

## TENDER DOCUMENT

For

# Scanning & Uploading of KYC Data of Bank Customers



**Last date of submission: 21<sup>st</sup> August 2019 upto 5.00 PM**

*THE INFORMATION PROVIDED BY THE BIDDERS IN RESPONSE TO THIS TENDER DOCUMENT WILL BECOME THE PROPERTY OF MUZAFFARNAGAR DISTRICT CO-OPERATIVE BANK LTD., AND WILL NOT BE RETURNED. RESERVES THE RIGHT TO AMEND, RESCIND, OR REISSUE THIS TENDER DOCUMENT AND ALL AMENDMENTS WILL BE ADVISED TO BIDDERS AND SUCH AMENDMENTS WILL BE BINDING ON THEM (THIS DOCUMENT SHOULD NOT BE REUSED OR COPIED OR USED EITHER PARTIALLY OR FULLY IN ANY FORM)*

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**Muzaffarnagar District Cooperative Bank Ltd., Muzaffarnagar**

Head Office, Court Road, Muzaffarnagar -251001 (UP)

## Scanning & Uploading of KYC Data of Bank Customers

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1- Schedule of Events

Sn.	Tender Document No: F-72/Comp.Cell/2019-20(1)		
1	Purpose	Scanning & Uploading of KYC data pertaining to all new individuals saving accounts opened on or after April 1, 2017 with Central KYC Registry.	
2	Cost of Tender Form	Rs.200/- (Rs. Two Hundred) to be submitted in the form of Demand Draft in favour of “ Muzaffarnagar District Cooperative Bank Ltd. , payable at Muzaffarnagar.	
3	Earnest Money Deposit (EMD)	Rs.25000 /- (Rs. Twenty Five Thousand ) to be submitted in the form of Demand Draft in favour of “Muzaffarnagar District Cooperative Bank Ltd. , payable at Muzaffarnagar.	
4	Last Date and Time of Submission of bids on e-procurement portal <a href="https://etender.up.nic.in">https://etender.up.nic.in</a>	21 <sup>st</sup> Aug, 2019 upto 5.00 PM	
	Last date and Time of submission of documents in physical form.	23 <sup>th</sup> Aug., 2019 upto 2.00 PM at Bank’s Head Office, Court Road, Muzaffarnagar (UP)	
5	Venue, Date and Time of Opening of Bids	26 <sup>th</sup> Aug, 2019 at 11.00 AM at Bank’s Head Office, Court Road, Muzaffarnagar (UP)	
6	Bid Validity	Three Months from last date of bid submission.	
7	Address for submission	The Secretary/Chief Executive Officer Muzaffarnagar District Cooperative Bank Ltd., Head Office, Court Road Muzaffarnagar – 251 001 (UP)	
8	<b>Contact Person Details:</b>		
	<b>Name &amp; Designation</b>	<b>Phone</b>	<b>Email</b>
	(a) Mr. Yeshveer Singh Section Office (IT)	08171999355	dcbmzn@rediffmail.com
	(b) Mr. Praveen Kumar Dy. Gen. Manager (IT)	08171999362	dcbmzn@rediffmail.com

## 2- Critical Information

- 1.1 The Tender Document is posted on e-procurement portal <https://entder.up.nic.in> as well as on bank's website "[www.dcbmuzaffarnagar.in](http://www.dcbmuzaffarnagar.in)".
- 1.2 Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of it's implications.
- 1.3 In case of any clarification required by the bank to assist in the examination, evaluation and comparison of bids, the Bank may, at it's discretion, ask the bidder for clarification. The response /clarification shall be in writing and no change in the price of substance of the bid shall be sought, bided or permitted.
- 1.4 Bids once submitted will be treated as final and no further correspondence will be entertained.
- 1.5 The bank may, in it's absolute discretion, engage in discussion or negotiate with any respondent (or simultaneously with more than one respondent) after bid closes to improve clarify and responses. The bank has also the right to reject any or all tenders received without assigning any reason whatsoever.
- 1.6 The bank shall not be responsible for non-receipt/non delivery of the bid documents due to any reason, whatsoever.
- 1.7 In the interest of the work, the bank may assign the contract to more than one vendor on uniform terms & conditions.
- 1.8 The short listed/selected vendor(s) will have to execute a Service Level Agreement with bank.

## 3- Introduction

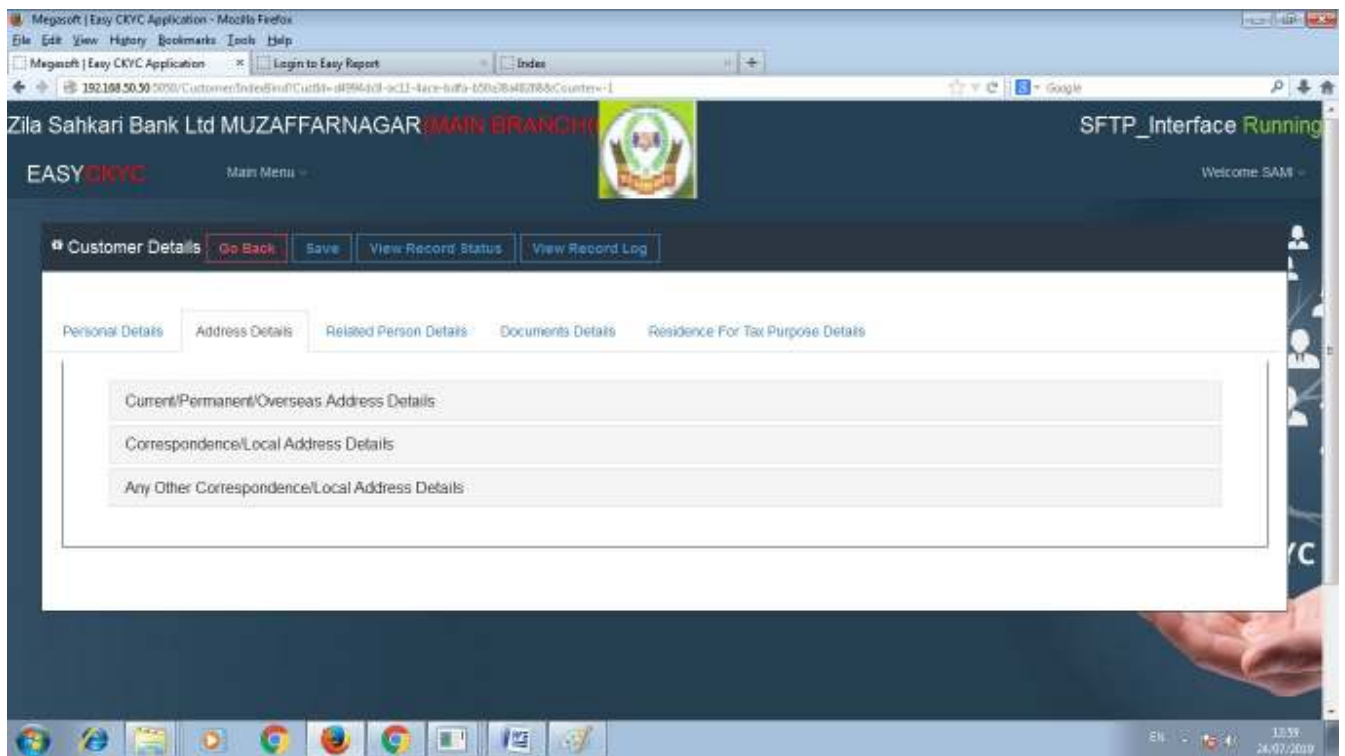
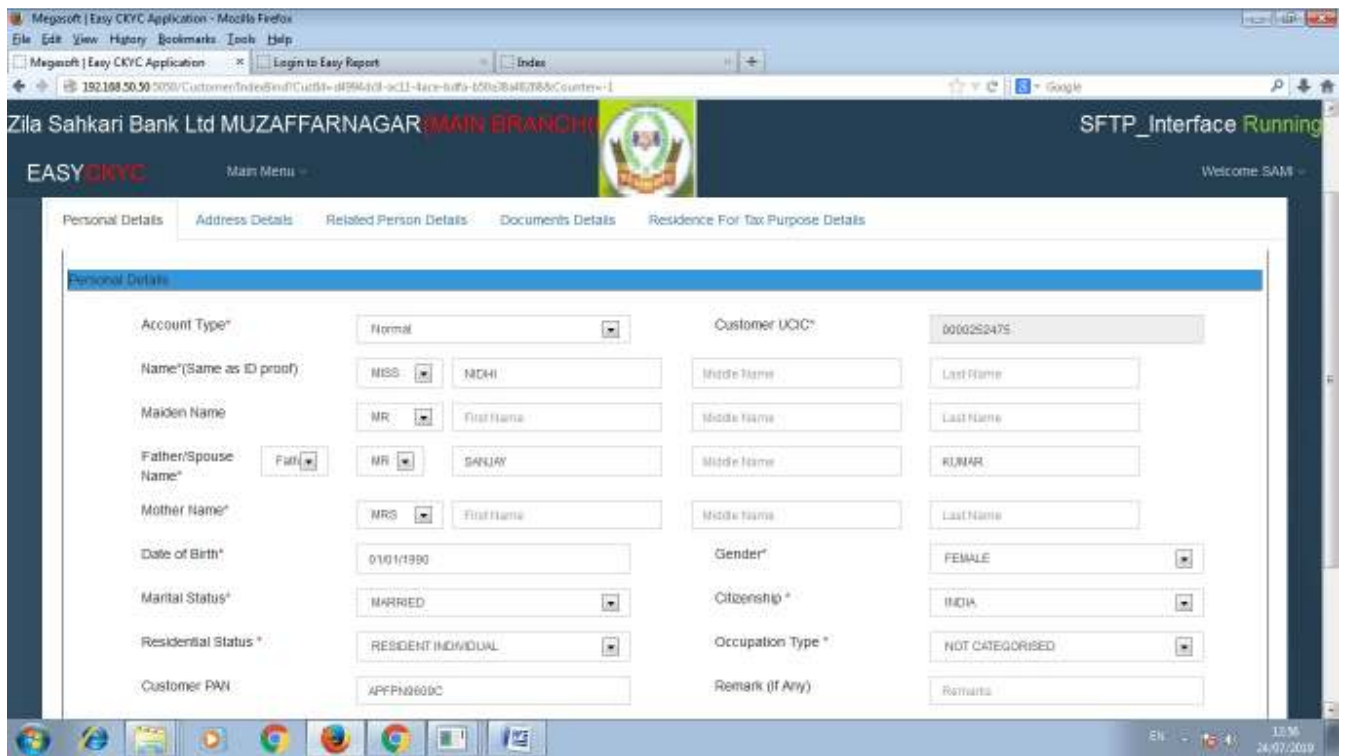
### 3.1 Purpose of TENDER DOCUMENT

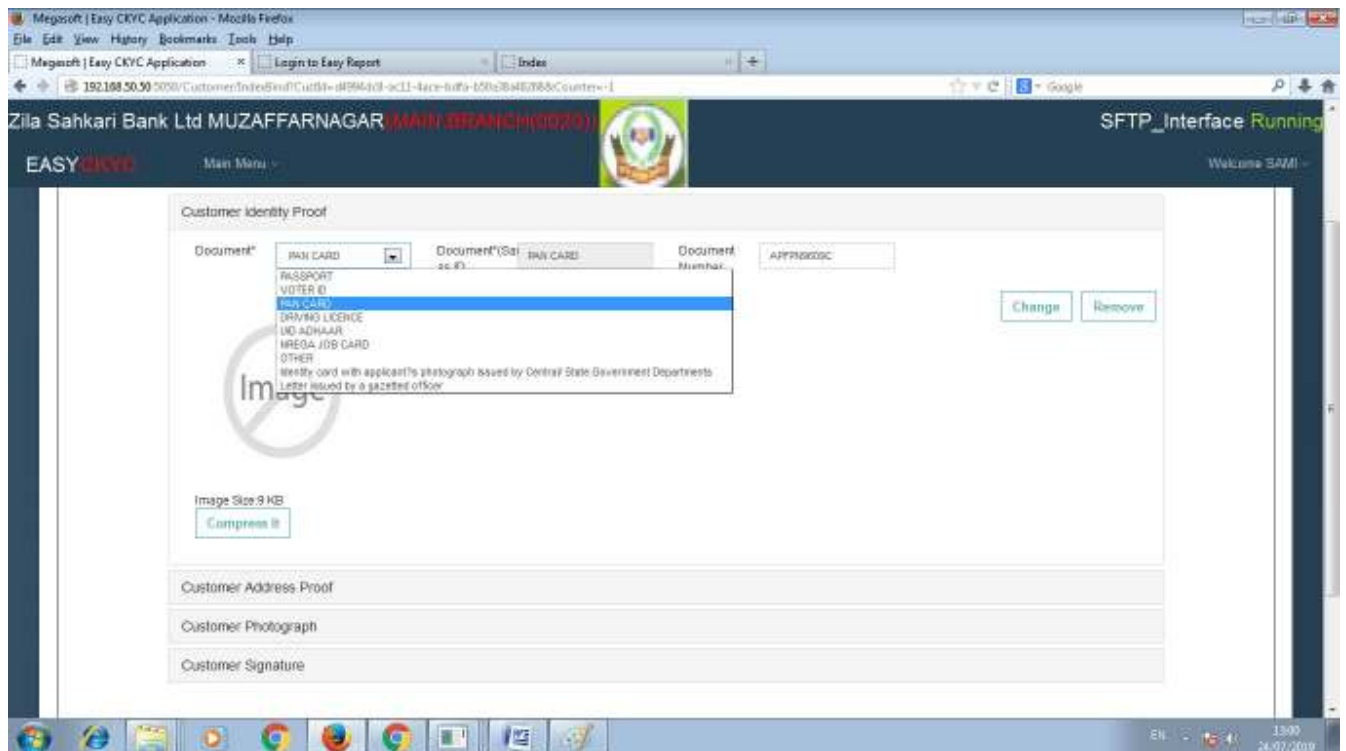
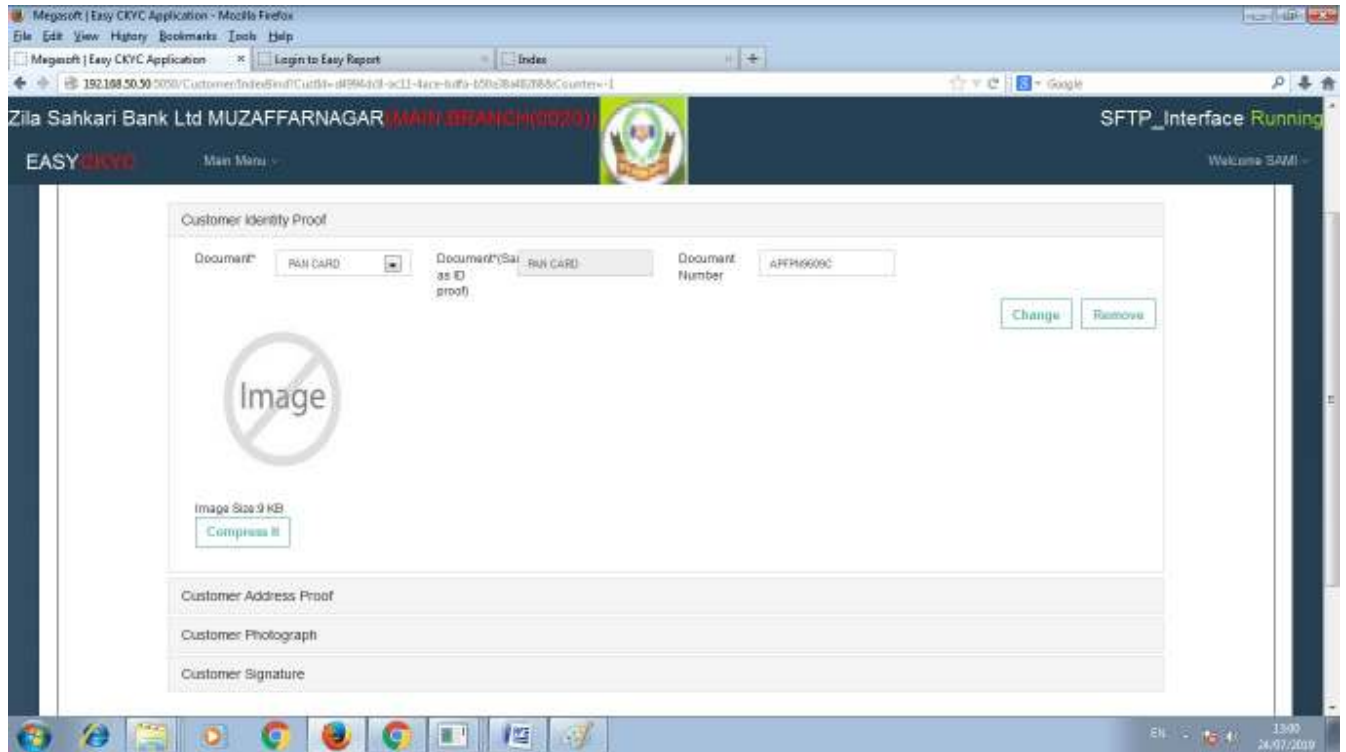
The purpose of inviting the Tender is to shortlist the vendor(s) for Uploading with Central KYC Registry of Customer's KYC data pertaining to all new individual Saving Accounts opened at different 44 branches of the bank on or after April 1, 2017. The vendor will have to undertake and accomplish the job at branch level. In all 10 branches are functioning in Shamli District and rest of the 34 branches are functioning in Muzaffarnagar District.

The bank shall provide user ID and password to the operators of the successful bidder for scanning and uploading of KYC data of it's customers with the help of In-house customized application software developed for the said purpose. The work would involve retrieval of Customer Report from Bank's CBS System which includes data related to personal details, address detail and document details etc of the customers. The documents provided by the customers at the time of account opening would be scanned through another In-house customized application software named "Vintasoft". **The approx. Number of Customers/Accounts is 66000. Entire work to be completed within 45 days. Computer Systems and Scanners to be arranged by the bidder itself.**

A Demo of the above application softwares for the bidders may be arranged if any request is received from the bidder/(s).

Few screen shots of the application are given hereunder for the benefit of the bidders:





### 3.2 Evaluation of Offer

Each recipient acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing/ selecting the eligible vendor. The tender document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient. The selection of the successful bidder would be decided on the basis of evaluation of

- 1) Technical Bid
- and
- 2) Financial Bid

### 3.3 Errors and Omissions

Each recipient should notify Bank of any error, omission, or discrepancy found in this Tender Document.

### 3.4 Proposal Submission

The Bids have been invited under Two Bid System. The Bidders are required to upload their Technical and Financial Bids on e-procurement portal: <https://etender.up.nic.in> latest by 21-08-2019 by 5.00 PM. and the hardcopies/printouts/scanned copies of the tender documents alongwith DDs of Tender Cost and EMD are required to be submitted latest by 23rd August upto 2.00 PM in physical form. All such documents are also required to be uploaded on e-procurement portal: <https://etender.up.nic.in>

The Tenderer/Bidder firm should provide the above documents in following order:

(a) **Envelope No.1: With superscription Tender For Uploading of KYC Documents – Tender Fees and EMD”**

Must carry – Duly filled and Signed Proforma\_1

- DD of Rs.200/- towards cost of tender fee and
- DD of Rs.25000/- towards Earnest MoneyDeposit (EMD)

Both the DDs should be issued by any scheduled bank or by any branch of Muzaffarnagar District Cooperative Bank Ltd. drawn in favour of “Muzaffarnagar District Co-operative Bank Ltd., Payable at Muzaffarnagar.

(b) **Envelope No.2: With superscription Tender For Uploading of KYC Documents – Financial Bid”**

- (c) **Envelope No.3:** Both the above two envelopes 1 & 2 should then be put inside a third envelop marked as **Tender For Uploading of KYC Documents** and should be submitted through registered post or personally as to reach on or before 23<sup>rd</sup> August 2019 upto 2.00 PM at the following address-

The Secretary/Chief Executive Officer  
District Cooperative Bank Ltd.  
Head Office, Court Road  
Muzaffarnagar – 251 001

- The relevant documents as above related to bid submission may also be submitted personally/by hand at the DAK Counter of the bank or may be sent through registered post. Documents sent by fax or e-mail will not be considered for evaluation.
- The bidder shall bear all the costs associated with the preparation and submission of the bid and the Bank will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- Bids submitted without Tender Cost and EMD will not be considered for evaluation.
- Tender cost is non refundable.

#### **4- Bid Validity Period**

Tender Document' will remain valid and open for evaluation according to the terms for a period of at least three (3) months from the time the 'Tender Document' submission process closes on the deadline for lodgment of 'Tender Document's.

- (1) All submissions, including any accompanying documents, will become the property of District Cooperative Bank Ltd, Muzaffarnagar

#### **5- Notification**

The bank will notify to the successful bidder/shortlisted bidder/(s) through e-procurement portal: <https://etender.up.nic.in> about the outcome of their bids. Bank is not obliged to provide any reasons for any such acceptance or rejection.

#### **6- No legal Relationship**

No binding legal relationship will exist between any of the respondents and bank until execution of a contractual agreement.

#### **7- Disqualification**

Any form of canvassing/lobbying/influence/query regarding short listing status etc. will be a disqualification.

#### **8- Cancellation of Contract and Compensation**

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

- The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- After the award of contract, if the selected bidder does not perform satisfactorily.
- The selected bidder has failed to achieve the essential minimum targets for data scanning and uploading.

#### **9- Execution of Agreement:**

The successful vendor will have to execute separately a Service Level Agreement with bank which would include all the services along with terms and conditions prescribed by the Bank .

#### **10- Jurisdiction**

Any dispute between Bank and the vender will be referred to Commissioner & Registrar, Cooperative Societies, U.P., Lucknow whose decision would be binding on both the parties.

The selected vender will have to become the nominal member of the Bank.



**General Information**

1	Registered Name & Address of the Firm/bidder	
	Mobile Number	
2	Postal Address	
3	Total Experience of Similar work	
4	Name, designation, Mobile No., Fax No. and email of Contact Person/ Sales/Marketing Manager	
5	Service Tax Number of the firm	
6	PAN Number of the firm/proprietor	
7	Details of any other registration obtained by the bidder firm/proprietor	
8	Details of Tender Cost be deposited. (Deposit should be in the form of DD drawn in favour of "Muzaffarnagar District Cooperative Bank Ltd. , payable at Muzaffarnagar. (Cheques will not be accepted)	DD/FDR No.....Date..... Issuing Bank..... Branch ..... Amount (Rs).....
9	Details of Earnest Money deposited. (Earnest money should be in the form of DD drawn in favour of "Muzaffarnagar District Cooperative Bank Ltd. , payable at Muzaffarnagar. (Cheques will not be accepted)	DD/FDR No.....Date..... Issuing Bank..... Branch ..... Amount (Rs).....
10	Mention validity period of your offer (validity should not be less than three months)	

Place: .....

**Signature of bidder**

Date : .....

Name .....

Seal

**Financial Bid/Item Rate Schedule**

Sn.	Item Description	Quantity	Basic Rate for Single Account (Rs.)	GST Amount for Single Account (Rs.)	Total Amount with GST for Single Account (Rs.)
1	2	3	4	5	6
1	<ul style="list-style-type: none"> <li>▪ Import Customer Report from CBS Data with the help of Inhouse developed CKYC software which includes the data related to identity proof, address proof and other details</li> <li>▪ The Job also involves Scanning of documents related to identity proof, address proof and the photograph of the account holder.</li> <li>▪ Scanning to be done with the help of inhouse developed scanning software which will be provide by the bank to the vender.</li> <li>▪ After Scanning, the scanned documents to be uploaded in the application software.</li> </ul>	1			
<b>Quotated Rate in Words ----→</b>					

**Note:** If any discrepancy is found in the prices quoted in the above proforma and the prices quoted in BoQ found uploaded on e-procurement portal <https://etender.up.nic.in>, the prices quoted in BoQ would be considered at the time of evaluation of financial bids.

Place: .....

Signature of bidder.....

Date : .....

Name .....

Seal.....