

REQUEST FOR PROPOSAL

FOR

Printing & Dispatch of statements/certificates/notices

Union Bank of India,
Personal Banking & Operations Department,
Central Office, 239 Vidhan Bhavan Marg,
Nariman Point
Mumbai 400021



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1. Bid Details - RFP for Printing and dispatch of statements/certificates			
1	Date of issue of RFP	07/04/2010	1100 HRS
2	Last date for receipt of queries	17/04/2010	1700 HRS
2	Last date and time for receipt of Bids	28/04/2010	1600 HRS
3	Date and Time of Technical Bid Opening	28/04/2010	1615 HRS
4	Place of opening of Bids	Union Bank of Bank, Personal Banking & Operations Department, 12 th Floor, Central Office, 239 Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021	
5	Address for communication	As above Tel:(022) 22896626 Fax:(022) 22883102	
6	EMD (refundable)	Rs.5,00,000/- (Five Lacs only) in the form of Demand Draft in favour of Union Bank of India - payable at Mumbai. EMD should be enclosed in Technical Bid. EMD can also be paid in the form of BG of scheduled commercial Bank (PSU) valid upto 6 months from date of bid submission.	
7	Cost of RFP (non-refundable)	Rs. 5,000/= in the form of Demand Draft in favour of Union Bank of India, payable at Mumbai. The Demand Draft should be submitted at the time of bid submission.	
8	Contact to Vendors	Interested Vendors are requested to send the email to shyam@unionbankofindia.com and amlani@unionbankofindia.com containing following information, so that in case of any clarification same may be issued to them. Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.	

Note: Bids will be opened in presence of the vendors' representative who chooses to attend



2. INTRODUCTION

Union Bank of India (hereon referred to as 'Bank') is firmly committed to consolidating and maintaining its identity as a leading innovative commercial bank, with a proactive approach towards the changing needs of the society. This has resulted in a wide gamut of products and services, made available to its valuable clientele in catering to the smallest of their needs. Today, with its efficient value-added services, sustained growth, consistent profitability and development of new technologies, UBI has ensured complete customer delight, living up to its image of having "GOOD PEOPLE TO BANK WITH".

Over the years, Union Bank of India has earned the reputation of being techno-savvy and is a frontrunner among public sector banks in modern-day banking trends. Having launched its Core Banking Solution in 2002, Union Bank of India is one of the first large Public Sector Banks in the country to have all their branches on a single Core Banking platform. Under this solution umbrella, all branches and ATMs of UBI have been networked. In addition to this, the versatile Internet Banking provides extensive information pertaining to various components of banking. Regular banking services apart, the customer can also avail of a variety of other value-added services like Cash Management Service, Insurance, Mutual Funds and D-mat. Bank has an advanced Call Centre to provide an uninterrupted 24*7*365 banking service to the public in general and its customers in particular for the banking needs.

The Bank, having its registered office at Mumbai, has over 2804 branches, 2325 ATMs spread across various geographic locations in the country. These branches are controlled by 55 Regional Offices who in turn report to 9 Field General Managers situated at Mumbai, Delhi, Kolkata, Chennai, Lucknow, Pune, Ahmedabad, Bhopal and Bangalore.

3. PROJECT OBJECTIVE

The Bank is interested in centralised printing and dispatch of statements and certificates like interest certificates, TDS certificates etc at fixed intervals with emphasis on centralised data extraction and distributed printing for better TAT. The scope of the printing can be extended as per requirements of Bank to deposit receipt printing, notices, circulars, documents and annual financial statements in books form etc with the ultimate being setting up of a "print shop for all printing requirements of the Bank". The aim of this project is listed below:

- Shift the printing jobs from the branches and implement the centralized data extraction and distributed printing concept for better TAT.
- The printing should be done initially at the Bank's site. The Bank may later shift the operations to the vendor's site.
- To print the statements as per the frequency i.e. weekly, fortnightly, monthly.
- To print the Demat statement as per frequency.



- To print the interest certificates and TDS certificates as per requirements of the Bank.
- One advertisement to be printed in the statement as per requirements of the Bank. The advertisement on certificates, demat statements may not be the same as the one on statements. The material will be provided by the Bank and the advertisement should be designed by the vendor.
- The same or separate advertisement should be printed on the envelopes also.
- Print the consolidated statement of a customer i.e. CD/SB/Demat and credit card, if the Bank so desires at a later date.
- Print personalized messages to the customers i.e. birthday greetings, greeting for festivals depending on area, religion, language, etc, as defined and made available in database.
- Stuffing of promotional material along with the statement.
- Hosting the password protected statements on the Bank's website to enable customers to access the same for a period of six months.
- The entire job of printing and stuffing in envelopes should be totally automated if done at the vendor's site. In case the printing is at the Bank's site, manual stuffing in envelopes may be done.
- The statement in PDF form and also Excel, text file, HTML, should be made available with password protection on a specified server and accessible from our website. It should be available for a specified period and should be automatically deleted after that period.
- The PDF file and also Excel, text file, HTML as per requirement should be sent to the customers by e-mail with minimum two tries.
- Sending SMS to customer giving details of statement dispatched.
- The turnaround time for printing will be 24 hours after receipt of data files for printing.
- The vendor should also dispatch the statements to the customers with two tries for delivery and then deliver the statements to the respective branch. There should be tracking facility for each statement dispatched by the vendor.
- The area wise list of branches of the Bank is enclosed. The vendor has to provide the TAT against each area for delivery of statements to the customers and finally to the branch. An SLA should be signed for this purpose with strict penal clause for default.
- MIS as per requirements of the Bank.
- The word statement will include certificates, notices, mailers, credit card statements, demat statements, etc.
- The statement should be available in PDF, text file, or HTML formats.

4. PURPOSE

Initially the Bank will be printing the statements in-house and later will shift to the vendor's site. The vendor must be willing to provide both the services i.e. in-house and at the vendor's site.

The purpose of RFP is to solicit proposals from qualified vendors who have the fully automated systems for printing of statements in PDF format, stuffing in envelopes, dispatching, e-mailing and hosting the same on Bank's website



and destroying the wastage by shredding/burning. The vendor should have the capability to design the advertisement from the material provided by the bank. The vendor should have a secured environment which is accessible to authorized personnel only. The vendor should sign a non-disclosure agreement with the Bank and should compensate the Bank for any unauthorized disclosure of the information provided to the vendor.

Technical and commercial bids are invited from vendors for the printing and dispatching services as per the terms and conditions mentioned hereunder. Technical and commercial bids have to be submitted separately as given elsewhere in this document.

ELIGIBLE VENDOR

4.1 This RFP is open to all vendors who have the infrastructure to design the advertisement as per Bank's requirements, print and stuff the statements/certificates in envelopes, dispatching, emailing and hosting on bank's website, provided vendors fulfill the minimum qualification criteria as mentioned in bid document. Joint bids will not be accepted by Bank.

4.2 Eligibility Criteria

The vendor must satisfy the eligibility criteria as given below and provide the supportive documents for eligibility proof.

S N	Eligibility Criteria	Supportive documents
1	The vendor should have an average turnover of INR Rupees Ten Crores for the past 3 financial years i.e. 2008-2009, 2007-2008 and 2006-2007 from their Indian operations. The vendor should not have incurred losses during the last three financial years.	Copies of Balance sheet and P&L statements
2	The vendor must have been in business of printing statements for banks / institutions at least for the last 3 years.	Copies of Purchase orders
3	The vendor should have printed statements for at least one commercial bank with 500+ Branches for at least 1 year and one institution with minimum 1000 customers for at least one year.	Copies of Purchase orders
4	The vendor should have a secured printing site with provision for shredding/burning, CCTV and with access controls in place, and with dedicated shredders/burners.	Statement by vendor giving details of the site.
5	ISO 9001 certification	Copy of certification



5. ELIGIBILITY EVALUATION

i) GENERAL INSTRUCTIONS

1. The vendor needs to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result in outright rejection of the vendor's proposal.
2. The vendor is expected to provide proof for each of the points for eligibility evaluation.
3. All credential letters should be appropriately bound, labeled and segregated in the respective areas.
4. There is no restriction on the number of credentials a vendor can provide.
5. Any assumptions made by the vendors in response to this RFP will be at their own risk and cost. The Bank will not be liable for any such assumptions / representations made by the vendor. The Bank's assumptions and decision will be final.

ii) ELIGIBILITY PROOF SUBMISSION FORMAT

1. A hard copy of the credential letters from clients neatly bound and labeled.
2. Vendor Information
 - a. Provide details of organization along with all the key contacts including their work phone, cell phone, work address and official e-mail details.
 - b. Provide certificate of incorporation
 - c. Provide proof of being in business of printing statements of Banks / institutions at least for the last three years
 - d. Provide audited annual statement of accounts for the last 3 financial year i.e. 2008 - 2009, 2007 - 2008 and 2006 - 2007 in support of the following :
 - Turnover
 - Profit
 - e. Provide details of:
 - Locations in which the company has offices.
 - Provide the necessary documentation in support of the vendor of the following:
 1. Corporate structure, founder, and related history of the company
 2. Ownership structure
 3. Number of years in this business and relevant business lines



iii) Printing Capability

- Implementation details: (Please provide details pertaining to one implementation of the proposed solution in a scheduled commercial bank)
 - Period for which the project is in operation
 - Scope of Project
 - Resources employed in the project
 - Preference will be given to vendors who have the ability for distributed printing.

iv) The credentials to be submitted by the vendor for eligibility evaluation should be as per the format as prescribed in Eligibility Criteria above.

v) The Bank reserves the right to disqualify vendors who do not submit sufficient proof of credentials in order to meet the specified eligibility criteria

vi) The first stage of evaluation will be validation of the eligibility criteria. Only those vendors that meet the eligibility criteria will be considered for further stages of evaluation viz. technical and commercial stages.

6. SCOPE OF WORK

The scope of the assignment includes:

Printing of statements is to be implemented centrally for all the branches of the Bank. Vendor would be required to fulfill the following:

- The printing should be done initially at the Bank's site. The Bank may later shift the operations to the vendor's site.
- Design of the advertisement as per Bank's requirement on weekly, fortnightly, monthly basis both for the statements and envelopes.
- Design pamphlets, print it and stuff in envelopes along with statements.
- Printing the statements, interest certificates, notices, documents, mailers and TDS certificates as per the desired frequency.
- Printing the statements and messages in Indian languages as per Bank's requirements.
- Printing the consolidated statement of a customer i.e. CD/SB/Demat and credit card, if the Bank so desires at a later date.
- Printing personalized messages to the customers i.e. birthday greetings, greeting for festivals depending on area, religion, language etc, as defined and made available in database.
- Stuffing of promotional material along with the statement.
- Dispatch of statements by e-mail in PDF format and also Excel, text file, HTML with password protection.
- Hosting the password protected statements on the Bank's website to enable customers to access the same for a period of six months.



- Shredding/burning the wastage statements.
- Generating passwords for each statement.
- Emailing the password protected statements to customers.
- Sending SMS to the customer giving details of statement dispatched.
- Copying the password protected PDF statements and also Excel, text file, HTML to the Bank's website.
- Deleting the data from the vendor's server after each successful printing.
- Ensuring total secrecy of the data of the Bank.
- Implement a data security plan conforming to the security guidelines of the Bank also restrict the access of the data to the authorized users.
- The Bank may include circulars, mailers, PINs, cards at a later date.
- Dispatch of the statements directly to the customers with two tries and finally to the respective branch.
- Vendor should guarantee minimum Turnaround time (TAT) of 24 hours for printing jobs from the time the data is made available and should be ready to execute service level agreement for the same. The vendor has to provide proper evidence to support their claim of capability to provide these services.
- Dispatch of statements by courier and / or Indian Postal services. There should be tracking facility for the dispatch. Vendor should also ensure delivery of the statements to the customers with minimum two tries after which the same should be sent to the branches. The number of branches as per area (Metro/Urban/Semi-urban/Rural) is provided in the Annexure VIII. The vendor must state the TAT for delivery against each Area i.e. from the pick-up to the final delivery at the branch after two tries at the customer's doorstep.
- Provide MIS reports on the printing jobs and dispatch of statements undertaken by the vendor. The MIS should include reports on branch-wise the data received, number of statements / pages printed, number of pages as wastages, number of e-mails generated and sent with number of tries, statements dispatched, and statements delivered with number of tries, statements returned with reasons thereof. The reports should be available on a periodic basis as per Bank's requirements.
- Tracking facility for the dispatches should be available to the Bank's branches, regional offices, FGMOs and Central Office.
- It is responsibility of vendors to ensure that all the items quoted are complying with the technical requirement. Further, they have to ensure that all the required items which in their opinion are needed to make the system operational, are included in their technical bid and appropriately accounted in the commercial bid. Bank will not pay any additional charges.
- All the activities will be carried out initially at the Bank's premises and later on at the vendor's premises. The Bank will take a call on this aspect within a period of six months from the purchase order.



SOFTWARE:

- The software required for designing and printing the statement will be provided by the vendor and will be maintained by the vendor. The software will be the property of the vendor and the vendor will be responsible for its licenses. All additional features added to the software during the contract period will be passed on the Bank without any additional cost.
- The software should have multilingual facility. The vendor should be able to print statement and the personalized messages in the languages required by the Bank.
- The solution should have Barcode capability.

HARDWARE:

- The vendor should provide all the required hardware both at the Bank's site and later at vendor's site to enable the printing, stuffing and shredding / burning of wastages. There should be redundancy built up to maintain TAT during peak periods.

LICENSING:

- The software, database and operating system used by the vendor will be a licensed one and Bank will not be responsible for any infringement at any time. Vendor should certify that they hold valid license for the software, database and operating system used for designing and printing.

SYSTEM & SECURITY AUDIT

- The vendor's site may be audited by Bank's appointed Audit firm/in house team/RBI on yearly basis. All audit points raised by the Auditor should be complied with by the selected vendor without any extra charge.
- The solution should have built in security features and compliant with the requirements of regulatory agencies. It should have high level of reliability with particular emphasis on data integrity and security.
- Authorized users should only use the application and the application should generate logs and audit trails.

DISASTER RECOVERY (DR):

- To give a DR plan for the services rendered.

OTHERS

- To make a system study and submit the detailed system requirement specification (SRS) document (formats in which data is required, design of statements and certificates, MIS reports etc) within a period of 1 month from the placing of order.



- To implement the system as per the requirement of the Bank in a month's time after the SRS.

COST OF BIDDING

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

7. BIDDING DOCUMENT

The Vendor is expected 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 according to the Bidding Documents in every respect may result in the rejection of bid.

8. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Bidding documents by amendments. Vendor may seek clarification in writing but not later than 7 days before close for bid submission date.

Amendment will be notified by mails to all prospective Vendors, from whom the Bank has received the Bidding documents and will be binding on them.

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

9. PERIOD OF VALIDITY

Bids shall remain valid for Six Months after the date of bid opening prescribed by the Bank. A bid valid for shorter period shall be rejected by Bank as non-responsive.

In exceptional circumstances, the Bank may solicit the Vendors' consent to an extension of the period of validity. The request and response thereto shall be made in writing or by fax. The Vendor may refuse the request. A vendor granting the request will not be required nor permitted to modify its bid.

10. BID CURRENCY

Prices shall be expressed in the Indian Rupees only.

11. BIDDING PROCESS (TWO STAGE)



For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, Technical Bid containing the General Terms and Conditions including Compliance to Technical Specifications and the other one containing the Commercial Bid. The vendor will have to submit the Technical Bid and Commercial Bid portion of the Bids separately in red laakh sealed envelopes (wax seal), duly super scribing "TENDER FOR PRINTING AND DISPATCH OF STATEMENTS FOR UNION BANK OF INDIA - "TECHNICAL BID" or "COMMERCIAL BID" as the case may be.

TECHNICAL BID will also contain the Vendors information in the format as given in Bid document. TECHNICAL BID will NOT contain any pricing or commercial information at all.

In the first stage, only TECHNICAL BID will be opened and evaluated. Those vendors satisfying eligibility criteria will be further evaluated for technical requirements and those vendors satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this RFP document will be short-listed. The Bank will call for a presentation from the eligible vendors.

Under the second stage, the COMMERCIAL BID of only those vendors, whose technical bids are responsive, will be opened.

The bid shall be typed or written in indelible ink and shall be signed by the Vendor or a person duly authorized to bind the vendor to the contract. The authorization shall be indicated by written power of attorney accompanying the Bid. All pages of the bid except un-amended printed literature shall be initialed by the person or persons signing the Bid.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the vendor, in which case such corrections shall be initialed by the person or persons signing the bid. The vendor should quote the price for each item required by the Bank.

12. BID EARNEST MONEY

Vendors have to submit the Bid Earnest Money of Rs. 500000/= (Rs. Five lacs Only) (refundable) in the form of Demand Draft favouring Union Bank of India, payable at Mumbai. EMD can also be paid in the form of BG of scheduled commercial Bank (PSU) valid upto minimum 12 months from date of bid submission. Format of BG is given in Annexure-V.

In case of successful vendor a Bank Guarantee of equal amount (Rs.500000/=) should be submitted in lieu of EMD. This Bank Guarantee should be valid upto contract period (minimum 3 years).

13. SUBMISSION OF BIDS

The vendors shall duly seal the each envelope. The bid should be addressed to Bank at the following address:



The General Manager,
Union Bank of India,
Personal Banking and Operations Department,
12th Floor, 239 Vidhan Bhavan Marg,
Mumbai – 400 072.

14. DEADLINE FOR SUBMISSION OF BIDS

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

The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and vendors previously subject to the deadline will thereafter be subject to the deadline as extended.

15. LATE BIDS

Any bid received by the Bank after the deadline for submission of bid prescribed by the Bank will be rejected and/or returned unopened to the vendor, if vendor desires so.

16. MODIFICATION AND/OR WITHDRAWAL OF BIDS

The vendor may modify or withdraw its bid's submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the deadline prescribed for submission of bids.

The Vendors' modification or withdrawal notice shall be prepared, sealed, marked and delivered in accordance to the provision of para "Submission of Bids", with the envelope additionally marked "MODIFICATION" or "WITHDRAWAL" as appropriate. The withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the deadline for submission of bids.

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

No bid may be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by the vendor in the submitted bid.

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

17. CONTENTS OF DOCUMENTS TO BE SUBMITTED

The vendor shall submit the following documents:



Documents required in Technical Bid (Sealed Cover)

1. Technical Offer indicating compliance to the Bank's requirement for printing and dispatch of statements - Annexure-I.
2. Acceptance of the terms and conditions and compliance of technical specifications - Annexure-II.
3. Letter of Undertaking - Annexure III.
4. Customer references - Annexure-IV.
5. Bid Earnest Money in the form of Demand Draft OR BG -Annexure-V.
6. Duly signed masked commercial bid – Annexure-VII.
7. Last three years audited balanced sheet and profit and loss account statement i.e. 2008-09, 2007-2008 and 2006-2007.
8. Power of attorney.
9. Supporting documents in respect of minimum qualification criteria as per Eligibility Criteria.

Document required in Commercial Bid (Sealed Cover)

1. Commercial Bid must be as per Annexure-VII.

18. BID OPENING AND EVALUATION

Bank will open the bids, in the presence of Vendors' representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned in para "Submission of Bids".

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

The technical bid shall be opened in the presence of Vendors' representative who chooses to attend. The bids that are considered as responsive, as per the technical and other qualification criteria as underlined in the bid document, will be considered for the commercial bidding.

19. CLARIFICATIONS OF BIDS

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

20. PRELIMINARY EXAMINATION

The Bank will examine the bids 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 shall be treated as non-responsive.

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 the vendor does not accept the correction of the errors, its bid will be rejected. 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 Bank and may not be made responsive by the vendor by correction of the non-conformity.

The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any vendor.

21. EVALUATION CRITERIA

a) Evaluation of Technical Bids:

The Bank's evaluation of the technical bids will take into account the following factors and based on such evaluation the technically qualified vendors will be short-listed:

- i. Compliance to Vendors eligibility criteria & technical requirement.
- ii. Completeness of the proposal, conformity with the RFP terms and conditions, the proposed systems meeting the functional specifications, etc., will form base for the evaluation of technical proposals, as per the details mentioned in Annexure I.
- iii. Submission of duly signed compliance statement as stipulated in Annexure II and other annexure(s).
- iv. Compliance of terms and conditions stipulated in the RFP duly supported by certified documentary evidence called for therein.
- v. Review of written reply submitted in response to the clarification sought by the Bank, if any.
- vi. Presentations, demonstrations, Reference site feed back, hardware and software capability, printing capability and adherence to TAT, distributed printing capability, etc.

b) Evaluation of Commercial Bids:



- i. Commercial bids of only the technically qualified short-listed vendors will be opened and evaluated for deciding L1 vendor.
 - ii. The Bank's evaluation of the commercial bids will take into account the Status of Compliance of terms and conditions of the RFP.
- c) Determination of L1 Vendor and Awarding of Contract: On completion of bidding process the contract will be awarded to the L1 vendor, i.e. the vendor, who has quoted the lowest cost for the project.

22. EVALUATION PROCESS

The Technical offers submitted by the vendors will be evaluated only if they fulfill the vendor eligibility criteria as defined in point 5 – Eligible vendor. The evaluation process for short listing of vendors will be based on the specifications provided in Annexure I, presentations and demonstrations etc. Reference checks would be conducted by the Bank either by contacting the client or by a documented proof signed by the client. All vendors who obtain a minimum of 65% marks or more will be considered for opening of the commercial offers. The decision of the Bank in this regard shall be final. The Bank reserves the right to modify the Eligibility Criteria or the minimum threshold required for the Evaluation Criteria at any point during the course of the RFP Process.

23. CONTACTING THE BANK

Any effort by vendor to influence the Bank in the bid evaluation, bid comparison or contract award decision may result in the rejection of the Vendor's bid.

24. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

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

25. SIGNING OF CONTRACT

The successful vendor(s) shall be required to enter into a contract with Bank for three years within 1 month of the award of the tender or within such extended period as may be specified by General Manager, Union Bank of India, Personal Banking and Operations Department, Central Office, 12th Floor, Mumbai on the basis of the Tender Document, the Tender of the successful vendor, 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 shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. The period of contract shall initially be 3 years renewable on yearly basis. There shall be no increase in the contracted price during the said period of 3 years. Bank shall have the option of terminating the contract during the contract period by giving a 3 months notice. Renewal of contract after 3 years shall be on mutually agreed terms and conditions.

26. USE OF CONTRACT DOCUMENTS AND INFORMATION

The successful vendor shall not, without the Bank's prior written consent, make use of any document or information provided by Bank in Bid document or otherwise except for purposes of performing contract. Successful vendor will be required to execute the Non Disclosure Agreement with the Bank.

27. PATENTS RIGHTS

The successful vendor 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 in India or abroad.

The successful vendor shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the software or any part thereof in India or abroad.

The successful vendor shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible for, including all expenses and court and legal fees.

The Bank will give notice to the vendor of any such claim without delay, provide reasonable assistance to the vendor in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

28. ASSIGNMENT

The vendor shall not assign, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

29. DELAYS IN THE VENDOR'S PERFORMANCE

Performance of the Services shall be made by the vendor in accordance with the time schedule specified by Bank. Any delay in performing the obligation by the vendor will result in imposition of liquidated damages and/or termination of contract for default.

30. LIQUIDATED DAMAGES



If the vendor fails to perform services within stipulated time schedule in the penalty clause below given from date of placement of Order, the Bank shall, without prejudice to its other remedies under the contract, deduct from the ordered price or any other amount due, as liquidated damages, a sum equivalent to @1% of order amount per week of delay subject to a maximum of 10% cost as penalty until actual performance of services or until the cancellation of order. The Bank has right to cancel the order in case the services are not affected to the satisfaction of the Bank within stipulated time schedule. (Order price = cost of printing 1 lakh statements)

The Bank is entitled to withhold (deduct) from the price or any other amount which is due to supplier from this contract or any other contract.

31. PAYMENT & PENALTY

a) Payment Terms

No advance payment will be provided on awarding the contract.

Revenue Expenditure -

- a) Printing of statements: Payable monthly at the end of the month on the per statement basis.
- c) Courier charges: Payable monthly at the end of the month on the per statement basis.

b) Penalty

- Non-conforming to TAT is subject to penalty @ 5% of the cost of printing the statements for the respective month if there is delay in printing of statements.
- Non-conforming to TAT in delivery at branch after two tries at customer's address is subject to penalty @ 5% of the courier charges for the respective month for the respective branches.

32. PRICES AND TAXES

- The quoted prices shall be inclusive of all applicable taxes, duties, etc except Service Tax, as applicable. There will be no price escalation during the contract period of 3 Years.
- Prices should be furnished item-wise with break-up of unit costs as per Commercial bid in Annexure VII.
- Prices quoted by the Vendor shall remain fixed during the Vendor's performance of the contract and will not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- Price should not be indicated at any place in the Technical Bid. If the price is indicated in the technical bid, the entire bid will be summarily rejected.



- The prices for the services that the Vendor will supply shall be quoted in Indian Rupees. Any reference made to variation in pricing due to appreciation / depreciation of Indian rupees against any other currency is not acceptable.
- Any bid received, which is not in line with these conditions will be summarily rejected. Any commercial bid, which is conditional and/or qualified or subjected to suggestions or attaching any addendum / annexure, will also, be summarily rejected.

33. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the successful vendor, may terminate this Contract in whole or in part, if the vendor fails to perform any obligations(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure upon such terms and in such manner, as it deems appropriate, the services similar to those undelivered, and the successful vendor shall be liable to the Bank for any excess costs for such similar services.

34. TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the Contract by giving written notice to the successful vendor, if the vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

35. FORCE MAJEURE

Notwithstanding the provisions of RFP, the Successful vendor or Bank shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Bank or Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics.

If a Force Majeure situation arises, the successful vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to



perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

36. GOVERNING LAW AND DISPUTES

The Bid and the Contract resulting there from with the selected Vendor shall be governed in accordance with the Laws of India for the time being in force and will be subjected to the exclusive jurisdiction of Courts at Mumbai.

All disputes or differences whatsoever arising between Bank and the successful vendors out of meaning and operation or effect of this Tender Document or breach thereof, shall be settled amicably. If, however, the parties, as above, are not able to resolve 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, as above. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Mumbai (India). In such instances, the vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by Bank or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or of the umpire, as the case may be, is obtained. The venue of the arbitration shall be Mumbai, India.

NOTE: The word Statement refers certificates, notices documents, mailers and letters. The vendor should provide the statements in Excel, plain text and HTML format also and they should be password protected.



Annexure - I .

37. Specifications for Printing and dispatch of Statements /Certificates / notices

Against each requirement, please mention if there is compliance (Y), or not (N) in the services that the Vendor / Vendor proposes to use.

Functional requirements

Requirement	Compliance (Yes/No)	Remark
Statement printing jobs		
1. The vendor should be willing to do the job at the Bank's site and later on at vendor's site		
2. The vendor should have capability of stuffing promotional material in envelopes along with statements at Bank's site.		
3. The vendor should have totally automated site for printing, stuffing the statements and shredding/burning the wastage stationery.		
4. The vendor should have capability to design the advertisement provided by the Bank which will be changed for every run or as per Bank's requirements.		
5. The advertisement on statement, interest warrants, and certificates will be the different and vendor should have the capability for providing this facility.		
6. The advertisement should be printed on the statement and the envelope. The advertisement on envelope may be different from one on the statement.		
7. The advertisement should be printed even on the inside of the window envelope.		
8. The statement, certificates and envelope should be printed on A4 size paper of 80 GSM.		
9. The statement/certificate should be printed as per frequency i.e. weekly fortnightly, monthly or quarterly.		
10. The vendor should print statement only for those accounts having transactions during the month.		
11. The vendor should ensure turnaround time of 24 hours from receipt of data for printing the statement.		
12. The vendor should have multi-lingual capability for printing statements/certificates.		
13. The vendor should have capability of printing personalized messages based on birth day, religion, language as available in the data.		
14. The vendor should provide MIS as per Bank's requirements.		
15. The vendor should have access controls and CCTVs in		



the printing area at the vendor's site.		
16.Only authorized personnel should have access to the Bank's data during the time it is with the vendor.		
17.The vendor should accept the data through secured FTP.		
18.The Vendor should delete the data from their system after the printing using the software provided by the Bank		
19.The vendor should permit audit of their setup by the Bank/RBI at regular intervals.		
20.The vendor should generate password protected PDF statement.		
21.The vendor should send the password protected PDF statement by e-mail to customers with minimum two tries.		
22.The vendor should copy the password protected PDF statements/certificates on the Bank's site for a period of six months and auto delete the earliest month's data from sixth month onwards.		
23.The Vendor should dispatch the statements / certificates using courier services with tracking facility directly to the customers with two tries and then deliver to the branch. The courier must have tracking facility.		
24.The bank officials at branch, regional office, zonal office and central office should be able to track the dispatch of statements.		
25.The vendor should sign the SLA and NDA with the Bank.		
26.The vendor has distributed facility for printing statements with all the security controls.		
27.The vendor has hardware redundancy to take care of TAT.		
28.Vendor should host password protected PDF statement on Bank's website/server for a period of six months with auto-deletion of data from first month in the seventh month.		
29.The vendor will provide password protected data in Excel, plain text or HTML form in addition to PDF form.		
30.The vendor will send SMS to the customer giving details of statements dispatched.		

Security features

Requirement	Compliance (Yes/No)	Remark
31.The printing system should have high level of reliability with particular emphasis on data integrity and security. Support for password encryption and data encryption should be available.		



32. The system administrator at vendor's site should be able to assign access to specific folders, as well as to specific data, at both group and individual level so that users can access the data for which they have relevant access.		
33. If needed then the provision should be there to allow authorised users to lock data against copying.		
34. System should provide comprehensive Audit Trails and reports like total records printed or re-printed. In case of re-printing, there should be audit trail of the statements shredded/burnt. A complete audit trail of all data printed/reprinted should be automatically created with capability to be printed or saved in electronic form, for submission to regulatory bodies or agencies. The solution offered should be in compliance with IT Act 2000 and subsequent amendment and any other legal requirement of Indian Law.		
35. Information exchange between client and server at vendor's site should be encrypted.		

All 'Yes' will carry 2 marks and 'No' will carry 0. Total evaluation marks will be pro-rated to 50 for the purpose of the evaluation.

We hereby confirm that services proposed by us is meeting all the technical and functional requirement of the Bank as mentioned in the RFP.

Signature & Seal of Company

Date:

Place:



Annexure II

38. Letter to be submitted by vendor along with bid documents on company's letter head.

To,

General Manager,
Personal Banking & Operations Department,
Union Bank of India
Central office,
239 Vidhan Bhavan Marg,
Nariman Point, Mumbai - 400021.

Dear Sir,

Sub: Our bid for Printing and dispatch statements/certificates to Union Bank of India - Acceptance of Terms and conditions of RFP.

Further to our proposal dated XXXXXXX, in response to the Request for Proposal (hereinafter referred to as "RFP") issued by Union Bank of India we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by Union Bank of India, provided however that only the list of deviations furnished by us in the format specified in Annexures of the main RFP document which are expressly accepted by Union Bank of India and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. Union Bank of India is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and Union Bank of India's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorised Signatory
Name
Designation
Seal of Company



39. Letter of Undertaking on Company Letter head

To
The General Manager,
Union Bank of India,
Personal Banking & Operations Department,
Central Office, 239 Vidhan Bhavan Marg,
Nariman Point
Mumbai 400021

Sir,

Ref: Our bid for Printing and dispatch statements/certificates to Union Bank of India – Letter of Undertaking.

We submit our Bid Document herewith.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into an agreement and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.
- Vendor means the vendor who is decided and declared so after examination of commercial bids.

Dated at _____ this _____ day of _____ 200_ .

Yours faithfully,

For _____

Signature: _____

Name: _____



Annexure IV

41. Reference site details

(Details to be given for reference sites – use the same format for each site separately)

Particulars	Vendor's Response
Name of the Organization	
Address	
Contact Person 1	
Designation	
Contact Number	
Mobile Number	
e-mail id	
Contact Person 2	
Designation	
Contact Number	
Mobile Number	
e-mail id	
No. of statements printed / dispatched per month	
Using the services since	
Brief detail of functionality and locations	

Signature & Seal of Company

Place:

Date:



Annexure V

42. Format of Bank Guarantee

(Note: The Bank Guarantee should be valid for a period of 6 months from last date for submission of offers)

To

Union Bank of India

239, Vidhan Bhavan Marg,

Nariman Point, Mumbai 400021

Dear Sirs,

In response to your invitation to respond to your RFP for Printing and dispatch of Statements / certificates / notices , M/s _____ having their registered office at _____ (hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) and submit the proposal as per terms and conditions listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs.5.00 lacs (Rupees Five lacs only) as earnest money deposit as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The earnest money deposit for which this guarantee is given is liable to be enforced/ invoked:

- 1) If the Vendor withdraws his proposal during the period of the proposal validity; or
- 2) If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to Union Bank of India the said amount of Rupees Five lacs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Union Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

Our liability under this Bank guarantee shall not exceed Rs. _____
(Rs. _____ only).

This Bank guarantee will be valid up to _____; and



We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____.

Union Bank of India



43. Description & Evaluation Criteria

Sr. No.	Particulars		Maximum Marks
1.	Functional Requirements - The marks will be based on the proposed solution meeting the functional requirements as specified in Annexure I.		50
2.	Implementation Experience of the vendor		
2.1	Number of consecutive years the vendor has provided the services	2 marks for every additional year more than 3 years up to 10 years	10
2.2	References where vendor has implemented Printing of statements.	2 additional marks for each client above 2 subject to a maximum of 10 marks	10
3	Turnover of the vendor	2 additional Marks for every 5 crores average above 10 crores average subject to a maximum of 5 marks	5
4	Facility for distributed printing	2 marks for every 2 facilities for distributed printing	5
5	Adhering to the time lines fixed by Customer for statement printing and dispatch	The marks will be based on the feedback received from two reference sites, on adhering to time schedule, meeting the functional requirements in those Clients/Banks as specified in the below mentioned matrix. Bank will request feedback through mail from these 2 reference sites. If one of clients given as reference site does not respond, the values will be taken as ZERO.	10
6	Presentation and evaluation by internal committee	Excellent	10
		Good	6
		Satisfactory	3
		Poor	0
			100



Annexure VII

44. Commercial Bid

Printing of statements

Sl. No:	Item Description	Slabs	Rate for variable data in front	Rate for variable data on both sides
1	Printing with advertisement / art-work Paper : 80 GSM Maplitho, Option 1 Size : A4 cut sheet, Base stationary : Four colors on both sides	5k 50k 1 lacs 2 lacs 5 lacs		
	Paper : 80 GSM Maplitho, Size : A4 cut sheet, Option 2 Base stationary : Four colors on front side and two color on back side	5k 50k 1 lacs 2 lacs 5 lacs		
	Paper : 80 GSM Maplitho, Size : A4 cut sheet, Option 3 Base stationary : Two colors on front and one color at back	5k 50k 1 lacs 2 lacs 5 lacs		
	Paper : 80 GSM Maplitho, Size : A4 cut sheet, Option 4 Base stationary : Two colors on front side	5k 50k 1 lacs 2 lacs 5 lacs		
	Paper : 80 GSM Maplitho, Size : A4 cut sheet, Option 4 Base stationary: No base printing. Printing on blank sheet in black and white	5k 50k 1 lacs 2 lacs 5 lacs		

Sr. No	Item Description	Slabs	Rate
1	Cost of sending e-mail with two tries	5k 50k 1 lacs 2 lacs 5 lacs	
2	Cost of hosting on Bank's website / server	5k 50k 1 lacs 2 lacs 5 lacs	
3	Cost for Folding, Insertion of Statement into Envelope and pasting the envelope	[per statement]	
4	Cost of inserting additional inserts	[per insert]	
5	Cost of sending SMS	5k 50k	



		1 lacs 2 lacs 5 lacs	
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Sr. No	Item Description	
1	No of pages per statement	

Printing of envelopes

Sr. No	Item Description	Slabs	Rate with advertisement and variable data on both sides	Rate with advertisement and variable data on outer side	Rate with advertisement on outer side	Rate with data on outer side
1	Printing window envelope Paper 80 GSM Size 9.4" X 4.2" (closed size)	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 1: Printing 4 colors on outer side	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 2: Printing 4 colors on outer and one color inside	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 3: Printing 2 colors on outer side	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 4: Printing 2 colors on outer side and one color inside	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 5: Printing on black and white - blank paper	5k 50k 1 lacs 2 lacs 5 lacs				
2	Printing window envelope Paper 80 GSM Size 9" X 6.3" (closed size)	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 1: Printing 4 colors on outer side	5k 50k 1 lacs 2 lacs 5 lacs				



	Option 2: Printing 4 colors on front and one color inside	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 3: Printing 2 colors on outer side	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 4: Printing 2 colors on front and one color inside	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 5: Printing on black and white - blank paper	5k 50k 1 lacs 2 lacs 5 lacs				
3	Printing window envelope Paper 80GSM Size 12.25" X 9.25 (closed size)	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 1: Printing 4 colors on outer side	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 2: Printing 4 colors on front and one color inside	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 3: Printing 2 colors on outer side	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 4: Printing 2 colors on front and one color inside	5k 50k 1 lacs 2 lacs 5 lacs				
	Option 5: Printing on black and white - blank paper	5k 50k 1 lacs 2 lacs 5 lacs				

Printing of Self-mailers

Sr. No	Item Description	Slabs	Rate
1	Printing Self-mailers Paper : 75 GSM Variable data on front side	5k 50k 1 lacs	



	Finishing : Cutting, Perforation & Gluing on two sides, Effective Closing on Top side using spot gum Option 1: Base Stationary : Four colors on both sides	2 lacs 5 lacs	
	Option 2: Base Stationary : Four colors on front side and two colors on back side	5k 50k 1 lacs 2 lacs 5 lacs	
	Option 3: Base Stationary : two colors on front side and one color on back side	5k 50k 1 lacs 2 lacs 5 lacs	
	Option 4: Base Stationary : no base printing - printing on black and white - blank paper	5k 50k 1 lacs 2 lacs 5 lacs	

Mailing charges for delivery at branch after two tries at customer address

Slabs	All India	Eastern sectors	Overseas (Hong Kong)
Upto 5gms			
Upto 50gms			
Upto 250gms			
Upto 500gms			
Upto 1 Kg			
Upto 2 Kg			
Beyond 2 Kg for every additional 500gms			

- **All rates are inclusive of taxes and exclusive of Service tax and octroi charges**



Annexure VIII

45. List of branches – area wise

Branch Area	No of branches (approx.)	TAT for delivery of correspondence at Branch after two tries at customer address
Branches in metros	613	
Branches in rural areas	808	
Branches in semi-urban areas	731	
Branches in urban areas	665	
Overseas – Hong Kong	1	

Union Bank of India