

1. Basic information

1.1 Expression of Interest (EOI) Number: **WBSCB/API/1.1**

1.2 Project Title: **Selection of Service Provider For PACS Operations Integrated With CBS of CFAs Though API Developed By M/s. TCS**

Applications are invited from eligible Service Providers expressing interest to work at PACS in West Bengal affiliated to DCCBs / CCBs through API as mentioned above.

1.3 Broad Areas of Operations:

- i) All the activities of respective PACS will be managed by computerising them implementing their proprietary solutions
- ii) All the periodical reports, returns etc. will be generated by the system only
- iii) All reconciliation of transactions will be done by them
- iv) All standard accounting norms and procedures will be followed by the system installed at PACS

1.4 Recipient: Information and contact details

Name of Institution: The West Bengal State Cooperative Bank Ltd.
Application To Be Addressed To: The Managing Director, The West Bengal State Cooperative Bank Ltd.
Email: wbscb.farmcredit@gmail.com
Telephone number: 8777318221

2. Overall objective(s)

With an aim to extend banking services in rural areas, the state government has decided to develop deposit mobilising Primary Agriculture Cooperative Sector (PACS) as Customer Service Points (CSP), based on the recommendations by a State-level monitoring panel. As recommended, this initiative to upgrade the PACS has to be taken up by the District Central Cooperative Banks and the SCB by digitally connecting the CSPs with the Core Banking Solution (CBS) of Cooperative Banks. Under COOPSCBS2010, all 16 Central Cooperative Banks, except Burdwan Central Cooperative Bank Ltd, and The West Bengal State Cooperative Bank Ltd. are operating with Core Banking Solution managed by M/s. TCS as Application Service Provider. But, different PACS are either using manual ledgers or offline packages from different local vendors for maintaining their members' accounts. As directed by the Government, the activities of PACS are to be digitally connected to CBS of Cooperative Banks. Some PACS are already using the M/s. TCS software for running their all activities and connected with CBS of respective

Cooperative Banks. The rest PACS need to use the M/s. TCS developed Application Program Interface (API) integrating with CBS for their payment solution. For the purpose, the interested service provider to work in those PACS implementing their proprietary solution and to integrate the PACS activities with CBS of respective Cooperative Banks using the said API need to express their interest submitting the applications as per the format given in Annexure – I in sealed cover. The application form may be downloaded from the website.

3. Selection Procedure – On the scheduled date, all the submissions will be opened and the entrusted committee will select and enlist the eligible service providers for the job. The selected vendor's list will be available with all the PACS and individual PACS will have the freedom to select the service provider out of the list with whom it likes to work as partner.

4. Pre-submission Meeting: 11.12.2019 at 12:00 hrs at the Head Office, The West Bengal State Cooperative Bank Ltd., 24A, Waterloo Street, Kolkata - 700069

5. Contact Details for general query: Shri Prasenjit Maity, General Manager (IDD), The WBSCB Ltd., M: 8777318221, e-mail: gm.idd@wbstcb.com

6. Contact Details for technical query: Shri Tapan Mitra, IT Consultant, The WBSCB Ltd., M: 7044338440, e-mail: itconsultant@wbstcb.com

7. Last Date and Time For Submission of Application in Sealed Cover:

Date : 23.12.2019

Time: 03:00 P.M. (15:00 hours)

8. Address For Submission: 3rd Floor, The West Bengal State Cooperative Bank Ltd,
24A, Waterloo Street, Kolkata - 700069

9. Suggestions / notes for potential partners

- i. All the service providers are requested to read carefully the selection criteria before submitting the application. Application of such vendor not fulfilling even a single criterion will be outright rejected.
- ii. All declaration, statements mentioned in the application related to eligibility must be supported by valid document(s).
- iii. Selection of vendors for enlisting does not guarantee for award of assignment.
- i. The notification guidelines and application form will be available on our website 'www.wbstcb.com'.

10. Exit Option and Contract Re-Negotiation

PACS / CFAS / WBSCB reserves the right to cancel the contract of implementation, when awarded, in the event of happening one or more of the following Conditions:

- ✓ Failure of the successful Vendor to accept the contract within 10 days of receipt of contract;
- ✓ Delay in completing installation / implementation and acceptance tests / maintenance, checks beyond the specified periods;
- ✓ Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of PACS / CFAS / WBSCB.
- ✓ In addition to the cancellation of contract, PACS / CFAS / WBSCB reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Vendor.
- ✓ In the event the Vendor is declared insolvent, receiver is appointed in respect of its business, assets or properties, insolvency or winding-up proceedings (voluntary or compulsory) are initiated, or enter into any composition with its creditors or ceases or threatens to cease to carry on the Business.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the facilities management services. PACS / CFAs / The WBSCB Ltd. shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

PACS / CFAs / The WBSCB Ltd. and the Vendor shall together prepare the Reverse Transition Plan. However, PACS / CFAs / The WBSCB Ltd. shall have the sole decision to ascertain whether such Plan has been complied with.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Service Provider to PACS / CFAs / The WBSCB Ltd. or its designee to ensure smooth handover and transitioning of PACS / CFAs / The WBSCB Ltd. deliverables, maintenance and facility management.

12. All disputes will be under the appropriate jurisdiction at Kolkata.

12. Right to modification, amendments, alterations, cancellation of this EOI:

The West Bengal State Cooperative Bank Ltd. (WBSCB) has the exclusive right to cancel, modify, alter, extend, cancel of this EOI process wholly or part of it any time before, on or after the due date of submission without sighting any reason to any person or any organization. Decision of WBSCB is exclusive and final without any obligation to anyone.

The Managing Director,
The West Bengal State Cooperative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700007

Dear Sir,

EXPRESSION OF INTEREST

In response to your advertisement dt. 29.11.2019 in the _____, we express our interest to be enlisted as the Service Provider for PACS. We undertake to work in PACS implementing our proprietary computerized solution integrating with CBS of corresponding Cooperative Banks using API of M/s. TCS.

2. We hereby provide our required details in the format below:

Sl. No.	General Criteria	Responses From The Interested Vendor	Documents To Be Attached
1	Company should be a Government Organization / PSU / PSE / partnership firm / limited / Private limited / LLP Company under Indian Laws (preferably be a Private or Public Ltd Company).		Relevant document(s) / registration certificate(s)
2	Company should be in existence for five years as on the date of the RFP		Proof of date of incorporation
3	Company should have a valid Trade License & GST Registration Number.		Trade License & GST Registration Certificate
4	Company should have sufficiently qualified technical persons in their pay roll (at least 10 engineering degree holders and 10 qualified field support technical staffs) and adequate support technical personnel to supervise at different PACS-end throughout West Bengal.		List of all personnel mentioned with their experiences. WBSCB has the right to verify the list particulars anytime.
5	Should have experience in selling and maintenance of application software in the PACS market for at least 3 years or more		Letter / certificate from the PACS in this regard.
6	Should have a turnover of 1 Cr. (Rupees 1 Crore only) and above and profit-making organization for last 3 Financial Years		Copy of the audited balance sheets for last 5 fy years.

Sl. No.	General Criteria	Responses From The Interested Vendor	Documents To Be Attached
7	Company should have ISO 9001:2015 certification or similar certification		Related certificate copy.
8	Should possess the Intellectual Property Rights of the Software developed by them		Copy of the patent right
9	Company must have the credential for functioning in API environment in Bank		Letter / certificate from the PACS / Financial Institution(s) in this regard.
10	Company should have its own DC & DR		Site name and address
11	Should have PF & ESI Registration		Related certificates
12	Should have a permanent Development Centre in West Bengal		Full address and contact details.
13	Should have a permanent Support Centre in West Bengal and preferably in the district(s), where application will be installed and should have a permanent representative thereat.		Full addresses and contact details of the representative posted thereat.
14	The firm has to submit a declaration that it was never been blacklisted / barred / disqualified by any regulator / statutory body in India in the past.		Declaration on Company letterhead signed by the Appropriate Authority
15	Vendor must be ready to sign an agreement with the PACS (Format to be finalized by the Bank / Govt of West Bengal) where it have to be clearly written that if PACS wants to change the software, vendor will be providing data in Excel / Flat File to the PACS free of cost. There must be Termination & Exit Clause of the Company with PACS.		Declaration as desired on Company letterhead signed by the Appropriate Authority.
16	The Company should be ready to share Back up data to the PACS within the stipulated time frame.		Declaration on Company letterhead signed by the Appropriate Authority

Sl. No.	Application Software Criteria	Responses From The Interested Vendor	Documents To Be Attached
1	Solution to be hosted in Tier III or Tier IV Data Centre and & Data Recovery Centre and same should be hosted in India		Full address with all particulars.
2	For connectivity & security from client site proper User Id and password enabled VPN service / Static IP based connectivity is a must		Letter confirming the same.
3	Software should not be opened from unauthorized machine and / or mobile		Confirmation letter.

Sl. No.	Application Software Criteria	Responses From The Interested Vendor	Documents To Be Attached
4	Software should have at least 50 installations at individual PACS in West Bengal and running successfully thereat. Necessary completion certificate needs to be submitted		Necessary completion certificate needs to be submitted
5	Software should be according to Common Accounting System (CAS) & few PACS must have completed audit with using this software		Confirmation letter from few PACS providing all particulars.
6	Must adhere to the Software Security System as per standard security guidelines prevailing in the industry.		Necessary certificate from appropriate authority.
7	Selected software vendor(s) would ensure submission of half-yearly system audit certificate		Confirmation letter on Company letterhead signed by the AA.
8	Application Software should have all the required modules, like -		
i	Banking with all delivery modules		
ii	Member Module		
iii	Share Module		
iv	Deposit Module		
v	Loan & Advance Module		
vi	Borrowing Module		
vii	KCC Loan Module including Interest Subsidy / Subventions System		
viii	NPA Management Module		
ix	SHG Module		
x	Investment module		
xi	Trading Module		
xii	Fixed Asset Module		
xiii	Income & Expenditure Module		
xiv	KYC Module		
xv	GST Module		
xvi	Cold Storage Module		
xvii	MDTW		
xviii	Custom Hiring Centre		
xix	Different Activities of PACS as MSC		
xx	Accounts and Finance according to CAS & MIS		
xxi	SMS Alert Service		
xxii	NEFT /RTGS service		
xxiii	HR Module/Payroll Module		
xxiv	Audit Module as per Regulator's guideline		

Note: All the above declarations must be supported by valid documents to the exclusive satisfaction of the committee members.

We, the undersigned, certify to the best of our knowledge and belief:

- We have read the advertisement, including scope of work, for this assignment.
- None of the company members or any of its experts prepared the scope of work for this activity.
- We confirm that the project references submitted as part of this EOI accurately reflect the experience of the specified company/consortium.
- None of the company members has ever been convicted of an integrity-related offense or crime related to theft, corruption, fraud, collusion or coercion.
- We understand that it is our obligation to notify WBSCB if any member of the company becomes ineligible to work with WBSCB, CFAs, PACS or be convicted of an integrity-related offense or crime as described above.
- We understand that any misrepresentations that knowingly or recklessly mislead, or attempt to mislead may lead to the automatic rejection of the proposal or cancellation of the contract, if awarded, and may result in further remedial action.
- We confirm our availability to commence work on the indicative commencement date to be specified after enlisting notice for this assignment.

Date:

Place:

Authorized Signature

Designation & Seal of The Company