

TENDER NOTICE NO:-TGB/HO/A&A/F-320/2020

DATE OF ISSUANCE OF RFP: - 13/02/2020

**REQUEST FOR PROPOSAL**  
**FOR**  
**PRINTING & SUPPLY OF**  
**PERSONALISED CHEQUE BOOKS**



**Tripura Gramin Bank**  
**Head Office- Abhoynagar**  
**Agartala-799005**  
**Tripura (West)**

**Bank's website:-[www.tripuragraminbank.org](http://www.tripuragraminbank.org)**



## TRIPURA GRAMIN BANK

(A joint undertaking of Govt. of India, Govt. of Tripura & United Bank of India)

Head Office: Abhoynagar, Agartala, Tripura (West)-799005

Phone (0381)2223931, 2226502, 2223935, Fax: (0381)2223935, 2320104

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**TENDER NOTICE NO:-TGB/HO/A&A/F-320/2020**

**DATE: 13/02/2020**

Tripura Gramin Bank (hereinafter referred to as BANK / the Bank) is having its Head Office at Abhoynagar, Agartala with 03 Regional Offices and 148 Branches across the State of Tripura. In order to print personalised cheque books of customers, the Bank proposes to invite Request for Proposal (RFP) tenders from the established Organizations (hereinafter referred to as "Intending Bidder"), who are capable and willing to undertake printing of personalised cheque books, as required by branches of the BANK within the given timeline and also provide MIS and complaint & grievance redressal system in an efficient manner. The intending bidder/applicant should have the capability of time bound printing of personalised cheque books as required and delivery the same to the address of the respective customer of the Bank. Interested printing concerns/organization, approved by the IBA (Indian Bank's Association) may submit their bid/tender in the prescribed format available on the Banks's website. The full advertisement covering the eligibility criteria and all other details are available in

**Bank's website: [www.tripuragraminbank.org](http://www.tripuragraminbank.org)**

Sd/-

Date: 13/02/2020

CHAIRMAN

Agartala

## SCHEDULE OF EVENTS

<u>SL NO</u>	<u>PARTICULARS</u>	<u>TIME/DATE/OTHER DETAILS</u>
1.	Date of commencement of Bidding process (Issue of RFP)	13/02/2020
2.	Last Date & Time for Bid submission	13/03/2020 up to 5.00 P.M.
3.	Date and Time for opening of Bid	16/03/2020 at 1:00 P.M Representatives of Bidders, at their option, may be present during opening of Bid. However, Bids will be opened even in the absence of any or all of the Bidder's Representatives.
4.	Place of opening of Bids	Tripura Gramin Bank Head Office Abhoynagar, Agartala- Tripura (West)-799005
5.	Address for communication (Bank)	Chairman Tripura Gramin Bank Head Office Abhoynagar, Agartala- Tripura (West)-799005 E-mail:tgboana@rediffmail.com/ hodana@tripuragraminbank.co.in
6.	Earnest Money Deposit(EMD) (Refundable)	Rs.20000/(Rupees Twenty Thousand only) in the form of Demand Draft, drawn in favour of Tripura Gramin Bank, payable at Agartala.
7.	Bank Guarantee	A Bank guarantee of ₹.1.00 Lakh (Rupees One lakh) only must be given by the successful bidder (L-1 or selected bidder) in favour of Tripura Gramin Bank within 12 working days from the date of placement of orders by the Bank.

## **Request for Proposal**

Sealed quotations are invited from IBA approved security printers for printing & supply of Personalised Cheque Books as per design/specifications approved by Bank & NPCI and dispatch of cheque Books to customers address of the Bank.

### **1. Eligibility Criteria for the Bidder:**

i) The intending bidder should be under the approved list of IBA as Security Printer for printing of MICR instrument and have fully functional infrastructure, paper godown and security system as prescribed by IBA from time to time.

ii) Tenderer's unit/infrastructure for printing of personalised cheque books should be located within West Bengal and/or Mumbai and/or Delhi and /or Gujarat and /or Punjab and/or Tripura and it should have requisite facilities/infrastructure under one roof.

iii) Tenderer should have complete infrastructure for pre-press & post-press activities, printing with fugitive /secondary fluorescent ink, offset printing, printing with UV ink, Printing of VOID pantograph, MICR numbering/ printing, Printing variable data, checking and packing of Personalised Cheque Books. The successful bidder should have complete infrastructure for printing in sheet/ reel form.

iv) Tenderer should have been printing MICR instrument for Banks for at least last 3 financial years and should have printed 200 lacs MICR cheques during the last year 2018-19 for Public Sector Banks/ Private Banks out of which at least 100 lacs MICR instruments should be Personalised Cheques. (Attach work orders or certificate from Bank).

v) All bidders should submit EMD of **Rs. 20,000.00 (Rupees Twenty Thousand Only) in the form of Demand Draft in favour of Tripura Gramin Bank, Payable at Agartala** along with the technical Bid, failing which the bid shall be rejected.

**2. a) Nature of Bid:** Two Bid System i.e. Technical Bid and Commercial Bid.

**b) Scope of work:** Estimated to be average **6900 cheque leaves (approx)** per working day which is likely to be increased or decreased as per requirement of the Bank.

**3. Instructions to Bidders:** The eligible bidders shall furnish following documents in their Technical Bid.

i) Information sheet along with required documents as per proforma (T-1)

ii) List of Machineries as per proforma (T-2)

iii) List of Banks for which MICR cheques have been printed as per proforma (T-3)

iv) Copy of IBA approved as Security Printer for printing of MICR instrument.

- v) Copy of Audited Balance Sheet of the company/firm/proprietorship firm for the last 3 financial years.
- vi) Copy of Certificate of Incorporation/ Registered Partnership Deed.
- vii) Earnest Money Deposit.
- viii) Proof of printing at least 200 lacs MICR cheques for the year 2018-19 for Public sector Banks/Private banks out of which 100 lacs of Personalised Cheques.
- ix) Samples of Personalised Cheque Books supplied to different Banks in the past.
- x) Acceptance of Terms & Conditions of Tender as per Annexure-I duly signed by the Authorised Person.
- xi) Technical Bid should be submitted in Envelope "B" and Commercial Bid should be submitted in envelope "C".
- xii) Both the envelope should be sealed and put in a third envelope "A" which should also be sealed.
- xiii) Envelope should be marked as under:

**Envelope-A: TENDER FOR PRINTING OF PERSONALISED CHEQUE BOOKS.**

**Envelope-B: TECHNICAL BID FOR PERSONALISED CHEQUE BOOKS.**

**Envelope-C: COMMERCIAL BID FOR PERSONALISED CHEQUE BOOKS.**

**(Envelope B & C will be kept inside Envelope A)**

**4. a) Bid Security:** The bidder shall furnish as part of its bid, security (Earnest Money Deposit) of Rs. 20000.00 in the form of Demand Draft in favour of TRIPURA GRAMIN BANK Payable at Agartala.

The earnest money of the unsuccessful bidders will be discharged or returned as prompt as possible, but not later than thirty (30) days after the expiry of the period of bid validity, whereas EMD of successful bidder will be returned on submission of the Performance Bank Guarantee. No interest will be payable on bid security amount(EMD). In the event of non-submission of bid-security amount of Rs. 20000.00, the proposals will be rejected forthwith by the Bank. Any decision of Bank in this regard shall be final, conclusive and binding on the bidder.

**b) Performance Bank Guarantee:**

Original Bank Guarantee for an amount of Rs.1.00 lakh(Rupees One lakh) will be given by the Successful bidder i.e L-1 within 12 days from the date of selection as L-1 in favour of the Tripura Gramin Bank, failing which the process would be

proceeded with on to the L-2 bidder and subsequently L-3(if L-1 & L-2 fails) bidder etc.

The Guarantee shall be valid for the entire contract period and 6 months thereafter. In case of extension of contract, the successful bidder has to extend the bank Guarantee for the extended period (excluding six months of the contract) as per stipulation in the Service level Agreement. Bank Guarantee will be invoked/ forfeited if the successful bidder fails to perform the contract of printing & supply of Personalised Cheque Books.

## **5. Other Terms & Conditions:**

i) It is the sole responsibility of the intending tenderer /bidder that their applications in prescribed format *must* reach to the Bank by 5:00 p.m **on** the last date. The applications may also be submitted by dropping it in the "BOX" kept outside the Head office of the Bank during the office hours i.e. from 10.00 a.m to 5.00 p.m on every working day till the last scheduled date. The applications received by post till 5.00 p.m on the last date shall only be entertained. The Bank will not be responsible for any postal delay.

ii) Prospective bidders may seek clarification on the RFP document in the pre-bid meet, as per Annexure-III. Further, at any point of time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification/ Amendment, if any, will be notified on bank's website in due course of time.

iii) Technical bids shall be opened and examined first and if necessary, physical verification of machineries, equipments and infrastructure of the tenderer shall be done and the commercial bids of only the technically eligible bidders shall be opened on the date and time to be communicated to them in advance through email or any other mode convenient to the Bank.

iv) Rates for printing of personalised cheque book submitted by the intending bidders for bidding and subsequently became successful would be valid for a period of two (2) years from the date of execution the agreement/contract with the Bank which may be extendable for further 6 months or more at the discretion of the Bank on the same terms and condition. However, Bank reserves the right to discontinue/alter/terminate the contract at any time as per the requirements of the bank, without assigning any reason.

v) The personalized cheque books project is prestigious, valuable & time bound

job for the Bank and is directly related to customer service & is susceptible to customer complaints. As such, it is expected that the printer must have a higher degree of efficiency, commitment & integrity at all times.

vi) Bank reserves the right to reject any or all tenders without assigning any reason.

vii) Printing of personalised cheque books shall have to be started by the successful bidder within 30 days from the date of award of the job, by which time the successful bidder shall have to complete all arrangements including obtention of approval of cheque sample from NPCI. The Bank will not be bound to provide any extension of time in this regard.

viii) Personalised Cheque Books are valuable documents and higher standards of workmanship, safety & security which shall have to be ensured by the successful bidder.

ix) The successful bidder shall print the cheques as per requirement, according to CTS-2010 standards or as may be required by the Bank from time to time. In case of any change in the guidelines/ requirements by RBI/IBA/NPCI/Bank, the successful bidder shall be liable to carry out the necessary modification in printing of cheques etc. accordingly without asking for any additional charge.

x) The successful bidder is to submit dispatch report to the Stationery Department of the Bank on daily basis duly signed by the successful bidder's authorized representative, certifying that each cheque book has been checked in all respects before dispatch.

xi) The successful bidder shall have to arrange to dispatch the printed personalized cheque book(s) from his/their end in the name of the respective customer of the Bank in their postal address by way of speed post only through Indian Postal Department, Govt. of India and necessary arrangements for dispatching shall be made by the successful bidder. The Bidder shall also organize & coordinate with the dispatch agency mutually so that the printed cheque book(s) consignments are dispatched and reached safely and timely.

xii) Cheque books are to be delivered to Indian postal dept. within 24 hours of providing the data file to the successful bidder, excluding approved holidays. **The successful bidder** shall submit a list of holidays for approval of the Bank. However, all national holidays and public holidays declared by competent

authorities shall be treated as closed days. The **successful bidder** shall adjust their working hours and weekly-off days/holidays suitably so that cheque book consignments are not delayed for any such reasons.

**xiii)** The **successful bidder** will also arrange with the Indian Postal Department to deliver the cheque book to the customer's address on daily basis.

**xiv)** Bank may be required to deliver certain message/ information/ publicity material to its customers, along with the printed personalized cheque books, which shall be inserted in the envelopes by the successful bidder along with cheque book and dispatched the same free of cost.

**xv)** The successful bidder shall have to develop at their own cost the design/art work of cheque leaves, requisition slip, record slip, cheque book cover and envelope of personalized Cheque Book and get the same approved from the bank before starting the printing works. Bank can change the same from time to time as per its requirement or regulatory guidelines.

**xvi)** The successful bidder shall develop the software at their own cost, to process data provided in the form of text file (or any other format decided by the bank) to print the personalised information on cheque leaves and requisition slip as per the specifications of the Bank. Any changes required to be made in future in this regard, shall have to be managed by the successful bidder at no extra cost.

**xvii)** Bank may also undertake standardization of different inputs/outputs for Personalised Cheque Books from time to time which the successful bidder shall have to implement promptly with no extra cost.

**xviii)** Since the customers' data that shall be provided by the bank to the successful bidder which is confidential & sensitive; the successful tenderer shall have to ensure its complete secrecy, safety & security and shall use the data only for printing of personalised cheque books and not for any other purpose in any case.

**xix)** Successful tenderer shall also submit an undertaking not to part with or in any way divulge the information/data provided to the successful bidder or any other person related thereto for processing and printing, to any unauthorized person and shall keep/preserve the record/data as per Bank's requirement and/or as per laws. Bank may also stipulate changed requirement in this regard from time to time.



**xx)** The successful bidder shall be solely responsible, liable & accountable for any loss caused to the Bank and/or its customers due to misuse of data provided by the Bank to the successful bidder or any other person as recognized by the bidder and/or loss of such data or theft/leakage of such data or capturing of wrong data of cheque books due to their negligence or otherwise.

**xxi)** The successful bidder shall ensure due diligence/KYC verification of its employees from time to time and shall preserve the information relating to the same in accordance with the law.

**xxii)** In case the successful bidder fails to commence and/or complete allotted works/ job as given by the Bank from time to time within stipulated period as mentioned by the Bank or if the successful bidder stops printing of personalized cheque books during the period of contract/agreement without any valid reason, in that case the Bank may forfeit its Bank Guarantee and simultaneously the Bank may also take legal action against the said bidder and may terminate of the agreement & or debarring the successful bidder from doing the Bank's work for remaining period of the contact/agreement period as it may deem proper.

**xxiii)** Being prestigious/sensitive in nature, the successful bidder shall have to ensure error free , timely printing & dispatch of personalised cheque books and the same shall also form one of the criteria for evaluation of their performance. However, penalty shall be imposed on the successful bidder for rejections, wrong printing & delay in delivery of the cheque books as under, subject to revision from time to time.

Sl. No	Reason	Amount of Penalty
1	Rejections during printing or any shortage of MICR Paper	110% of cost of MICR paper and no printing charges to be paid.
2	Wrong printing (detected after dispatch) (Minor mistake not resulting in rejection of cheque book)	Rs.25/- per cheque book
3	Wrong Printing(detected after dispatch) (Resulting rejection of cheque book)	Rs. 100/-per cheque book+cost of cheque book
4	Variation of Art Work or printing or in ink density of fugitive/florescent or void pantograph(detected after dispatch)	Rs.5000/- per order, if any deviation from the approved Sample/requirement
5	Defective perforation/ binding	Rs.25/- per cheque book
6	Dispatch of cheque books with wrong variable Data/wrong address/wrong requisition slip etc.	Rs.500/- per cheque book
7	Dispatch of cheque books with missing/duplicate/additional leaves	Rs.500/- per cheque book
8	Delay in delivery of PCBs to Indian postal dept.	Up to 24 hrs.- Rs.3 per record Beyond 24 hrs.- Rs.5 per record
9	Misuse/loss/theft/leakage of data	As may be decided by the Bank
10	Other mistakes	As may be decided by the Bank

Besides penalty, the Bank may also reduce the quantum of job being allocated to the successful bidder, for such period, as may be decided by the Bank.

**xxiv)** If, the successful bidder fails to deposit the loss amount claimed by the Bank or the penalty imposed by the Bank for the negligence in any manner, or otherwise, the Bank shall have the full right to recover the same from the bills and or to forfeit the Bank Guarantee and/ or to take legal action as it may deem fits proper.

**xxv)** Whenever the successful bidder shall undertake printing of cheques' ground and cheque books' cover, they shall get its approval done from the Bank in duplicate. One copy is to be kept by the successful bidder and the second copy shall be kept in Bank's record. The successful bidder shall print the date of printing on cheque leaves and cheque book covers at the time of every print run.

**xxvi)** The successful bidder shall have standby/alternate arrangement of printing & other related operations in case of failure/breakdown of any machine etc, so that uninterrupted printing/dispatch of personalised cheque books of our Bank is ensured.

**xxvii)** In case of emergent need, the successful bidder shall also arrange itself for delivery of the cheque books at the booking Indian post office.

**xxviii)** The successful bidder will maintain CCTV coverage for all the operations including checking & packing of factory/godown/related security aspects, with preservation of recording for 3 months.

**xxix)** Bills for printing of personalised cheque books shall be submitted by the successful bidder after tallying/matching all records for each day in respect of number of records provided by the Bank. Cheque books printed and packets shall be delivered to Indian postal dept with original receipted challans. The billing cycle shall ordinarily be fortnightly basis or as decided by the Bank. The payment shall be made by the Bank on its satisfaction within 10 days from the receipt of bill.

**xxx)** In the event of extra payment made by the Bank to the successful bidder on account of any discrepancies in the bills raised by the successful bidder or overcharging or otherwise, the successful bidder shall promptly reimburse the same to the Bank within one week from the date of receipt of such information.

**xxxi)** The Bank Guarantee shall be refunded by the Bank to successful bidder on completion of the contract period, if the bidder completes the allotted work within contract period maintaining the terms and condition of the contract successfully without any allegation.

**xxxii)** The successful bidder shall bear all relative taxes etc. in respect of printing & delivery of personalized cheque.

**xxxiii)** The successful bidder(s) shall keep the stock of paper/ printed material of the Bank in their premises fully insured at their end.

## **6. Address of Communication:**

Offers/bid should be addressed and dispatched to / submitted at the address given below:

**Chairman**

**Tripura Gramin Bank**

**Head Office-Abhoynagar**

**Agartala-799005**

**Tripura (West)**

## **7. Format for Technical Offer/ Technical Bid:**

The Technical offer /Technical bid must be made in an organized and structured manner in the following form:

- a. Index
- b. Covering letter
- c. Documentary evidence towards proof of eligibility criteria
- d. Technical Offer/ Technical bid with Specifications (Annexure-I)
- e. General Details of the bidder
- f. Copy of Certificate/ Authorisation for printing and supply of Personalised cheques.
- g. Track record of supplying of personalised cheques to various Banks/clients, along with details of work executed along with details of work executed along with bills.
- h. Letter for Authorized representative with detailed information.
- i. Letter for acceptance and compliance of all the terms & conditions of RFP
- j. EMD (earnest money deposit) of ₹.20000.00 (Rupees Twenty Thousand only) in the form of a Demand Draft in favour of Tripura Gramin Bank Payable at Agartala.

## **8. Format for Commercial Offer:**

The commercial offer should be quoted in Indian Rupees as per the format given in Annexure-II.

**Rate should be quoted in Printer's Paper.**

The short listed bidder has to keep the finalized price valid for a period of two years from date of acceptance of the purchase order (effective date). There should not be any escalation due to fluctuation in foreign currency or change in duty structure or for any other reasons. However, impact of fall in price, taxes, duties or any other external factors be passed on to the Bank suo moto.

## **9. Evaluation Criteria:**

Application must reach at the Bank on or before **13<sup>th</sup> March 2020 till 5.00 PM at Tripura Gramin Bank, Head office-Abhoynagar, Agartala-799005, West Tripura.**

Technical *bids* will be opened on 16<sup>th</sup> March 2020; 1.00 PM at Tripura Gramin Bank, Head office-Abhoynagar, Agartala-799005, West Tripura in presence of the intending bidder or authorized representative/ agents for and on behalf of the respective participating bidder. The Bank will evaluate the technical response to the RFP.

Commercial Bids of only the technically qualified bidders will be opened at Tripura Gramin Bank, Head office-Abhoynagar, Agartala-799005, West Tripura in the presence of the technically qualified bidder or authorized representative/ agents for and on behalf of the respective qualified bidder on a date and time which will be informed later through e-mail or any other mode of communication as the Bank deems fit and proper.

## **10. Selection Process:**

Bank shall evaluate all the technical bids so received and shall open the commercial bids of only the qualified technical bidder. The bidder who fulfills all criteria in respect of technical bid and the lowest quote would be considered as the L-1 bidder. Bank will place the order of printing of Personalized Cheque Books (PCB) in favour of L-1 bidder. In case L-1 bidder fails to comply with the terms and condition mentioned in the agreement/ this RPF in connection with the Commencement of the task within stipulated period, the order of printing and supply of personalised cheque book will be passed on to the L-2 bidder and subsequently L-3 bidder (in case of L-1,L-2 fails etc.) etc. and in that case the lowest bidding price should be applicable for all the empanelled successful bidders.

## **11. Specifications of Personalised cheque Books:**

1. The size and other specifications of the cheques, requisition slips, record slips etc. shall be as per RBI/IBA/NPCI/BANK's specifications for CTS 2010 compliant MICR instruments.
2. The Cheque Books shall be issued containing 20 leaves and 50 leaves for Savings Account (SB) & 50 leaves for Current Account/Cash Credit Account (CA/CC). The Bank may vary the number of leaves, as per its

- requirement.
3. The sequence of placing requisition slip, record slips and cheque leaves shall be as under (from top to bottom):
    - a. Customer Requisition slip containing name and address of the account holder to be placed on top.
    - b. Record slip with a notch at the bottom on the number portion of the cheque so that next cheque number becomes visible.
    - c. Cheque Leaves.
    - d. Cheque requisition slip for customer to be placed at last but before five cheque leaves.
  4. The cheque book cover shall be made of **Art paper of 170 gsm (for 20 leaves cheque book) & 170 gsm (for 50 leaves cheque books) with 4-colour printing.**
  5. The cheque books shall be **double stitched (side stitching) and spine to be pasted with cover** (Perfect Binding style).
  6. The specifications as stated above may change as per regulatory guidelines/Bank's requirements from time to time.

## **12. Printing of Personalised Cheque Books:**

1. The successful bidder shall be provided with master data of all the branches of the Bank in 'Excel' file with following fields:
  - a. Distinctive Number of Branch (Sol ID).
  - b. Name of Branch.
  - c. Address of the branch as to be printed on cheque in English.
  - d. Address of the branch as to be printed on requisition slip in English.
  - e. MICR code of the Branch.
  - f. IFSC code of the Branch.
  - g. Alpha code of the Branch.

The master data would have to be updated on continuous basis.

2. A master file containing branch wise particulars of the account requesting for issuance of cheque books shall be provided by the bank to the successful bidder through SFTP on daily basis. The text file will contain following fields:
  - a. Account Number (13 digit)
  - b. Name of account holder(s) (to be printed on cheque)
  - c. Name of account holder (to be printed on customer's requisition slip)
  - d. Address of the account holder

- e. Mobile number of account holder
- f. Sol ID of Branch
- g. Account type (SB/CA/CC)
- h. IFSC Code
- i. Number of leaves requisitioned
- j. Customer Constitution

All relevant data required to be incorporated as per bank's specimen/sample. The file structure or personalization data may be changed at any time as per requirement of the Bank.

3. Printing of any other information in the MICR band may also be started at a later stage, for which such other information will also be provided in the above file.

### **13. Printing of Variable Data on Personalised Cheque Book:**

1. The successful bidder shall carry out printing of all variable data on personalised cheque books as per the details appended below:-

#### **i) Cheque Leaves:**

- a. 13-digit Account Number in the box provided for the same.
- b. Type of Account likes Saving Account/ Current Account etc. horizontally outside the box for account number in English.
- c. Address of the Branch in English on the top left side, just after the name of the Bank.
- d. Name of the account holder on right hand & bottom side below the space for signatures & just above.  
'Please sign above' For individual's accounts, as per customer constitution, only title of the account and for other accounts, 'For....(title of a/c).....and 'Authorized Signatory(ies)' is to be printed.
- e. Cheque serial number shall be printed in body of the cheque also, in addition to in MICR band, vertically on extreme left hand side.
- f. Cheque serial number, MICR sort code and Transaction code shall be printed with MICR ink at the appropriate place in the MICR band.
- g. Date of printing of cheque book and short name of the successful bidder shall be printed vertically on extreme left hand side of each cheque leaf.
- h. IFSC code shall be printed just below the address of the Bank.

**ii) Customer's Requisition Slip:**

- a. Bar code as per Indian Postal Department requirements.
- b. Date and some statistical data.
- c. Name and Address of the account holder on the left hand side.
- d. 'If undelivered, please return to Tripura Gramin Bank and name and address of the branch (Prefixed by words 'Branch Office :').
- e. The fields printed as per (a) to (d) above should be visible from window cut in top cover of the cheque book as well as the envelope.
- f. On right hand top corner :
  - i) Branch name
  - ii) Branch Address ,
  - iii) Customer ID
  - iv) IFSC Code &
  - v) Cheque nos. (from) Number hyphen (To) Number.
- g. The fields printed as per (f) above would not be visible from window cut in top cover of the cheque book as well as from window of the envelop.

The requirement with regard to Personalisation shall be subject to change as per Bank's requirement.

2. Bank officials may carry out checking during printing & processing stage and also of finished cheque books before packing at the works of the successful bidder, for which the successful bidder shall have to provide necessary space and infrastructure. Timely availability of materials to be checked would have to be ensured by the successful bidder.

**14. APPLICABLE LAW & JURISDICTION OF COURT.**

The Bank and the Successful bidder shall use their best efforts to amicably settle all disputes/differences arising out of or in connection with this Agreement/contract within thirty (30) days from the date of receipt of the notice. Any notice served by any party will be deemed to have been served effectively on either of the parties if sent by registered post and speed post to the address mentioned in the documents or the last known address of the Bank and Bidder. In case of failure of negotiations amicably within the stipulated period mentioned above, should be settled in the competent "COURT OF LAW" at Agartala, West Tripura District where the Head Office of Tripura Gramin Bank is situated. If any party desires to make appeal against the impugned Judgment, the respective party will be at the liberty to file such appeal before the Hon'ble appellate authority.



**Note:-**

1. No price column shall be left blank. If it is nil/not applicable, it is to be mentioned as NIL. In absence of it, the columns shall be treated as NIL.
2. The prices quoted shall be inclusive of all type of related taxes & octroi. The cheques are to be dispatched by Indian post as per decision of Bank in good quality cartons & properly packed to avoid any damage during transit. Bank shall not bear the cost of cartons & other items if any related dispatch of the items other than the items mentioned under activities A above.
3. 'EMD of the successful bidder(s) should be kept reserved with the bank during the tenure of the contract and the same would be returned back to the successful bidder(s) on their satisfactory performance against the allotted work, given from time to time.'
4. 'The Bank reserves the right to amend the RPF and in that connection the said amendment(s) will be displayed/notified on website only and this should be binding on participating/intending bidders. The Bank shall be liable for any communication gap.
5. If L-1 or L-2 or L-3 is more than one, the bank shall select the L1 or L2 or L3 as applicable on the basis of the total turnover mentioned in the audited Balance Sheet for preceding Financial Year.
6. An agreement shall have to be executed in between the Bank and the successful bidder on the basis of terms & condition mentioned in the RPF/tender or /and any other terms & condition as agreed upon shall be executed before giving Bank Guarantee.

**ANNEXURE-I**  
**(Technical Specification)**

The intending bidders shall furnish following documents in their technical bid:

<b>Document Name</b>	<b>Whether furnished by vendor(Yes/ No)</b>
Information sheet along with required documents as per Performa (T-1).	
Proof of PCB work done for Public Sector and/or Private sector Banks for last 3 financial years.	
Copy of working certificate from the Public sector and/or Private sector Banks regarding the proof of printing at least 200 lakh MICR cheques for Public sector and/or Private sector Banks during 2018-19, out of which at least 100 lakh instruments were Personalised cheques.	
Sample of PCBs printed for different Banks for last 3 financial years.	
List of Machinery as per Performa enclosed (T-2).	
List of Client Bank for whom MICR cheques have been printed as per Performa (T-3).	
Copy of IBA approval/renewal as security printers on IBA approved panel for printing of MICR instruments with latest validity period.	

Documents as mentioned in RFP to be submitted along with technical specification.

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**ANNEXURE-II**  
**(Commercial Specification)**

**A. Printing of personalised cheque in Printer's Paper:-**

<b>PARTICULARS</b>	<b>Rate quoted per 1000 leaves (Inclusive of all taxes &amp; charges.(Amt. in Rupees)</b>
<p>Cost of Printing of Personalised cheque including cost of paper. Size-8" x3.67" Paper-95 GSM CTS watermark paper for cheque. 170 GSM Art paper for cover wrapper. 70 GSM Maplitho paper for customer slip &amp; record slip. Cost of dispatch management (sorting, packing, etc.) , if any (<b>Actual Indian postage charges shall be borne by the Bank</b>) The cheque books shall be <b>double stitched (side stitching) and spine to be pasted with cover</b> (Perfect Binding style). The Cheque Books shall be issued containing 20 leaves and 50 leaves for Savings Account (SB) &amp; 50 leaves for Current Account/Cash Credit Account (CA/CC). The Bank may vary the number of leaves, as per its requirement.</p>	

**Example:**

- i) Bidder (L-1) X quoted ₹.600 per 1000 personalised cheque leaves printing as per specification mentioned in ANNEXURE-II. Suppose in a particular month, as per the requisition received from the Bank, the successful bidder printed PCBs then the total Bill amount calculation will be as per the format appended below:-

Particulars (A)	Number of books printed (B)	Total Leaves Printed(C=AxB)
SB (20 lvs)	500	20x500 =10000
SB(50 lvs)	200	50x200 =10000
CD(50 lvs)	50	50x50 =2500
CC (50 lvs)	100	50x100 =5000
Total	850	27500

$$\begin{aligned}\text{Total Bill amount will be (₹)} &= \text{Total of C} \times 600/1000 \\ &= 27500 \times 600/1000 \\ &= 16500\end{aligned}$$

- ii) As per above example,

Cost of one 20 leaves (SB) cheque book will be (₹) -  $20 \times 600/1000 = 12$

Cost of one 50 leaves (SB/CA/CC) cheque book will be (₹) -  $50 \times 600/1000 = 30$

T-1

**INFORMATION SHEET**

**PART A: ESTABLISHMENT**

1	NAME OF COMPANY / FIRM	
2	ADDRESS- REGISTERED OFFICE	
3	ADDRESS -PRESS/FACTORIES	
4	CONSTITUTION (Proprietorship/Partnership/Public/Pvt. Ltd.)	
5	YEAR OF ESTABLISHMENT	
6	NAME OF DIRECTORS/PARTNERS/PROP.	
7	NAME OF BANKERS & TYPE OF ACCOUNTS MAINTAINED	
8	REGISTRATION WITH LOCAL CIVIC AUTHORITIES,IF ANY (Give name of authority & type)	
9	IS THE UNIT REGISTERED AS AN SSI UNIT(if yes, give registration number)	
10	IS THE UNIT REGISTERED UNDER SHOP & EST ACT/ FACTORY ACT (if yes, give registration number & authority)	
11	IS THE UNIT REGISTERED IN GOODS & SERVICE TAX (if yes, give GST Regn. No. & Date)	
12	WHETHER EMPANELLED WITH IBA, IF YES,SINCE WHEN & DATE OF LAST RENEWAL (Enclose proof)	
13	DETAILS OF ANY OUTSTANDING COMPLAINTS/ LITIGATIONS WITH IBA/BANKS/GOVT. ETC.	

**PART B: PAST PERFORMANCE**

1	SINCE WHEN SECURITY PRINTING ACTIVITY STARTED BY THE COMPANY/FIRM			
2	FORMATS OF PRINTING UNDERTAKEN (Book form or continuous slip or both)			
3	TYPE OF MAJOR ACTIVITIES UNDERTAKEN DURING THE PAST THREE YEARS			
4	WHETHER ANY SPECIALIZED/UNIQUE SECURITY FEATURES IN SECURITY INSTRUMENTS HAVE BEEN PRINTED IN THE PAST (if yes give details)			
5	TOTAL TURNOVER (security printing only)	2016-17	2017-18	2018-19
6	WHETHER INFRASTRUCTURE FOR PERSONALISED CHEQUE BOOK PRINTING IS AVAILABLE (if yes, give details of process and equipment)			
7	WHETHER PERSONALISED CHEQUE BOOKS ARE BEING PRINTED FOR ANY BANK (if yes, give name of Banks and indicate since when PCB printing work being done for each bank separately)			
8	ANY OTHER RELEVANT INFORMATION			

**PART C: INFRASTRUCTURAL FACILITIES & SECURITY**

<b>1</b>	<b>WHETHER FACTORY PREMISES ARE OWNED OR RENTED</b>	
<b>2</b>	<b>TOTAL AREA OF FACTORY PREMISES</b>	
<b>3</b>	<b>TOTAL COVERED AREA (you may attach a sketch of factory premises)</b>	
<b>4</b>	<b>WHETHER FACTORY PREMISES ARE FENCED AS PER IBA GUIDELINES (give details)</b>	
<b>5</b>	<b>AREA OF PAPER GODOWN</b>	

We confirm that we continue to be on the panel of IBA as Security printer for printing of MICR security instrument and are not debarred in any way from doing MICR instruments security printing work for the Banks. We also confirm that we fulfill the criteria of IBA in respect of security arrangements and infrastructural facilities.

Authorised Signatory(ies) in full with Seal

**T-2**  
**LIST OF MACHINERY**

Name of Security Printer:

Sr. No.	Item Model & Technical Details	Make	Year of Manufacture	Year of Purchase	Quantity	Capacity

We confirm that all the above machinery is owned by the company/ firm and are installed in the factory premises at the address specified in the application form. We also confirm that all the above machinery is in good working condition.

Authorised Signatory(ies) in full with Seal



**T-3**

**LIST OF MAJOR CUSTOMERS- BANKS ONLY (During last 3 financial years only)**

Name of Security Printer:

<b>Sr. No</b>	<b>Name of the Bank</b>	<b>Type of jobs undertaken</b>	<b>Period</b>	<b>Number of security Instruments (Year Wise)</b>	<b>Value (Charges received)</b>	<b>No. of PCB instruments (Year Wise)</b>

Authorised Signatory(ies) in full with Seal

## ANNEXURE-III

### ACTIVITY SHEET

The details of Tender schedule are as follows:

<b>Activity</b>	<b>Date</b>	<b>Time</b>	<b>Venue</b>
Pre-bid query meet if any	18/02/2020	11:00 AM	<b>Tripura Gramin Bank Head Office-Abhoynagar Agartala-799005 Tripura (West)</b>
Submission of bid	13/03/2020	Up to 5:00 PM	<b>Chairman Tripura Gramin Bank Head Office-Abhoynagar Agartala-799005 Tripura (West)</b>
Opening of Eligibility & Technical bid	16/03/2020	1:00 PM	<b>Tripura Gramin Bank Head Office-Abhoynagar Agartala-799005 Tripura (West)</b>

**Proforma for Performance Bank Guarantee**  
**(proper Non-Judicial Stamp)**

To  
The Chairman  
Tripura Gramin Bank  
Head Office,  
Opposite side of Radhanagar Bus Stand  
Agartala-799005

In consideration of Tripura Gramin Bank (hereinafter called “the said Vendee /Purchaser”) having its office at the aforesaid address, having agreed to engage ..... from ..... having its office at (Hereinafter called the said Supplier/Vendor/Contractor(s)/bidder(s)”) under the terms and conditions of an Agreement/RFP dated ..... (hereinafter called “the said Agreement”/ “RPF”). Towards the security for the due fulfillment of the terms and conditions contained in the said Agreement/RPF, it has been agreed by the said Supplier/Vendor/Contractor(s)/bidder(s) shall provide a bank Guarantee for Rs..... (Rupees..... only). We ..... (indicate the name of the bank) (hereinafter referred to as “the Bank”) at the request of .....(Successful bidder) do hereby undertake and guarantee to pay to the Vendee/Purchaser an amount not exceeding Rs.....(Rupees..... only) (either in lump sum or in parts) against any loss or damage caused to or suffered or would be caused to or suffered by the Vendee /Purchaser by reason of any breach by the said bidder of any of the terms or conditions contained in the said Agreement/RFP. Unless repugnant to the context or meaning thereof, expressions, Vendee /Purchaser, Supplier/Vendor/Contractor(s)/bidder(s), Bank shall mean and include their heirs, representatives, successors, executors, administrators, assigns, etc. as may be applicable.

**THIS DEED WITNESSETH AS FOLLOWS:-**

1. The Bank does hereby undertakes to pay the amount(s) due and payable under the guarantee without any demur, merely on a demand from the Vendee /Purchaser stating that the amount(s) claimed is/are due by way of loss or damage caused to or would be caused to or suffered by the Vendee /Purchaser by reason of breach by the said Supplier/Vendor/Contractor(s)/bidder of any of the terms or conditions contained in the said Agreement/RFP or by reason of the Supplier/Vendor/Contractor(s) failure to perform its obligations under the said Agreement. Any such demand made by the Vendee /Purchaser on the Bank shall be conclusive as regards the amount(s) due and payable by the Bank under this guarantee, whether made in one go or in parts. However, Bank’s liability under this guarantee shall in totality be restricted to an amount not exceeding Rs.....(Rupees..... only), whether or not invoked or if invoked, in part or otherwise.
2. The Bank undertakes to pay the Vendee /Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Supplier/Vendor/Contractor(s)/bidders or any suit or proceedings pending before any Court or Tribunal relating thereto. Thereby meaning that Bank’s liability under the present guarantee shall be absolute and unequivocal in any circumstances

whatsoever, if called upon to pay by the Vendee /Purchaser. However our liability shall not exceed in Rs.....(Rupees.....only)

3. The Bank further agrees that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues and or advances made by the Vendee Purchaser under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till ..... , the Vendee /Purchaser certifies in writing that the terms and conditions of the said Agreement have been fully and properly carried out by the said Supplier/Vendor/Contractor(s)/bidder(s) and accordingly the Vendee /Purchaser discharges this guarantee, either in writing or by returning the Original Guarantee Bond or till its expiry whichever is earlier to the Bank.

4. The Bank before the release of the Bank Guarantee Bond in original by the Vendee /purchaser and before the expiry of this guarantee, as per clause 3 of this Guarantee Bond, may renew this guarantee for the same period as was initially requested upon for this guarantee or for any shorter period, at the option of the Vendee /purchaser, under intimation to the Supplier/Vendor/Contractor(s)/bidder(s).

5. The Bank further agrees with the Vendee /Purchaser that the Vendee /Purchaser shall have the fullest liberty without Bank's or Supplier/Vendor/Contractor(s)/ bidder(s) consent and without affecting in any manner Bank's obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Supplier/Vendor/Contractor(s)/ bidder(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Vendee /Purchaser against the said Supplier/Vendor/Contractor(s)/ bidder(s) and to forbear or enforce any of the terms and conditions relating to the said agreement/RFP and the Bank shall not be relieved from it's liability by reason of any such variation, or extension being granted to the said Supplier/Vendor/Contractor(s)/ bidder(s) or for any forbearance, act or omission on the part of the Vendee /Purchaser or any indulgence by the Vendee /Purchaser to the said Supplier/Vendor/Contractor(s)/ bidder(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving the Bank, in any manner what so ever.

6. This guarantee will not be discharged during its currency due to the change in the constitution of either the Bank or the Vendee/ Purchaser or the Supplier/Vendor/Contractor(s)/bidder(s), in any manner what so ever.

7. The Bank lastly undertakes not to revoke this guarantee during its currency or extensions thereof, except with the previous consent of the Vendee /Purchaser, in writing or otherwise than as is provided in this Guarantee.

8. The Bank also agrees that the Vendee /Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as its principal debtor in first instance without proceeding against the said Supplier/Vendor/Contractor(s)/ bidder(s), and notwithstanding any security or other guarantees that the Vendee /Purchaser may have in relation to or in relation to the

Supplier/Vendor/Contractor(s)/ bidder(s) liabilities from time to time, as this guarantee constitutes a separate, distinct and independent contract between the Bank and the Vendee /Purchaser.

9. Any officer of the Vendee /Purchaser of the rank of Chief Manager or above, duly authorized in this regard, shall be competent to issue demand/notice or to issue any appropriate instructions, as the circumstances may warrant, to the Bank under this Guarantee, which the Bank shall have to comply immediately and forthwith, without raising any dispute or question/s in regard there to, in any manner what so ever. Notwithstanding anything contained herein above:

- a) The liability of the Bank under the guarantee shall not exceed Rs.....  
(Rupees.....only)
- b) This Bank Guarantee shall be valid either till ..... or till the issue of a fresh Bank Guarantee to the Purchaser with a extended period in lieu thereof or till the Vendee/ Purchaser certifies in writing that the terms and conditions of the said Agreement have been fully and properly carried out by the said Supplier/Vendor/Contractor(s)/ bidder(s) and accordingly the Vendee /Purchaser discharges this guarantee, in writing and by returning the Original Guarantee Bond to the Bank.
- c) The bank before the release of the Guarantee Bond in Original by the purchaser and before the expiry of this guarantee may at its option renew this guarantee for the same period as was initially agreed upon for this guarantee or any shorter period, at the option of the purchaser, under intimation to the Supplier/Vendor/Contractor(s)/ bidder(s).
- d) The Bank is liable to consider any notice for invocation of Bank Guarantee as a default by the Supplier/Vendor/Contractor(s) and shall be under an obligation to pay to the Vendee /Purchaser the entire amount of Guarantee or any part thereof under this Bank Guarantee only and only if the Vendee/ Purchaser serves upon the Bank a written claim or demand before the expiry of either the Bank Guarantee or any extended period/s under this Bank Guarantee, as the case may be.

Notwithstanding anything contained herein our liability under this Bank guarantee shall not exceed Rs.....  
(Rupees.....only). This Bank guarantee shall be valid up to ..... and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before.....

This guarantee will be returned to us as soon as the purpose for which it is issued is fulfilled.

**IN WITNESS WHEREOF** the Guarantor(s) has/have executed this presents on this ..... day of ..... in the year of Christ Two Thousand and Nineteen.

**SIGNED SEALED AND DELEVERD BY**

Within named Guarantor in the Presence of :-

- |                                    |  |
|------------------------------------|--|
| 1. (Full Signature of the Witness) | 1.(Full Signature of the Bank Authority with designation and seal) |
| 2. (Full Signature of the Witness) | 2.(Full Signature of the Bank Authority seal and designation)      |

