



The West Bengal State Co-operative Bank Ltd.

Ref No.: COOPCBS2010/IC/1

Dated: The 1st March 2021

REQUEST FOR PROPOSAL FOR APPOINTMENT OF IT CONSULTANT ON RETAINER BASIS FOR THE WEST BENGAL STATE CO-OPERATIVE BANK LTD.



**HEAD OFFICE: The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street, Kolkata-700069**

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1 GENERAL INFORMATION

1.1 Disclaimer:

The information contained in this Request For Proposal (RFP) document or subsequently provided to interested parties, whether verbally or in documentary form by or on behalf of Bank by any of their authorized employees or advisors or consultants, is provided to the Bidders based on the terms and conditions set out in this RFP document only and any other terms and conditions subject to which such Information is provided.

This RFP document is not an agreement and is not an offer by the BANK to any other party. The purpose of this RFP document is to provide the Bidders with information to assist the formulation of their bid for short listing and final selection for appointment of IT consultant on retainer basis. Each Bidder, if so required may approach the BANK for any further information. However, the BANK is not obliged to furnish any part or whole of information sought by the Bidders.

The BANK may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the Information including the qualification process in this RFP document at any time including prior to submission of the bids.

The BANK reserves the right to accept or reject any or all Applications and qualify or disqualify any or all applicants without giving any reasons. The BANK will not entertain any claim for expenses in relation to the preparation of RFP submissions.

1.2 Tender Highlights:

Activity	Details
Project Name	Appointment of IT Consultant on Retainer Basis
RFP Inviting Bank	The West Bengal state Cooperative Bank Ltd. (WBSCB) and 16 other Central/District Central Cooperative Banks under COOPCBS2010 (common CBS) platform
RFP reference No.	COOPCBS2010/IC/1
Start of availability of RFP document at bank's website:	01-03-2021 To be downloaded from WBSCB Website 'www.wbstcb.com'
Deadline for submission of Bids	15-03-2021 (Monday) till 14:00 Hrs
Mode of Submission of RFP	<u>Technical Proposal</u> : To be Submitted in Hard Copy as well as to be Uploaded on Website <u>Commercial Proposal</u> : To be Uploaded on Website Only.
Website for Uploading Proposals (Both Technical and Commercial)	www.tenderwizard.com/eproc
Opening of Technical Bids	15-03-2021 (Monday) till 15:00 Hrs
Date of Bidder's Presentation	Will be communicated successful eligible bidders
Opening of Commercial Bids of the Technically	To be informed to the technically qualified bidder
Contact persons and Email id	i) Shri Snehasis Chakraborty (Email id: ledept@wbstcb.com) ii) Shri Tapan Mitra (Email id: itconsultant@wbstcb.com)
Communication Address	All communications, including hard copy of Technical Proposal Document Should be Addressed to: The Managing Director, The West Bengal State Cooperative Bank, 24A Waterloo Street, Kolkata-700069
Hard copy of the Technical Proposal to be submitted at	The West Bengal State Cooperative Bank, 3 rd Floor, Head Office, 24A Waterloo Street, Kolkata-700069

Note: Bidders are required to strictly submit their bids, both technical and eligibility criteria as well as commercial, in electronic form using the e-procurement system at **www.tenderwizard.com/eproc**. Bids received after closing of the bid in the e-procurement system are summarily rejected without sighting any reason.

All the technical supporting documents should be submitted electronically uploading in the website mentioned above on or before the final date & time of bid submission.

The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website **www.wbstcb.com** under 'Tenders and Quotations' Section for any changes / addendums to the above schedule and/or any other changes to this RFP. Bank would not be responsible for any delayed/lack of update directly to the bidder. Bidders to confirm with Bank the time and venue -1- day prior to any of the above event.

Eligibility cum Technical bids will be opened in the presence of the bidder's representatives who choose to attend the opening of eligibility cum technical bid. No separate communication shall be sent in this regard. Subsequently, the Bank will evaluate the eligibility cum Technical Bids and the bidders shall be suitably intimated about outcome, after evaluation.

Commercial bids will be opened in the presence of the bidder's representatives, desirous to attend and are found qualified upon evaluation of the eligibility and technical bid by Bank.

However, if it is found that any given date indicated in the Schedule of Dates is a public holiday, or the BANK is closed on that day for any account, the activity would be shifted to the next working day of the BANK.

Bidders are requested to download the RFP from the bank's official website only.

Bidder is required to submit a Demand Draft of Rs. 11,800.00 (Rupees Eleven thousand Eight Hundred) only inclusive of GST along with the Bid as a cost towards this RFP. The DD should be in the favor of "Managing Director, The West Bengal State Co-operative Ltd.," payable at Kolkata. This is a one-time non-returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected.



2 A Brief Profile of the West Bengal State Co-Operative Bank Ltd.

In Pre-Independence Day on 19th February 1918 a Cooperative society in the name of “Bengal Provincial Cooperative Federation Ltd.” was registered under Cooperative Societies Act – II of 1912. The primary object of the Federation was to supply sufficient capital to the member Central Cooperative Bank so that they can assist and develop the farmer-members of Primary Societies. The area of operation of the Federation extended over whole of the then Bengal. The Federation was converted into Bank and named “The Bengal Provincial Cooperative Bank Ltd” in 1923. After Partition of India the name of the Bank was changed to The West Bengal Provincial Cooperative Bank Ltd. Another historic event came in the evolution of the Bank _ provinces were converted into states and the name of the Bank was then changed to The West Bengal State Cooperative Bank Ltd. in 1964.

The objective of WBSCB is to promote agricultural lending in the state through the provision of agricultural finance in a systematic and professional manner. Another objective is welfare maximization by increasing the flow of resources to the underprivileged sector by integrating the priority sector with the overall domestic financial markets. WBSCB has the objective of making inroads into varied spheres of development, while retaining a focus on low-income group and related issues. WBSCB has been engaged in micro-finance lending Operations in Weaker-Section through Self Help Groups. The Bank is to provide Banking service based on latest technology not only in Cities and Towns but also in Rural Bengal.

3 Eligibility Evaluation Criteria

Sl. No.	Eligibility Criteria	Document's Required
I	The Bidder should be a registered company under the relevant Companies Act or registered Partnership Firm or Limited Liability Partnership Firm under the relevant Partnership Act	Adequate documentation like registration, certificate of incorporation, Article / Memorandum of association, Partnership deed, LLP Certificate etc.
II	Bidder should be in existence for five years as on the date of the RFP. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Adequate documentation like registration, certificate of incorporation, Partnership deed, Article / Memorandum of association etc. PAN, Name change and date of establishment docs, ROC document
III	Should have made profits after taxes for the last three financial years i.e. 2017-18, 2018-19, and 2019-20.	Copy of the audited balance sheet of the company for the consecutive last three financial years (2017-18, 2018-19, and 2019-20) should be submitted.
IV	The Bidder should have a minimum annual turnover of Rs. 100 Crores per year from the consultancy service business during the last three financial years (i.e. 2017-18, 2018-19, and 2019-20).	Copy of the audited balance sheet of the company for the consecutive last three financial years (2017-18, 2018-19, and 2019-20) should be submitted.
V	Bidder should not have been Blacklisted by (the Central / any of the State Governments or any Financial Institutions in India as on date of RFP submission) any Bank/Institution in India.	Self-declaration to this effect should be submitted in format provided under section 9.5
VI	Should have prior experience in performing end to end consultancy services comprising Current state assessment, IT policy, IT strategy, vendor evaluation and selection for Core Banking, Anti Money Laundering, Mobile banking with IMPS, DC-DR Infrastructure including network and security component and project management for at least 2 (two) nos. of banks in India.	Credential letter / experience certificates/ copy of purchase order or work order or notification of award/ copy of engagement contract from State Co-op Banks / District Co-operative banks / scheduled commercial banks in India.



Sl. No.	Eligibility Criteria	Document's Required
VII	The bidder's people profile should have exposure in State Co-operative Banks and/or District Co-op Bank environment working experience. The resources should have provided service as consultancy/project management.	Details of resources to be provided in "Resource commitment & Deployment" form under Section 9.3. (Bank will verify)
VIII	In order to avoid conflict of interest, Bidder should not be implementers / solution providers / partners / system integrators for implementation of any of the applications in the Bank. (The bidder should submit a letter of undertaking to this effect)	Self-declaration should be submitted duly signed by the Authorised signatory in a format provided under Section 9.6
IX	Bidder should be individual organization. Consortium is not allowed	Self-declaration should be submitted duly signed by the Authorised signatory
X	The bidder should have office in Kolkata, west Bengal	Declaration on details of office address and contact details or Shops and Establishment Certificate / Trade License with relevant details.

If the declaration/any documents given by the vendor is found to be false at later date, Bank reserves the right to disqualify the vendor or cancel the contract.

Bank reserves the right to ask for proof to verify any of the declaration.

4 Technical Evaluation Criteria

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
1	Credentials	Should have prior experience in performing consultancy services comprising of IT strategy formulation, vendor evaluation and selection/renewal of CBS vendor	15	<ul style="list-style-type: none"> • 15 marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India • 10 Marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 2 (Two) State Co-operative bank / District Co-op Bank and B) 2 (Two) Public Sector Banks/RRBs in India • 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India
2	Credentials	Should have experience in study of banking system of a large Bank and issuance of RFP, vendor evaluation and onboarding for mobile banking, anti-money laundering (AML), DC/DR refreshment/upgradation and supervision of implementation	15	<ul style="list-style-type: none"> • 15 marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India • 10 Marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 2 (two) State Co-operative bank / District Co-op Bank and B) 2 (two) Public Sector Banks/RRBs in India • 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India
3	Credentials	Should have prior experience in providing consultancy services for review and design of IT infrastructure or network architecture or security architecture or testing for banks in India	15	<ul style="list-style-type: none"> • 15 marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
				<ul style="list-style-type: none"> 10 Marks- if the criteria are met for at least A) 2 (Two) State Co-operative bank / District Co-op Bank and B) 2 (Two) Public Sector Banks/RRBs in India 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India
4	Credentials	Should have the experience of providing advisory services like project management of core banking for a bank and experience in handling multiple systems integration with CBS	15	<ul style="list-style-type: none"> 15 marks- if the criteria are met for at least A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India 10 Marks- if the criteria are met for at least A) 2 (Two) State Co-operative bank / District Co-op Bank and B) 2 (Two) Public Sector Banks/RRBs in India 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India
Sub Total			60	
	The bidder should have a pool of resources in the fields of work mentioned below. The resources should have worked in the respective areas for at least one State Co-operative Bank or District Central Co-operative Bank (DCCB) in India and should be with the firm for a period of at least one year. The areas of expertise are:			
5	People	Core Banking, Current State Assessment & Gap Analysis and IT strategy.	10	<ul style="list-style-type: none"> 10 marks – Minimum 4 resource each having experience in at least 3 no. of State Coop Banks/DCCB in India. 07 marks – Minimum 3 resource each having experience in at least 1 no. of State Coop Banks/DCCB in India and 2 no. of Public sector banks/RRBs in India. 05 marks - 2 resource each having experience in at least 2 no. of Public sector banks/RRBs in India.

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
6	People	Vendor evaluation, onboarding & Project management of core banking solution, mobile banking, DC/DR refreshment/upgradation	10	<ul style="list-style-type: none"> 10 marks – Minimum 4 resource each having experience in at least 3 no. of State Coop Banks/DCCB in India. 07 marks – Minimum 3 resource each having experience in at least 1 no. of State Coop Banks/DCCB in India and 2 no. of Public sector banks/RRBs in India. 05 marks - 2 resource each having experience in at least 2 no. of Public sector banks/RRBs in India.
7	People	The Project Manager proposed for this project by the bidder should have a relevant years of work experience and should also have experience of working with State Co-operative banks/District Co-operative banks/ Public sector banks in India	05	<ul style="list-style-type: none"> 05 marks – Minimum 12 years of total work experience with experience of work with at least 3 no. of State Coop Banks/DCCB in India and 1 no. of Public sector banks/RRB in India. 03 marks – Minimum 12 years of total work experience with experience of work with at least 1 no. of State Coop Banks/DCCB in India and 1 no. of Public sector banks/RRB in India 02 marks – Minimum 10 years of total work experience with experience of work with at least 1 no. of Public sector banks in India.
Sub Total			25	
8	Bidder's presentation	Bidder's presentation on methodology, process & proposed manpower	15	Subjective Evaluation.
Sub Total			15	
Total			100	

Note:

- Minimum qualifying score will be 70%
- The bidder is required to provide documentary evidence for each of the above criterion and the same would be required on the respective client's letter head in case of credentials.
- Only eligible bidders will be qualified for the participation in the commercial evaluation.

5 Evaluation Process

Bank shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

The decision of the Bank in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with Bank. Bank may ask for meetings with the Bidders to seek clarifications or conformation on their proposals.

Bank reserves the right to reject any or all proposals. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

5.1 Stage 1: Eligibility Evaluation

1. Bank shall open Technical Bid submitted by the bidder in Hard Copy and submitted online
2. Each of the Eligibility condition mentioned in Section 3 is MANDATORY. In case the Bidder does not meet any one of the conditions, the bidder will be disqualified.
3. Bidders would be informed of their qualification/disqualification based on the Eligibility criteria through Email and/or Phone. The Bid Security amount and the Commercial Bids will be returned to the respective disqualified Bidders.

5.2 Stage 2: Technical Evaluation

1. Bank will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Bank's discretion.
2. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 4.
3. Bidders will be asked to give demonstration of the envisaged solution to the bank as per the demo scripts which will be shared with the Bidders who qualify the Eligibility Stage.
4. Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get a Technical score of **70% or more** (prior to normalization) will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.
5. The Final Normalized technical score of the Bidder shall be calculated as follows:

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)

Example:

Bidders	Technical Score	Calculation	Normalized Technical Score
Bidder-1	88	$(88/95)*100$	92.63
Bidder-2	90	$(90/95)*100$	94.73
Bidder-3	80	$(80/95)*100$	84.21
Bidder-4	95	$(95/95)*100$	100

5.3 Stage 3: Commercial Evaluation

1. All the technically qualified bidders will be notified to participate in Commercial Bid opening process.
2. The commercial bids for the technically qualified bidders which were submitted online, will then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Bank's discretion.
3. Commercial Bids that are not meeting the RFP conditions shall be liable for rejection.
4. The Normalized commercial score of the technically qualified bidders will be calculated, while considering the Commercial quote given by each of the Bidders in the Commercial Bid as follows:

Normalized Commercial Score of a Bidder = {lowest quote / Bidders quote} X 100 (adjusted to 2 decimals)

Example:

Bidders	Commercial quote given by Bidders (in INR)	Calculation	Normalized Commercial Score
Bidder-1	110	$(110/110)*100$	100
Bidder-2	140	$(110/140)*100$	78.57
Bidder-3	160	$(110/160)*100$	68.75
Bidder-4	130	$(110/130)*100$	84.61

5. Only fixed price commercial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
6. The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.

7. Any conditional bid would be rejected
8. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - a. "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail."

5.4 Stage 4: Final score calculation through QCBS

1. The final score will be calculated through Quality and Cost selection method based with the following weight-age:

Technical: 70%

Commercial: 30%

Final Score = (0.70*Normalized Technical Score) + (0.30* Normalized Commercial Score)

Example:

Bidders	Normalized technical score	Normalized commercial score	Final Score (70:30)
Bidder-1	92.63	100	94.84
Bidder-2	94.73	78.57	89.88
Bidder-3	84.21	68.75	79.57
Bidder-4	100	84.61	95.38

The bidder with the highest Final score shall be treated as the Successful bidder.

In the above example, Bidder-4 will be treated as successful bidder.

In the event the Final scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Note: In case of a single bid is received or if a single bidder qualifies the eligibility/technical criteria, the bank at its own discretion may continue with the final selection process.

6 Scope of Work

The West Bengal State Co-operative bank limited started CBS in the year 2011 and it is using CBS solution of C-EDGE through TATA Consultancy Services in ASP model with other central co-operative banks of West Bengal, collectively termed as COOPCBS.

The West Bengal State Cooperative Bank Ltd. as a parent body of COOPCBS committee has floated the RFP for appointment of IT Consultant for the preparation of IT strategy and to provide IT Consultancy Services on retainer basis for the project management purpose for the COOPCBS project as per the scope mentioned below:

6.1 Summarized Scope of Work with Timeline

Sr.No.	Phase	Scope of Work	Duration
1	Phase I	Current State Analysis and Preparation of IT Strategy	Within first 2 months
2	Phase II	IT Consultancy on Retainer Basis for existing CBS and other allied applications Project Management	24 months
Total duration			24 months

6.2 Detailed Scope of Work

6.2.1 Phase I – Current State Analysis and Preparation of IT Strategy

- As is study of the current technology operating environment
- Mapping the Business need and vision to IT to ensure that the bank is at par with peers in the industry
- Comprehensive Gap analysis and an assessment
- Target state definition in coordination with Bank's IT team and Business functions
- IT Strategy roadmap for 3-5 years
- Investment plan for the Bank in critical business solutions for the Bank
- Define implementation roadmap and milestones

6.2.2 Phase II – IT Consultancy on Retainer Basis for existing CBS and other allied applications Project Management

The consultant is required to manage all existing IT projects of the bank which falls under the preview of COOPCBS. The consultant is expected to provide expert project management resources to hand hold the Bank throughout the entire project management life cycle for all existing technology and business projects referred by the COOPCBS committee, during the course of its engagement.

Consultant is required to perform the following scope (but not limited to) as a part of its engagement on retainer basis:

- Risk analysis and management
- Change management procedures
- Project quality management procedures
- Employ a formal project methodology on all projects undertaken with the level of detail and control scaled appropriately to the magnitude of the project effort and adhere to all

- project management processes and procedures
- Assist the Bank in closure of issues pending for resolution
- Review the resolution provided by the vendors and offer the solutions to the Bank based on the industry best practices.
- Review the progress made in the implementation of the projects
- Track customization and gaps
- Monitor closure of gaps and customizations as per delivery schedules
- Assist the bank in defining the rollout schedules.
- Provide regular updates to the steering committee and board as required by the Bank
- Participate in all technical and functional discussions relating to the projects

Note: The agreement will be executed between 'The West Bengal state Cooperative Bank limited' (WBSCB being the parent body of COOPCBS) on behalf of all the COOPCBS affiliated bank and the 'Selected bidder', to provide an expert 'Project Management' on retainer basis for all the existing technology and business projects referred by the COOPCBS committee.

6.2.3 WBSCB and/or, any of/all the banks under COOPCBS, individually or collectively may require the IT consultancy services for renewal/upgradation of CBS or any other IT related procurement activities which they may undertake during the course of the contract. The scope and commercials will be finalized separately mutually between the bank and the consultant for each of the IT related procurement. The consultant scope would primarily include the following:

- Functional and technical requirement gathering
- RFP Formulation
- Vendor evaluation and selection for each of the tenders floated by the Bank
- Assistance in Techno commercial evaluation for each of the tenders
 - Conduct technical evaluation through solution write up and Bill of material evaluation and functional evaluation including product demo
 - Present the technical and functional evaluation report to the Banks Senior management team
 - Assist the Bank in technical and functional shortlisting
 - Conduct optimization and solution fine tuning to best fit the solution need of the Bank
 - Conduct detailed commercial evaluation
 - Contract finalization and defining the service levels
- Vendor short listing and onboarding assistance

6.3 Resource Requirement

Bank desire to deploy suitable resources for completing above scope.

Onsite Resource Involvement: 1 person full time at the Head office of the West Bengal State Cooperative Bank. Needs to be the person with the relevant experience in State Co-operative bank or District Co-operative Bank in India.

The onsite resource shall be backed by the Project manager, senior resources and domain experts who shall be available in the bank on the need basis for any discussion or consultancy

as per the defined scope. The consultant is expected to factor the resource(s) requirement/availability while quoting the commercials.

Any of the DCCB which comes under COOPCBS may also require the onsite resource involvement at the respective bank. The requirement to deploy onsite resource at DCCB in addition to onsite resource deployed by the bidder at the head office will be mutually discussed with the selected bidder along with relevant commercials to be finalized and agreed separately.

All the resources proposed above should be on the rolls of the organization

7 Schedule of Payments

A) Preparation of IT strategy and providing IT consultancy services on retainer basis

Scope of Work	Criteria for releasing the payment
Phase – I: Current State Analysis and IT Strategy	<p>25% on submission of current state assessment and to be state report and acceptance by the bank</p> <p>25% on submission of comprehensive gap analysis report and acceptance by the bank</p> <p>25% on submission of draft IT strategy report</p> <p>25% on submission of final IT strategy report and acceptance by the bank</p>
Phase -II: IT consultancy on retainer basis	Amount will be paid quarterly in arrears

B) Payment terms for the Preparation of RFP, Vendor Evaluation, Selection and Contract Finalization which will be finalized based on mutual discussion between the bank and the selected bidder.

Scope of Work	Criteria for releasing the payment
IT Procurement activities Requirement gathering, RFP preparation, vendor evaluation & selection and contract finalization	<p>25% on submission of detailed functional and technical requirements and acceptance by bank</p> <p>25% on completion of RFP</p> <p>25% on final evaluation and selection of the vendor</p> <p>25% on vendor contract finalization</p>

8 TERMS AND CONDITIONS FOR SUBMISSION OF THE PROPOSAL

8.1 Preamble:

THE WEST BENGAL STATE CO-OPERATIVE BANK LTD. inviting eligible Consultancy Firm for the appointment of IT consultant on a retainer basis through RFP process.

8.2 The Bid System:

This RFP is a Two Bid system. The Bid shall consist of two parts namely Technical Bid and Commercial Bid. The Technical Bid should be uploaded as per details provided in the RFP document. In addition, the printed copy of technical bid also should be submitted at the head office. Commercial bid shall be submitted online only.

8.3 Due Date of The Bid:

The bids shall be accepted till 02:00 PM of 15th of March, 2021. Bids received/uploaded to website after 02:00 PM shall be termed as **LATE BID** and the same will not be received/ opened by the BANK.

8.4 Soft Copy of RFP Document

The soft copy of the RFP document will be made available on the bank's website. However, Bank shall not be held responsible in any way, for any errors/omissions/mistakes in the downloaded copy. The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the RFP document. The printed copy of the RFP document shall be treated as correct and final, in case of any errors in soft copy. A copy of the RFP document signed on every page has to be submitted with the Proposal submitted in response to the RFP.

8.5 Modification & Amendment of the Submitted Bids:

No modification or amendment of the bids submitted will be permitted beyond the stipulated date and time of opening of the Bid.

8.6 Right to Accept or Reject Any or All Bids:

Notwithstanding anything contained in this RFP document, the Bank reserves the right to accept or reject any Bid and to annul the Bid process and reject all bids/ Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

Further, the bids submitted may be liable to be rejected on examination on the following ground:-

- i. It is not in conformity with the instructions mentioned in this tender document.
- ii. It is not accompanied by the requisite document cost and EMD.
- iii. It is not properly/duly signed.
- iv. It is received through Telex or Telegram.
- v. It is received after expiry of the due date and time

- vi. It is incomplete including non-furnishing the required documents.
- vii. It is evasive or contains incorrect and / or false information.
- viii. There is canvassing of any kind.
- ix. It is submitted anywhere other than the concerned department.

8.7 Disqualification

The Bank reserves the right to reject any or all Application(s), if at any time a material misrepresentation is made or uncovered. This would lead to the disqualification of the Bidder.

Giving, offering or promising to give any gift, bribe or inducement, directly or indirectly, or any attempt at any such act by, or on behalf of, the Bidder towards any officer/employee of the BANK or to any other person in a position to influence any officer/ employee of the BANK for showing any favor in relation to this Bid process or award of the Project work or any other similar process/ contract, shall render the Applicant to such liability/ penalty as the BANK may deem proper, including but not limited to disqualification of Application, rejection of proposal, termination of the Agreement, imposition of penal damages and forfeiture of the Bid Security/ Bank Guarantee(s).

8.8 Amendments of the RFP:

At any time prior to the deadline for submission of the Bids, Bank may, for any reason, modify the RFP document by the issuance of addenda (the '**Addenda** or **Addendum**' as the case may be). Any Addendum thus issued will be put up on record and would be deemed to be a part of the RFP. In order to afford the Bidders a reasonable time in which to take an Addendum into account, or for any other reason, the BANK may, at its discretion, extend the due date for submitting the Bids.

8.9 Cost of the Schedule

Bidder is required to submit a Demand Draft of Rs. 11,800.00 (Rupees Eleven thousand Eight Hundred) only inclusive of GST along with the Bid as a cost towards this RFP. The DD should be in the favor of "Managing Director, The West Bengal State Co-operative Ltd.," payable at Kolkata. This is a one-time non-returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected.

The Demand Draft should be submitted along with "Technical Bid" envelope. Details of such demand draft is to be uploaded in the website

8.10 EMD:

The Bidder is required to submit EMD of Rs. 2,00,000 (Rupees Two Lacs only) in form of Demand Draft along with the "Technical Bid" envelope and details of demand draft is to be uploaded in the website. The DD should be in the favor of of "Managing Director, The West Bengal State Co-operative Ltd.," payable at Kolkata and valid for 180 days from the last date of submission of the bid. The EMD of the unsuccessful bidder will be refunded after acceptance of the order by the successful bidder.

The EMD of successful bidder will be refunded after submission of 10% performance bank guarantee as contract performance guarantee to the Bank.

The EMD submitted by the bidder will be forfeited if

1. The bidder withdraws his tender before processing of the same.
2. The bidder withdraws his tender after processing but before acceptance of "Letter of

- appointment” to be issued by the Bank.
3. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
 4. The bidder violates any of the provisions of the terms and conditions of this RFP

8.11 Contract Performance Bank Guarantee:

The successful bidder must submit a performance bank guarantee 10% of the total project cost as contract performance guarantee for entire tenure of the project, within 21 days of award of contract/ issue of LOI. The Performance Bank Guarantee shall be kept valid till 3 months after closure of the consultancy project.

In the event of the Bidder being unable to service the contract for whatever reason, Bank would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. Bank shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.

Bank shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

In case the project is delayed beyond the agreed project schedule, the performance bank guarantee shall be accordingly extended by the Bidder till completion of scope of work as mentioned in RFP

8.12 Validity:

The bidder shall keep the bid valid for a period of six months from the last date for the submission of bids.

8.13 Extension of Validity:

In case circumstances require, the Bank may request the Bidders, within the validity period of the BID, to extend the validity of the Bids for any additional periods as required.

8.14 Language of the Bid:

The Language of the Bid shall be English only

8.15 Currency of the BID:

All prices and monetary terms to be quoted in INDIAN RUPEES (INR) only.

8.16 Applicable Law and Jurisdiction of Court

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).

8.17 Terms of Payment:

The consultant's fees will be paid as the Schedule of Payment terms indicated in Section 7

8.18 Cancellation of Contract and Compensation:

The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances: -

- i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- ii. The bidder goes into liquidation voluntarily or otherwise.
- iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- v. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.

8.19 Time Schedule of the Project:

The consulting assignment to be finalized under this RFP is for a period of 24 months from the date of signing of agreement/ placement of firm order on the successful bidder by the Bank, which may be extended for a period (with separate commercials) which will be mutually agreed between the parties.

The Scope of Work to be executed within this period is as per the Scope of Works at Section 6, and other terms and conditions of the RFP, as applicable.

8.20 Submission of Bid:

The Bidder shall submit the bid in the manner prescribed hereunder: -

- i. The Bid shall consist of two parts namely Technical Bid and Commercial Bid.
- ii. The Technical Bid should be uploaded as per details provided in the RFP document. In addition, the printed copy of technical bid also should be submitted at the head office in bound form and all pages continuously and serially numbered in one lot as one document. Credentials/Workorder/Other eligibility and technical evaluation related supporting documents etc. should be submitted in the bound document and not in a loose form. Bidder must ensure that all the documents uploaded/submitted in hard copies are sealed and signed by the authorized signatory.
- iii. Commercial bid shall be submitted online only. However, the bidder is required to include the masked (without prices) commercial bid in the eligibility cum technical bid. The masked commercial bid which would be submitted as a part of the eligibility cum technical bid should contain price "XXXX" instead of actual price for all the line items. The bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not the format of the commercial bid as per Commercial bid form.
- iv. Under no circumstances the actual commercial bid (without masking) should be kept in/ uploaded with eligibility cum technical bid. The placement of hard copy/uploading of commercial bid in eligibility cum technical bid will make the bid liable for rejection. However, commercial bid with duly masked prices needs to be uploaded/placed in technical bid.

- v. The Technical Bid shall be submitted as below:-
- a) The Demand Draft of Rs. 11,800.00 (Rupees Eleven Thousand Eight Hundred) only inclusive of GST towards to the cost of the document shall be kept prominently in an envelope to be marked as COST OF DOCUMENT and to be submitted along with the Technical Bid. The details of such demand draft to be uploaded in the website
 - b) The Demand Draft of Rs. 2.00 lakh (Rupees two lakh) only as EMD shall be kept in a separate envelop prominently marked as EMD and to be submitted along with the Technical bid. The details of such demand draft to be uploaded in the website.
 - c) The Technical Bid Form as per Section 9 and all its Tables, Letters and Forms shall be filled duly along with all enclosures and documentary proof.
 - d) The Technical Bid should not have any indication of the Price Bid in any manner anywhere. If such an indication is found, the Bid shall be summarily rejected.
 - e) The Price Bid shall consist of the Price Bid Form as per Section 10 duly filled and signed by the authorized person on behalf of the Bidder.
 - f) The Price Bid shall be exclusive of all Rates and taxes as applicable.

8.21 Erasures or Alterations

The offers containing unauthenticated erasures or alterations will not be considered. Therefore, there should be no unauthenticated handwritten material, corrections or alterations in the offer. If such unauthenticated erasures or alterations are present these should be signed by the person or persons authorized for signing the bid. Any deviation may lead to the rejection of the bid.

8.22 Award of Contract:

The Banks shall issue Letter of Intent (LOI) to the Successful Bidder, and subject to fulfillment of other criteria as laid down in the RFP, shall place firm Purchase Order (PO) on the successful Bidder on acceptance of the LOI by him. The price quoted by the successful bidder shall be the Total value of the Contract. Bank will enter into an agreement with successful bidder for 24 months w.e.f. date of LOI as per duration defined in phases.

8.23 Liquidated Damages/Penalties & termination on default:

- i. The Bank shall levy penalties /liquidated damages on the Consultant to the extent of 0.5% of the total value of the Contract for delay in execution of the project for 1 month, thereafter in increment of 0.5% for each of the months up to 3 months. Thereafter, the Bank shall issue notice of termination, and cancel the contract on completion of one month of notice.
- ii. The Bank shall be in its right to terminate the Contract in case of non-performance of the consultant as per the terms of the contract, and or other conditions for termination on default as mentioned in the RFP, including termination on the grounds of insolvency etc.
- iii. However, such penalties, liquidated damages and termination shall not be invoked in case the cause of action for completion of an activity/situation is pending with the Bank such as sign off, clearances, site readiness, deployment of the Bank's resources, clearance on the procedures etc.

8.24 Force Majeure:

- i. The Consultant shall not be liable for forfeiture of its EMD, invocation of his Performance Bank Guarantee, levy of liquidated damages or termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the Contract is the result of Force Majeure.

- ii. For purposes of this Clause, "Force Majeure" means an unforeseeable event beyond the control of the Consultant and not involving the Consultant's fault or negligence. Such events shall include, but are not restricted to, acts of the Government in its sovereign capacity, earthquakes, riots, war or revolutions, fires, floods, epidemics, quarantine restricts and freight embargoes.
- iii. If a Force Majeure situation arises, the Consultant shall promptly notify the Bank in writing of such condition and the cause thereof within a period of 10(Ten) days from the date of happening of such an event requiring invocation of this force majeure clause. Unless otherwise directed by the BANK in writing, the Consultant shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performances.

8.25 Confidentiality

Information relating to evaluation and recommendations of the proposals for awarding contract shall not be disclosed to persons not officially concerned with the process, until the successful bidder is selected and notified that the contract has been awarded.

8.26 Documentation

The selected Consultant will be responsible for documenting all studies carried out for the Bank. These documentations, with version control, must be made available to the Bank for periodic inspection.

Bidder shall be allowed to retain sufficient documentation as part of their professional records to support and evidence the work performed by them. Such retention shall be subject to obligations of confidentiality mentioned herein.

8.27 Expenses:

It may be noted that BANK will not pay any amount / expenses / Charges / Fees / Travelling Expenses / Boarding expenses/ Logging Expenses / Conveyance Expenses / out of Pocket Expenses other than the agreed professional fees.

However, the consultant may be required to visit outside the Kolkata to any DCCB which comes under the COOPCBS. In such a case, travelling, lodging/ boarding, conveyance or any other related expenses will be reimbursed on actual basis. Expense eligibility will be mutually discussed between the selected bidder and the Bank.

8.28 Arbitration & Resolution of Dispute

- i. The Bank and the Consultant shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.
- ii. If, within 30 (thirty) days from the commencement of such informal negotiations, parties are unable to resolve dispute amicably, either party may approach for resolution by Arbitrator mutually agreeable to both the parties. The decision of the Arbitrator shall be final and binding on both the parties in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.
- iii. All Arbitration proceedings shall be held at Kolkata and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

8.29 Corrupt or Fraudulent practices

As per CVC directives it is required that bidder/IT consultant observes the highest standard of ethics during the selection of consultant and execution of such contracts. In pursuance of this policy;

(i) If Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and

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

The Bank will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

8.30 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

8.31 Subcontracting

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

8.32 Substitution of Project manager/ Senior Resource

During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Consultant, as the case may be, can do so only with the prior written concurrence of the Bank and by providing the replacement staff of the same level of qualifications and competence. If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments(including past payments and payment made in advance) made by the Bank to the Consultant during the course of the assignment pursuant to this RFP besides claiming an amount equal to the contract value as liquidated damages. Bank may allow any such substitution of key staff only with its written consent with similar experience & expertise.

8.33 Adherence to Standards

The Consultant should adhere to all the applicable laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. The Bank reserves the right to conduct an audit/ongoing audit of the consulting services provided by the Consultant.

The Bank reserves the right to ascertain information from the other banks and institutions to which the bidders have rendered their services for execution of similar projects.

9 TECHNICAL BID FORMS.

(Unless otherwise specified, all the forms should be on the letter head of bidder duly signed by an authorized signatory and all the forms should be submitted along with the technical bid)

9.1 Technical Bid (Cover)

To

**The Managing Director
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street
Kolkata-700069.**

Ref: - Proposal for Appointment of IT Consultant on Retainer Basis

Dear Sir,

1. Having examined the Tender Documents including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide consulting services on retainer basis in conformity with the said Tender Documents and in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to complete the project within the scheduled time lines.
3. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to the West Bengal state Co-operative Bank Ltd.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988", and or any other law concerning this in force in India.
6. We agree that the West Bengal State Co-operative Bank Ltd. is not bound to accept the lowest Bid or any Bid, or the Bank may reject all bids.
7. We have not been barred/ blacklisted by any regulatory / statutory authority.

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.2 Technical Bid Main Form:

S. No.	Description	Details (to be filled by the Applicant)
1	Name of the company	
2	Official address	
3	Details of contact person(s)	
4	Phone No. and Fax No.	
5	Corporate Headquarters Address	
6	Phone No. and Fax No.	
7	E-Mail address	
8	Web Site Address	
9	Goods and Services Tax (GST) Registration No. (Documentary Proof Attached)	
10	Permanent Account Number (PAN) Photocopy of PAN Card to be enclosed	
11	Annual Turnover: 2017-18 2018-19 2019-20	
12	Profit After Tax for the Financial Year: 2017-18 2018-19 2019-20	

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.3 Resource Commitment & Deployment

1. Proposed Team Profile

Sl. No.	Name of Personnel	Proposed position	Domain of expertise	No. of years of Industry standard experience	Reference to Page no. of his/ her CV as per Clause

2.Resources exposure in State Co-operative / District Co-operative Banks

Sl. No.	Name of Personnel	State / District Co-operative Banks Name where worked	Contact details of State / District Co-op. Bank	Worked under which organization

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.4 Curriculum Vitae (CV) of proposed team members

Bidder shall provide CV for all the members of the project team that shall be deployed on the project.

1.	Proposed Position	
2.	Name of the Personnel:	
3.	Current Position and designation in the firm:	
4.	Overall Industry Experience	
5.	Nationality	
6.	Language Proficiency	
7.	Academic and Professional Qualifications	
8.	Experience (if any) in the State Co-operative banks / District Co-operative banks in India	
9.	Employment Record: (Starting with present position, list in reverse order)	
10.	Work(s) undertaken that best illustrates capability to handle the tasks assigned:	

9.5 Self-Declaration for Non-Blacklisting

To

**The Managing Director
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street
Kolkata-700069.**

Dear Sir,

Ref: - Proposal for Appointment of IT Consultant on Retainer Basis

We hereby Confirm to the best of our knowledge and belief as on date, that _____ has not been blacklisted by any Govt. Department/ PSU/ PSE or banks or the Firm is otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/ performed and conduct has been questioned by any authority, which may lead to legal action.

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.6 Self-Declaration

To

**The Managing Director
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street
Kolkata-700069.**

Dear Sir,

Ref: - Proposal for Appointment of IT Consultant on Retainer Basis

We hereby Confirm that we _____ wants to participate for the RFP for appointment of IT consultant on retainer basis for the West Bengal State Cooperative Bank Limited and not as a implementers / solution providers / partners / system integrators for implementation of any of the applications in the Bank.

We hereby also confirm you that if we _____ is selected as a Consultant for this RFP. Ref. No. _____ dated _____, then we will not be eligible for participation for the next phase i.e. implementation of any RFP/project.

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.7 Confirmation to Eligibility Criteria

Sl. No.	Eligibility Criteria	Document's Required	Compliance (Yes/No) along with details of supporting documents submitted.
I	The Bidder should be a registered company under the relevant Companies Act or registered Partnership Firm or Limited Liability Partnership Firm under the relevant Partnership Act	Adequate documentation like registration, certificate of incorporation, Article / Memorandum of association, Partnership deed, LLP Certificate etc.	
II	Bidder should be in existence for five years as on the date of the RFP. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Adequate documentation like registration, certificate of incorporation, Partnership deed, Article / Memorandum of association etc. PAN, Name change and date of establishment docs, ROC document	
III	Should have made profits after taxes for the last three financial years i.e. 2017-18, 2018-19, and 2019-20.	Copy of the audited balance sheet of the company for the consecutive last three financial years (2017-18, 2018-19, and 2019-20) should be submitted.	
IV	The Bidder should have a minimum annual turnover of Rs. 100 Crores per year from the consultancy service business during the last three financial years (i.e. 2017-18, 2018-19, and 2019-20).	Copy of the audited balance sheet of the company for the consecutive last three financial years (2017-18, 2018-19, and 2019-20) should be submitted.	
V	Bidder should not have been Blacklisted by (the Central / any of the State Governments or any Financial Institutions in India as on date of RFP submission) any Bank/Institution in India.	Self-declaration to this effect should be submitted in format provided under section 9.5	
VI	Should have prior experience in performing end to end consultancy services comprising Current state assessment, IT policy, IT strategy, vendor evaluation and selection for Core	Credential letter / experience certificates/ copy of purchase order or work order or notification of award/ copy of engagement contract	

Sl. No.	Eligibility Criteria	Document's Required	Compliance (Yes/No) along with details of supporting documents submitted.
	Banking, Anti Money Laundering, Mobile banking with IMPS, DC-DR Infrastructure including network and security component and project management for at least 2 (two) nos. of banks in India.	from State Co-op Banks / District Co-operative banks / scheduled commercial banks in India.	
VII	The bidder's people profile should have exposure in State Co-operative Banks and/or District Co-op Bank environment working experience. The resources should have provided service as consultancy/project management.	Details of resources to be provided in "Resource commitment & Deployment" form under Section 9.3. (Bank will verify)	
VIII	In order to avoid conflict of interest, Bidder should not be implementers / solution providers / partners / system integrators for implementation of any of the applications in the Bank. (The bidder should submit a letter of undertaking to this effect)	Self-declaration should be submitted duly signed by the Authorised signatory in a format provided under Section 9.6	
IX	Bidder should be individual organization. Consortium is not allowed	Self-declaration should be submitted duly signed by the Authorised signatory	
X	The bidder should have office in Kolkata, west Bengal	Declaration on details of office address and contact details or Shops and Establishment Certificate / Trade License with relevant details.	

The relevant documents/certificates/proof of experience etc. are submitted/uploaded as an evidence.

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.8 Confirmation to Technical Evaluation Criteria.

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology	Bidder Credential List / Resource List
1	Credentials	Should have prior experience in performing consultancy services comprising of IT strategy formulation, vendor evaluation and selection/renewal of CBS vendor	15	<ul style="list-style-type: none"> 15 marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India 10 Marks- if the criteria are met for at least <ul style="list-style-type: none"> C) 2 (Two) State Co-operative bank / District Co-op Bank and D) 2 (Two) Public Sector Banks/RRBs in India 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India 	
2	Credentials	Should have experience in study of banking system of a large Bank and issuance of RFP, vendor evaluation and onboarding for mobile banking, anti-money laundering (AML), DC/DR refreshment/up gradation and supervision of implementation	15	<ul style="list-style-type: none"> 15 marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India 	

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology	Bidder Credential List / Resource List
				<ul style="list-style-type: none"> • 10 Marks- if the criteria are met for at least <ul style="list-style-type: none"> C) 2 (two) State Co-operative bank / District Co-op Bank and D) 2 (two) Public Sector Banks/RRBs in India • 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India 	
3	Credentials	Should have prior experience in providing consultancy services for review and design of IT infrastructure or network architecture or security architecture or testing for banks in India	15	<ul style="list-style-type: none"> • 15 marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India • 10 Marks- if the criteria are met for at least <ul style="list-style-type: none"> C) 2 (Two) State Co-operative bank / District Co-op Bank and D) 2 (Two) Public Sector Banks/RRBs in India • 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India 	

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology	Bidder Credential List / Resource List
4	Credentials	Should have the experience of providing advisory services like project management of core banking for a bank and experience in handling multiple systems integration with CBS	15	<ul style="list-style-type: none"> 15 marks- if the criteria are met for at least <ul style="list-style-type: none"> A) 3 (three) number in combination with State Co-operative Bank and District Co-op Banks and B) 2 (two) Public Sector Banks/RRBs, in India 10 Marks- if the criteria are met for at least <ul style="list-style-type: none"> C) 2 (Two) State Co-operative bank / District Co-op Bank and D) 2 (Two) Public Sector Banks/RRBs in India 07 marks- if the criteria is met for 2 Public Sector Banks/RRBs in India 	
Sub Total			60		
	The bidder should have a pool of resources in the fields of work mentioned below. The resources should have worked in the respective areas for at least one State Co-operative Bank or District Central Co-operative Bank (DCCB) in India and should be with the firm for a period of at least one year. The areas of expertise are:				
5	People	Core Banking, Current State Assessment & Gap Analysis and IT strategy.	10	<ul style="list-style-type: none"> 10 marks – Minimum 4 resource each having experience in at least 3 no. of State Coop Banks/DCCB in India. 07 marks – Minimum 3 	

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology	Bidder Credential List / Resource List
				<p>resource each having experience in at least 1 no. of State Coop Banks/DCCB in India and 2 no. of Public sector banks/RRBs in India.</p> <ul style="list-style-type: none"> • 05 marks - 2 resource each having experience in at least 2 no. of Public sector banks/RRBs in India. 	
6	People	Vendor evaluation, onboarding & Project management of core banking solution, mobile banking, DC/DR refreshment/up gradation	10	<ul style="list-style-type: none"> • 10 marks – Minimum 4 resource each having experience in at least 3 no. of State Coop Banks/DCCB in India. • 07 marks – Minimum 3 resource each having experience in at least 1 no. of State Coop Banks/DCCB in India and 2 no. of Public sector banks/RRBs in India. • 05 marks - 2 resource each having experience in at least 2 no. of Public sector banks/RRBs in India. 	
7	People	The Project Manager proposed for this project by the bidder should have a	05	<ul style="list-style-type: none"> • 05 marks – Minimum 12 years of total work experience with experience of work with at least 3 no. of 	

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Scoring Methodology	Bidder Credential List / Resource List
		relevant years of work experience and should also have experience of working with State Co-operative banks/District Co-operative banks/ Public sector banks in India		<p>State Coop Banks/DCCB in India and 1 no. of Public sector banks/RRB in India.</p> <ul style="list-style-type: none"> • 03 marks – Minimum 12 years of total work experience with experience of work with at least 1 no. of State Coop Banks/DCCB in India and 1 no. of Public sector banks/RRB in India • 02 marks – Minimum 10 years of total work experience with experience of work with at least 1 no. of Public sector banks in India. 	
Sub Total			25		
8	Bidder's presentation	Bidder's presentation on methodology, process & proposed manpower	15	Subjective Evaluation.	
Sub Total			15		
Total			100		

The relevant documents/certificates/proof of experience etc. are submitted/uploaded as an evidence.

Authorized Signatory
Designation:

Company:
Stamps:

Date:

9.9 Checklist for Technical Bid

S. No.	Checklist Items	Bidder's Response (Yes/ No)
1.	RFP Document Fees	
2.	Earnest Money Deposit (EMD)	
3.	Power of Attorney in the Name of Authorized Signatory	
4.	Goods and Services Tax (GST) Registration	
5.	Permanent Account Number (PAN)	
6.	Registration certificate, Certificate of incorporation, Article / Memorandum of association, Partnership deed, LLP Certificate etc.	
7.	Audited balance sheet of the company for the consecutive last three financial years (2017-18, 2018-19, and 2019-20)	
8.	Technical Bid (Cover) as per Section 9.1	
9.	Technical Bid main Form as per Section 9.2	
10.	Details of resources in "Resource commitment & Deployment" form as per Section 9.3.	
11.	CV of proposed team members as per section 9.4	
12.	Self-Declaration for Non-Blacklisting as per Section 9.5	
13.	Self-Declaration as per Section 9.6	
14.	Self-Declaration for not forming a consortium	
15.	Declaration on details of office address and contact details or Shops and Establishment Certificate	
16.	Credential letter / experience certificates/ copy of purchase order or work order or notification of award/ copy of engagement contract	
17.	Confirmation to Eligibility Criteria as per Section 9.7	
18.	Confirmation to Technical Evaluation Criteria as per Section 9.8	
19.	Masked Commercial Bid	

10 COMMERCIAL BID FORMS

(Unless otherwise specified, all the forms should be on the letter head of bidder duly signed by an authorized signatory)

10.1 Commercial Bid Cover Letter

(To be submitted online only)

To

**The Managing Director
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street
Kolkata-700069.**

Ref: - Proposal for Appointment of IT Consultant on Retainer Basis

Dear Sir,

1. Having examined the Tender Documents including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer our best commercial rates to provide IT consulting services on retainer basis in conformity with the said Tender Documents and in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to complete the project within the scheduled timelines.
3. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to the West Bengal Central Co-operative Bank Ltd.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We agree that the West Bengal State Co-operative Bank Ltd. is not bound to accept the lowest Bid or any Bid, or the BANK may reject all bids.

Authorized Signatory
Designation:

Company:
Stamps:

Date:

10.2 Commercial Bid Form:

(Commercial bid shall be submitted online only. However, the bidder is required to include the masked (without prices) commercial bid in the eligibility cum technical bid)

- The commercial bid should contain the total project cost.
- The Project location is WBSCB head office, Kolkata. Bank will not provide any reimbursement for travelling, lodging/ boarding, local conveyance or any other related expenses.
- The consultant may also be required to visit outside the Kolkata to any DCCB which comes under the COOPCBS. Travelling, lodging/ boarding, conveyance or any other related expenses will be reimbursed on actual basis. Expense eligibility will be mutually discussed between the selected bidder and the Bank.
- The bidder has to quote for the fees based on the scope of work outlined in Scope of Work. All commercials quoted shall be exclusive of taxes.

Table A: Total Cost of Project

Scope of Work	Deliverables	Amount (in Rs.)
Phase - I	Current State Assessment and IT Strategy	
Phase -II	IT Consultancy on Retainer Basis for existing CBS and other allied applications Project Management	
Total Cost (Phase I + Phase II)		

Rupees Only

TERMS AND CONDITIONS ON COMMERCIAL PROPOSAL

- 1) The above quoted fee is the lump sum (fixed price) amount and any add on in any form will not be payable by the Bank for whatsoever reason.
- 2) The **FEE EXCLUDES ALL TAXES, DUTIES, LEVIES, GST** etc.
- 3) The fee also includes the cost of deliverables for all the phases of the Project.
- 4) The BANK will deduct the tax at source, if any, as per the law of the land.
- 5) Further, we confirm that we will abide by all the terms and conditions contained in the Request for Proposal document.
- 6) The technically eligible bidders has to participate in the commercial evaluation process.

Authorized Signatory

Designation:
Company:
Stamps:
Date: