee that all materials shall be of superior quality and standard and the same shall be suitable for the purpose for which they are intended.

The supplier shall guarantee that the material shall be in strict compliance with the specifications mentioned and the requirements agreed upon and the acceptance will be subject to inspection and test when received.

BOBCARDS reserves the right to reject and return at the risk and expense of the vendor, any deliveries that may be defective or do not conform to the specifications/forward samples approved by BOBCARDS. BOBCARDS's decision will be final regarding quality and acceptability of the goods.

20. Penalties

If the vendor fails to deliver the specified stationery within the agreed time frame, then Vendor shall be liable for penalty of Rs. 5000/- (Rupees five thousand only) per day. However this penalty will not be applicable, if the delay is with the prior written approval of BOBCARDS.

21. Confidentiality:

The information given in this tender is confidential and is for use by the vendor to whom the tender has been issued. Either party i.e., BOBCARDS and the Vendor shall treat the other party's information as confidential and will take necessary steps to prevent the disclosure of the other's confidential information to third parties. Both the parties will keep the contents of order / agreement

confidential, including the price information.

22. No legal Relationship:

No binding legal relationship will exist between any of the Recipients / Respondents and BOBCARDS until execution of a contractual agreement to the full satisfaction of BOBCARDS.

23. Agreement:

The Vendor shall execute a Service Level Agreement with the BOBCARDS, incorporating the terms and conditions prescribed herein and any other terms relevant to stationery supply and administration. The vendor should also sign a Non-Disclosure Agreement as per the draft approved by the BOBCARDS.

24. Indemnity:

The Vendor shall indemnify, protect and save the BOBCARDS against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the Specified stationery supplied by him.

25. Publicity:

Any publicity by the vendor in which the name of BOBCARDS is to be used will be done only with the explicit written permission of BOBCARDS.