

INDIAN BANK STATIONERY DEPARTMENT,

NO 2 KREST BUILDING
JEHANGIR STREET
CHENNAI 600 001.
Landline No: 044 2527 8790 / 91
Mail Id: hostationery@indianbank.co.in

**TENDER FOR PRINTING AND DISPATCH OF SECURITY FORMS
WITH REVERSE AUCTION**

REQUEST FOR PROPOSAL

**TENDER INVITED FROM SECURITY PRINTERS FOR PRINTING AND DESPATCH OF CHEQUES /
SPECIAL CHEQUES / DD / TDR AND OTHER SECURITY FOR INDIAN BANK THROUGH GEM TENDER**

SUBMITTED BY:
NAME:
ADDRESS:
DATE:

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NOTICE INVITING TENDER

Indian Bank, having its Corporate Office at No -254 to 260 Avvai Shanmugam Salai Chennai- 14 invites e-tenders for selection & services of Printing and despatch of cheque books, special cheques/DD/TDR and other security items by the vendor to customers and different establishments of the bank by Security Printers.

Interested bidders are advised to go through the entire RFP before submission of online bids to avoid any chance of elimination. The eligible bidders desirous of taking up the project for providing of proposed services for the Bank are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion. The RFP seeks proposal from bidders who have the necessary experience, capability, and expertise to provide the Bank the proposed services adhering to the Bank's requirements outlined in this RFP.

The other details and schedule of the events of the tender are as under:

SL. No	Particulars	Details
1.	Tender ID	
2.	Name of Work	Printing and despatch of cheque books, special cheques/ DD/TDR and other security items to customers and different establishments of the bank by Security Printers.
3.	Earnest Money Deposit (EMD)	₹ 15,00,000/- (Rupees Fifteen Lakhs Only) through GeM. Bank Account Details for SFMS: Beneficiary Name – INDIAN BANK HO STATIONERY DEPARTMENT Beneficiary Account No – 780223824 Bank Name – INDIAN BANK Branch Name – Harbour Branch IFSC – IDIB000H003 Exemption, if any, in the EMD to the eligible Micro and Small Enterprises (MSE) bidders as per MSMED Act subject to submission of required documents by the bidders for availing such exemption. [EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.]
4.	Security Deposit (SD)	The successful bidder shall furnish performance security equivalent to 5% of the contract value , in the form of a Performance Bank Guarantee

		issued by an IBA member bank valid for a period of 3 years.
5.	Date of availability of tender documents on Bank's website / GeM tender portal	As per GeM Portal Date & Time schedule
6.	Last date and time for receipt of written queries for clarification from bidders.	As per GeM Portal Date & Time schedule
7.	Date of posting of clarifications on the Bidder's queries	As per GeM Portal Date & Time schedule
8.	Last date & time for submission of Technical Bid and Price Bid	As per GeM Portal Date & Time schedule
9.	Date and Time of Opening of Technical Bid	As per GeM Portal Date & Time schedule
10.	Date and Time of Opening of Price Bid	After scrutiny of Technical bid. The price bid of only those bidders will be opened who got shortlisted in the Technical bid.
11.	Selection procedure	Technically qualified Bidder(s) maximum 3 vendors with lowest price quote (L1, L2 & L3) will be determined as a successful bidder(s) and the work will be awarded accordingly as per terms of RFP. Ratio of allocation of FGMS to L1, L2 and L3 bidders will be targeted in the ratio of 50%, 30% and 20% depending on the requirement of the Bank in same FGM or different FGMS. Printers if selected as L1/L2/L3 will have to agree to print at L1 rates for all items belonging to Category A, B,C as per specifications provided by the Bank.
12.	Validity for Offer/ Bid	Rates shall remain valid for a period of 3 years from the date of agreement between the Bank and the successful Security Printer, subject to satisfactory performance and half yearly review of activities of the unit. Based on satisfactory performance by the Security Printer, Bank may review and extend validity period by one more year after completion of 3 years at the same rates agreed upon initially, with mutual consent of both the parties.
13.	Modification and Withdrawal of Bid	The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on GeM, prior to the deadline prescribed for submission of Bids. No modification in the Bid shall be allowed, after the deadline for submission of Bids. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture

		of EMD submitted by the Bidder and other action as per terms of RFP.
14.	Contact Details for communication	1. <u>Contact Person</u> Name: Mr. Ganesh Narayan Rajak Designation: Chief Manager Ph: 8318037498 Landline No: 044 2527 8790 / 91 Mail Id: hostationery@indianbank.co.in 2. <u>Contact Person</u> Name: Ms. Hemapriya V Designation: Assistant Manager Ph: 9003078669 Landline No: 044 2527 8790 / 91 Mail Id: hostationery@indianbank.co.in

There should not be any deviation or assumption in terms and conditions as have been stipulated in this tender document. Conditional tenders shall be summarily rejected. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid. For purposes of this clauses, a responsive Bid is one, which conforms to all the terms and conditions of the tender in all aspect, without any deviation or assumption.

In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time

The Bank reserves the right to change the dates mentioned in this Tender document, which will be posted through GeM portal. Please note that all the information desired need to be provided. Incomplete information may lead to non-consideration of the proposal.

The information provided by the bidders in response to this tender document will become the property of Indian Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this Tender and all amendments will be advised to the bidders and such amendments will be binding on them. This RFP documents shall not be transferred, reproduced, or otherwise used for purpose other than for which it is specifically issued.

Bank reserve the rights to accept or reject any or all the tenders, either in whole or in part without assigning any reason(s) for doing so and no claim / correspondence shall be entertained in this regard.

Any corrigendum / addendum in the matter will be published only on GeM portal mentioned hereinabove.

**Chief Manager
(Stationery Department)**

APPLICATION FORM

1.	Name of the Organization	
2.	Full Postal Address of Organization with Pin Code	
3.	Contact Details: Name of Contact Person Phone No. Mobile No. E-mail ID	
4.	Year of Establishment (Enclose certified copies of documents as an evidence – ENCLOSURE - 'A')	
5.	Constitution of the Bidder (Enclose certified copies of documents as an evidence – ENCLOSURE - 'B')	Sole Proprietorship / Partnership Firm / Private Ltd. / Public Ltd. / LLP / Any other (Please specify)
6.	Whether registered with the applicable registration authority. For instance, Registrar of Companies / Registrar of Firms (Enclose certified copies of documents as an evidence – ENCLOSURE - 'C')	
7.	Registration with Govt. Authorities (Enclose certified copies of documents as an evidence – ENCLOSURE - 'D') Income Tax (PAN) No. Goods & Service Tax No. (GST) IBA certification as Security Printer (Empanelment Valid Up to) EPF Registration No. ESI Registration No Labour License No GeM Registration No. SSI Registration No. ISO Certification Other Registration No. (if any)	

8.	Names of Directors / Partners / Associates / Proprietor	
9.	Solvency Certificate Details Amount Bank's Name Date of Issuance (Enclose certified copies of documents as an evidence – ENCLOSURE - 'E'. The Solvency Certificate should not have been obtained earlier than 31/03/2025).	
10.	Financial Information	Please fill up enclosed Annexure 'I' & enclose copies of audited balance sheet, profit & loss statement and CA certificate
11.	Yearly turnover of the organization during last 3 years and for FY 2024-25 (Provisional duly UDIN). (Enclose certified copies of documents as an evidence – ENCLOSURE - 'F')	2021-22 2022-23 2023-24 2024-25 (Provisional duly UDIN)
12.	Yearly operating profit during last 3 years and for FY 2024-25 (Provisional duly UDIN).	2021-22 2022-23 2023-24 2024-25 (Provisional duly UDIN
13.	Details of Similar works completed during the last 5 years in Scheduled Banks, Central & State Govt. Departments / Organisations.	Please fill up enclosed Annexure 'II' & enclose copies of Work Orders and Satisfactory Completion Certificates (as per Annexure 'III')
14.	Details of Similar works under execution / awarded in Scheduled Banks, Central & State Govt. Departments / Organisations	Please fill up enclosed Annexure 'IV' and enclose copies of LOI / Work Order / Agreement
15.	Mention if blacklisted and / or blacklisting proceedings pending with any client. Details of the same, with reasons, to be furnished.	
16.	Details of disputes / litigations, if any, during the period of last 3 years. (Adverse litigations could result in the disqualification, at the sole discretion of the Bank)	
17.	Whether any penalty imposed by Law Enforcing Agencies such as Labour Department, Sale Tax, GST, etc.	
18.	Whether the bidder has been barred from participating in any bidding process or kept in cooling period / under suspension by any client, during the last 3 years, ended on 31/03/2025. If yes, please provide details thereof, with reasons.	

19.	Please indicate details of any bankruptcy/winding up of proceedings at any point of time in past.	
20.	Details of empanelment as Security printer on the IBA approved panel for printing of MICR instruments (Enclose certified copies of documents as evidence – ENCLOSURE – ‘I’)	
21.	Details of machines installed and production capacity per day for printing of MICR instruments (both in sheets / continuous stationery) along with printing of MICR numbers and other personalisation details (Enclose certified copies of documents as evidence – ENCLOSURE – ‘J’)	
22.	Details of covered storage facilities in the premises where the press is located (Enclose certified copies of documents as evidence – ENCLOSURE – ‘K’)	
23.	Details of facilities available for development of new design / artwork for security forms with security features prescribed by RBI /IBA etc. including CTS-2010 standard guidelines (Enclose certified copies of documents as evidence – ENCLOSURE – ‘L’)	
24.	Name of the Bank with whom Applicant is maintaining A/C s and the detail assistance availed if any	
25.	Declaration of near relatives of INDIAN BANK employee	Please fill up enclosed Annexure ‘V’
26.	Undertaking regarding Pre-Qualification	Please fill up enclosed Annexure ‘VI’
27.	Tender Form	Please fill up enclosed Annexure ‘VII’

Note: Please enclose separate sheets mentioning ENCLOSURE ‘A’ to ‘K’ for additional information, photographs, and documents

Date:

Place:

Signature of the applicant with seal

Annexure – 'I'

FINANCIAL INFORMATION

BANK DETAILS

Name of the Bank:

Branch with Address:

City:

Contact Person in the Bank:

Contract Details:

DETAILS OF CHARTERED ACCOUNTANT

Name:

Address:

Registration details of accountant:

Contact Number:

E-mail address:

FINANCIAL ANALYSIS –

Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for the last Three years duly certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached)

SL NO	DETAILS	2021-22	2022-23	2023-24	2024-25(Provisional Duly UDIN)
1.	Gross Annual Turnover				
2.	Profit/Loss				
3.	Financial Position a. Cash b. Current Assets c. Current Liabilities. d. Working Capital (b-c) e. Current Ratio f. Acid Test Ratio (Quick Assets/Current				

Income Tax Clearance Certificate

Solvency certificate from Bankers (Scheduled Bank) of Applicant.

Financial arrangements for carrying out the proposed work

Signature of Chartered Accountant with seal

Signature of Applicant with Seal

UDIN NO:

Annexure – 'II'

**DETAILS OF ALL 'SIMILAR' WORKS COMPLETED DURING THE LAST FIVE YEARS
ENDING BY 31 ST MARCH 2025.**

(Enclose supporting documents i.e. Work order and Satisfactory Completion Certificate Obtained from the Clients)

SI N O	Nam e of Work	Name of the Client (with Brief Address of Concerne d Office & Contact No. and e- mail ID)	Type of Client / Owner Mentio n Govt. / Semi Govt. / PSU / Bank	Agreemen t No. & Date of Agreemen t with Client	Locatio n and Scope of the Work	Date of Commencemen t of Work	Actual date of completio n of work	Total Term of the Contrac t (in Months	Work Order Amoun t (in ₹)	Total Amoun t of Work Done (in ₹)	Annual Contrac t Value (₹ Per annum)	Litigation/ Arbitratio n pending/ In progress with details (if any)

(Add separate sheet if required)

Note:

1. Information must be filled up specifically in this format.
2. The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending order).

Signature of Applicant with Seal

Annexure – ‘III’

PERFORMANCE REPORT FOR ‘SIMILAR’ MAJOR COMPLETED WORKS (REFERRED TO IN ANNEXURE ‘II’)

1. Name of the Work with Brief Particulars
2. Agreement No. and Date
3. Agreement Amount
4. Annual Contract Value/ Volume of work completed / paid
5. Gross Amount of Work Completed and Paid
6. Date of Commencement of Work
7. Actual Date of Completion
8. Whether the contract was renewed
9. Details of compensation levied for delay or any other reason (indicate amount)
10. Name and address of the authority under whom work executed
11. Whether the Security Printer(s) employed qualified supervisor during execution of work
12. Performance report based on
 - a. Quality of Work: Excellent / Very Good / Good / Poor
 - b. Financial Soundness: Excellent / Very Good / Good / Poor
 - c. Mobilization of adequate T&P: Excellent / Very Good / Good / Poor
 - d. Mobilization of FACILITATOR: Excellent / Very Good / Good / Poor.
 - e. General Behaviour: Excellent / Very Good / Good / Poor

Competent Authority

Name of Organization/ Bank

Note:

1. The performance report is to be submitted separately for all major works mentioned in Annexure ‘I’.
2. The performance report preferably be submitted in the above Performa. In case, different proforma is used, the applicant shall ensure that the report / certificate shall contain all the above information /details.

Annexure – ‘IV’

**DETAILS OF ALL ‘SIMILAR’ WORKS ON HAND - UNDER EXECUTION OR AWARDED
(Enclose Copies of Work Orders Issued by Clients)**

Sl N O	Name of Work	Name of the Client (with Brief Address of Concerne d Office & Contact No. and e-mail ID)	Type of Client / Owner Mention Govt. / Semi Govt. / PSU / Bank	Agreement No. & Date of Agreement with Client	Location and Scope of the Work	Date of Commence ment of Work	Likely date of completion	Total Term of the Contract (in Months	Actual Value of the Work (in ₹)	Annual Contract Value (₹ Per annum	If Work Left Incomplete or Terminated (Furnish reasons

(Add separate sheet if required)

Note: 1. Information must be filled up specifically in this format.

2. The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending order).

Signature of Applicant with Seal

Annexure – 'V'

DECLARATION OF NEAR RELATIVES OF INDIAN BANK EMPLOYEES

I/We.....S/o/D/o.....
.....Residing at
..... hereby certify that none of our
relatives(s) as defined in the Tender document is/are employed in the Indian Bank as per details given in
tender document.

In case at any stage, it is found that the information given by me is false/incorrect, the Indian Bank shall have
the absolute right to take any action as deemed fit, without any prior intimation to me.

(The near relatives are members of a Hindu undivided family/husband and wife/ the one related to the other
in the manner as father, mother, son(s) and son's wife (daughter-in-law), daughter(s), husband (son in-law),
brother(s) and brother's wife, sister(s) & sister's husband (brother-in-law).

Place:

Date:

Signature of Applicant with Seal

Name in Capital Letters:

Address:

Annexure – ‘VI’

UNDERTAKING REGARDING PRE-QUALIFICATION

(To be submitted by the Applicant on its Letter Head along with its Application)

The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI

I/We hereby certify that:

I / We have submitted the pre-qualification document strictly on the format prescribed by the Bank and there is no change in formatting, number of pages etc.

I / We have checked that no page is missing and all pages as per the index and checklist are available & that all pages of pre-qualification document submitted by us are clear & legible.

I / We have signed and stamped all the annexures / required documents before submitting the same.

I /We have read carefully & understood the instructions contained in this document.

I / We hereby understand and confirm that all Tender documents and supporting Pre-qualification documents / annexures etc. required to be submitted by us, are strictly in the prescribed format. In case the bid / documents submitted by us along with this tender, are found to be in any other formats and not complying this condition, we hereby authorise the Bank to summarily reject our tender for which we shall not make any protest.

I / We have not made any modification / corrections / additions / deletions etc in the pre-qualification documents downloaded from GeM Portal by me / us. In case at any stage later, it is found there is difference in our downloaded pre-qualification documents from the original documents provided by the Bank, the Bank shall have the absolute right to disqualify / reject our Tender and debar me / us in participating in any future tenders of Bank without any prior intimation to me / us.

I / We hereby undertake and confirm that all the information furnished in this tender is correct and true to the best of our knowledge and belief and we own full responsibility for its correctness and authenticity.

Place:

Date:

Signature of Applicant with Seal

Annexure – ‘VII’

TENDER FORM

(To be submitted duly typed, signed with stamped by the Authorized Signatory on the Letter Head of the Bidder in Original along with Technical Bid document.)

The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI.

TENDER FOR PRINTING AND DESPATCH OF CHEQUES / SPECIAL CHEQUES / DD/ TDR AND OTHER SECURITY ITEMS TO SECURITY PRINTERS BY INDIAN BANK THROUGH GEM

Dear Sir/ Madam,

Having examined the terms & conditions, scope of work etc. of the tender for the captioned work and examined the site of the works specified in this document and having acquired the requisite information relating thereto and affecting the tender.

I/We hereby offer to provide the works / services in accordance with all respect with the terms and conditions, scope of work, conditions of contract etc. as has been provided for in this RFP documents.

A.	Description of work	Printing and despatch of cheque books, special cheques/DD/TDR other security items to customers and different establishments of the bank.
B.	Earnest Money	Rs. 15,00,000/-
C.	Validity of Contract	For a period of 3 (Three) years from the date of signing subject to the extension for another one year after expiry of initial period subject to satisfactory service provided by the Security Printer(s).

Should this tender be accepted, I / we hereby agree to abide by and fulfil the terms and provisions of the said conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to Bank, the amount mentioned in the said conditions.

I/we have submitted a sum of Rs.15,00,000/- (Rupees Fifteen Lakhs Only) as Earnest Money Deposit (EMD) with Bank. Should I/We do fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be forfeited by me/us to Bank.

We understand that as per terms of this tender, the Bank may consider accepting our tender in part or whole or may entrust the work of Facilitator services for Cheque printing project. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of Bank deciding to drop any of the scope of work of this tender at any stage during the contract period. Further, we also undertake to execute the work entrusted to us on our approved rates and within the stipulated time limit without any extra claim for price escalation as provided for in clause 12 of Terms & Conditions of this tender.

We, hereby, also undertake that, we will not raise any claim for any escalation in the prices of facilitator during the currency of contract or post its terms has elapsed.

Further, we confirm that we are eligible to quote this tender. In case any information is found incorrect at any subsequent point of time, our tender may be annulled / rejected by Bank, including taking any action against us as deemed fit.

I / We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP document.

We have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender and accept the same.

Signature of the Bidder with Seal.

INTRODUCTION ABOUT THE PROJECT

The above Project which is handled by the Stationery Department of the Bank involves printing and supply **(Inclusive of Logistic Arrangement by the Vendor)** of security items i.e., different type of cheques (both personalized and non-personalized), DD, TDR, special cheques for corporate customers, Government cheques, Dividend warrants and other security items as and when required by the Bank.

After selection of Security Printers, a Service Level Agreement generally for a term period of three years (which can be extended for further 12 months) is entered between the Bank and the Security Printers under the above Project.

INSTRUCTIONS TO BIDDER

1. Purpose: Providing services of Printing and despatch of cheque books, special cheques/DD/ TDR and other security items to customers and different establishments of the bank by Security Printers.

2. Invitation: The bidders desirous of taking up the project for providing above services for the Bank are invited to submit their technical and commercial proposal in response to this Tender. The criteria and the actual process of evaluation and subsequent selection of the Successful Bidder will be entirely at the Bank's discretion. We seek proposals adhering to the Bank's requirements outlined in this tender, from bidders who have the necessary experience, capability & expertise to provide services in Cheque printing project adhering to the Bank's requirement outlined in this Tender. This Tender document is not an offer by the Bank, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized official(s) of the Bank with the Successful Bidder.

3. Eligibility Criteria: Bid is open to all Bidders who meet the eligibility criteria – Page No 22-24 as mentioned herein above in the RFP. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP.

4. Disclaimer:

- i. This RFP is not an offer by Indian Bank, but an invitation to receive responses from the eligible Bidders.
- ii. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.
- iii. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of INDIAN BANK, is subject to the terms and conditions set out in this RFP.
- iv. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice /clarifications from us through GeM portal. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- v. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

vi. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

vii. The Bidder is expected to examine all instructions, forms, terms, & conditions, scope of work and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.

viii. Any effort by the bidder to influence the Bank in the bid evaluation, bid comparison, or contract award decisions may result in the rejection of its bid.

5. Bid Integrity: Wilful misrepresentation of or concealment any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

6. Clarifications & Amendments on RFP:

i. Bidder requiring any clarification on RFP may notify the Bank through GeM portal, within the date and time stipulated at Serial no. 6 of the NIT (Notice Inviting Tender).

ii. The queries received from the interested bidders will be replied by the Bank thereof (without identifying source of query) and will be posted on the GeM portal.

iii. The Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the GeM portal regularly till the date of submission of Bid document specified in the Schedule of Events / email and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments / clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. The Bank, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking any clarification(s) and / or amendment(s) into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is or will be, as the case may be, intended to relieve Bidders from forming an independent understanding in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.

iv. No request for change in terms and conditions, other than what may be carried by the Bank way of any addenda / corrigenda or clarifications issued in connection thereto, will be entertained. Queries in this regard, will not be entertained.

v. Bank is not responsible for non-receipt of bids within stipulated time and dates due to reasons including postal / courier delays or holidays.

vi. The Bank shall have the right to cancel the tender process at any time prior to award of contract, without thereby incurring any liabilities to affected bidders.

vii. Any changes in RFP including amendments in bid submission dates, corrigendum will be posted on GeM portal. No notice / communication in this regard will be done through print media additionally.

7. Contents of Bid Document:

- i. All the parts of this tender documents i.e., Tender Notice, General Condition of the Contract and Instructions to the Bidders, Special Instructions, Terms and Conditions, Scope of works, Offer Letter, Annexures etc. shall constitute part of the contract document.
- ii. The Bidder must thoroughly study / analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- iii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect, will be at the Bidder's risk and responsibility and the same may result in rejection of its Bid.
- iv. The Bid documents prepared by the Bidder, as well as all correspondences relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.
- v. All the required documents should be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the tender document.
- vi. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to no consideration of the proposal.
- vii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

8. Submission of Technical Bid:

- (i) The bidders are advised to upload required documents on GeM portal before the end date and time of submission of bid as mentioned in the Notice Inviting Tender hereinabove. All the required documents should be signed / stamped by the authorized person(s) before uploading on GeM portal.
- (ii) Technical Bid not accompanied by any one or more documents mentioned in this RFP shall be summarily rejected and the price bid of such bidder will not be opened.
- (iii) Bidders not complying to point no. (i) and (ii) shall be summarily rejected and the price bid of such bidder will not be opened.

9. Submission of Price Bid:

- (i) The bidders are advised to quote their rates on GeM portal before the end date and time of submission of bid as mentioned in the Notice Inviting Tender. The bill of quantities for reference purpose, is placed at Contents S. No.-11 (mentioned below).
- (ii) The rate should be quoted in Indian Currency (₹) only.
- (iii) The rate quoted by the bidder shall remain fixed and shall cover and include wages to the labourers, supervisors, equipment deployed, Security Printer(s)'s profit, transportation charges and all statutory levies,

applicable taxes, EPF, ESI, and any other statutory component as per the Central Government – For instance, the Minimum Wages Act, 1948 etc., but excluding including Goods & Service Tax (GST).

(iv) The bidder shall ensure that they are fully conversant with the Cheque Printing Project in question as well as with expected the business activities and its related activities requirements for the work specified, before submitting the price bid.

10. Modification and Withdrawal of Bids: The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on GeM, prior to the deadline prescribed for submission of Bids. No modification in the Bid shall be allowed, after the deadline for submission of Bids. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder and other action as per terms of RFP.

11. Cost of Bid Document: The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, procurement of digital signature, expenses associated with any demonstration or presentations which may be required by the Bank, or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

12. Evaluation of Technical Bid: The Technical Bid will be opened by the Tender Opening Committee. The Technical Bids of all the bidders will be evaluated by the Committee as per the Eligibility Criteria. On the basis of this evaluation the bidders will be shortlisted for opening of Price Bid.

13. Selection of Bidder:

(i) Technically qualified Bidder(s) maximum 3 vendors and minimum 1 vendor with lowest price quote (L1, L2, L3) will be determined as a successful bidder(s) and the work will be awarded accordingly as per terms of RFP.

(ii) In the event that two or more Bidders quote the same Bid Price i.e. "Tie Bids", or multiple L1, L2, L3, the tender committee will select the successful bidder would be carried out as per the terms and conditions, and methodology under GeM.

14. The Security Printer(s) shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne solely by the Security Printer(s).

15. The quantity for facilitator mentioned in this tender is only indicative. It shall, however, be sole responsibility of the Security Printer(s) to ensure deployment of additional facilitator, if any is required, for execution of work and services to the utmost satisfaction of the Bank without any extra charge but within the accepted tender amount only.

16. Please note that it is the bidders' responsibility to provide all items which may not be specifically mentioned in the scope of works but are incidental in nature and hence, are necessary to complete the Works / Services to the satisfaction of the Bank.

Pre-Qualification Criteria (PQC)

Eligibility criteria – Documents to be submitted:

Bidders meeting the following criteria are eligible to submit their bids along with supporting documents. If the bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Eligibility Criteria	Documents to be submitted
1	The Applicant Printer must be in the panel of IBA list of security printers for printing of MICR cheques	IBA Certificate of each location
2	The Applicant Printer should have their printing units as per the IBA guidelines. Multiple locations are also preferred.	IBA Certificate of each location with proof and Self-Certification mentioning date of commencing operation in each location
3	Since the activity of printing of PCBs is time bound, each unit should be independent and should be capable of carrying out all the printing activities, including printing of base stationery under one roof to ensure prompt deliveries.	Details of all printing and allied machinery set up at Printer's location under one roof, such as- Printing Machines, make, year of import, capacity, colour print specifications, variable printer's details, cutting, binding and base printing unit's details. (For detailed information please use separate sheets for each printing unit & attach with this format.)
4	The Applicant Printer should possess the capacity to print at least 2,00,000 leaves of multicolour security forms per day in sheets and continuous stationery (both combined) along with printing of MICR numbers and other personalization details.	Machinery List with details of hourly output along with certificate from the Chartered Engineer.
5	Printing capacity of Laser Printer should not be less than 50 (+/-) 10% PPM and it is applicable for printing all cheques excluding special cheques on continuous stationery	Machine speed to be certified by the Chartered Engineer.

6	The Applicant Printer should have the capacity / infrastructure to print and deliver / supply the printed stationery through Department of Post (DOP) / other delivery partner approved by the bank, at multiple locations across the country as per the requirement of the Bank.	Adequate arrangement should be made for the despatch of all the security items by the vendor as per tender. Self-Declaration should be submitted for catering the Logistics Services by their own.
7	The Applicant Printer must have adequate covered storage space in the printer's premises itself to store at least 100 MT of MICR Paper for cheque / DD / Special Cheques printing.	Self-declaration with details of dedicated area for storage or rent / lease agreement of go down
8	The Applicant Printer should have been printing multicolour (Ability to print using all possible colours for security printing.) security forms including CTS-2010 standard compliant cheques / DD / TDR / Special Cheques etc. both in sheets and continuous stationery on MICR grade cheque paper for various Commercial Banks / Government organisations and supplying /delivering through DOP / Other approved partner at multiple locations spread across the country for the last 5 years.	NPCI approval copies to be provided
9	The Applicant printer will have to submit performance Report from the Commercial Banks (other than Indian Bank)/ Other PSU's/RRB's/Government organisations whom they have supplied the security forms for the last 5 years along with proof of supply.	Certificate issued by banks to be provided
10	In case, the Applicant Company is demerged / hived off from a parent company and created as a separate entity for the purpose of security printing, the period for which the parent company was in security printing business may also be included with detail	Self-Declaration
11	The Applicant Printer should have achieved a sales turnover of minimum Rs.36 crores on account of printing and also earned profit in the last three financial years.	Audited Balance Sheet and P&L statement.
12	The Applicant Printer should not have been blacklisted in the past by any other Commercial Bank / IBA etc.	Self-Declaration

13	The Applicant Printer should have submitted up-to-date Income Tax / GST and other statutory returns.	Proof of filing returns Income Tax and GST
14	The Applicant printer will have to submit opinion report from the Bank with whom they are maintaining their account and / or have availed financial assistance regarding conduct of the account.	Banker's Opinion Report/External Rating Report
15	The Bank will supply MICR Grade Security paper. All other paper required for printing will be provided by the printer.	Self-Declaration that paper other than MICR will be provided by printer
16	The Bank's paper stock supplied for printing must be properly stored (distinctly separable from the stocks of other entities, if any,) by the Printer as a bailee on behalf of the Bank with a view to ensuring that there is no deterioration in its quality.	Self-Declaration
17	The Printers chosen for empanelment will have to execute suitable agreement with the Bank in the format approved by the Bank on stamp paper.	Self-Declaration
18	The Printers have to register themselves in the GeM Portal for participation in the tendering process of the Bank.	Self-Declaration (along with GeM Registration Number)
19	Printer should have the capability to print variable data along with random alphanumeric numbering in normal cheques (including continuous stationery).	Self-Declaration with machinery list by the applicant vendor (along with necessary certification by Chartered Engineer)
20	The printers should have a robust BCP/Disaster recovery plan.	IBA Certificate of each location along with BCP Document to be submitted

Copies of the Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

SCOPE OF WORK

The brief details of scopes of services are mentioned below:

- i) The Bank shall deliver to the respective print location of the Security Printer and / or its representative(s) MICR paper in rolls and / or sheets to be stored in the Security Printer's go down(s) to enable the Security Printer to execute and carry out the printing, binding, dispatch of security forms, the Bank shall place orders for printing and compilation of cheque books (both personalized and non-personalized), Special cheques in continuous stationery, DD and TDR and other security items, as stated in the GeM Portal for dispatch to customers / any other establishments. For printing and supply of security forms other than Cheque books, orders will be placed directly through any establishment of the Bank or Stationery Department, Chennai.
- ii) The Bank shall provide the subject matter for printing of cheques / drafts and other security forms and the Security Printer shall print in conformity with the design and specifications approved by the Bank. The design of printing should be in accordance with the Bank's specifications based on guidelines of RBI, Indian Banks Association, NPCI or any other authority issued from time to time and as intimated by the Bank.
- iii) The Security Printer agrees to perform the jobs as per terms and conditions detailed in this agreement. These terms and conditions are not in substitution but in addition to the GeM Portal. Agreed that the Security Printer will print and supply the materials on receipt of specific orders from the Bank within the time frame detailed within and specified in the GeM Portal and subsequent amendments.
- iv) The Workflow team /concerned department in Indian Bank, Chennai will send encrypted data files (Day+T) to the Security Printer at the identified printing unit for printing cheque books on every working day. The Security Printer will print the cheque books and arrange to hand over to postal authority or courier assigned by the vendor for delivery on the next working day (i.e. Day+ T). However, in the above case, penalty clause will be applicable after T+1 working day only.
- v) Dispatch of Personalised cheque books are to be carried out by the printers directly to the customer's address through India Post/other available delivery channels. The delivery of personalised cheque books should be carried out properly in line with insertion of the cheque book in the envelopes up to the dispatch to the customer's address. The cost involving the printing along with the envelope's and delivery are to be borne by the printers.
- vi) On the same working day of receipt of data from Workflow Team/Concerned department in Indian Bank, Chennai, Security Printer will send the dispatch details of cheque books to the respective offices as advised by the Bank by email / upload files to workflow. Necessary MIS reports shall also have to be provided as per Bank's requirement. For Government Cheques, Special Cheques (time starts from final approval by the Branch) and for DD the material should be dispatched within 10 days from receipt of order.
- vii) The Bank reserves the right to change / modify / reallocate the areas as per requirements based on the volume of the cheques /special cheques/DD/TDR for smoother functioning thereof with the aim of better customer service by obtaining a simple consent letter from the Security Printers. The same cannot be challenged on any grounds like loss of business.

viii) FGM ALLOCATION UNIT WISE WITH BCP

Security Printers to furnish the printing location(s) along with respective BCP sites covering all the 15 FGMOs of the Bank as under:

FGMO'S	ZONES UNDER FGMO	PRIMARY SITE / BCP SITE
FGMO BENGALURU	1. BENGALURU 2. ERNAKULAM 3. HUBBALLI 4. KOZHIKODE 5. MUSURU 6. THIRUVANANTHAPURAM	
FGMO BHUBANESHWAR	1. BERHAMPUR 2. BHUBANESHWAR 3. CUTTACK 4. RAIPUR 5. SAMBALPUR	
FGMO CHANDIGARH	1. AMRITSAR 2. CHANDIGARH 3. JALANDHAR 4. KARNAL 5. LUDHIANA	
FGMO CHENNAI	1. CHENNAI (NORTH) 2. CHENNAI (SOUTH) 3. CUDDALORE 4. KANCHEEPURAM 5. POONAMALLEE 6. PUDUCHERRY 7. TIRUVANNAMALAI 8. VELLORE	
FGMO COIMBATORE	1. COIMBATORE 2. DHARMAPURI 3. KARAIKUDI 4. KUMBAKONAM 5. MADURAI 6. NAGAPATINNAM 7. SALEM 8. TIRUNELVELI 9. TIRUPPUR 10. TRICHY	
FGMO DELHI	1. DELHI (CENTRAL) 2. DELHI (SOUTH) 3. GURGAON	
FGMO GUWAHATI	1. BERHAMPORE 2. DIBRUGARH 3. GUWAHATI 4. SILIGURI	
FGMO HYDERABAD	1. AMARAVATHI 2. HYDERABAD 3. KARIM NAGAR 4. MALKAJGIRI 5. RAJAHMUNDRY 6. TIRUPATI 7. VIJAYAWADA 8. VISAKHAPATNAM	

FGMO JAIPUR	1. BHOPAL 2. INDORE 3. JABALPUR 4. JAIPUR 5. SATNA 6. UDAIPUR	
FGMO KOLKATA	1. ASANSOL 2. BARASAT 3. CHINSURAH 4. KOLKATA (CENTRAL) 5. KOLKATA (NORTH) 6. KOLKATA (SOUTH) 7. MIDNAPORE	
FGMO LUCKNOW	1. BAHRAICH 2. GONDA 3. JHANSI 4. KANPUR 5. LAKHIMOUR KHERI 6. LUCKNOW 7. SITAPUR	
FGMO MEERUT	1. AGRA 2. DENRADUN 3. MEERUT 4. MORADABAD 5. NOIDA	
FGMO MUMBAI	1. AHMEDABAD 2. MUMBAI(SOUTH) 3. MUMBAI(WEST) 4. NAGPUR 5. PUNE 6. RAJKOT 7. SURAT	
FGMO PATNA	1. BHAGALPUR 2. DEOGHAR 3. GAYA 4. MUZAFFARPUR 5. PATNA 6. RANCHI	
FGMO PRAYAGRAJ	1. BANDA 2. GORAKHPUR 3. MIRZAPUR 4. PRAYAGRAJ 5. VARNASI	

PRODUCT / SERVICE SPECIFIC SPECIAL TERM AND CONDITIONS (STC)

1.DEFINITIONS:

In this RFP and the ensuring Contract, if any, the following expressions shall, unless the context otherwise requires, have the meaning hereby respectively assigned to them.

‘Employer / Bank’ means Indian Bank, Stationery Department having its Corporate Office at No -254 to 260 Avvai Shanmugam Salai Chennai- 14 and includes its representatives, successors, and assignees.

‘Competent Authority’ means authority nominated to exercise power of approval, sanction and acceptance concerning administrative, financial, and technical aspects of transactions done on behalf of the Bank.

‘Bidder / Bidder’ means an eligible entity / firm submitting the Bid in response to this RFP.

‘Bid’ means the written reply or submission of response to this RFP.

‘Contract / Agreement’ means the Agreement/Service level agreement entered into strictly in the format advised by the Bank, (including all attachments and appendices thereto and all documents incorporated by reference therein) to be executed between the Bank and the selected/successful bidder as per this RFP, for providing the Services. The NIT, General Condition of the Contract, Instructions to the Bidders, Special Instructions, Terms and Conditions, Scope of works, Offer Letter, Annexures etc. shall constitute a part and parcel of the Contract.

‘Vendor / Security Printer’ means the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid and commercial bid has been accepted and who has been declared as the Successful Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by Bank. It shall also include their legal representative(s), successors or assignees

‘Site’ means “The proposed work is to be carried out at vendor place. (Approved by IBA)

‘Contract value’ means the value of the entire work as stipulated in the work order conveying acceptance of the tender subject to such additions thereto or deductions there from as may be made under the provision herein after contained.

‘Works / Services’ means all the services specified in the “Scope of Work” of the RFP and/or to be executed in accordance with the agreement and includes Labour, materials, apparatus, equipment of all kinds to be provided, the obligations of the Security Printer(s) hereunder and work to be done by the Security Printer(s) under the Contract.

‘Month’ means calendar month.

‘Week’ means seven consecutive days starting from Monday.

‘Day’ means an English calendar day.

BCP- Business Continuity Planning.

PCBs -(Personalised Cheque Books) p

PPM- Pages per minute

NDA- Non -Disclosure Agreement

EMD- Earnest Money Deposit

SD- Security Deposit

RFP- Request for Proposal

GDPR – EU General Data Protection Regulation

IEM – Independent External Monitors

SOW – Scope of work

Where the context so requires, words imparting the singular only also include the plural and vice versa; and any reference to masculine gender shall include feminine gender and vice versa.

2. GOVERNING LANGUAGE:

The governing language shall be English.

3. SECURITY PRINTER(S) TO BE DULY INFORMED:

The Security Printer(s) shall be deemed to have carefully examined the work of Cheque printing project, to have fully informed himself regarding the local conditions and carry out their own investigations to arrive at the rate(s) to be quoted in the tender. In this regard, they will be given necessary information available with the Bank. If the Security Printer(s) shall have any doubt as to meaning of any portion of the conditions, or the scope of work or any other matter concerning the contract, he may seek clarifications from the Bank through GeM Portal as mentioned in the NIT, prior to the cut-off date of submission of Pre-bid queries.

4. EARNEST MONEY DEPOSIT (EMD)

The bidder shall deposit EMD amount – Rs. 15,00,000/- through GeM portal. No tender shall be considered unless the EMD is so deposited in the required form along with the tender. No interest shall be paid on EMD. All compensation or other sums of money payable by the Security Printer(s) to the Bank under the terms of this contract may be deducted from the Earnest Money Deposit if the amount so permits or from any sums payable to the Security Printer(s) and the Security Printer(s) within ten days after such deductions shall make good the amount so deducted.

5. FORFEITURE OF EMD:

Bank reserves the rights to cancel the order and forfeit the EMD if,

- a. Security Deposit is not submitted within the stipulated time.
- b. Additional security deposit, if any, is not submitted as per tender provisions.
- c. Agreement is not entered within stipulated time.
- d. If the bidder withdraws his Bid during the period of Bid validity specified in this RFP.
- e. The tender is accepted by the Bank, but the Security Printer(s) fails to enter into the contract.

- f. Fails to commence the work within the stipulated time.
- g. If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract.

6. SECURITY DEPOSIT:

The successful bidder whose tender is accepted by the Bank shall be bound to deposit by way of Bank Guarantee to the Bank for an amount equivalent to 5% of the contract value, in the form of a Performance Bank Guarantee issued by an IBA member Bank within 15 days of signing of the contract between the Bank and the successful Security Printer(s). The Bank guarantee shall remain in force up to 36 months from the date of execution of the Bank Guarantee with another 6 months as claim period. Bank will retain the EMD till submission of the security deposit.

The Bank Guarantee (BG) issued by any Scheduled Commercial Bank (other than Indian Bank) favouring “Indian Bank Stationery Department, Chennai” payable at Chennai.
In case, Indian Bank is the sole Banker for the applicant, a fixed deposit in favour of “Indian Bank Stationery Department, Chennai” may be taken.

The Bank Guarantee (BG) must be in Bank’s approved format. The Bank Guarantee is required to protect the interest of the Bank against the risk of non-performance of Security Printer(s) in respect of successful implementation of the project and/or failing to perform / fulfil its commitments / obligations in respect of providing Services as mentioned in this Agreement; or breach of any terms and conditions of the Agreement, which may warrant the invoking of Bank Guarantee.

7. AWARD OF CONTRACT:

- (i) The Bank will award the contract to the bidder who has been declared as the Successful Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by Bank.
- (ii) The Bank will notify successful bidder through e-mail and work order will be issued to the successful bidder. The selected bidder has to return the duplicate copy of the same to the Bank within five (5) working days, duly accepted, stamped and signed by the authorized signatory in token of acceptance.
- (iii) The successful bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee within 15 days of signing of the contract between the Bank and the successful Security Printer(s) or within such extended period as may be decided by the Bank, in the format prescribed / approved by the Bank.
- (iv) The Bank reserves the right to increase or decrease the quantum of service to be provided and reserves the right to cancel or revise any of the tender terms, without giving any reasons thereto, with no cost to the Bank.
- (v) Also, the Bank reserve their rights to withdraw / cancel / delete any work of Cheque Printing Project in part or whole any time during the currency of contract by giving one month’s notice in writing without assigning any reasons therefor and the Security Printer(s) shall have no right to make any representation for the same.

The successful bidder shall be required to enter into a contract/ SLA with the Bank, within 15 days of the award of the tender or within such extended period as may be decided by the Bank along with the letter of

acceptance, Non-Disclosure Agreement, Bank Guarantee and 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 acceptance thereof.

The contract and SLA will be valid for three years from the date of execution with an option for extension by a year at the discretion of the Bank, subject to satisfactory discharge of obligations by the Security Printer, on existing terms and conditions.

Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.

8. SIGNING OF CONTRACT DOCUMENTS:

The successful bidder shall be bound to implement the contract by signing an agreement and conditions of contract with the respective establishments of Bank within 15 days from the receipt of intimation of acceptance of the tender by the Bank. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful bidder whether such formal agreement is subsequently entered or not.

9. ASSIGNMENT, SUBLETTING AND SECURITY PRINTER(S)'S SUPERINTENDENCE:

The whole of work included in the contract shall be carried out by the Security Printer(s) and he shall not entrust or engage or indirectly transfer assign or share any part of the contract or interest therein without the written consent of the Bank and no undertaking shall relieve the Security Printer(s) from the responsibility of the Security Printer(s) from the duties and responsibilities under this RFP / contract and form active superintendence of the work.

In case of breach, the Bank shall be at liberty to terminate the contract forthwith along with forfeiting of the EMD and invoke the bank guarantee.

10. CONTRACT PERIOD:

The contract, if awarded shall be valid for an initial period of 3 (Three) years from the date of commencement of cheque printing project subject to the extension for another one year after expiry of initial period subject to satisfactory service provided by the Security Printer(s).

11. PRICE VARIATION CLAUSE:

No escalation will be allowed during the contract period.

12. LOCAL LAWS, ACTS, REGULATIONS

The Security Printer(s) shall strictly adhere to all prevailing Labour laws including of Contract Labour Regulation and Abolition Act, 1970 and other safety regulations. The Security Printer(s) shall comply with the provision of all Labour legislations including the latest requirements casted by all laws, directions and guidelines that are applicable for carrying out the Services / Work, including without limitation, the following:

- ❖ Minimum Wages Act, 1948
- ❖ Payment of Wages Act, 1936
- ❖ Workmen's Compensation Act, 1923 (Amended), as applicable
- ❖ Contract Labour Regulation and Abolition Act, 1970 and Central Rules, 1971
- ❖ Apprentice Act, 1961

- ❖ Industrial Employment (Standing Order) Act, 1946
- ❖ Personal Injuries (Compensation Insurance) Act, 1963 and any other modifications Employees' State Insurance Corporation Act
- ❖ Provident Fund and Miscellaneous Provisions Act, 1952 and amendment thereof Employees State Insurance Corporation Act
- ❖ Shop and Establishment Act, as applicable
- ❖ Any other Acts Central or States, that may be applicable or bye law or enactment relating thereto, and rules framed there under from time to time.
- ❖ Factories Act
- ❖ Employment of Children Act, 1938
- ❖ Employers Liability Act, 1938
- ❖ Industrial Disputes Act 1947,
- ❖ The Prohibition of Employment as Manual Scavengers and Their Rehabilitation Act, 2013

The Security Printer(s) shall be liable to pay all such sum, or sums that may become payable as Wages, contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the Security Printer(s) by an authority empowered under the relevant Act.

Any cost incurred by the Bank in connection with any claim or proceedings under the said acts or in respect of loss, injury or improper performance of this Contract by the Security Printer(s) or his workmen and any money which may become payable by the Bank shall be deductible by the Bank or may be recovered by the Bank from the Security Printer(s) in any manner available under applicable law.

The Security Printer(s) shall keep the Bank indemnified and harmless against claims, if any, of the workmen, agents, representatives, Contractors and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any such workmen, agents, representatives, Contractors.

13. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS:

The Security Printer(s) shall comply with all statutory requirements prescribed by the local as well as state / central government authorities from time to time and submit required proof of compliance to the Bank as and when required. The Security Printer(s) shall produce all the relevant statutory documents for inspection by the Bank and the Government Authorities.

The Security Printer(s) shall give all notices required under the said act, rules, regulations, and byelaws etc. and pay applicable fees payable to such authority (ies). Security Printer(s) shall also indemnify, hold harmless and protect the Bank and its Employees against any liabilities and / or claim arising out of violation of any such laws, ordinances, orders, and decrees and shall defend all actions arising from such claims or liabilities.

If the Security Printer(s) performs any act which is against the law, rules, and regulations, he shall meet all the costs and consequences arising there from and shall indemnify and hold harmless the Bank, against any legal actions arising there from.

14. TAXES AND DUTIES:

i. Security Printer(s) shall be liable to pay all corporate taxes and income tax, State Govt. Taxes, etc. as applicable, that shall be levied according to the laws and regulations applicable from time to time in India and the price e-Bid by Security Printer(s) shall include all such taxes incidence in the quoted price. Bidder may consider future incidental taxes, charges as such whilst quote of price e-bid. However, Bank will pay GST on invoices as statutorily applicable.

ii. All expenses, stamp duty and other charges/ expenses in connection with this RFP and the execution of the Agreement, shall be borne by Security Printer(s). The Agreement/ Contract would be stamped as per Tamil Nadu Stamp Act 2019, and any amendment thereto.

15. SEXUAL HARASSMENT:

The Security Printer(s) shall be solely responsible for full compliance with the provision of the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”

- i. In case of any complaint of sexual harassment against its facilitator / employee(s), the complaint will be filed before the Internal Complaints Committee constituted by the Security Printer(s) and the Security Printer(s) shall ensure appropriate action under the said Act in respect to the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the Security Printer(s) against any employee(s) of the Security Printer(s) shall be taken cognizance of by the Security Printer(s).
- iii. The Security Printer(s) shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Security Printer(s), for instance any monetary relief to the Bank’s employee, if sexual harassment / violence by the employee of the Security Printer(s) is proved.
- iv. The Security Printer(s) shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

16. BROAD SCOPE OF WORK:

In a broad spectrum, the printing job of security items has been classified into the following 3 categories: -

A. Cheque Book Printing as decided by the bank.

B. Special Cheques in Continuous Stationery, Other Security forms (as decided by the bank)

Each cheque book may contain different number of cheque leaves and cost to be quoted for the cheque book as a whole containing fixed number of leaves i.e. 20, 25, 50 ,100 and 1000 (**Special Cheques in Continuous Stationery**) leaves.

C. Other Security Items

The other security items cover – Printing and Supply of Mandates and Requisition Slips for withdrawal from Currency Chest.

17. GEOGRAPHICAL COVERAGE & DELIVERY:

As branches of the Bank are spread across the entire country, for better operational efficiency they have been classified into fifteen Field General Managers Office covering PAN India The allocation of FGMOs amongst selected vendors for their IBA approved printing units covering the respective FGMOs will be the objective of the Bank.

FGMOs and States /UT covered are provided below:

FGMO BENGALURU	1. BENGALURU 2. ERNAKULAM 3. HUBBALLI 4. KOZHIKODE 5. MUSURU 6. THIRUVANANTHAPURAM
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FGMO BHUBANESHWAR	1. BERHAMPUR 2. BHUBANESHWAR 3. CUTTACK 4. RAIPUR 5. SAMBALPUR
FGMO CHANDIGARH	1. AMRITSAR 2. CHANDIGARH 3. JALANDHAR 4. KARNAL 5. LUDHIANA
FGMO CHENNAI	1. CHENNAI (NORTH) 2. CHENNAI (SOUTH) 3. CUDDALORE 4. KANCHEEPURAM 5. POONAMALLEE 6. PUDUCHERRY 7. TIRUVANNAMALAI 8. VELLORE
FGMO COIMBATORE	1. COIMBATORE 2. DHARMAPURI 3. KARAIKUDI 4. KUMBAKONAM 5. MADURAI 6. NAGAPATINNAM 7. SALEM 8. TIRUNELVELI 9. TIRUPPUR 10. TRICHY
FGMO DELHI	1. DELHI (CENTRAL) 2. DELHI (SOUTH) 3. GURGAON
FGMO GUWAHATI	1. BERHAMPORE 2. DIBRUGARH 3. GUWAHATI 4. SILIGURI
FGMO HYDERABAD	1. AMARAVATHI 2. HYDERABAD 3. KARIM NAGAR 4. MALKAJGIRI 5. RAJAHMUNDY 6. TIRUPATI 7. VIJAYAWADA 8. VISAKHAPATNAM
FGMO JAIPUR	1. BHOPAL 2. INDORE 3. JABALPUR 4. JAIPUR 5. SATNA 6. UDAIPUR
FGMO KOLKATA	1. ASANSOL 2. BARASAT 3. CHINSURAH 4. KOLKATA (CENTRAL) 5. KOLKATA (NORTH) 6. KOLKATA (SOUTH) 7. MIDNAPORE

FGMO LUCKNOW	1. BAHRAICH 2. GONDA 3. JHANSI 4. KANPUR 5. LAKHIMOUR KHERI 6. LUCKNOW 7. SITAPUR
FGMO MEERUT	1. AGRA 2. DENRADUN 3. MEERUT 4. MORADABAD 5. NOIDA
FGMO MUMBAI	1. AHMEDABAD 2. MUMBAI(SOUTH) 3. MUMBAI(WEST) 4. NAGPUR 5. PUNE 6. RAJKOT 7. SURAT
FGMO PATNA	1. BHAGALPUR 2. DEOGHAR 3. GAYA 4. MUZAFFARPUR 5. PATNA 6. RANCHI
FGMO PRAYAGRAJ	1. BANDA 2. GORAKHPUR 3. MIRZAPUR 4. PRAYAGRAJ 5. VARNASI

However, the above FGMOs wise details are only illustrative and not conclusive, and the Bank reserves the right to change / modify / reallocate the areas as per its requirements based on the volume of the cheques /special cheques/DD/TDR and other security items for smooth functioning thereof with the aim of better customer service. The same cannot be challenged on any grounds like loss of business etc.

Security Printers will be selected where they have their IBA approved printing units.

18. SPECIFICATIONS:

CATEGORY-A.	
CHEQUE BOOK PRINTING	
APPROVAL FROM NPCI FOR PRINTING OF CHEQUES BY PRINTERS WILL BE REQUIRED	
1	Printed (each cheque book may contain different number of cheque leaves) on MICR paper - 95 GSM, (size: - 8.5 x 3.66 inches) with the following Security features (as per Bank's approved design): - i) Micro lettering in all straight lines, VOID pantograph, Bank's logo in Ultra Violet ink as per NPCI guidelines, Branch Particulars, Account Number, Rupee Symbol, IFSC code, UV Band in areas of Payee's name + Amount in words + Amount in figures + Account Number, MICR band, with or without personalisation, details of Customer / Constituent, printing of account number in a black box, Six-character Alpha-numeric key. ii) Back ground design printing in fugitive super sensitive ink with Secondary Fluorescence. iii) Cheques are to be printed with the light pink & light green background or as decided by the Bank and the matter to be printed in Black as per the approved designs. iv) Cheque Colours and background should mandatorily conform to CTS Standards. Each Cheque leaf should contain Printer Name with CTS 2010. (v) The above security features and others if any, including the field placement should be strictly as per NPCI guidelines on CTS-2010 standard. Please note that rates as fixed now will remain the same in future. It will also remain same after implementation of any change in the security standard as suggested by NPCI /other controlling bodies / Bank in future, if there is no significant change as compared to the security features already in existence as per CTS-2010 standard. (MICR Grade Security paper will be supplied by the Bank)
2	Welcome Page: - Printed on White Maplitho-80 GSM (size: - 8.5 x 3.66 inches) paper, with bicolour and background printing and four colour printing on front and backside respectively (as per Bank's approved design). (Paper to be supplied by the printer).
3	Requisition slip: - Printed on White Maplitho-80 GSM (size: - 8.5 x 3.66 inches) with single colour printing on front side and background printing on back / both sides (as per Bank's approved design). (Paper to be supplied by the printer).
4	Record slip:- Printed with single colour on both sides with die cut on Maplitho paper of 80 GSM (Size:- 8.5 x 3.66 inches)(as per Bank's approved design) (Paper to be supplied by the printer).
5	Front Cover page of cheque book- Printed on 170 GSM Art paper of reputed manufacturer (Size: - 8.5 x 3.66 inches) with die cut in four colour printing on the outer side and single colour printing on the inner side of reputed manufacturer (paper to be supplied by the printer) (as per Bank's approved design).
6	Back Cover page of cheque book: - Printed on 170 GSM Art paper of reputed manufacturer (Size: - 8.5 x 3.66 inches) with three colour printing (front side) and single colour printing on backside with background printing (paper to be supplied by the printer) (as per Bank's approved design)

7	Cheque Book: The basic objective of the Packet is delivery of the cheque books in an intact state. Size 9.25x4.75 inches, 120 GSM 4 colour printing, one window Packet, strip gumming. 120 GSM, Art paper of reputed manufacturer, Matt Finish. (Window Envelope to be supplied by Printer) (Window envelope outer side to be laminated as water resistant.)
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- In future, Bank may advise Security Printers to segregate printing of cheque books with some other special words / designs which will be printed by Security Printer without any additional cost to the Bank till the same is printed in four colours may be with separate design.
- In future, Bank may also advise Security Printers to increase Number of Pages/ Designs/ Artworks
- For any modification/new design in Cheque leaves involving 5 or more colours, price discovery for the same will be made separately through a special committee as per Bank's extant norms & guidelines.

CATEGORY- B.	
SPECIAL CHEQUES IN CONTINUOUS STATIONERY, DD/TDR AND OTHER SECURITY FORMS	
B1. SPECIAL CHEQUES IN CONTINUOUS STATIONERY (APPROVAL FROM NPCI IS REQUIRED FOR CHEQUE PORTION)	
	i) The Special Cheques in CTS format (meant for Corporate Customers normally) for which orders are placed by branches and routed through other department to printers (the request comes from the Branches and artwork is also approved by the Branches based on the approval by branch customer). ii) For other categories of Special Cheques, the request will be placed by Departments through C O STATIONERY Department, Chennai. Printer will get artwork approved by originating departments or the branches and print and dispatch within 10 days of receipt of approval. Printing of Dividend warrants, at the request of Shares and Bonds Dept. may be originated by CO Stationery Department, Chennai. Counterfoils for the same may be on the left-hand side or on top. The printer has to maintain liaison with the Branches / Departments concerned for quick and smooth printing of instruments as per specifications.
	Specification
Part-I	These cheques are generally of different sizes viz. 9" x 11", 15" x 11", 9" x 8", 9" x 12", 15" x 12" etc. on continuous stationery with 1 to 3 cheques per sheet (form) and A4 Cut Sheet cheque with advice on top or bottom as per the requirement of Branch. The cheques may also be required to be printed in cut sheets.
Part-II	(two sheets inter leaved with carbon): These cheques are generally of different sizes viz. 9" x 11", 9" x 12", 9" x 8", 15" X 11" etc. on continuous stationery with 1 to 3 cheques per sheet (form) as per requirement of the Branch. The first page is printed on MICR paper and a copy printed on Maplitho 70 GSM paper with Carbon paper interleaved. The paper for copy and carbon is to be supplied by the printer.

B2. DD	
	For printing of Bank Drafts, in CTS format are to be printed by the printers and supplied to different Regional Stationery Departments / Branches or other establishments as decided by the Bank.
B3. TDR	
TDR/FDR/Other Certificate	A4 size 95 GSM MICR Paper 2 colour printing including Machine Numbering on front side.

CATEGORY C	
ECS MANDATE FORM	4+1, wrapper – 95 GSM Ribbed Kraft with single color printing, inner text - 95 GSM A Grade, Maplito paper bottom 1MM straw board. 8 x 3 2/3 Inches 1+2 in One set 50 set in one pad 1 st Copy – Original Copy 2 nd Copy – Branch Copy 3 rd Copy – Customer Copy
Requisition Slip	8 ½ X 11”, 1+1c, wrapper – 95 GSM Color paper, inner – 60 GSM , Maplito paper, two side printing with cloth covering.

19. METHODOLOGY:

- The vendors have to submit item wise indicative rates for all 3 Categories of items i.e. A, B
Category A -Cheque book
Category B- DD/TDR/Special Cheques in Continuous Stationery.
Category C – ECS Mandate and Requisition Slip

Therefore, each vendor will be submitting applications through GeM Portal depending upon the number of eligible printing units. Vendor has to ensure that they have IBA approved printing unit in the FGM for participating in e-reverse auctions. Printers if selected for any FGM as L1/L2/L3 will have to agree to print at L1 rates for all items belonging to Category A and B as per specifications provided by the Bank.

- To ensure better customer service, Bank may select more than one vendor in a FGM for the sake of reducing dependency on a single source of supply, as well as have area wise allocation in order to reduce turnaround time and incidence of concentration risk. However, FGMs allocation to the selected vendors will be FGM-wise. Bank may select maximum 2 vendors and minimum 1 vendor per FGM with printing units located within that FGM and catering to FGMs within the FGM (printing and dispatching).
- The actual quantity to be ordered by the Bank may vary. In this regard, the Bank reserves the absolute right to determine the actual ordering quantity at the material time, and the selected vendors will have to supply the quantities actually determined by the Bank.
- After the rates are obtained through e-reverse auction and completion of calculation as per the method stated in above, there may be possibility of discovery of L1-L2-L3 rates in some or all

FGMs depending upon number of bidders/ (printing units) in a FGM. It is compulsory for the printers to quote rates for all items (items wise).

5. Ratio of allocation of FGMs to L1, L2 and L3 bidders will be targeted in the ratio of 50%, 30% and 20% depending on the requirement of Depots within the FGM. Each FGMs comprises of 3-7 FGMs and within a FGM if L2 vendor does not agree to provide at L1 rates, offer will go to L3 vendors. In case of refusal by L3, the entire work of all the FGMs in the FGMs will be allotted to L1 Security Printers. However, for allotment of printing job within a FGMs, no FGMs will be divided. The Bank shall also be entitled to award the contract to L2 or L3 bidders (subject to their agreeing to supply at L1 rates, in the event of L1 bidder backing out from honouring their commitment, or for the matter being unable to supply due to deficiency in infrastructure / inability to maintain uninterrupted supply to customers as per RFP). In such an event their EMD / Security Deposit shall be forfeited.

20. PROCESS FLOW:

The illustrative process flow for compilation and dispatch of cheque books would be as enumerated. However, the Bank reserves the right to change the same as per its decision and convenience.

i) **Data-Flow** – Bank uses workflow application for monitoring of printing and dispatch of cheque book-Bank's CBS application pushes the file extracts (including the random key file) viz Cheque-Book Files to Workflow application. Workflow application processes cheque book extracts (including the random key file) by checking for duplicate records and by generating validated extracts to be used by Printers for printing purpose.

ii) **Encryption** - Validated extracts are encrypted as per the encryption standards approved by Banks policy. At present AES256 encryption standards are being used. However, Bank reserves the right to change the same as and when required as per the Banks policy for Data Encryption/Protection. Confirmation sheet containing file name and count of records are also transmitted along with encrypted extracts to printers.

iii) **Data transfer and Connectivity** – Data Transfer will be done through secure mode (SFTP). Encrypted files will be shared by bank and Printers will have to decrypt the same. -At Present Security Printers have MPLS connectivity from their location to Bank's DC. Bank transmits the FGM-wise data to the Security Printing Servers (in IB network) using SFTP connection through MPLS.

(iv) After downloading of the data by Printer, data is directly loaded into application by Printer according to the need of the Bank. Security Printers encrypt the dispatched files and shares the same with Bank through SFTP for updating the same in Workflow application. Printers are supposed to share the dispatch details with the Bank at the end of each day after handing over the bags for despatch.

v) In order to have the data transfer of validated extract from Bank to Security printers, and dispatch-files from Security Printers to Bank, Security printers need to arrange for SFTP connectivity from their location to Bank's DC site.

Data will be sent by Bank in encrypted form, which after acknowledgement by the Security Printer will have to be decrypted under the privileges of a predefined read only mode over SFTP and moved to the printing unit for printing. The data file of the cheque books should be automatically purged by the Security Printer immediately after printing and dispatch, except billing related information. Fields/format of billing related information will be shared with selected Printer. **Standard Operating Procedure** should be in place for **ensuring daily purging of data in all PCs** and records preserved in soft copy along with details of authorised employee responsible for data purging each day for verification / providing to the bank as and when sought.

Printer will provide daily report on printing of cheques (indent received/ print pending) along with date, time and Dispatch details and upload in SFTP. Report format will be shared with selected Printer.

vi) **Printing errors** - In case of any printing error and damage thereof (detected during manual quality checking of each cheque leaf), the particular damaged cheque sheet (3 cheque leaves) would be branded as "CANCELLED" by the Security Printer and handed over to another person not connected with the printing and who is especially authorised by the company (Security Printer) to handle the re-printing job. The record of authorised person should be kept by the company (Security Printer).

In case of any printing error, the printer will re-print the cheque leaves under Reprint- process and keep a manual of such re-printing in a **register** to be signed by maker and checker.

The authorised person would re-print the particular damaged cheque sheet (3 cheque leaves). After re-printing exercise, at the day end, these cancelled cheques would be tallied with the re- printing log (containing Serial no. of cheque, ID of the person who had re-printed, date of re- printing, account number) and given to shredding unit for shredding of cancelled cheques. The damaged leaf along with other cheque leaves of that particular account will be handed over to **checker** identified for the purpose for shredding and it will be done in his presence.

After shredding (by a different person) the damaged cheque leaves, the details would be signed by the employee and checked by a checker. The reprinting log / audit trail would be provided to the Bank at the time of audit by the Bank. These logs should be preserved **even beyond 90 days of general back up**.

vii) **Detection of damaged paper** – External damage should be reported immediately to the Bank / Paper mill on receipt of consignment of paper from mills in order to enable the mills to file claims / damages from Insurance company for damage in transit. All instances of damaged paper are to be recorded in **Raw Material Complaint Register- MIS 8** and reported to the Bank. Any quality related issues /internal defects including issues of dust etc. inside the reel to be brought to the notice of the bank and paper mill **within 60 days of receipt of paper**.

In case of dispute regarding paper quality there will be a joint verification of the paper at the printing unit by the mill representatives in the presence of Bank officials. In situations where consensus cannot be arrived at, the decision of the Bank will be final and binding on both parties.

viii) **Stock of Base Stationery** - The stock of Base Stationery should be recorded immediately after conversion from the normal MICR paper. Daily consumption report (number of cheque leaves used) and balance of Base Stationery thereof should be maintained as running report and will have to be communicated to the designated official and / or the designated Department, for audit / checking / monitoring purpose at fortnightly intervals **(MIS 2)**. For smooth functioning of the system, the printer should invariably install if not already done, sophisticated counting machines for error free report. Format of stock statement report duly accompanied by Extract of Base Statement Register maintained in PC to be provided.

Despatch- Besides the customer's address, the Bank will also provide the Branch address in cheque extracts for delivery of the same to the Branch in cases of undelivered cheque books. The printer will print cheque leaves (with or without the name of the customer, as the case may be), requisition slip, record slip, inserts if any, and bind the cheque books using cheque leaves so printed, cheque book cover, requisition slip & record slip. The cheque book so prepared will have to pass the quality check (data relating to number of leaves, account wise segregation etc.) by security printers (data relating to number of leaves, account wise segregation etc.). The cheque book (with or without the customer's name) in all respect has to be packed in cheque book cover and handed over to the Speed Post for despatch. Besides customer's address, Branch address will also be mentioned and visible through the window to enable the Speed post to return the undelivered cheque book to the concerned Branches directly.

Delivery: Detailed reports of despatch like Account no., Cheques from... to ..., Speed post no., Date of despatch etc. to be uploaded in SFTP / emailed to the Bank after obtaining the same from Speed Post for checking / monitoring purpose.

For Special Cheque on continuous stationery / sheet, the printing order will be placed by Stationery Depts. /any other Department as approved by the Bank, based on the indents placed by different Branches. For

Special Cheque on continuous stationery order will be placed by branch indent and the printer will prepare the artwork and send to Branch for final approval, print and despatch the cheques to the concerned branches, **within 10 days from final approval of the artwork** by the indenting Branch.

For printing of DD The printing order will be placed by Stationery Department / any Department /Branch as approved by the Bank. DD, the material should be despatched **within 10 days from receipt of the order**. The printer has to print and despatch the same to their destinations as notified in the order, after packing the same as specified by the Bank. Transportation cost will be paid by the Printers.

For Government Cheques, Special cheques despatch of cheques is within **10 days from receipt of final approval by the Branch**. For Government Cheques, Special Cheques, the material should be despatched **within 10 days from receipt of the order**.

Please remember that Personalisation must be done using Laser Production Series Printers with speed of Not less than 50 (+/-)10% pages per minute (PPM). Printing of cheques using Office / Desktop printers or with printers of other specifications with speed not below 50 (+/-)10% pages per minute (PPM) will not be allowed (**Documentary proof must be enclosed**). Post printing, 100% quality inspection and gathering to be done to ensure the following: -

- Wrong collation of Cheque leaves
- Duplicate Cheques Leaves
- Wrong sequences of the Cheques /IOIs (correct sequence: ascending)
- Missing Cheques

Note:

1.In case RBI or Bank introduces minor changes / additions in the contents of Cheque books or related formats / stationery, such changes / additions will have to be carried out at no additional cost during the tenure of the contract. Bank will have the discretion to decide whether the proposed changes are minor / major.

2 All present as well as any future guidelines related to CTS standards issued by RBI / NPCI / IBA are to be scrupulously followed by the successful bidder and any changes (if not major) suggested by them have to be incorporated without charging any extra cost during the tenure of the contract. Bank will have the discretion to decide whether the proposed changes are major.

3) All other stationery viz. Cheque-book cover with window cutting, requisition slips, etc. are also to be printed as per Bank's design. No extra cost would be paid for these stationeries and the same may be included in printing rate.

21. ALLOWABLE WASTAGE

The allowable wastage percentage of MICR grade paper for printing of items in all categories will be 10 %

However, for printing of random keys in continuous stationery, additional wastage of 3% will be allowed, i.e., 13%.

WASTAGE REGISTER- Bank has the right to recover cost of paper consumed in excess of permissible wastages. Wastages at printing stage due to jamming should be kept separately and accounted for. A daily record is to be made in wastage register in which separate folio should be made on account of Indian Bank. Details of wastage per month has to be recorded in register and reported monthly (with reasons behind the same). Bank has developed an application for computing wastage. Monthly Report for MICR

paper consumption including reports on Shredding/ wastage in printing and binding unit to be provided every month

However, for example, the paper size as allowed by the Bank vis the number of printed 'ups' or 'leaves' expected to be printed is as under on a sample basis. For all other printing, calculation will be done in the same way excluding wastage as above.

Sr	Instrument	Paper size	no. of ups
1	Cheque leaves	43 x 56 cm	12 leaves
2	Spl. Cheque (9x11 inch)	43 x 56 cm	4, 8 or 12 leaves
3	DD AND TDR	45.5 x 56 cm	12 leaves

22. NUMBERING

- The Bank shall provide the prefix and numbering to be printed on the cheque leaves as per the bank.
- The numbering in MICR instruments shall be printed as per RBI & IBA specifications.
- All MICR instruments shall be printed with pre-fixed fields as per RBI & IBA guidelines with good quality MICR ink. Printing with MICR ink shall be done in temperature and humidity-controlled atmosphere and registration of ink should be within the RBI & IBA specifications.
- All MICR instruments shall be test checked by the printer and a record for the same shall be maintained and shall be offered for inspection by Bank's authorized officials on demand.

23. BINDING

Cheque-books are to be stapled with two wire pins. The perfect binding and cutting of the book should be done aesthetically and there should be no visible defect in size, shape, stacking etc.

24. PERFORATION & STUB

- Perforation of all originals and copies, wherever required shall be in such a way that tearing force required is minimum and no portion of stub or form should tear off when detached from the book.
- The perforated portion of the security form when detached from the book should have minimum deformity and should be in a straight line.

25. DELIVERY SCHEDULE

The Workflow team /concerned department in Indian Bank, Chennai will send encrypted data files (Day+T) to the Security Printer at the identified printing unit for printing cheque books on every working day. The Security Printer will print the cheque books and arrange to hand over to postal authority or courier assigned by the vendor for delivery on the next working day (i.e. Day+ T). However, in the above case, penalty clause will be applicable after T+1 working day only. Personalisation of cheque books must be done using Laser Production Series Printers with speed **not less than 50 pages per minute (PPM) +_10%**. Printing of cheques using Office / Desktop printers or with printers of other specifications with lower speed will not be allowed (Details of such machines with pages per minute printing capability must be enclosed).

The penalty clause is also applicable in case the personalised cheque books are wrongly dispatched to the incorrect address. Dispatch of cheque books with missing/ duplicate/ additional leaves also attracts a penalty.

26. QUALITY CONTROL CHECK

- (a) All security forms should be checked at each stage of Base printing, Variable data printing & numbering, binding and packing by the trained staff of the printers.
- (b) All leaves with printing flaws and mistakes must be removed and replaced with corrected leaves with good workmanship and such records should be kept and produced at the time of inspection of the unit.
- (c) No security forms should be supplied without thorough checking by the printers for any printing mistakes, defects etc.
- (d) The printed formats are to be checked twice before packing and authenticated on packing slip.
- (e) Printer shall maintain a complete record of checking at each stage for mistakes, defects and corrections, replacements done during printing, binding and packing of security forms by way of a **Mistake register** recording mistakes, defects, replacements which should be produced before the banks inspecting officials if demanded by him /her.
- (f) The record must be preserved for at least 10 years.
- (g) Printer should maintain secrecy with regard to sharing of customer's data for printing of personalised cheques. Printer must sign a Non-Disclosure Agreement (NDA) with the Bank. **(Annexure E)**.
- (h) Printer will maintain separate record books for the Bank.

(I) MICR ink used must not be refurbished / refilled.

- (j) Post printing, 100% quality inspection and gathering to be done to guard against the following: -
 - Wrong collation of Cheque leaves
 - Duplicate Cheque leaves
 - Wrong sequences of the Cheques /IOIs (correct sequence: ascending)
 - Missing Cheque

27. INSPECTION

Officials from the Bank shall have unfettered access to the premises of the selected printers and may perform inspection / audit at any point of time. If printing is not done as per the above requirement or if anything contradictory to the terms and conditions is observed / proved, the order will be shifted to other printer at the discretion of the Bank and the Bank shall be entitled to blacklist such printers without prejudice to any other right or remedy that may be available to the Bank under this notification or agreement with such printer or otherwise.

28. PACKING INSTRUCTIONS

For items in Category B i.e. DD 100 sheets or multiples of 100 thereafter maximum 300 sheets (each sheet containing 3 leaves) should be poly packed (i.e. shrink wrapped) and sealed. One or more such packets (maximum 5) should be kept inside 7 ply Corrugated box. Each Corrugated box is then to be sealed duly with plastic tapes, wire strapped, packed with HDPE water proof sack and numbered serially before despatch.

For items in Category B i.e. TDR

100 sheets or multiples of 100 thereafter maximum 500 sheets (each sheet containing 2 leaves) should be poly packed (i.e. shrink wrapped) and sealed. One or more such packets (maximum 5) should be kept inside 7 ply Corrugated box. Each Corrugated box is then to be sealed duly with plastic tapes, wire strapped, packed with HDPE water proof sack and numbered serially before despatch.

29. SHREDDING REGISTER

Should be kept in custody of Supervisor and shredding records including details to be maintained separately for Indian Bank. Count in wastage register kept in print shop is to be reconciled with count in register kept with Shredding Supervisor. Use of shredder should be with authorized personnel.

30. DAMAGED PAPER

Any external defect in MICR paper reels is to be brought to the attention of the bank and paper mills immediately, preferably same day failing which the printer will compensate the bank for loss. Any quality related issues /defects in paper within the paper reel should invariably be brought to the attention of the bank and paper mill immediately when detected. A proper noting of the same to be mentioned in RMCR **(Raw Materials Complaint Report) (MIS-8)**. Any instance of shredding of MICR paper by Printer /Mill has to be in the presence of officials of the bank.

In case of detection of damaged paper by printing units after notifying the paper mills, if a consensus is arrived at regarding supply of damaged paper by the paper mill, the mill will issue a credit Note to the Bank for the cost of damaged paper (if the quantity is small). Thereafter the printer will set aside the paper and after getting the permission of the bank for shredding the paper, proceed to do so after entering in a separate section of shredding register duly witnessed and overseen by Bank officials along with 2 senior Personnel of the Unit. The paper is not to be shredded unless it is witnessed by Bank's authorised officials. The reduction in paper stock reflecting the destroyed stock would appear in the paper Stock statement of the following month citing references of approval accorded by the Bank. In case of report of bulk detection of damaged paper at printing units and the fault is of the paper mill then the paper mill will have to arrange for replacement and also for lifting and destruction of the damaged paper from printing unit under supervision of Bank officials.

31. SUPPLY OF MICR PAPER

Bank will supply MICR paper to the printers.

All MIS reports at fortnightly/ monthly intervals, as desired by the Bank to be provided. The MICR paper Rolls should be utilised as per 'First-in first-out' basis. The Security Printer is required to send samples of MICR paper received by them from the Paper Mills to the Stationery Department, Chennai immediately for its testing.

Stock statement report is to be provided monthly. The detailed stock statement data with bifurcation of base stationery, damaged paper received from paper mills is to be provided in the format. A fortnightly stock statement is also required to be submitted as per format. They are also required to maintain registers for the damaged paper which is subjected to verification by the inspecting bank official/ representatives of paper mills.

32. STOCK STATEMENT

The Security Printer should submit to CO: Stationery Department monthly stock statement of MICR paper incorporating details of damaged/defective MICR paper held by them on a particular date as per format attached. The stock statement as on 31st March each year duly certified by Statutory Auditor of the unit to reach Stationery Dept. by 10th of April each year failing which penalties will be imposed.

33. DESPATCH & P & T

i) The Security Printers have to provide monthly report to Stationery Department, Chennai informing of printing of Special Cheques, DD, TDR and other security items and the date of delivery to Departments/branches.

ii) **Undelivered cheque books:** Undelivered cheque books will directly be returned by Speed Post to the 2nd addressee i.e. the Branches concerned and advised to the Bank.

iii) Any **Handling charges** if levied by Postal Department / Couriers on account of sorting of ordinary or registered letters **is to be borne by the printers.**

34. PAPER INSURANCE

The MICR paper if supplied by the Bank has to be insured comprehensively in the joint name of the Bank and Security Printer at the cost of the Printer for an amount of 125 % of peak level stock held in the previous 12 months. The original copy of the same has to be submitted to the Bank. The renewed copy must be provided to the bank 15 days prior to expiry or the bank will get the same renewed at the cost of printer.

35. CCTV FOOTAGE

The printer should have the facility of 90 days back up for CCTV footage of all cameras within the printing unit for capturing activities associated with printing/ binding /despatch within the printing unit and at any point of time and will issue a monthly certificate confirming preservation of records with dates of available back up and coverage and this can be verified by the Bank officials during visits. However, reprinting logs have to be stored for a period beyond 90 days' general back up.

36. POLICE VERIFICATION

Police Verification Report on employees including employees of sub-contractors of the printing unit is to be kept on record and produced for verification. All employees should be covered and new employees should be on boarded after completion of verification. The Security Printer shall arrange for proper background check by obtaining suitable referral checks acceptable to the Bank / police verification for the employees, and shall provide such reports during visits to units by bank officials or on demand as and when required by the Bank. Half yearly Certificate from vendor regarding completion of check for all employees needs to be submitted to the Bank.

37. BUSINESS CONTINUITY PLAN OF THE PRINTERS

The Security Printer shall at their own expenses develop and establish a robust framework for documenting, maintaining and testing business continuity and recovery procedures. The Security Printer shall periodically

test such business continuity plan and recovery procedures at their premises. The Bank shall be entitled to conduct joint testing and recovery exercise with the Security Printer. The Bank shall be entitled to appoint another printer to provide the services in the event of the performance of the services by the Security Printer being interrupted for any reasons whatsoever. The Security Printer shall adhere to fair practice in performance of the Services.

38. MIS AND CONTROL-BOOKS /REGISTERS TO BE MAINTAINED AND MIS FORMATS

Printers are required to submit data related to despatch of articles to the workflow team for monitoring the TAT. Timely receipt of Workflow data- Record Receipt of Cheque printing data within 24 hours to be maintained and delays if any to be reported to the Bank.

MIS to be provided daily on various areas like Cheque printing, paper storage, Paper Stock both at production department and go down, etc. A list of monthly MIS reports which are required to be submitted by the printers. The Bank, however, reserves the right to be provided with other types of data for MIS by the printers as and when required in due course of time. However, note that any critical matter with operational risks/ Customer focus is to be brought to the notice of the Bank separately by specific mail/ letter highlighting the area of concern.

Registers: The printers have to maintain registers which are subject to verification and audit to track the data along with the quantity of paper wastage on account of MIS-printing of cheques/ damaged cheques.

The Security Printer should maintain following registers for inspection by inspecting/visiting bank official.

- a) Stock (Go down) & stock (production unit) as finished / work-in-progress & blank paper.
- b) Plain Reel Stock
- c) Wastage Reel Stock
- d) Printed Reel Stock
- e) Reprinted Cheque Details Register
- f) Courier hand over Details Register
- g) File Received Time Details Register
- h) Raw material complaint register (Extract report attached as Annexure for sending on detection of damaged paper).
- i) Mistake register
- j) Shredding register for shredding of cheques

39. PENALTY

1. No penalty shall be levied in case of delay(s) in deliverables or performance of the contract for the reasons solely and directly attributable to the Bank. On reaching the maximum of penalties specified the Bank reserves the right to terminate the contract.

2. Delay in printing/dispatch of cheques: If printer receives cheque printing data, item should be dispatched on the next day (T+1day). A penalty of Rs.5/- per article (cheque book) after T+1 day from date of receipt of data will be recovered and penalty will be calculated by system after T+1 day excluding the days on which Printing Unit is closed on account of National Holiday/State holidays and other declared holidays. However, penalty imposition will begin after 2 months from start of printing.

3. Delay in submission of half yearly Certificate on Conduct of due diligence as on March and September of employees (on payroll and Sub-contracted) to reach within 15th of the succeeding month - Rs. 10,000/- penalty will be imposed.

4. Delay in submission of half yearly No-lien Certificate as on March and September within 15th of the succeeding month - Rs. 10,000/- penalty will be imposed.

5. Delay in submission of yearly stock statement dated 31st March verified by Chartered Accountant should reach by 10 April- Rs. 10,000/- penalty will be imposed

6. Penalty amount will be adjusted with the next Printing Bill amount.

7. Penalty are applicable in case of delivery to the wrong address. Penalty clause is also applicable to Dispatch of cheque books with missing/ duplicate/ additional leaves. Details of the Penalty amount are as mentioned below.

S.No.	Reasons	Amount of penalty
1	Delay for cheque books	Rs.10 per day
2	Wrong Dispatch	Rs.100 per book
3	Wrong printing / Defective perforation / binding (not resulting in rejection of cheque book)	Rs.25 per Cheque Book
4	Wrong printing (Resulting in rejection of cheque book)	Rs.100 per cheque book + cost of Cheque Book (paper cost + printing cost)
5	Deviation from RBI / NPCI specifications or Banks specifications	Shall be decided by bank depending upon nature and severity
6	Dispatch of cheque books with missing/ duplicate/ additional leaves	Rs.500 per Cheque Book
7	Misuse/loss/theft/ leakage of data or any other mistakes	Shall be decided by the bank

8. Penalty on Errors:

i) If errors occur in printing of DD/TDR/ Special Cheques/Mandate/Requisition Slip etc., - Two times the total cost i.e. 2x (Cost of paper + transportation expenses and cost of printing) is to be reimbursed to the Bank by the printer.

ii) Errors in printing of cheque books: Two times the total cost i.e., (Cost of printing + cost of paper) in addition to any legal expenses on account of any suits and claims against the Bank, if any, will be recovered by the Bank from the printer.

iii) In case of dispatch of Security instruments i.e. DD/ TDR /Special Cheques/Mandate/Requisition Slip etc., printers are responsible for the presence of Security Forms as per delivery order schedule and the packing slip containing series within the packet conforming to packing instructions stipulated. Negligence in this regard may result in recovery of total Bill amount including the Freight Charges paid by the Bank in addition to other fines/ penalties as per the discretion of the Bank.

iv) Errors detected in using old artworks in production printing instead of new artworks approved and rolled-out by the Bank – suitable penalty amount will be imposed based on the actual damage

v) If errors occur in the same count on three or more occasions within six months Bank may discontinue placing orders with the printer in addition to imposition of penalty.

40. ENGAGEMENT OF REGULAR TECHNICAL / PRINTING PERSONNEL AND CERTIFICATE REGARDING POLICE VERIFICATION /BACKGROUND CHECKS

There should be sufficient number of skilled /technically sound personnel working in the printing unit.

41. TERMS AND CONDITIONS -GENERAL INFORMATION

1. A proactive attitude towards maintaining Confidentiality, Secrecy, Security of data, timely submission of monthly stock statement of MICR paper, working within allowable wastage 10-12%, on time printing and delivery, adhering to specifications of printing /packing, timely submission of MIS, PODs & Bills and complaint resolution will be taken into account in determining efficiency of the vendor/printer.
2. The relative art work/Positives that will be supplied /developed by the printer will be the Bank's property and the same has to be returned to us/destroyed after completion of the job in the presence of Bank officials. Empanelled vendors should have in-house capacity for printing various inserts or additional leaflets, Packets etc. to ensure that Bank's design / artwork and contents related to products and marketing are not shared to third parties.
3. Since the activity of printing of PCBs (Personalised Cheque Books) is time bound, each unit should be independent and should be capable of carrying out all the printing activities, including printing of base stationery and personalization followed by preparation of cheque books and despatch thereafter under one roof to ensure prompt deliveries.
4. The printer will be required to arrange for Inspection (at their cost) of their Security Printing Unit by our officials during the printing process before and even after the work is assigned to them or as and when required by the Bank.
5. The final proof (5 cheque books with minimum 5 leaves each) should be submitted to the Bank for approval before commencing execution of our orders. Printer is also required to submit specimen cheque leaves as per NPCI instructions for testing the compatibility of the same with CTS environment before execution of the work. All present as well as in future guidelines related to CTS standards issued by RBI / NPCI / IBA are to be scrupulously followed by the successful bidder and any changes (if not major) suggested by them have to be incorporated without charging any extra cost during the tenure of the contract. Bank will have the discretion to decide whether the proposed changes are major.
6. Bank reserves right to reject/not to open tenders/quotations submitted by the Bidders, who have not executed our orders satisfactorily as per delivery schedule in the past.
7. If, at any time after opening the documents it is found that the information submitted by the bidder/bidders at any stage including technical Bid is false/incorrect, even though emerges as L-1 bidder after the Commercial Bid, the bid is liable to be rejected by the Bank and no orders will be placed with such bidder/s. Moreover, such bidder will be blacklisted and will not be allowed to participate in any tender process of our bank for a period of three years.
8. Bidders need to declare if they were blacklisted in the past with reasons thereof along with name/s, address & contact details of the organizations.
9. Printer shall not be defaulter to any tax/Govt. Authorities/statutory dues etc. In this regard, Printer should submit an **undertaking letter on their letter head**.
10. An undertaking / letter of access to be submitted by the printer that access is provided at any time to our Bank officials/inspecting officers / regulatory authorities etc. without demur.

11. Vendor/ service provider shall comply with Govt/statutory requirements on implementation of GST or any other Govt/Statutory guidelines.

12. The Bank shall be entitled to review and monitor the security practices and processes of the Security Printer on a regular basis and require the Security Printer to disclose security breaches if any at their end.

13. The Security Printer shall immediately notify the Bank of any breach of security and leakage of confidential customer related information. In such eventualities, the Security Printer shall be liable for all damages suffered or to be suffered by the Bank in future for such act.

15. The Bank shall at all times during the tenure of this agreement; be entitled to monitor and assess the performance of the services of the Security Printer.

16. Printer should provide the details of cheques/Special Cheques / DD/TDR/ Mandate/Requisition Slip etc., pending for printing pertaining to the month for which bills are being submitted.

17. A **No-lien certificate** against the Bank's paper stock (if supplied by Bank) would also be required to be submitted half yearly by the Security Printer on 31 March and 30th September each year within 5th of the following month.

42. VALIDITY OF BIDS

(i) Price Bid submitted during e-reverse auction shall remain valid for the entire tenure of the project including extension(s), if any, from the date of e-Reverse Auction

(ii) The Security Printer may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

(iii) Rates shall remain valid for a period of 3 years from the date of agreement between the Bank and the successful Security Printer, subject to satisfactory performance and **half yearly review** of activities of the unit. Bank may extend validity period by one more year after completion of 3 years' subject to review and satisfactory performance.

(iv) During the tenancy of 3 years, in case IBA delist empanelled L1 applicant from the empanelment, Bank reserves right to add/delete vendors at its discretion.

(v) Further in case of any change in Management or financial position of the L1 or selected vendor, Bank reserves right to add/delete vendors at its discretion.

(vi) The Bank reserves the right to call for fresh quotes at any time during the validity period, if considered necessary.

43. DELIVERY PLAN

The BNPL (Book Now Pay Later) arrangement will be made by Printer with India Post/other courier service provider in various regions to book the consignments for various offices in India for Personalized Cheque Books. The right address and contact numbers and E-mail IDs of our offices to be updated in the master data of the selected printers. If any doubt arises, Parcels or Packets should not be booked with partial address or

wrong address of Customers/Branches. The correct address is to be taken immediately from the bank before booking with India Post or Couriers.

An agreement between the Printer/India Post or courier is to be entered into before commencement of the work.

Data from India Post - India Post will share the information regarding Dispatch, Delivery and Returned Cheque book in XML format to the bank for the tracker no.'s provided by Security Printers for which data is updated. Based on those XML Files, details will be updated at Workflow end.

44. PATENT RIGHTS

The 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.

i. The 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/data secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

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

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

iv. The Intellectual Property of our security documents like Cheque etc, is to be maintained with utmost secrecy in vendor's system with limited access of designers. In any circumstances such valuable information/file should not reach any third party other than Designated Security Printer official, the utmost care to be maintained in infringement of intellectual Property Right.

45. USE OF CONTRACT DOCUMENTS AND INFORMATION

The vendor shall not, without Bank's prior written consent, make use of any document or information provided by the Bank except for the purposes of execution of contract.

46. ERRORS AND OMISSIONS

On any issue or area of material concern regarding selection of printers for printing and despatch of cheques/special cheques/DD/TDR/Mandate/Requisition Slip etc. and price fixing for all Security Instruments/products not specifically dealt with in the terms and conditions given in this document, the decision of the Bank shall be final and binding on all concerned.

47. INTEGRITY PACT

Integrity Pact format is enclosed as **Annexure F**. The same to be duly filled in a non-judicial stamped paper as applicable in the State where the printing unit is located and submitted along with offer.

Only those tenderers, who commit themselves to the above pact with the Bank, shall be considered eligible to participate in the tendering process. Those bids/ tenders which are not containing the above pact are liable for rejection.

48. COMPLIANCE WITH IS SECURITY POLICY

The Vendor shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality
- ii. Responsibilities on system and software access control and administration
- iii. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor
- iv. Physical Security of the facilities
- v. Physical and logical separation from other customers of the Vendor
- vi. Incident response and reporting procedures
- vii. Password Policy of the Bank
- viii. Data Encryption/Protection requirements of the Bank.
- ix. In general, confidentiality, integrity and conformity must be ensured.

49. DATA PROCESSING AGREEMENT

Data is getting shared with third party vendors during data processing for the Bank. The ongoing GDPR (EU General Data Protection Regulation) Compliance is being supervised and monitored by Data Protection Office(DPO), Compliance Department, Chennai and therefore, it is decided to include relevant clauses in the in the DPA as a part of the SLA to be signed with vendors.

Data processing Agreement ("Agreement") forms part of the Agreement for Cheque Printing Project ("principal Agreement") between:" (i) Printers ("Data Processor" or "supplier") acting on its own behalf and as an agent for each supplier affiliate and (ii) Indian Bank ("Company") acting on its own behalf and as agent for each Company Affiliate.

50. RIGHT TO AUDIT

1. The Selected Bidder (Service Provider/ Printer) has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority including Bank's own internal auditors, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Service Provider.

2. Where any deficiency has been observed during audit of the Service Provider by IBA/regulatory authority on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

3. Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.

51. INDEMNITY

The printer/ service provider agrees to indemnify and keep the Bank indemnified from all costs, loss and expenses which the Bank may incur on account of fraud, wilful default and gross negligence of its employees, agents and service providers in performance of obligations under the RFP and for any breach of statutory and regulatory guidelines. The printer further agrees to indemnify the Bank for breach of confidential obligations by the agents, employees and service providers of the printer as well as employees of sub-contractor engaged in the performance of the obligations.

52. CONFIDENTIALITY

1. Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of the Bank relating to its business practices and their competitive position in the market place provided to the selected Bidder by the Bank in connection with the performance of obligations of Bidder under the purchase order to be issued, in part or complete shall be considered to be confidential and proprietary information ("Confidential Information") and shall not be disclosed to any third party/published without the written approval of the Bank.

2. The Confidential Information will be safeguarded and Bidder will take all the necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, Bank shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.

3. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so required by the Bank.

53. ORDER CANCELLATION AND FORFEITURE

The Bank reserves its right to cancel the offer at any time by assigning appropriate reasons in the event of one or more of the following conditions treating it as default / non-performance of the contract by the successful bidder:

1. Failures to sign the agreement within the specified time.
2. Failures to deposit the Security deposit /EMD within the specified time.
3. Delay in delivery to India Post / Courier beyond the specified period
4. Supplying the cheque books which do not conform to the specification/quality prescribed or defective,
5. Negligence / contravenes the terms of the contract.
6. Breaches in the terms and conditions of the Order.

In addition to the cancellation of offer, the Bank shall invoke the Bank Guarantee or forfeit the Security Deposit given by the bidder towards non-performance /non-compliance of the terms and conditions of the contract, to appropriate the damages.

The bank shall also have the right to Recover extra cost if any incurred by the Bank in securing the material etc. from other source due to the defect/delay in execution over the stipulated time and such extra cost shall be recovered by the Bank for any money due or becoming due to the bidder/ tenderer under this work

contract/rate contract or may be recovered by invocation of bank guarantees or otherwise from bidder under any other contract.

54. PUBLICITY

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

55. CANCELLATION OF CONTRACT

The Bank shall have the right to cancel the contract with the successful vendor at any time during the contract period, by giving a written notice of at least 3 (three) months, for any valid reason, including but not limited to the following reasons only:

- i) Laxity in following security standards laid down by the Bank/RBI/IBA/NPCI or other regulatory authority.
- ii) Excessive delay in execution of orders placed by the Bank
- iii) Discrepancies / deviations in the agreed processes and/or products
- iv) Violation of terms & conditions stipulated in this RFP.
- v) Any other action of the vendor acting against the interest of the Bank.

“Notwithstanding the above, the Bank shall have the right to cancel the contract without assigning any reason by issue of 15 days’ notice to the printer.”

56. TERMINATION FOR INSOLVENCY

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

Bank if the subsequent process is delayed at the Bank for the reasons beyond control.

57. ADDITION/DELETION/MODIFICATION

There may be intermittent modifications in some/ many of existing items/Category. Similarly, new items/Category may also have to be introduced periodically, to meet business / regulatory requirements. In all such cases involving increase / decrease in the number of pages, GSM & other related specifications (if any), the same will be the primary determinant in fixing the pricing for such items, which will be arrived at by rates of comparable items/Category / changes made or rate discovered by the bank. Bank’s decision in this regard will be final and acceptable to the vendor.

58. LIST OF ANNEXURES:

S. No.	Annexure	Particulars
1	A	Print Unit Details
2	B	Format for Performance Guarantee

3	C	Compliance Statement
4	D	Bidder's Forwarding Letter for EMD
5	E	Non-Disclosure Agreement
6	F	Pre-Contract Integrity Pact
7	G	List of MIS (1 TO 15)

Annexure A

PRINT UNIT DETAILS (Please attach a separate sheet with detailed information for each unit)

Sl.No.	Details	Unit
1	Address of the units, including fax, phone no. & name of the unit manager.	
2	IBA license (Valid up to)	
3	ISMS Certificate (Valid up to)	
4	Owned/Rental premises (If rented /leased ,Validity of the lease period)	
	(i) Go down for MICR paper storage outside printing unit. (Total Area in sq. ft.)	
	(ii)Storage area for MICR paper /base stationery within printing unit -sq feet area	
	(iii)Area of Printing unit excluding paper storage	
5	List of machineries: (Certified by Chartered Engineer)	
	1. Name/Type of machine	
	2. No. of Machine	
	3. Year of Purchase	
	4. Print per minute (PPM) capacity	
	5. 2 nd hand machines if any to be shown separately	
6	Print Capacity (per day)- No of Leaves	
7	Personalization Capacity per day in No of leaves	
8	Binding Capacity (per day) – No of books	
9	Current Capacity utilisation & spare capacity	
10	No. of employees in the Unit Payroll (Break up of skilled/unskilled)	
11	Postal Unit in press premises (Yes/No)	

12	Experience (No. of years) in Book form & Continuous Stationery Cheques Processing for leading public /Private Banks	
13	Full-fledged in house processing facility (yes/No)	
14	Municipal/Corporation license,	
15	Sales tax, GST No, TIN No	
16	Factory license-valid up to	
17	Pollution /Environment Clearance certificates	
18	Approvals/ statutory clearances in place to undertake the activities viz. E.S.I.C., P.F., GST Registration and applicable Labour Law registration/ Licenses.	

Place:

Date:

Stamp

(Authorised Signatory)

Name and designation with Company

List of documents to be attached:

1. Copy of valid certificate of IBA Approval– for each unit

(Copy of latest renewal application submitted to IBA for approval of printing unit to be provided in case license is expiring within June 2023).

2. Copy of PAN.

3. Copy of Sales Tax Registration Certificate.

4. GST Registration Certificate copy along with copy of latest return submitted.

5. Copy of CA certified Audited financial with Auditor's Report for the last 3 years with UIDN.

6. Copy of ITR for last 3 years.

7. Latest Income Tax Clearance Certificate

8. ISMS certificate including ISO certification

9. If unit is in rented / leased premises then validity of the rent/ lease should cover the period of agreement. Enclose copy of lease deed and if own premises provide copy of Record of Right (ROR) / Mutation Certificate along with latest tax paid certificate.

10. Chartered Engineer's Certificate for Item 5 to 9 of Annexure D with list of machines giving Production Series printer type / capability / speed of above 50 pages per minute (PPM) / current-optimum capacity utilization and copy of Annual Maintenance Contract of machinery.

11. Copy of factory license

12. Pollution /Environment Clearance certificates-if applicable

13. Declaration in letter head to the effect that it has necessary legal, regulatory, statutory and corporate authority / eligibility and competency to participate in this RFP and also to provide the services as per the RFP if selected.

Annexure B

Format for Bank Guarantee

To

The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI

Whereas consequent upon the Bank's Request For Proposal (RFP) asking rates for printing and despatch of personalised cheque books, special cheques in continuous stationery, DD AND TDR and other security items to different establishments of the Bank by security printers empanelled with Indian Bank, the Bank has engaged the services of (.....*name of printer*), having its corporate office at (-----*address*) and printing unit (-----*address*) (hereinafter referred to as "the Printer") for implementation of centralised printing and despatch of cheques, Continuous cheques, D D a n d T D R and other security items, Whereas, as per the terms of the said RFP, the Security printer has to submit a Bank Guarantee for Rs. ____lacs, from any scheduled commercial bank, in favour of you.

Accordingly, this Bank Guarantee Agreement is executed at on this..... day of2025 by (*name of the Bank*) having its Registered Office at.....and its Branch at (hereinafter referred to as "the Guarantor", which expression shall, unless repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns),

IN FAVOUR OF

Indian Bank, a public sector bank having its Corporate Office at No 254-260 Avvai Shanmugam Salai Royapettah Chennai 14, having its establishment, Stationery Department, at Chennai hereinafter referred to as "the Bank" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS

The Indian Bank, has invited Request for Proposal (RFP) and e-reverse auction for discovery of rates for implementation of centralised printing and despatch of Cheque books and other security forms in the bank and the successful printer has to furnish a Bank Guarantee for a sum of Rs (Rupees..... only) as Bank Guarantee.

2. (*name & address of the printer*), our constituent, has requested us to us to furnish guarantee to the 'Bank' in respect of the said sum of Rs..... (Rupees..... only).

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS WITHOUT ANY DEMUR

1. We _____ (the Bank, please insert name and address of the Bank), the

Guarantors, do hereby irrevocably & unconditionally undertake to the Indian Bank, their Successors, Assigns that in the event of the Indian Bank coming to the conclusion that the vendor () has not adhered to the terms and conditions of the 'Bank' or committed a breach thereof, which conclusion shall be binding on us as well as the said vendor, we shall on demand by the Indian Bank, Stationery Department, Chennai pay without demur to the Indian Bank, Stationery Department, Chennai, a sum of Rs. (Rupees only) or any lower amount that may be demanded by the Indian Bank, Stationery Department, Chennai. Our guarantee shall be treated as equivalent to the Security Deposit for the due performance of the obligations of the vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. (Rupees only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Indian Bank, Stationery Department, Chennai, on receipt of a notice in writing by way of letter or fax stating that the amount is due to them and we shall not ask for any further proof or evidence in this regard. The notice from the Indian Bank, Stationery Department, Chennai shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Indian Bank, Stationery Department, Chennai immediately, from the date of receipt of the notice as aforesaid or on Indian Bank, Stationery Department, Chennai producing evidence of demand for payment / despatch of notice in the event if we do not receive any notice,

3. We confirm that our obligation to the Indian Bank, Stationery Department, Chennai, under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the Indian Bank, Stationery Department, Chennai and the printer. This guarantee shall not be revoked by us without prior consent in writing of the Indian Bank, Stationery Department, Chennai.

We hereby further agree that-

(a) Any forbearance or omission on the part of the Indian Bank, Stationery Department, Chennai in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and / or hereunder or granting of any time or showing of any indulgence by the Indian Bank, Stationery Department, Chennai to the vendor or any other matters in connection therewith shall not discharge us in any way of our obligation under this guarantee. This guarantee shall be discharged only by the performance by the vendor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. (Rupees..... only).

(b) Our liability under these presents shall not exceed the sum of Rs. (Rupees only).

(c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

(d) This guarantee shall remain in force up to (.... months from date of execution of the Bank Guarantee extended by another months as claim period) provided that if so desired by the Indian Bank, Stationery Department, Chennai this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

(e) The liability of the Guarantor under this Bank Guarantee shall not be affected by –

* Insolvency or winding up of the printer or absorption, merger, acquisition or amalgamation of the printer with any other Company, Corporation or concern; or

* Insolvency or winding up of the Guarantor or absorption, merger, acquisition or amalgamation of the Guarantor with any other Company, Corporation or concern; or change in the constitution structure or management of the Guarantor

* any change in the management of the printer by takeover of the management of the Bidder by the Central or State Government or by any other authority; or

* any change in the constitution / structure or management of the Bank or any dispute between the printer and the Bank.

(f) This guarantee shall be governed by Indian Laws and the Courts at Chennai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein: -

(a) Our liability under this Bank Guarantee shall not exceed Rs. (Rupees only).

(b) Unless claim or demand is lodged on or before (.... months after validity period) our rights under the guarantee shall stand extinguished.

(c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Indian Bank, Stationery Department, Chennai serve upon us a written claim or demand on or before (date) from the date of issue).

Yours faithfully,

For and on behalf of Bank _____

Authorised official

Address for sending notice:

ANNEXURE C

COMPLIANCE STATEMENT

(Letter to be submitted by the Bidders on their firm's letter head)

To
The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI

Sub: Declaration accepting the terms and conditions of RFP for Security printing Project

We submit our Documents herewith and undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP, including all Annexure, Agenda and corrigenda;

We understand that,

- Bank is not bound to accept the lowest or any bid received, and Bank may reject all or any bid/s.
- If our Bid for the above job is accepted the bid together with Bank's written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due

Performance of the contract. We confirm that

- We have not been black listed or expelled from any project or not have had our contract terminated for any breach by any Government Authority / Corporate Institutions or Public Sector Undertaking (PSU) / Private Banks.

There is no case pending against us involving cheating/fraudulent activities.

There is no case pending against us involving Pollution /Environment Clearance certificates

There is no outstanding Income Tax / GST / any other statutory dues.

We will not resort to any corrupt practices in any aspect/stage of the contract.

- We have read this tender document in full and abide by the Terms & Conditions mentioned therein.

Yours faithfully,

Signature of Signatory Name of Signatory:
Seal of Company

Designation:

Date:

Place:

ANNEXURE D

Bidder's Forwarding Letter for EMD of Rs

To
The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI

Dear Sir,

SUB: SELECTION OF VENDORS RFP
Ref: Indian Bank

We enclose EMD in the form of a Demand Draft No..... dated..... issued by_____ Branch of the Bank, for the sum of Rs. only (Rupees..... only) drawn in favour of Indian Bank, Stationery Department, Chennai payable at Chennai. We also understand and agree that no interest will be paid on EMD amount. This EMD will be treated as per terms and conditions set out in this RFP.

Thanking you,

Yours faithfully

(Authorised Signatory)
Name
Company Seal/Stamp
Business address
Date

ANNEXURE E

NON-DISCLOSURE AGREEMENT (to be stamped as an agreement)

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at between:

The Indian Bank, a public sector bank, a body corporate constituted under the Banking Company (Acquisition and Transfer of Undertakings), Act 1970, having one of its offices known as Stationery Department, situated at NO2 KREST BUILDING JEHANGIR STREET CHENNAI, and its Corporate Centre at No 254-260 Avvai Shanmugam Salai Royapettah Chennai 14, (hereinafter referred to as “Bank” which expression includes its successors and assigns) of the ONE PART;

And

_____ (hereinafter referred to as “the Printer” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. (give name & address of the printer) _____ is carrying on business of providing _____ has agreed to _____ for the Bank and other related tasks.

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

1. Confidential Information and Confidential Materials:

(a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement

(b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party’s disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the



breach of an obligation
Party; or (iv) is independently developed by Receiving Party.

of confidentiality owed to Disclosing

(c) “Confidential Materials” shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

2. Restrictions

(a) Each party shall treat as confidential the Contract and any and all information (“confidential information”) obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party’s own employees and other persons and then only to those employees and persons who need to know the same) without the other party’s written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Printer shall appoint any Sub-Contractor, then the Printer may disclose confidential information to such Sub-Contractor subject to such Sub contractor giving the Printer an undertaking in similar terms to the provisions of this clause.

(b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

(1) the statutory auditors of the Receiving Party and

(2) regulatory authorities regulating the affairs of the Receiving party and inspectors and supervisory bodies thereof

(c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement

(d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party’s business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

(e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

3. Rights and Remedies

(a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

(b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party’s request, or at Disclosing Party’s option, certify destruction of the same.

(c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- a. Suspension of access privileges
- b. Change of personnel assigned to the job
- c. Financial liability for actual, consequential or incidental damages
- d. Termination of contract

(d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. Miscellaneous

(a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.

(b) Any software and documentation provided under this Agreement is provided with RESTRICTED RIGHTS.

(c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

(d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

(e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

(f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person

of trust. The said proceedings shall be conducted in English language at Chennai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.

(g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.

(h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

(i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

5. Suggestions and Feedback

(a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this _____ day of _____ 2025 at _____(month) (place)

For and on behalf of ____

Name		
Designation		
Place		
Signature		

For and on behalf of ____

Name		
Designation		
Place		
Signature		

Annexure F

PRE CONTRACT INTEGRITY PACT

(TO BE STAMPED AS AN AGREEMENT)

General

This pre-Bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ___ day of the month of _____ 2025, between, on the one hand, the Indian Bank a body corporate constituted under the Banking Company (Acquisition and Transfer of Undertakings), Act 1970, having its Corporate Office at No 254-260 Avvai Shanmugam Salai Royapettah Chennai 14 through its ----- Department / Office at -----, -----,

(hereinafter called the "BANK", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part and M/s..... represented by _____ (hereinafter called the "BIDDER/Seller which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns of the Second Part. WHEREAS the BANK proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and; WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BANK is an Office / Department of Indian Bank performing its functions on behalf of Indian Bank.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the BANK to obtain the desired service / product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BANK will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the BANK

1.1 The BANK undertakes that no official of the BANK, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for

themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BANK will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BANK will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BANK with full and verifiable facts and the same is prima facie found to be correct by the BANK, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BANK and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BANK the proceedings under the contract would not be stalled.

2. Commitments of BIDDERS

2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

2.1.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.1.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with Indian Bank for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with Indian Bank.

2.1.3 Wherever applicable, the BIDDER shall disclose the name and address of agents and representatives permitted by the Bid documents and Indian BIDDERS shall disclose their foreign principals or associates, if any.

2.1.4. The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this Bid/contract.

2.1.5 The BIDDER further confirms and declares to the BANK that the BIDDER is the original vendors or service providers in respect of product / service covered in the Bid documents and the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede,

facilitate or in any way to recommend to the BANK or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.1.6 The BIDDER, at the earliest available opportunity, i.e. either while presenting the Bid or during pre-contract negotiations and in any case before opening the financial Bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BANK or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.1.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

2.1.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.1.9. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on 'to' others, any information provided by the BANK as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

2.1.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.1.11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

2.1.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BANK, or alternatively, if any relative of an officer of the BANK has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

2.1.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BANK.

3. Previous Transgression

3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise / Public Sector Banks in India or any Government Department in India or RBI that could justify BIDDER's exclusion from the tender process.

3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

4. Earnest Money (Security Deposit)

4.1 While submitting commercial Bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/Security Deposit, with the BANK through any of the mode mentioned in the RFP/ Bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of Indian Bank from a nationalized Bank including Indian Bank. However, payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents / RFP should be from any nationalized Bank other than Indian Bank and promising payment of the guaranteed sum to the BANK on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BANK shall be treated as conclusive proof for making such payment to the BANK.

4.2 Unless otherwise stipulated in the Bid document / RFP, the BG shall be valid up to a period of three years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BANK, including warranty period, whichever is later.

4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to EMD / Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of EMD / Performance Bond in case of a decision by the BANK to forfeit the same~without assigning any reason for imposing sanction for violation of this Pact.

4.4 No interest shall be payable by the BANK to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

5. Sanctions for Violations:

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BANK to take all or any one of the following actions, wherever required:

(i) To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the BANK desires to drop the entire process.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BANK and the BANK shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BANK, and in case of an Indian BIDDER with interest there on at 2% higher than the prevailing MCLR for 1 year or Base Rate of Indian Bank, If any outstanding payment is due to the BIDDER from the BANK in connection with any other contract for any other stores, such outstanding could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and/or performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BANK, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BANK resulting from such cancellation/rescission and the BANK shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the BANK or any of its Subsidiaries for a minimum period of five years, which may be further extended at the discretion of the BANK.

(viii) To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(ix) Forfeiture of Performance Bond in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

(x) Intimate to the CVC, IBA, RBI, as the BANK deemed fit the details of such events for appropriate action by such authorities.

5.2 The BANK will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BANK to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

6 Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BANK, if the contract has already been concluded.

7. Independent Monitors

7.1 The BANK has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors is as under:

-

NAME	Shri. Arun Kumar Sharma	NAME	Shri. M J Joseph
e-mail ID	Sharmaak6@gmail.com	e-mail ID	Mohan.joseph@gmail.com

7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3 The Monitors shall not be subjected to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. Parties signing this Pact shall not approach the Courts while representing the matters to Independent External Monitors (IEMs) and he/she will await their decision in the matter.

7.5 As soon as the Monitor notices, or has reason to believe, a violation of his Pact, he will so inform the Authority designated by the BANK.

7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BANK including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

7.7 The BANK will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

7.8 The Monitor will submit a written report to the designated Authority of BANK/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BANK / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

8. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BANK or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BANK.

10. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

11. Validity

11.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BANK and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful Bidder by the BANK i.e. Chennai.

11.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

12. The parties hereby sign this Integrity Pact at _____ on _____

For BANK

For BIDDER Name of the Officer.

Chief Manager
Designation

Office / Department / Branch

Indian Bank

Witness

1.

2.

ANNEXURE G

(LIST OF MIS)

SL	Name of the Report	MIS	Periodicity	Delivery Channel
1	Monthly Paper Stock Statement	1	Monthly	Actual by post & scanned copy of it by email
2	Monthly Base Stock & Damaged Stock	2	Monthly	Actual by post & scanned copy of it by email
3	Daily Despatch Report	3	Daily	By email
4	Monthly Information on Printing of Spl. Cheques and DD/TDR	4	Monthly	Actual by post & scanned copy of it by email
5	Printing wastage & Shredding Report	5	Monthly	Actual by post & scanned copy of it by email
6	Rework & Shredding record at binding unit	6	Monthly	Actual by post & scanned copy of it by email
7	Monthly Cheque Cancelled leaves Report	7	Monthly	Actual by post & scanned copy of it by email
8	Raw material Complaint Report	8	As and when	Actual by post & scanned copy of it by email
9	Certificate of due diligence on employees (sub-contracted/on payroll)	9	Half-yearly	Actual by post & scanned copy of it by email
10	Non-disclosure Undertaking from Employees working with the Vendor	10	As and when	Actual by post & scanned copy of it by email
11	Certificate with Pakistan/China Clause	11	As and when	Actual by post & scanned copy of it by email
12	Excess MICR Paper Usage Report	12	Monthly	Actual by post & scanned copy of it by email
13	Monthly Purging Certificate	13	Monthly	Actual by post & scanned copy of it by email
14	Monthly Confirmation Certificate	14	Monthly	Actual by post & scanned copy of it by email
15	Certificate with Pakistan/China Clause	15	As and when	Actual by post & scanned copy of it by email

MIS-1

Indian Bank
Stationery Department

Name of the Printer:

MONTHLY PAPER STOCKS STATEMENT											
A/C Indian Bank											
FOR THE PERIODS: TO											
SL NO	PAPER SPECIFICATION	UNIT	OPENING BALANCE OF STOCK AS ON 01- JUNE- 2025	PAPER RECEIVED DURING THE PERIOD	NAME OF THE PAPER MILL	TOTAL (D+E)	PAPER ISSUED FROM THE GODOWN (KG) FOR PRINTING DURING THE PERIOD)	PAPER UNDER PROCESS	ADDITIONAL PAPER ISSUED FROM THE GODOWN (KG)	PHYSICAL STOCK OF PAPER AT GODOWN AS ON.	NET STOCK OF PAPER AS ON.
											(G-H)
											(I+J+K)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
1		KG									
2		KG									
3		KG									
4		KG									

Certified that,

1.The Bank's paper stock reported in this statement has been taken from the relative figures in the stock Register maintained at the press and that the same agrees with the actual.

2.The stock are fully covered by insurance against Standard Fire & Allied Perils and Burglary (including theft) shield Policy. Policy No..... valid up to

3.The Stock of paper belonging to Indian Bank has been segregated and can be inspected at any time, without notice by Bank's representative.

Date:

Place:

(Authorised Signatory)

MIS – 2

MONTHLY STOCK STATEMENT DATA

(with bifurcation of Base Stationery / Damaged /Defective Paper)

Indian Bank
Stationery Department

Name of the Printer:

OPENING STOCK AT GODOWN AND PRINTING UNITS	DETAILS OF THE PAPER RECEIVED DURING THE MONTH AT GODOWN AND PRINTING UNITS DIRECTLY IF ANY		PAPER ISSUED FROM THE GODOWN FOR PRINTING DURING THE MONTH	BASE STOCK / WIP (IN KGS)	DAMAGED STOCK AT GODOWN	DAMAGED STOCK AT PRINTING UNITS	PHYSICAL STOCK OF PAPER AT THE GODOWN(EXCLUDING DAMAGED PAPER) (IN KGS)		NET STOCK AT GODOWN AND PRINTING UNITS (IN KGS)	NET STOCK AT GODOWN AND PRINTING UNITS (IN KGS)
(A)	(B)		(C)	(D)	(E)	(F)	(G)		(H)=(D+E+F+G)	(I)=(A+B-C)
	NAME OF THE PAPER MILL	QUANTITY RECEIVED	REEL NO(S)	WT. OF THE REEL		REEL NO(S)	WT. OF THE REEL	REEL NO(S)	WT. OF THE REEL	

Date:

Place:

(Authorised Signatory)

MIS – 3

DAILY DESPATCH REPORT

Name of the Security Printer						Date:	
Sl. No.	Productt	Type	FGM	No. Indented	No. Printed	No. Despatched	Pending, if any
1	Cheques	Cheque Printing					
2	DD						
3	TDR						
4	Special Cheques						
5	Dividend Warrant						
6	ECS Mandate						
7	Requisition Slip						
8	Government Cheques						

Declaration: We confirm that as per the information given by the P&T Department, they have despatched all the articles for Indian Bank as per supplies made to them by us for delivery and nothing is pending for despatch with them on date.

Date:

Place:

(Authorised Signatory)

MIS - 4

REPORT ON ORDER / DESPATCH OF SPECIAL CHEQUES AND OTHER SECURITY ITEMS

**(To be submitted with monthly printing bills to Indian Bank, Stationery
Department, Chennai)**

Order Date	LCPC Name	Order No.	Internal Work Order No.	Branch Code	Account Number	Name Of The Customer	Quantity	Hard Copy Received	Sent for Approval	Approved Date	Given for Printing	Dispatch Date	AWB Number	Size

Date:

Place:

(Authorised Signatory)

MIS-5

PRINTING WASTAGE & SHREDDING REPORT

Name of the Printer:

Ref No.

Issue No.

Amend No.

DATE	BANK NAME	Requisition Date	W/O NO.	CHEQUE	SPECIAL CHEQUE	IOI	BLANK	OTHERS	M/C	SHIFT	Nature of Defects	Shredded by Date & Time with sign	Verified

Date:

Place:

(Authorised Signatory)

MIS-6

REWORK & SHREDDING RECORD FOR BINDING

Name of the Printer:

Ref No Issue No:

Amend No.

DATE	BANK NAME	W/O NO.	ITEM	REASON FOR WASTAGE	DEFECTIVE NUMBER/ ENCODED NUMBER	TOTAL NUMBER OF DEFECTIVE SHEETS	NUMBER OF EXTRA LVS	FINAL BOOK CHECKED BY	FINAL BOOK CHECKED BY	SHREDDED BY	REMARKS

Date:

Place:

(Authorised Signatory)

MIS-7

INDIAN BANK CHEQUE CANCELLED LVS REPORT:

MONTH OF

Cancelled Cheque leaves report: The monthly consolidated cancelled leaves reports will be shared in the trail format

Date	W. No.	Total Qty	SB												
			10	10	20	20	25	25	50	50	50	100	100	TOTAL	
			BR	OR	BR	OR	BR	OR	BR	OR	BR	BR	OR		

Reprint Logs: The monthly consolidated reprint reports will be shared in the trail format (in line with the IB -reprint requirement)

(Details of IOI / Special Cheques printed to be incorporated here)

	CUSTOMER	W. NO.	ITEM	Item Part	Printer	Printer Option	Bar Code Data	Re-print Reason	User	Authoriser
1										
2										
3										
4										
5										
6										

Date:

Place:

(Authorised Signatory)

MIS-8

RAW MATERIAL COMPLAINT REPORT

COMPLAINT REGISTRATION NO.		LOT DETIALS	REEL NO					
COMPLAINT REGISTRATION DATE			SIZE 9CM)					
SUPPLIER			GSM					
DESCRIPTION			GROSS WEIGHT					
PRESS STOCK/ PARTY STOCK			TARE WEIGHT					
INVOICE NO. & DATE			NET WEIGHT					
BATCH NO./ LOT NO.			RECEIVED DATE					
DEPARTMENT			RECEIVED QUALITY					
LR NO. & DATE			JOB					
PO NO.			GIR NO. & DATE					
Sl No	Nature of Defects	Defects Quality in floor	Defects Quality in Stock	Label Given (Yes/No)	Snap Shot attached (Yes/No)	Sample Given (Plain/ Printed)	Priority (Normal/ Medium /High)	Replacement Qty Received & Date
1								
COMMENTS:								
1								
CORRECTIVE & PREVENTIVE ACTIONS BY PAPER VENDOR:								
1								

Date:

Place:

(Authorised Signatory)

MIS-9

CERTIFICATE OF DUE DILIGENCE FOR SUBCONTRACTING ACTIVITIES

To
The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI

**CONFIRMATION REGARDING POSSESSION OF BACKGROUND CHECK / POLICE VERIFICATION REPORT /
NON-DISCLOSURE AGREEMENT FOR ALL EMPLOYEES (ON PAYROLL/SUBCONTRACTED/TEMPORARY)**

We confirm that we are maintaining above documents for employees engaged by us and that their complete governance is being managed by us. The same will be produced for verification by Bank officials in case of need. Non-disclosure agreement in respect of all employees duly executed is available with us as per format attached.

Date:

Place:

(Authorised Signatory)

Name and designation with Company Stamp

MIS – 10

Format for Non-Disclosure Undertaking to be taken from every employee and to be kept on record.

Non-Disclosure Undertaking

I employed with (printer) for printing/ binding etc. of..... hereby undertake to keep confidential all the information disclosed/made available during the course of employment and agree not to divulge the same to third party. I, further undertake that I shall be liable for breach of above confidential obligations and the employer shall take necessary action for any breach committed by me.

Signature of the employee:

Employee Name:

Employee ID/Employee Number:

Company Name:

Date:

MIS – 11

To
The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI

STOCK OF MICR PAPER HELD ON BEHALF OF INDIAN BANK NO – LIEN CERTIFICATE

This is to certify that the stock of MICR paper held by us on behalf of Indian Bank as on.....in our go down / at the site of our printing press does not have any lien with any other Bank / entity. The stock is free from any encumbrances.

Date:

Place:

(Authorised Signatory)

Name and designation with Company Stamp

MIS – 12

(To be submitted by the Bidders on their firm's letter head)

CERTIFICATE

We ----- (name of the printer) confirm that no *employee who has been previously posted in Pakistan or China in any capacity **is being engaged** by the company for this project/ **nor will be** engaged in future. Further we confirm that no Pakistan /China national or person of Pakistan origin will be engaged by us / subcontractor engaged by us for the project. Further the company will not post an employee who has worked in India operations in Pakistan or China.*

Date:

Place:

(Authorised Signatory)

Name and designation with Company Stamp

MIS – 13

PURGING CERTIFICATE

To
The Chief Manager
Indian Bank
Stationery Department
NO2 KREST BUILDING
JEHANGIR STREET
CHENNAI
.

Certificate of Customer Data purging till

This is to certify that we have purged all data received from Indian Bank from
to..... as per the following after processing and we confirm our adherence to the Service Level Agreement.

Activities: -

S. No.	Activity Type	Data Retention Period	Yes/No
1			
2			
3			

We also confirm that System Logs & Production Logs are deleted after retention period as stipulated in SLA.

Date:

Place:

(Authorised Signatory)

Name and designation with Company Stamp

MIS – 14

Monthly Confirmation Certificate

1. We confirm that all the regulatory approvals / licenses, including Factory License, Pollution, Environment clearance certificate, ISMS Certificate / ISO certification and IBA approval required for operation of printing units is valid..... certificate expiring on has been submitted for renewal on
2. Rent / lease agreement is valid and covers the period of agreement..... lease/rent agreement expiring on has been submitted for renewal on (six months prior to expiry).
3. We confirm that Police Verification Report on employees including employees under sub-contract at our printing unit is kept up to date in our record and available for verification and **half yearly** confirmatory **certificate** has been submitted.
4. We confirm that the **MICR paper** supplied by the Bank is insured comprehensively in the joint name of the Bank and security printer (our company) at our cost, for Rs (an amount of 120% of peak level stock held in the previous 12 months). Insurance certificate expiring on has been submitted for renewal on (at least 15 days prior to expiry). We note to provide the renewed copy to the Bank.
5. We confirm that 90 days' backup for CCTV footage of all cameras within the printing unit for capturing activities associated with printing/ binding /dispatch is held on record and is available for inspection.
6. We confirm that the artwork/ specification of printing is in accordance with the Bank's specifications based on guidelines of RBI, Indian Banks Association, NPCI or any other authority, issued from time to time and as intimated by the Bank.
7. We confirm that backups of reprinting log / audit trail containing details of individual items reprinted date wise will be retained in our System during the period of contract and soft copies provided at fortnightly intervals/ as and when required by the Bank.
8. All registers stated in SLA are being maintained and are to be produced for verification / audit to track / collate data / information.
9. We confirm that our Laser Printers have the capacity of 50 +_ 10% PPM and necessary certificate from the Chartered Engineer is retained with us for verification. Insurance of machinery is being taken care of by us.
10. We confirm that all "Quality Control Checking" is taking place meaningfully at the printing and binding stage. Further Packing of security forms like IOI and Special Cheques is receiving due attention and in compliance to stipulations of SLA.
11. We confirm that prior written permission of the Bank for activities that involve sub-contracting has been obtained and Half Yearly Certificate submitted. Employees who have been on boarded in the past six months to be covered under the current half yearly certificate.
12. We confirm that all the statutory dues/obligations towards the Govt. departments has been paid in time.

Date:

Place:

(Authorised Signatory)

Name and designation with Company Stamp

MIS -15

(To be submitted by the Bidders on their firm's letter head)

CERTIFICATE

We ----- (name of the printer) confirm that no *employee who has been previously posted in Pakistan or China in any capacity **is being engaged** by the company for this project/ **nor will be** engaged in future. Further we confirm that no Pakistan /China national or person of Pakistan origin will be engaged by us / subcontractor engaged by us for the project. Further the company will not post an employee who has worked in India operations in Pakistan or China.*

Authorised Representative

Date:

Place :

Name and designation with Company Stamp

Service Level Agreement (SLA)

“SERVICE LEVEL AGREEMENT (SLA)” shall mean the Contractual Commitment that prevails between the Buyer and the Service Provider with regard to type of service to be provided, deliverables, desired performance level, reliability and responsiveness, monitoring process and service level reporting, response and issue resolution time-frame, repercussions / penalties / remedies for service provider not meeting its commitment. The SLA of a particular contract may carry the matrix regarding the delivery of the goods and/or services and the corresponding penalties or remedies and liquidated damages as applicable.

New SLA will be finalized / executed with the selected Security Printers based on the Special Terms & Conditions (STC/ATC) in this RFP

SLA will be executed after selection of Security Printers & conduct of Reverse Auction (for determining the L1 rate) through GeM

PAYMENT TERMS

After completion of the work, the Security Printer shall raise the bill on a monthly basis on the Bank (Stationery Department, Chennai) as per instructions after netting off any amount payable by the Security Printer to the Bank against any default or deficiencies in meeting the service agreement.

The Bank will pay the amount within **10 days from the receipt of the bill** subject to deduction of statutory dues as applicable. 10 days as stated above excludes the time spent for queries / clarifications in the matter. It is the understanding of the parties to the contract that the bill stated above are inclusive of all costs, expenses, Taxes as may become due and payable in relation to the service provided. Any subsequent changes by the Government in taxes /GST etc. will be taken care of by the Bank and will be adjusted accordingly.

All payments to the Security Printer under this agreement shall be subject to the exchange control / Bank regulations, of the relevant jurisdiction and where ever such approvals are required.

Bank will make payment of all undisputed amounts, only after the requisite approvals are obtained to the satisfaction of the Bank. If any discrepancies / excess payment or overcharging on account of incorrect billing raised by the Security Printer is found, the same will be adjusted during payment or from the subsequent bills, if the overpayment is noticed after making payment on the part of the Bank. Payments will be made subject to deduction of taxes at source as per the laws prevailing at the time of payment.

Payment of other statutory dues, if any, shall be the sole responsibility of the Security Printer. All payments shall be made in Indian Rupees.

The Bank may withhold payment of any product/services that it disputes in good faith, and may set-off penalty amount or any other amount which Security Printer owes to the Bank against amount payable to Security Printer under this Agreement. However, before levying penalty or recovery of any damages **excepting following items**, the Bank shall provide a written notice to Security Printer indicating the reasons for such penalty or recovery of damages. Security Printer shall have the liberty to present its case in writing together with documentary evidences, if any, within 14 (fourteen) days.

Penalty or damages, if any, recoverable from Security Printer shall be recovered by the Bank through a credit note or revised invoices. In case Security Printer fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.

i. Delay in printing/dispatch of cheques: If printer receives cheque printing data, item should be dispatched on the NEXT day (T+1 day). A penalty of Rs.5/- per article (cheque book) after T+2 day from date of receipt of data will be recovered and penalty will be calculated by system after T+1 day excluding the days on which Printing Unit is closed on account of National Holiday/State holidays and other declared holidays. However, penalty imposition will begin after 2 months from start of printing.

ii. Delay in submission of half yearly Certificate on Conduct of due diligence as on March and September of employees (on payroll and Sub-contracted) to reach within 15th of the succeeding month - Rs. 10,000/- penalty will be imposed.

iii. Delay in submission of half yearly No-lien Certificate as on March and September within 15th of the succeeding month - Rs. 10,000/- penalty will be imposed.

iv. Delay in submission of yearly stock statement dated 31st March verified by Chartered Accountant should reach by 10 April- Rs. 10,000/- penalty will be imposed.

PENALTIES

1. No penalty shall be levied in case of delay(s) in deliverables or performance of the contract for the reasons solely and directly attributable to the Bank. On reaching the maximum of penalties specified the Bank reserves the right to terminate the contract.
2. **Delay in printing/dispatch of cheques:** If printer receives cheque printing data, item should be dispatched on the next day (T+1 day). A penalty of Rs.5/- per article (cheque book) after T+2 day from date of receipt of data will be recovered and penalty will be calculated by system after T+1 day excluding the days on which Printing Unit is closed on account of National Holiday/State holidays and other declared holidays. However, penalty imposition will begin after 2 months from start of printing.
3. Delay in submission of half yearly Certificate on Conduct of due diligence as on March and September of employees (on payroll and Sub-contracted) to reach within 15th of the succeeding month - Rs. 10,000/- penalty will be imposed. **MIS 9**
4. Delay in submission of half yearly No-lien Certificate as on March and September within 15th of the succeeding month - Rs. 10,000/- penalty will be imposed. **MIS 11**
5. Delay in submission of yearly stock statement dated 31st March verified by Chartered Accountant should reach by 10 April- Rs. 10,000/- penalty will be imposed.
6. Penalty amount will be adjusted with the next Printing Bill Amount.
7. Penalty are applicable in case of delivery to the wrong address. Penalty clause is also applicable to Dispatch of cheque books with missing/ duplicate/ additional leaves. Details of the Penalty amount are as mentioned below.

S.No.	Reasons	Amount of penalty
1	Delay for cheque books	Rs.10 per day
2	Wrong Dispatch	Rs.100 per book
3	Wrong printing / Defective perforation / binding (not resulting in rejection of cheque book)	Rs.25 per Cheque Book
4	Wrong printing (Resulting in rejection of cheque book)	Rs.100 per cheque book + cost of Cheque Book (paper cost + printing cost)
5	Deviation from RBI / NPCI specifications or Banks specifications	Shall be decided by bank depending upon nature and severity
6	Dispatch of cheque books with missing/ duplicate/ additional leaves	Rs.500 per Cheque Book
7	Misuse/loss/theft/ leakage of data or any other mistakes	Shall be decided by the bank

8. Penalty on Errors

- i) If errors occur in **printing of Special Cheques- Two times the total cost ie 2x (Cost of paper + transportation expenses and cost of printing)** is to be reimbursed to the Bank by the printer.
- ii) Errors in printing of cheque books: **Two times the total cost i.e.,** (Cost of printing + cost of paper) in addition to any legal expenses on account of any suits and claims against the Bank, if any, will be recovered by the Bank from the printer.
- iii) In case of dispatch of Security instruments ie Special Cheques at RSDs/LCPCs/Branches, printers are responsible for the presence of Security Forms as per delivery order schedule and the packing slip containing series within the packet conforming to packing instructions stipulated. Negligence in this regard may result in recovery of total Bill amount including the Freight + Charges paid by the Bank in addition to other fines/ penalties as per the discretion of the Bank.
- iv) Errors detected in using old artworks in production printing instead of new artworks approved and rolled-out by the Bank – suitable penalty amount will be imposed based on the actual damage
- v) If errors occur in the same count on three or more occasions within **six months** Bank may discontinue placing orders with the printer in addition to imposition of penalty.

PROJECT EXPERIENCE & QUALIFYING CRITERIA REQUIREMENT

Security Printers engaged in printing of Security forms like Cheques, DD AND TDR, Special Cheques etc. in sheets and continuous stationery conforming to the guidelines including CTS-2010 standard guidelines of RBI /NPCI / IBA and any other Statutory authorities, who are willing to be empanelled with INDIAN BANK.

QUALIFYING CRITERIA:

<u>Sr. No.</u>	<u>Eligibility Criteria</u>
1	The Applicant Printer must be in the panel of IBA list of security printers for printing of MICR cheques.
2	The Applicant Printer should have their printing units as per the IBA guidelines. Multiple locations are also preferred.
3	Since the activity of printing of PCBs is time bound, each unit should be independent and should be capable of carrying out all the printing activities, including printing of base stationery under one roof to ensure prompt deliveries.
4	The Applicant Printer should possess the capacity to print at least 2,00,000 leaves of multicolour security forms per day in sheets and continuous stationery (both combined) along with printing of MICR numbers and other personalization details.
5	Printing capacity of Laser Printer should be 50 (+/-) 10% PPM and it is applicable for printing all cheques excluding special cheques on continuous stationery.
6	The Applicant Printer should have the capacity / infrastructure to print and deliver / supply the printed stationery through Department of Post (DOP) / other delivery partner approved by the bank, at multiple locations across the country as per the requirement of the Bank.
7	The Applicant Printer must have adequate covered storage space in the printer's premises itself to store at least 100 MT of MICR Paper for cheque / DD / TDR / Special Cheques printing.
8	The Applicant Printer should have been printing multicolour (Ability to print using all possible colours for security printing.) security forms including CTS-2010 standard compliant cheques / DD / TDR / Special Cheques etc. both in sheets and continuous stationery on MICR grade cheque paper for various Government organisations and supplying /delivering through DOP / Other approved partner at multiple locations spread across the country for the last 5 years.
9	The Applicant Printer will have to submit performance Report from the Commercial Banks (other than INDIAN BANK)/ Government organisations whom they have supplied the security forms for the last 5 years along with proof of supply.
10	In case, the Applicant Company is demerged / hived off from a parent company and created as a separate entity for the purpose of security printing, the period for which the parent company was in security printing business may also be included with detail.
11	The Applicant Printer should have achieved a sales turnover of 36 crores on account of security printing and also earned profit in the last three financial years.

12	The Applicant Printer should not have been blacklisted in the past by any other Commercial Bank / IBA etc.
13	The Applicant Printer should have submitted up-to-date Income Tax / GST and other statutory returns.

14	The Applicant printer will have to submit opinion report from the Bank with whom they are maintaining their account and / or have availed financial assistance regarding conduct of the account.
15	The Bank will supply MICR Grade Security paper. All other paper required for printing will be provided by the printer.
16	The Bank's paper stock supplied for printing must be properly stored (distinctly separable from the stocks of other entities, if any,) by the Printer as a bailee on behalf of the Bank with a view to ensuring that there is no deterioration in its quality.
17	The Printers chosen for empanelment will have to execute suitable agreement with the Bank in the format approved by the Bank on stamp paper.
18	The Printers have to register themselves in the GeM Portal for participation in the tendering process of the Bank.
19	Printer should have the capability to print variable data along with random alpha numeric numbering in normal cheques (including continuous stationery).

Commercial Bid (Quantifiable Specification/Standard of service/Bill of Quantities)								
Indicative Price Bid Proforma								
DATA PERTAINS TO THE YEAR 2025								
Personalized Cheque books Printed - A								
Particulars of security items	No. of leaves per book	Total RFP Quantity	Rate per 1000 leaves (Rates are incl of Dispatch Cost by the Vendor to the Customer directly)					% Weightage (Up to 2 decimals) (Indicative)
			Base rate Rs.	GST %	GST Amount	Total Unit cost with GST	Total Cost with GST	
MICR SB/Current A/c Cheque Book	20 LVS	32008520						36.55
MICR SB NRE Cheque Book	20 LVS	0						
MICR SB/Current A/c Cheque Book	25 LVS	3747150						4.28
MICR SB/Current A/c Cheque Book	50 LVS	23247250						26.55
MICR SB/Current A/c Cheque Book	100 LVS	21745000						24.83
Uniform Rate/Quote Irrespective of Leaves Per Book								0.00
Envelope Cost	Per Envelope	2432707						2.78
Total Personalized Cheque books cost								
Non Personalized Cheque books -B								
Particulars of security items	No. of lvs per book	Total RFP Quantity	Rate per 1000 leaves (Rates are incl of Dispatch Cost by the Vendor)					% Weightage (Up to 2 decimals) (Indicative)
			Base rate Rs.	GST %	GST Amount	Total Unit cost with GST	Total Cost with GST	
MICR SB/Current A/c Cheque Book	20 LVS	0						0.00
MICR SB NRE Cheque Book	20 LVS	0						0.00
MICR SB/Current A/c Cheque Book	25 LVS	0						0.00
MICR SB/Current A/c Cheque Book	50 LVS	0						0.00
MICR SB/Current A/c Cheque Book	100 LVS	0						0.00
Uniform Rate/Quote Irrespective of Leaves Per Book								0.00
Total Non-Personalized Cheque books cost								
Special Cheques in Continuous forms/books forms - C								
(I) Continuous Forms								
Particulars of security items	Rate per 1000 leaves (Rates are incl of Dispatch Cost by the Vendor)							
		Base rate Rs.	Total RFP Quantity	GST %	GST Amount	Total Unit cost with GST	Total Cost with GST	% Weightage (Up to 2 decimals) (Indicative)
Demand Draft			1761000					2.01
Term Deposit Receipt			2302999					2.63
Uniform Size : 8 x 3 2/3 inches			77000					0.09
Uniform Size : 8 x 3 2/3 inches (1+1)								0.00
16 x 3 2/3 inches (Bank Dividend Warrant)			50000					0.06
16 x 3 2/3 inches (1+1)								0.00
9 x 12 x 1 inches								0.00

9 x 12 x 2 inches (1+1)								0.00
Foreign Inward Remittance Certificate (FIRC) (1+1) 9 x 12 inches			0					0.00
Total Special Cheques in continuous Forms cost								
(II) Book Forms								
Particulars of security items	Rate per 1000 leaves (Rates are incl of Dispatch Cost by the Vendor)							
		Base rate Rs.	Total RFP Quantity	GST %	GST Amount	Total Unit cost with GST	Total Cost with GST	% Weightage (Up to 2 decimals) (Indicative)
Requisition slip for withdrawal of Cash (1+1) 8 1/2 x 11 inches		100 set per book	100000					0.11
Inland Letter of Credit (1+3 color paper) 13 x 8 inches		25 set per book	0					0.00
Total Special Cheques in Book Forms cost								
ECS Mandate Forms - D								
Books forms								
Particulars of security items	Rate per 1000 leaves (Rates are incl of Dispatch Cost by the Vendor)							
		Base rate Rs.	Total RFP Quantity	GST %	GST Amount	Total Unit cost with GST	Total Cost with GST	% Weightage (Up to 2 decimals) (Indicative)
Mandate (1+2 MICR Paper)		50 set per book	100000					0.11
Total ECS Mandate Form cost								
Total Weightage								100.00
Total Cost of Ownership(TCO) : (A + B + C(I+II) + D) Inclusive of GST								

- **Total Number of Leaves Estimated is 87571626 (per year).**
- **Rates are all Inclusive of the Dispatch Cost which is to be borne by the vendor to the Customer/Bank. Rates to be mentioned should be inclusive of GST.**
- Monthly Billing will be raised as per the actual quantity.
- GST will be paid by the bank at actual at the time of invoicing as per Govt. norms.
- Contract will be awarded between L1, L2 and L3 bidders in the ratio of 50:30:20 respectively.
- This will be the **Total Cost of Ownership(TCO)** and should be quoted in the reverse auction. **TCO should be quoted as rupees.**

**** For any subsequent change in the size of envelope, rate thereof will be fixed on proportionate basis.**

Quantity: Normal upward and downward variations of around 25% in projected quantities. The quantities mentioned are mere projections and not commitment from Indian Bank.

**** The Proportion to Total Cost percentage mentioned here i.e. Indicative price bid will have to be maintained in the final price quote also by all Bidders. The percentage should be mentioned in two decimal places. Variation in final price of each sub segment should not exceed +/- 5% of the Total cost**

- Bidders to provide full details of rates and quantum of all types of applicable taxes for each and every items in the tables above along with indicative bid.