

Request for Proposal

For

**“Supply, Installation, Testing, Commissioning &
Maintenance of Printers & UV Scanners”**



The Municipal Co-operative Bank Ltd., Mumbai

Head Office, 245, P.D'mello Road, Fort, Mumbai – 400001

RFP Reference No:

RFP Notification

<i>Information</i>	<i>Details</i>
<u>Introduction</u>	
Name of Organization	The Municipal Co-operative Bank Ltd., Mumbai
Name of Assignment	Request for Proposal For “Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners”
Date of Issue	03/08/2026
RFP Cost	Rs.1,180/- (including GST)
EMD	Rs. 20,000/- (Twenty Thousand Rupees Only)
Account Details for Tender Fees & EMD	Account Name: Tender Fees and EMD Amount Current Account A/c No: 301000017325974 Bank Name: The Municipal Co-operative Bank Limited, Mumbai IFS Code: MUBL0000001 Branch: Fort, Mumbai.
Last Date of Sale of Tender	12/08/2026 up to 5:00 pm
Preparation of Bids	
Language of Bid	English
Bid Validity Period	180 Days
Contact Person for clarification of Queries	Mr. Surendra Chavan I/c Asst. General Manager mcb.itcell@mcbmumbai.com 022-22717852
<u>Submission and Opening of Bids</u>	
Last Date of Technical & Commercial Bid Submission	12/08/2026 up to 5:00 pm
Date of Commercial Bid Opening	Will be communicated to the Technically Qualified Bidders
Address for Technical & Commercial Bid Submission	The General Manager The Municipal Co-operative Bank Ltd., Head Office, 245, P.D’mello Road, Fort, Mumbai – 400001.

About The Municipal co-operative Bank Ltd. Mumbai

The Municipal Co-operative Bank Ltd. Mumbai, established as a Co-operative Bank having 21 Branches, and Head office within jurisdiction of Greater Mumbai.

As of 31/03/2025 Bank has deposit of Rs. 438455 Lakhs and Advances of Rs. 312321 Lakhs and has License based Core Banking implemented across all its Branches from M/s Finacus Solutions Pvt. Ltd. Bank has hosted Data centre at M/s Yotta Data Centre Panvel and DR at Noida with hosted services.

At present the Bank has fully computerized environment with successfully running CBS (Core Banking Solution). The bank is direct member of NFS and is live on Rupay ATM, POS ECOM and UPI services. Having own setup of RTGS/NEFT & all other Software's/Programmes/Application & modules as required for smooth running of the Bank.

The Municipal Co-operative Bank invites sealed bids from eligible, reputed vendors for the Supply, Installation, Testing, Commissioning and Maintenance of Printers and UV Scanners for its 21 branches & head office.

This RFP outlines the requirements and terms & conditions under which vendors shall submit their technical and commercial proposals.

The bidder shall provide **3 years of comprehensive on-site warranty & support. The bidder must take back to back support from the OEM for** Passbook Printer, LaserJet Printer & UV Scanner **and a certificate from OEM must be submitted to indicate the proof of providing the support.**

III. INSTRUCTIONS TO THE BIDDER'S

The Instructions which are required for participating in this RFP are defined below for the guidance of bidder(s).

- 1) The bidder is required to submit the **Technical Bid** and **Commercial Bid Separately in two different sealed envelopes**. Sequential page numbering should be marked on all the pages of the bid submitted (including supporting documents). The sealed envelopes containing the Technical Bid and Commercial Bid should be duly superscripted as 'Technical Bid' and 'Commercial Bid' respectively for easy identification. The Demand Draft/Online Transfer Receipt pertaining to EMD amount of Rs. 20,000/- (Twenty Thousand Rupees) should be submitted with the Technical Bid. Both the envelopes should be placed together in a bigger envelop super scribed as "RFP for Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners".

2) Include the following along with the Technical Proposal:

- Covering letter (as per Annexure B)
- EMD of Rs. 20,000/- & Tender Fee Receipt.
- Company profile, Company Financials, Registration Documents, Work Orders.
- Detailed Proposal
- Reference projects
- Annexure D: Details of the Bidder
- Annexure E: Compliance to Eligibility
- Annexure F - Details of Track Record (Past Installations)
- Annexure G - Details of Service Centres
- Annexure H – Manufacturer’s Authorization Form (MAF)

3) Include the following along with the Commercial Proposal:

- Covering letter (as per Annexure C)
- Commercial Proposal (as per Annexure A).

- 4) The Sealed Tender including separate Technical & Commercial Bids, duly super scribed as, “RFP for Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners”, should be addressed to The General Manager, The Municipal Co-operative Bank Ltd., Mumbai and sent to the Bank’s address given below either by registered post/speed post/or by dropping in the tender box placed at Head Office of the Bank & should reach on or before 5.00 PM on 12/08/2026.

Address for Communication:

The General Manager
The Municipal Co-operative Bank Limited
Head Office, 245, P.D’mello Road, Fort,
Mumbai – 400001.

Tenders received after the stipulated date and time shall not be considered. Bank shall not be liable for any postal delays what so ever and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason. The Proposals will be opened at stipulated time in presence of committee members. Proposal which is received after the date and time specified are liable to be rejected.

- 5) Proposal containing overwriting, additions, alterations, erasures, obliteration and other defects are liable to be rejected. All corrections made by the bidder should be properly attested by the bidder. If the bidder(s) want to specify any special conditions or furnish any additional information by way of clarifications, amplifications etc., they

may do so in a covering letter only and in no case make any alterations or corrections in the Proposal documents.

- 6) The bidder(s) shall sign every page of Proposal document and submit the Proposal document intact. If the Proposal is filled by a firm in partnership, it shall signed by all the partners of the firm. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany with the Proposal. If the Proposal is signed under a power of attorney for the firm, a certified copy of the power of attorney shall accompany with the Proposal.
- 7) The bidder shall quote for all items of price mentioned in **Annexure-A**. The value quoted shall be in whole numbers and not in fraction. Wherever there is difference between the rates quoted in figures and in words, the rates quoted in words only will prevail.
- 8) The bidder(s) shall also send attested Photocopies of documents like Company Profile, certificate of incorporation, GST Number, PAN Number, Experience Certificates of Relevant work, Balance Sheet & Profit-Loss Statement of last 3 Years along with the Proposal. However, the Bank may demand production of all the original document as may be considered necessary.
- 9) **Minimum Eligibility Criteria for the Bidder:**
 - a) The Company should be a "Authorized Service Provider for the Printer/Scanner of the make offered" as on date and shall submit copy of Certification given by OEM.
 - b) The Bidder submitting the offers should be a Registered Public/Pvt Ltd Company. The Company should be in sound financial condition as judged by the Bank. A copy of the immediate previous three financial years audited balance sheets and profit & loss account must be submitted along with the offer.
 - c) The Bidder Turnover shall be minimum Rs. 25 Lakhs per year during the last 3 years.
 - d) The Bidder must have experience in Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners in at least 3 Public/Pvt/Co-op Banks.
 - e) The Companies /bidder(s) banned or blacklisted by Banks/Govt. Institutions in India will not be eligible to participate. An undertaking to this effect signed by authorized signatory has to be submitted.
 - f) The company shall be having support services at Mumbai.
 - g) The Original Equipment Manufacturer (OEM) shall also submit through the authorised dealer participating in the tender process that they shall honour the

warranty / Annual Maintenance commitments independent of continuation of the ASP arrangement with the authorised dealer, through the other ASP partners or directly.

- 10) VALIDITY:** The bidder(s) shall keep their offer open for minimum period of 180 days, from date of opening of Proposal, as indicated in “Instructions to Bidders”, within which period bidder(s) cannot withdraw his offer, subject to period being extended further, as required by mutual agreement from time to time. Any contravention of the above condition will render the bidder(s) liable for forfeiture of entire amount of Earnest Money Deposit.
- 11)** The bidder(s) should not stipulate any contrary special conditions, while submitting his Proposal. In such an eventuality, Bank reserves the right to summarily reject such Proposal(s) without assigning any reason whatsoever. The bidder(s) should submit the Proposal in conformity with given RFP conditions and specifications. Technical deviation to be properly explained in deviation statement.
- 12)** The successful bidder shall be required to execute an Service Level Agreement & Non-Disclosure Agreement with Bank.
- 13)** Bidder must comply with all applicable Labour and Employee welfare laws of Govt. of India.
- 14)** Non-compliance with any of the conditions set forth in these RFP documents is liable to result in the contract being terminated.
- 15)** The authority for acceptance of the bid will rest with the Bank, which does not bind itself to accept the lowest or any other Proposal nor does it undertake to assign reasons for declining to consider any particular Proposal.
- 16)** Disputes, if any, that may arise during the signing of the contract; the decision of Competent Authority of BANK will be final and binding to the bidder.
- 17)** Before Submitting a Proposal, the bidder will be deemed to have satisfied himself by actual inspection of the site and requirements of the bank regarding supply of Printers & scanners, that all problems liable to be encountered during the execution of the work are taken into account and that the rates he enters in the Proposal schedule are adequate, all-inclusive for completion of works so as to the entire satisfaction of the Bank.
- 18)** Both, Technical & Commercial Proposal received will be opened in presence of the GP committee members of Bank.

19) The bidder whose Proposal is accepted shall be required to be present at the Head office of The Municipal Co-operative Bank Ltd., Mumbai as the case may be in person or a duly authorized representative to accept purchase order issued by Bank within 7 days after receipt mail issued by the Bank. Failure to do so shall constitute a break of agreement effected by the acceptance of the Proposal in which case, the full value of the earnest money accompanying the Proposal shall stand forfeited without prejudice to any other rights or remedies.

20) In the event of any bidder, whose Proposal is accepted, refuse to execute the contract document as herein before provided, the Bank may determine that such Bidder has abandoned the contract and thereupon his Proposal and acceptance thereof shall be treated as cancelled.

21) The Proposal shall be submitted in the prescribed form only.

22) Scope of Work

The selected vendor shall:

- Supply, deliver, install, test and commission the printers and UV scanners at the identified 23 locations of the Bank.
- Configure the devices to work with existing Core Banking System and other bank applications, wherever required.
- Provide user training (basic operations and troubleshooting) to branch staff.
- Provide comprehensive 3 years warranty and post-warranty Annual Maintenance Contract (AMC) services, including preventive and corrective maintenance at no additional cost.
- Ensure availability of spare parts, consumables (ribbons/toners/drums), and prompt service support throughout the contract period.
- Vendor shall provide all the cables, connectors, accessories required for installation.
- **Inter-working with the existing Hardware & Software**
The vendor must do the configuration of the Printers & Scanners as per the scope given by the Bank.

Bill of Material:

Sr.	Description	Quantity
1	Passbook Printer – Epson PLQ-35 or equivalent	23
2	Laser Printer – HP LaserJet pro MFP 126nw plus	30
3	CTS Cheque UV Scanner – Canon CR 120 or equivalent	22

Actual quantities may be increased or decreased at the Bank's discretion at the time of purchase order issuance.

Technical Specifications**A. Passbook Printer – Epson PLQ-35 or Equivalent**

The offered passbook printer shall be equivalent or superior to Epson PLQ-35 series passbook printers.

Key minimum specifications:

Parameter	Minimum Requirement
Printer Technology	24-Pin Flatbed Impact Dot Matrix Passbook Printer
Print Method	Serial Impact Dot Matrix
Print Colour	Monochrome
Print Speed	Minimum 400 cps (High Speed Draft), 133 cps (LQ) or better
Print Resolution	Minimum 360 × 180 dpi or equivalent
Print Direction	Bi-directional with logic seeking
Number of Copies	Original + Minimum 6 copies
Character Sets	ASCII, Unicode support, standard banking fonts
Barcode Printing	Support for Code 39, Code 128, EAN-13, Interleaved 2 of 5 or equivalent
Print Head Life	Minimum 400 million strokes per wire or OEM standard
Ribbon Life	Minimum 10 million characters or equivalent
Reliability	Minimum 7 million lines (MVBF) or OEM equivalent
MTBF	Minimum 20,000 Power-On Hours or better

Parameter	Minimum Requirement
Auto Thickness Adjustment	Supported
Paper Path	Flatbed
Paper Handling	Passbooks, Savings Passbooks, DD Books, Deposit Receipts, Multi-part Forms, Loose Sheets, Slips, Continuous Stationery
Media Thickness	Up to at least 2.6 mm or OEM equivalent
Maximum Media Size	A4 (210 × 297 mm) or larger
Input Buffer	Minimum 128 KB
Noise Level	≤ 55 dB(A) during operation
Connectivity	USB 2.0 and at least one of Serial (RS-232), Parallel, Ethernet or equivalent
Optional Network	Support through OEM Network Interface wherever applicable
Driver Support	Windows 10, Windows 11 and future supported versions
Software Compatibility	Compatible with Bank's Finacus Core Banking Solution and branch applications without additional licensing cost
Power Supply	220–240 VAC, 50 Hz
Power Consumption	As per OEM standard with Energy Saving Mode
Certifications	BIS (where applicable), CE, FCC, RoHS or equivalent international certifications
Operating Temperature	10°C to 35°C
Operating Humidity	20%–80% Non-Condensing
Warranty	3 Years

Bidder may quote equivalent or higher model; complete technical data sheet must be submitted.

B. HP LaserJet pro MFP 126nw plus or Equivalent

Offered printers shall be equivalent or superior to mainstream HP laser printer range suitable for branch operations (e.g., HP lasejet series).

Minimum specifications:

Parameter	Minimum Requirement
Printer Type	Monochrome Laser Multifunction Printer (Print, Scan & Copy)

Parameter	Minimum Requirement
Print Technology	Monochrome Laser Beam Printing
Print Speed	Minimum 29 ppm (A4)
First Print Out Time	5.5 seconds or better
Warm-up Time	Maximum 8 seconds
Print Resolution	600 × 600 dpi
Enhanced Print Resolution	Up to 2400 (Equivalent) × 600 dpi
Auto Duplex Printing	Yes
Print Language	UFR II or equivalent
Scan Type	Flatbed Colour CIS Scanner
Scan Resolution	Optical 600 × 600 dpi ; Enhanced up to 9600 × 9600 dpi
Scan Functions	Colour, Grayscale & Monochrome
Scan Driver	TWAIN, WIA
Copy Speed	Up to 29 cpm (A4)
Copy Resolution	600 × 600 dpi
Maximum Copies	Up to 999 Copies
Zoom Range	25%–400%
Device Memory	Minimum 256 MB
Display	5-Line LCD Display
Paper Input Capacity	Minimum 150 Sheets
Paper Output Capacity	Minimum 100 Sheets
Supported Paper Sizes	A4, A5, A6, B5, Letter, Legal, Executive, Indian Legal, Envelopes, Custom Sizes
Supported Media Types	Plain Paper, Recycled Paper, Labels, Envelopes, Postcards
Media Weight	60–163 gsm
Monthly Duty Cycle	Minimum 20,000 Pages
Recommended Monthly Volume	150–2,000 Pages
Connectivity	High-Speed USB 2.0, 10/100 Ethernet, Wi-Fi (802.11 b/g/n)
Network Protocols	TCP/IP (IPv4 & IPv6)
Mobile Printing	Apple AirPrint, Mopria, Microsoft Universal Print or equivalent
Network Security	HTTPS, TLS 1.3, SNMP v3, IEEE 802.1X, IP/MAC Address Filtering
Operating Systems	Windows 10, Windows 11, Windows Server, macOS, Linux

Parameter	Minimum Requirement
Power Supply	220–240 VAC, 50/60 Hz
Operating Temperature	10°C–30°C
Operating Humidity	20%–80% RH (Non-condensing)
Toner Cartridge	OEM Standard Toner (Minimum 1,200-page yield); High-Yield Toner (Minimum 2,500-page yield) available
Warranty	3 Years

Bidder must submit detailed model-wise spec sheets and confirm compatibility with bank environment.

C. CTS Cheque UV Scanner – Canon CR 120 or equivalent

UV scanners shall be suitable for detecting security features on banknotes and cheques. Minimum specifications:

Parameter	Minimum Requirement
Scanner Type	Desktop Sheet-fed Cheque Scanner
Scanning Technology	CMOS CIS (Contact Image Sensor)
Scan Mode	Simplex & Duplex
Scan Speed	Minimum 120 Cheques Per Minute (CPM) @ 200 dpi
Feeder Capacity	Minimum 150 Cheques
Output Pocket Capacity	Minimum 200 Cheques
Optical Resolution	Up to 600 dpi
Output Resolution	100, 150, 200, 240, 300 dpi or higher
Document Width	60–108 mm or better
Document Length	90–245 mm or better
Document Thickness	0.08–0.20 mm
Image Modes	Black & White, Grayscale, Colour
MICR Recognition	Support E13B and CMC-7 MICR fonts
OCR Support	OCR-A, OCR-B, E13B and Universal Character Recognition
UV Scanning	Preferred (CR-120UV or equivalent)
Card Scanning	Dedicated ID Card Scanning Support

Parameter	Minimum Requirement
Imprinter	Built-in 5-line Endorsement Imprinter
Connectivity	High-Speed USB 2.0
Drivers	ISIS, TWAIN and Canon Driver Support
Operating Systems	Windows 10, Windows 11, Windows Server (latest supported versions)
Daily Duty Cycle	Minimum 12,000 scans/day
Power Supply	220–240 VAC, 50 Hz
Power Consumption	Maximum 25 W during operation
Dimensions	Compact desktop design suitable for teller counter
Software Compatibility	Compatible with Bank's CTS Solution (SoftTech Cheque Truncation System) and branch applications without additional licensing cost
Warranty	3 Years

Bidder may propose dedicated UV cheque scanners or combined cheque scanners with UV capability; complete technical leaflets must be attached.

Implementation Deadline

All the Printers & Scanners must be fully implemented within **6 weeks** at all the 23 locations after issue of the Purchase Order.

23) Preventive maintenance -Quarterly health check of entire system has to be done. The Service Provider shall verify the health of all the systems and hardware items. Any repairs required must be proposed in writing to IT Department.

24) Order Cancellation

The Municipal Co-operative Bank Ltd. Mumbai reserves its right to cancel the order in the event of one or more of the following situations:

- a) Delay in delivery and installation beyond 6 weeks from the date of respective work order.
- b) Discrepancy in Hardware equipment's / Software Licenses noticed during the pre-dispatch inspection.
- c) In such a case EMD deposited shall be forfeited by the Bank.

In addition to the cancellation of purchase order and forfeiture of EMD amount Bank reserves the right to take appropriate steps to restrain the vendor to participate in future tenders for a period of 3 year.

25) Call Booking, Monitoring & Reporting System

- a) Complaints shall be reported to Service Provider either over telephone or in writing or through e-mail in the format prescribed by Service Provider to enable Service Provider to take speedy corrective action.
- b) All the calls are to be updated by the engineers after attending the same with appropriate status. Call will be closed by IT staff in-charge after confirmation from the end user only. If user is not satisfied with the solution provided, call may be re-opened.
- c) Whenever necessary, Service Provider's office may be contacted to convey any urgent message.
- d) Formats of maintenance logs, reports and certificates for billing and payments will be formalized after finalization of the Proposal with mutual agreement.
- e) Service Provider shall held monthly review meeting with BANK team. The Service Provider should depute concerned persons for such reviews.

26) Payment Terms

The Bank will make payment to the selected bidder against the total contract value for “Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners” on a milestone basis as under:

a. First milestone – Delivery:

- 50% of the total contract value shall be released after delivery of all printers and UV scanners at all 23 designated locations of the Bank.
- Payment will be processed upon submission of original tax invoice(s), delivery challans duly acknowledged by authorized branch officials, and an item-wise delivery summary certified by the Bank’s IT/Procurement department.

b. Second milestone – Installation & verification:

- The remaining 50% of the total contract value shall be released after successful installation, testing and commissioning of all printers and UV scanners at all the 23 locations of the Bank and completion of third-party verification.
- Payment will be processed upon submission of installation and commissioning reports duly signed by branch authorities, third-party verification/inspection certificate, and final acceptance report issued by the Bank.

All payments will be made in Indian Rupees through NEFT/RTGS or any other mode decided by the Bank, subject to applicable taxes (including GST) and statutory deductions such as TDS.

Payment will be released within [15] days from the date of receipt of complete, correct invoices and supporting documents for the respective milestone, as per the Bank's internal payment processing procedures.

The Bank reserves the right to withhold or defer payment for any milestone if delivery, installation, or verification is incomplete or not in accordance with the terms and specifications of this RFP.

- 27)** The period of contract will be **Three Years** from the date of acceptance letter given by the Bidder. The rates quoted shall be fixed throughout the period of the contract i.e. 3 years and shall not be subject to any variation.

28) Penalty for Delay

For any delay in installation of the hardware, Bank will charge penalty @ 1% of the order value per week or part thereof, subject to a maximum of 10%. Thereafter Order may be cancelled and other penal measure may be taken like forfeiture of EMD.

Penalty for Downtime

Printers if is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 24 hours. The reporting will be through a telephonic message or any other mode as The Municipal co-operative Bank Ltd. Mumbai may decide.

In case vendor fails to meet the above standards of maintenance, there will be a penalty in rupees per day as specified in the table below, subject to a maximum of 10% of the order value for the equipment affected:

Sr. No.	Item	Amount in Rs/day
1	Printers	200
2	UV scanner	100

- 29)** The charges shall be inclusive of all, including lodging, boarding and any number of visits by the engineer. No transportation charges will be paid separately. The Service Provider will attend any number of breakdown calls during the contract period.

- 30)** Bidder shall intimate their PAN Number and GSTIN No. in the quotes.

31) The GST registration of Bidders under Maharashtra is mandatory.

32) Delay/wrong/non-payment of GST/any applicable taxes may attract legal action against Bidder. Any such loss arises to the Bank due to Bidder negligence Bidder has to make good the same at his risks & cost

33) Termination

- a) BANK may terminate the Contract if the Service Provider materially breaches its obligations under Agreement and fails to cure such breach within 30 days after receipt of written notice of same.
- b) In the event of termination of agreement by either party, for reasons of breach of terms of agreement by either party, the party terminating have right to claim, compensation /damages to the extent of loss or damage suffered on account of such breach by defaulting party.
- c) In the event of termination of agreement by BANK on account of breach of terms of agreement by Bidder, BANK shall have right to withhold all /any payments, due to Bidder for services rendered prior to termination. The Security Deposit and Performance Bank Guarantee will also be forfeited by BANK. Termination will be done as per procedure mentioned in General Terms and Conditions of Contract of BANK.
- d) In the event of the termination of agreement by BANK for any reason other than breach of terms by Bidder, he will be entitled for the payments due for services rendered prior to the date of such termination.
- e) In the event of bidder conveying to BANK their desire to discontinue this contract, Bidder shall give BANK at least one Quarter prior notice of such discontinuance.
- f) If the performance of Bidder found unsatisfactory, the contract can be terminated by The Municipal cooperative Bank Ltd., Mumbai administration by giving one month prior notice.

34) Confidentiality

- a) Each party acknowledges that it will have access to certain confidential and proprietary information of the other party concerning the other party's business, plans, customers, technology and products, reports and other information held in confidence by the other party that is not generally known or available to the public ("Confidential Information"). Each party shall protect the other's confidential information from unauthorized dissemination and use the same degree of care that each such party uses to reasonable amount of care. Neither party will use the other's

confidential information for purposes other than those necessary to directly further the purposes of this Agreement. Neither party shall disclose to third parties except as required by law or to that party's attorneys, accountants and other adviser as reasonably necessary) the other's confidential information without the prior written consent of the other party.

- b)** Confidential information will include all information in tangible or intangible form that is marked or designated as confidential or that, under the circumstances of its disclosure, should be considered confidential. Confidential information will also include, but not be limited to, Bidder's proprietary technology, including bidder services, software tools, hardware designs, algorithms, software (in source and object forms) , user interface designs, architecture, class libraries, objects and documentation (both printed and electronic), network designs, know-how, trade secrets and any related intellectual property rights throughout the world(whether owned by bidder or licensed to bidder from a third party), including any derivatives, improvements, enhancements, or extensions of bidder technology conceived, reduced to practice, or developed during the term of this Agreement by either party that are not uniquely applicable to BANK or that have general applicability in the industry. The terms and conditions of this Agreement are also confidential.
- c)** Information will not be considered Confidential information to the extent, but only to the extent, that such information - (i) is or becomes generally known or available to the public through no fault of the receiving party, (ii) was in the receiving party's possession before receipt the disclosing party: (iii) is lawfully obtained from a third party who has the right to make such disclosure; (iv) has been independently developed by one party without reference to any confidential information of the other or (v) is required to be disclosed by law provided the receiving party has promptly notified the disclosing party of such requirement and allowed the disclosing party a reasonable time to oppose such requirement.

35) Names and address of Service Engineer

- a)** Only competent and efficient personnel shall be deputed for support work as well as attending to emergency/break down calls by Service Provider.
- b)** The Service Provider shall provide suitable identification to his engineers and staff authorized to attend to the maintenance works, so as to facilitate verification by the Bank staff.
- c)** List of all personnel of the Service Provider, with above qualifications and experience, to be deployed on-site should be enclosed, which may be changed only with due BANK approvals.

36) Communication to the Service Provider -The Bidder shall specify in his Proposal the Telephone numbers of his office, service centre or official e-mail id where the complaints need to be logged. This Telephone shall be available round the clock for logging the complaint. Upon logging of complaint, a complaint number shall be given for record and future follow up. Any communication passed on to the person on designated Telephone Line & who attends the given Telephone shall be deemed as having logged the complaint, irrespective of the fact that he/she is the authorized person to receive the call or not. On-site Engineer's name, phone nos. /Fax no. /Mobile no. /E-Mail address shall be given.

Annexure – A

**Commercial Proposal - Supply, Installation, Testing, Commissioning & Maintenance of
Printers & UV Scanners**

Sr. No	Description	Qty	Unit Cost	Total Cost	GST	Total Cost with GST
1	Passbook Printer – Epson PLQ-35 or equivalent	23				
2	Laser Printer - HP LaserJet pro MFP 126nw plus or equivalent	30				
3	CTS Cheque UV Scanner – Canon CR 120 or equivalent	22				
4	Total Project Cost for 3 years with GST (In Words Rupees _____ Including Taxes)					Rs.

Note:

- Contract Period: 3 Years. Charges will be fixed for 3 Years.
- Total charges will be inclusive of Delivery & Installation, Support, Maintenance & repairs charges for 3 years.
- Service provider has to provide all the spare parts & repairs during the warranty period without any extra charge
- The quoted prices should be “Firm and Final”, all inclusive of applicable taxes(GST)& duties. Applicable taxes & duties taken in calculations also to be shown separately.

Yours faithfully,

(Signature)

[Name of Authorized Signatory] with [Designation]

[Company Name & Seal]

AMC Charges for 4th & 5th Year

Sr. No	Description	(% of the Total Cost)
1	Passbook Printer – Epson PLQ-35 or equivalent	___%
2	Laser Printer - HP LaserJet pro MFP 126nw plus or equivalent	___%
3	CTS Cheque UV Scanner – Canon CR 120 or equivalent	___%

Annexure – B

Covering Letter for Technical Bid
[On Vendor's Letterhead]

Date:

To,
The General Manager
The Municipal Co-operative Bank Ltd., Head Office, 245, P.D'mello Road, Fort,
Mumbai – 400001.

Subject: Submission of Technical Proposal for Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners.

Dear Sir,

With reference to your Request for Proposal (RFP) No. [Insert Number] dated [Insert Date], we are pleased to submit our Proposal for Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners for your esteemed bank.

We have carefully reviewed the scope of work, eligibility requirements, and service expectations outlined in the RFP. We hereby confirm our unconditional acceptance of the terms and conditions mentioned therein and declare that:

- Our organization meets all the eligibility criteria.
- We possess adequate experience in providing Printers & UV Scanners.
- All information and documents provided in this quotation are accurate and valid.
- We agree to abide by the pricing and terms mentioned in our quotation for a period of 180 days from the date of submission.

We have enclosed the following as part of our response:

1. Company Profile and Eligibility Details
2. Quotation in the prescribed format with EMD & Tender Form Fees Receipt.
3. Details of Experience with Similar Projects
4. Certifications and References
5. Signed copy of the RFP document (as a token of acceptance)

Should you require any additional information or clarification, please feel free to contact us.

Thank you for considering our proposal.

Yours faithfully,

(Signature)

[Name of Authorized Signatory] with [Designation]

[Company Name]

[Phone Number] | [Email Address]

Company Seal

Annexure – C

Covering Letter for Commercial Bid
[On Vendor's Letterhead]

Date:

To,
The General Manager
The Municipal Co-operative Bank Ltd., Head Office, 245, P.D'mello Road, Fort,
Mumbai – 400001.

Subject: Submission of Commercial Proposal for Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners.

Dear Sir,

With reference to your Request for Proposal (RFP) No. [Insert Number] dated [Insert Date], we are pleased to submit our Proposal for Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners for your esteemed bank.

We have carefully reviewed the scope of work, eligibility requirements, and service expectations outlined in the RFP. We hereby confirm our unconditional acceptance of the terms and conditions mentioned therein and declare that:

We look forward to the opportunity to support your bank in achieving operational excellence and compliance in critical transaction systems. Should you require any additional information or clarification, please feel free to contact us.

Thank you for considering our proposal.

Yours faithfully,

(Signature)

[Name of Authorized Signatory] with [Designation]

[Company Name]

[Phone Number] | [Email Address]

Company Seal

Annexure D: Details of the Bidder (On Company Letter Head)

Attach with the Technical Bid

Sr. No.	Details of the Bidder	Details
A	Name of the Bidder	
B	Services/Product Offered	
C	Bidder Head Office and registered office address	
D	Telephone and Fax numbers	
E	Authorized Contact Person of the Bidder: Designation: Contact No: E-Mail ID:	
F	Date of incorporation (Please enclose Bidder Registration Certificate)	
G	Ownership structure (e.g. Proprietorship, Partnership, Pvt./ Public Ltd)	
H	Bidder GST registration number (Please enclose supporting document.)	
I	Bidder PAN (Please enclose supporting document.)	
J	Turnover of the Bidder for last 3 Financial Years (In Lakhs)	FY 2023-24: FY 2024-25: FY 2025-26:
K	Whether OEM/ authorized dealer of the proposed solution	
L	Details of Any Clients (Min. 3 Banks) <u>Also attach purchase orders.</u>	1. 2. 3.

Annexure E: Compliance to Eligibility (On Company Letter Head)

Attach with the Technical Bid

Sr. No	Eligibility Conditions	Compliance
1	The Company should be a “Authorized Service Provider for the Printer/Scanner of the make offered” as on date and shall submit copy of Certification given by OEM.	Yes / No Details to be submitted
2	The Bidder submitting the offers should be a Registered Public/Pvt Ltd Company. The Company should be in sound financial condition as judged by the Bank. A copy of the immediate previous three financial years audited balance sheets and profit & loss account must be submitted along with the offer.	Yes / No Copies of PO to be submitted
3	The Bidder must have experience in Supply, Installation, Testing, Commissioning & Maintenance of Printers & UV Scanners in at least 3 Public/Pvt/Co-op Banks.	Yes / No Details to be given
4	The Original Equipment Manufacturer (OEM) shall also submit through the authorised dealer participating in the tender process that they shall honour the warranty / Annual Maintenance commitments independent of continuation of the ASP arrangement with the authorised dealer, through the other ASP partners or directly.	Yes / No OEM Letter to be given
5	Company should have minimum Annual Turnover of Rs.25 Lacs in last three financial Years as per the audited balance sheet and should be profit making & documents of Balance sheet & P&L should be submitted along with the bid document.	Yes / No Financial Details to be given for last 3 years
6	The Bidder should not have been blacklisted by any Regulatory Authority. Self-declaration to that effect should be submitted along with the technical bid.	Yes / No Declaration to be given
7	The company shall be having support services at Mumbai	Yes / No Declaration to be given

Annexure F - Details of Track Record (Past Installations)

Attach with the Technical Bid

Sr. No	Name of the Client	Details of the installation and equipment's used	Contact person Name Tel. No.

Date: _____

Place: _____

Signature of the Vendor

Annexure G - Details of Service Centers

Attach with the Technical Bid

S. No	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1							
2							

Annexure H – Manufacturer’s Authorization Form (MAF)

Attach with the Technical Bid

No. _____ dated _____

To
General Manager,
The Municipal Co-operative Bank Limited
Mumbai

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name)
For and on behalf of M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

General Instructions to vendors:**Non-transferable Tender**

This tender document is not transferable. Only the vendor, who has purchased this tender, is entitled to quote.

Soft Copy of Tender document

On vendor's request, The Municipal co-operative Bank Ltd. Mumbai will make available a soft copy of the tender document, in Microsoft Word document format. However printed copy of the tender document shall be treated as correct and final, in case of any errors in soft copy.

No Commitment to Accept Lowest or Any Tender

The Municipal Co-operative Bank Ltd. Mumbai shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Municipal co-operative Bank Ltd. Mumbai reserves the right to make any changes in the terms and conditions of purchase. The Municipal Co-operative Bank Ltd. Mumbai will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

Credentials

The Technical offers must contain the credentials of the vendor, which should clearly indicate that the vendor is eligible by all means to participate in the tendering process. The responsibility to prove the eligibility of the vendor to participate in the tendering process is on the vendor itself.

Erasures or Alterations

The offer should be neatly typed and no hand-written addition/alterations should be there. Such additions/alterations will make the offer ineligible. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. The Municipal Co-operative Bank Ltd. Mumbai may treat offers not adhering to these guidelines as unacceptable.

Location

This tender is being floated by the Head Office of The Municipal Co-operative Bank Ltd. Mumbai. The Printers being procured through this tender shall be installed by the vendor getting the order, at Branches of the Bank in Mumbai. The Municipal Co-operative Bank Ltd. Mumbai. Bank reserves right to make changes in the locations, if necessary.

Right to Alter Quantities

The Municipal Co-operative Bank Ltd. Mumbai reserves the right to alter the quantities specified in the tenders. The Municipal Co-operative Bank Ltd. Mumbai also reserves the right to delete one or more items from the list of items specified in tender.
