

Idukki District Co-operative Bank Ltd.**Head Office : Idukki****P.B. No.2. Idukki Colony P.O.-685 602****Ph : 04862-249534, 04862-235291, 235292, Mob : 8547800165****E-mail : dcbidukki065@gmail.com, Website : www.idukkidcb.in****Request For Proposal (RFP)****for****Design, Supply, Testing, Commissioning and
Maintenance of****ONLINE DIGITAL ADMINISTRATION
FILING SYSTEM (ODAFS)**

Tender dated 21.01.2017

Cost of Tender Documents Rs. 1575/- (inclusive of all taxes)

Part I - Technical Bid

- 1 Notice Inviting Proposal
- 2 Terms and Conditions

Table of Contents

- 2.0 Scope of work
- 2.1 Conditions of the RFP
- 2.2 Eligibility Criterion
- 2.3 Installation / Implementation Experience
- 2.4 Validity period of the Tender
- 2.5 Signatory
- 2.6 Opening of Quotation
- 2.7 Earnest Money Deposit
- 2.8 Bid Price
- 2.9 Warranty period
- 2.10 Performance
- 2.11 Indemnity
- 2.12 Security Deposit
- 2.13 Price Composition
- 2.14 No Price Variations
- 2.15 Import Obligations
- 2.16 Terms of Payment
- 2.17 Term of execution of work
- 2.18 Timely completion and Liquidated Damages
- 2.19 Agreement
- 2.20 Confidentiality
- 2.21 Settlement of disputes by Arbitration
- 2.22 Order cancellation
- 2.23 Right to Accept or Reject the Quotation
- 2.24 Right to alter quantities
- 2.25 Force Majeure
- 2.26 Evaluation Process
- 3.0 Project Implementation and Monitoring
- 3.1 Project Management Team
- 3.2 Monitoring

Schedules**• Schedule 1**

- Covering letter for submission of offer

• Schedule 2

- Organizational / Financial profile of the Vendor / Bidder

• Schedule 3

- Specification for Technical compliance of DMS

• Schedule 4

- Contract Form (CF)

Part II - Commercial Bid

- **Schedule 1**

Part I

The Idukki District Co-operative Bank Ltd. invites RFP for **Design, Supply, Testing, Commissioning and maintenance of ONLINE DIGITAL ADMINISTRATION FILING SYSTEM (ODAFS)**

Technical Proposal

1	Commencement of issue of RFP	January 21, 2017
2	Closing of issue RFP	01/28/17
3	Last Date and Time for Submitting the filled RFP	31 January 2017, 5pm
4	Date and Time of Technical Bid opening	Will inform Later
5	Place of opening of Bids	Head Office of the Bank
6	Address for communication	Idukki District Co-operative Bank Ltd., Head Office : Idukki, Idukki colony P.O., 685 602.
7	EMD (Earnest Money Deposit) (Remit the Amount to the A/c specified in clause 2.7)	Rs. 10000/-
8	Cost of RFP (Remit the Amount to the A/c specified in clause 2.7)	Rs.1575/- (Including vat 5%)

Note:-

The RFP document can be downloaded from our website www.idukkidcb.in from 21.01.2017 onwards after remitting the cost of RFP at our Branch or via NEFT.



Idukki District Co-operative Bank Ltd.



Idukki District Co-operative Bank

Head Office : Idukki

P.B. No.2. Idukki Colony P.O.-685 602

ITI/01/0053/DAFS/2016-17

21.01.2017

REQUEST FOR PROPOSAL

IDCB invites proposals in two cover system from eligible reputed IT companies for **Design, Supply, Testing, Commissioning and maintenance of ONLINE DIGITAL ADMINISTRATION FILING SYSTEM (ODAFS).**

Important : Last Date for Submission 31.01.2017

For more information : visit <http://www.idukkidcb.in/tender>

**Sd/-
GENERAL MANAGER**

Contact Details : 04862-249534, 04862-235291, 235292, Mob : 8547800165

E-mail : dcbidukki065@gmail.com, Website : www.idukkidcb.in

Two Part Offer

The offer will have to be submitted in two parts; Technical Offer (TO) & Commercial Offer (CO). 'TO' must be submitted in sealed cover, giving full particulars, addressed **to The General Manager, The Idukki District Co-operative Bank Ltd, Head Office : Idukki, Idukki Colony P.O., Idukki.** Each page of the quotation document must be signed with proper seal of Vendor/Bidder.

The envelope containing **Technical Offer** should be duly **super-scribed** with:-

“Technical Offer for Design, Supply, Testing, Commissioning and maintenance of ONLINE DIGITAL ADMINISTRATION FILING SYSTEM (ODAFS).”

Envelope No. 1 (Technical Offer) should contain the following:

1. Earnest Money Deposit specified herein below.
2. Part - I of the Tender - A copy of 'Proposal' document including Schedules and Annexure duly signed by authorised signatory of the Vendor/Bidder on each page.
3. Vendor/Bidder's letter giving technical clarifications (if any).
4. An Undertaking by the Authorized Signatory of the Vendor/Bidder, on the letter head of the Vendor/Bidder stating that the Vendor/Bidder has not been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice.
5. Any other information called which the Vendor/Bidder would like to submit along with his 'Quotation'.
6. Audited Profit and Loss Account and Balance Sheet for the last 3 years.

7. Organizational / Financial Profile as per proforma given in Part I –Schedule 2 of the Tender.
8. Statement showing implementation experience for the last three years, with details of Client, nature of work, value of contract etc.
9. Valid Trade License Certificate issued by the Local Self Government under Shops and Establishment Act
10. Legal documentation pertaining to the status of the organisation including Certificate of Registration.
11. Copy of the Sales Tax Registration, PAN, Service Tax registration.
12. All documents to prove the Quality and Certification required.
13. Training Plan.
14. Proof in support of having experience of minimum of 5 years of existence in the field of Software Development and IT related activities as on 1st April 2016.
15. Proof in support of experience in development of software and providing IT related services to the Government / Public Sector Organizations /Undertaking / Corporations, Banks, Universities / State level Board. Work orders along with Completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted.
16. Proof in support of at least 2 projects in Govt. / PSU of minimum Software License value of 25 lakh each. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted.
17. Hardware resources proposed for deployment.
18. Problem Escalation Mechanism with name, designation and contact details at each level up to the level of CEO.
19. Proposed Quality Plan.

20. Proposed Software Change Management Methodology.
21. Proposed Methodology to complete this project.
22. Details regarding proposed infrastructure for desired services.
23. Details regarding miscellaneous / Add-on technical services.

Note:- The Technical offer should be complete to indicate that all products and services asked for are quoted and should give all required information including technical brochure, manuals, technical specifications, data sheet of the quoted products in an organized and neat manner. An index shall be provided. No documents, brochures, leaflets etc. should be submitted in loose form. (Submit hard copy and soft copy in CD).

It should be specifically noted that the contents of TO must not reveal commercials.

Envelope No. 2 (Commercial offer) Price Bid should contain the following:

- i. This part shall contain prices in Indian Rupees only with detailed breakup of prices as per Schedule 1 (Part II) in figures.
- ii. The Schedule of Quantities as per the specifications and the most competitive prices offered in respect of the items therein as per Schedule 1(Part II)
- iii. The CO should be in conformity with the terms indicated in Para 2.13 i.e. Price Composition.
- iv. Tenderer should quote only all-inclusive Price inclusive of Design, Supply, Installation, commissioning, Transportation, Forwarding, Insurance, Training, Warranty, taxes and duties etc.
- v. It should give all relevant price information and should not contradict the Technical Offer in any manner. The prices quoted in the commercial bid should be without any conditions. The bidder should submit an undertaking

that there are no deviations to the specifications mentioned in the tender either with the technical or commercial bids submitted.

- vi. Prices quoted will be firm for the entire period of Contract. All prices to be quoted in Indian Rupees, and must clearly state all applicable taxes which must be included in quoted price.
- vii. The commercial offer should include cost of upgrades of the system and application software for total duration of contract.

1.2 Opening of Quotation

Envelope No.1 will be opened Bank head Office in the presence of the General Manager, The Idukki District Co-operative Bank Ltd. or any other officer designated for the purpose by him and will be opened in the presence of authorised representatives of the individual bidding firms who choose to be present at the time of opening. Any inquiry in this regard will be entertained up to the stipulated Date & Time of closure of Tender as mentioned above.

2. Terms and Conditions

2.0 Scope of work.

The Idukki District Co-operative Bank is a RBI Licensed leading Cooperative Bank in Kerala state and is established in the Idukki district, covering an area of operation of whole Idukki district comprising of 5 Taluks. The Bank Head Office and all of its 54 branches are fully migrated into CBS platform. The Bank have recognised the advantage of deploying technology to improve the quality, speed and agility of its products to the customers and there by meeting customer expectations. The Bank is already implemented CTS/RTGS/NEFT. The Bank have implemented the ATM and RuPay debit card and its customers can use all ATMs/PoS in the country. Direct Benefit Transfer (DBT) and all Aadhaar based payments are readily available to customers. Now the Bank plans to create a web based e-office platform to perform its operations in a speedy and efficient manner fully utilising the existing Information Technology, at first at the Head Office level, to achieve the following best practices-Workflow automation including standardization & automation of repetitive processes/work flows, Knowledge management,

Record management, Efficient communications management , Quality assurance, Productivity management of Human resources (dashboard view, performance management, file tracking), User-friendliness, Accountability, including audit trails, Cost-effectiveness, Change Management, Integration within the same office and with other departments and internal and external entities including regulators. The proposed package shall result in the creation of a paperless office at the HO level. Bank HO consists of President's Office, Board Room, General Manager's Office, Deputy General Managers Office, PAD, HRM, ICM, Loans, Societies Loans, Recovery, IT Division, WDC, Pension Section, Inspection Section, Banking and Finance, PACS Development Cell. PACS and other societies can also integrate with DCB. The proposed package shall consist among other utilities a Document Management System (DMS) involving Workflow to electronically manage the content of each and every department in each and every location of the Bank for their use. The proposed product should contain enough security features to ensure confidentiality, authentication, data integrity and non repudiation in all electronic document exchange. The initiative will consist of following activities to be implemented during entire project:

1. To Understand and study the existing System Infrastructure and manual/automated processes of working of the Bank in each and every department at different locations.
2. To implement a robust scanning and indexing system, digitization of existing as well as new Documents / Records and Files at all locations offices of the Bank.
3. To Train the Bank Users & Administrators. Document Management System should offer a comprehensive range of cost effective services for Document Management System. This solution should manage various file format like JPEG, TIFF, PDF, XML PDF, HTML etc. Following features should be supported by the system:
 - a. Creation of Note file/Drafts/Minutes at all levels of the hierarchy to enable review and provide comments on the note and so on until the approving authority gives the approval on the note.

- b. The system should enable file tracking and file monitoring.
- c. The system should facilitate auto and manual reminders to users on files; call back, approval and priority change.
- d. The system should provide reports indicating the number of files in a section, pending files, files in section for reference, files sent out of section. Files relating to questions, Court case files etc should be available to users based on access control.
- e. The system should enable maintenance of an audit trail to ensure accountability and tracking on what happened, when and by whom, etc.
- f. Admin Control – creation of Users & Groups, setting privileges and rights on folders or on specific documents.
- g. Adequate Security Features with ability to set access controls at multiple levels.
- h. Data Security and unauthorized access protection.
- i. Built-in back up and data recovery features.
- j. Scope for future enhancement.
- k. Bilingual operations (English and Malayalam).

THE SYSTEM SHOULD HAVE FOLLOWING ELEMENTS

A complete document imaging system should comprise of following elements:

1. **Scanning:** A good scanning system for putting paper files into computer.
2. **Storage:** The storage system should provide long-term and reliable storage for documents and should accommodate changing documents, growing volumes and advancing technology.
3. **Indexing:** The index system should create an organized document filing system and make retrieval simple and efficient.
4. **Retrieval:** A retrieval system should retrieve right documents fast and easy. With e-book feature, documents should be stored in html, xml or pdf format.
5. **Access:** Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system and should be accessible in the office or at different locations over the Intranet, or over the Internet.

THE SYSTEM SHOULD HAVE FOLLOWING FEATURES

Inward Receipt: Complete solution for inward receipts at all locations.

File Creation.

Should provide fully functional:

Unique Numbering of File.

Stores File Name, Subject, Creators Notes.

Priority Indication (Immediate/Normal/Later).

Nature Indication (Confidential/Normal).

Files should be Version Numbered.

Metadata Capturing ability for input whenever applicable/possible for fast search.

Work Flow Creation & Assignment:

Should support

Multiple Work Flows

Create a New Work Flow at Run-Time

Create Inter-Departmental & Intra-Departmental Work Flows (Assignments)

Action on File should print:

Pending File Reminders

Receipt Acknowledgment

Noting

Attachments - Any type of Attachment (incl. PDF, HTMS, JPEG, Docs, Excel Sheets, Audio/Video files etc in correct and recoverable format)

Add/Update/Delete/View (Linked File) References facility

Tasks Assignments

File Approval

Should Generate

Outgoing Draft Reply Letter Generation and outgoing reply by email, letter SMS etc.

Reply – e-Mail, Letter, SMS etc.

Outward Generation & Dispatch

Should Provide

Auto Disposal by Different Disposal Modes

Outward Entry module should generate Two Copies – Fair Copy and Office Copy and send it to the Dispatch Section for delivery to the intended users/senders

Carry Forward of Non-Disposed Files

Query / Views on Following

Should Provide

Text Based, Keyword based, Wild Cards based search options

Subject-wise Generalized Summery

Inward number v/s. Outward number

User Creation & Other Security Features

History of Positions held with Timeline

Security Features like Password Complexity & Encryption, Audit Trails

Database Triggers to Stop Direct Updates.

Reporting Module

Register Printing

Audit Trails (User Activity, File Movement Records)

Indexing Documents

Vendor

The indexing methodologies used, should be easy to use and understood by the user who retrieve the documents, as well as those who file them. Should organize documents as given below:

Index Fields

An imaging system should allow users to customize index templates, create multiple templates and have different types of index field data within each template, such as date, number and alphanumeric characters. Index fields should be used to categorize documents, track creation or retention dates, or record subject matter, among other uses. In addition, an imaging system should allow pull down boxes to speed index field entry and have tools available to help automate entering index information.

Folder/File Structure

An imaging system should provide a visual method of finding documents. An imaging system should have the ability to electronically re-create this filing system through multiple levels of nested folders.

Retrieving Documents

Whatever the method, document retrieval should be simple and user-friendly. The system should provide easy, fast and efficient retrieval of relevant documents.

Controlling Access

The system should provide appropriate levels of access, without compromising confidentiality or security

Broad Availability

The system should provide a client-based user interface that enables the scanning, indexing & retrieval of documents. Users should be able to search, retrieve and view documents with any web browser.

Comprehensive Security

The system should allow the system administrator to control what folders and documents users can see, and what actions they can perform on those documents (edit, copy, delete etc.) The system should control access to folders, documents and even redacted images and text in a simple and complete manner.

Bi-lingual Operation

The system should offer Bi-lingual operations i.e. English and Malayalam both. User should be able to select the language by a simple menu driven option.

DIGITIZATION OF DOCUMENTS

As part of scanning services, the bidder shall undertake following tasks:

1) Pre Capture Process

This process envelops all activities that are to be executed before the scanning is undertaken. This is primarily the receiving of documents from the store and making them ready for scanning. Some of the major activities are enumerated below.

a. Batch Preparation

A bunch of few files constitute a batch. The documents received for scanning are set, bunches of a specified number are made and kept. Few of the activities under this are

Receive the files.

Clean if they have any dust.

Arrange the files in the batches as defined by the Bank.

Make a list of the files.

Tag sheets in the documents that are not to be scanned

b. Categorization of the Documents

During this process, the documents are categorized on the basis of the type of document. This helps in tagging of the documents. Fields for the tagging are to be defined in a manner to have the fruitful search criterion. No of such field are to be agreed upon by the selected Bidder with the Bank. A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with Bank officials in charge of the project.

c. Batch Dispatch for Scanning

The prepared batch is sent for scanning to the scanning section.

2) Capture Process**a. Scanning**

The scanning operator receives the files.

Open the files and scans the documents.

During the scanning the operator has to quality check image in terms of number of pages in the batch scanned and the total images.

Indexing & Image Cropping: The scanned documents should be well organized at the site. A manual index should be generated. Each batch of Documents should be given an address. The images should be edited/ cropped to remove any undesirable foreign spots/marks. The Retrieval Software should be provided by the vendor. The index should basically provide the name of the document.

OCR: Documents shall be OCR using high-end machines.

Quality Assurance: Every image must be readable. The best image quality should achieve by using state of the art Scanners, Processors & quality equipment, with automatic exposure control features.

Merging into Database: The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.

Retrieval Software: The retrieval software should use information about the documents, including index and text-strings, to find images stored in the system. The documents should be stored in html, xml or pdf format also.

Access: Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system. The access system should make documents viewable to authorized persons, whether in the office or at different locations. The internet user size would be around 1000 users, out of which the concurrent users will be around 500 users. External concurrent users of the system shall be around 2000 users.

3) Post Capture Process

After scanning process is over, the documents are put back in the file in the same order, files are labeled and put in the appropriate boxes and labeled and sealed. Sealed boxes and contents would be traceable through the appropriate database. In case of any damage to content, same should be informed to BANK without delay by the agency.

The implementation of paperless business processes has an impact on the technology needs of the organization. In order to move the hard copy deliverables such as reports, specifications, and other documentation to an electronic form, the organization will need to utilize compatible technical solutions to store, track, search, and allow collaboration on these electronic documents. The technical impact involves hardware, software, and technical training considerations and the Solution provider has to submit a list of hardware and software to achieve the aim along with their technical offer.

2.0.1 Supply:

- a) License for all the Hardware, Software Components (wherever applicable).
- b) Manuals of the Hardware and Software (wherever applicable).
- c) Media in the form of CD, DVD etc. (wherever applicable).

2.1.2 Installation:

a) Installation, Commissioning, Testing and Configuration of the supplied Software and other equipments required for the project at Bank's head office as per directions of the General Manager.

2.0.3 WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)

The successful Bidders shall warrant the software, equipment and its components to be free from any sort of defects in material and workmanship for a minimum period of 5 year from date of completed installation and shall repair or replace on a timely basis any defective component, assembly or portion free of cost. A Service Level Agreement (SLA) will be required to establish appropriate level of support for speedy repair and replacement. Each and every call will be attended by competent staff of the Bidder within 4 hours of its notification either on phone or in writing during business hours (9am -6pm). Delay in attending the call and delay in rectification of fault will lead to consequential financial damages to the Vendor/Bidder. A Call Register shall be opened to record the calls in electronic form visible to all users and Vendor.

2.1 Conditions of the RFP:

- 2.1.1. Bank would deal with a single bidder for the project who can provide comprehensive support and is in a position to provide every element of the solution. Specific authorization from the original manufacturer of the Hardware and Software (wherever applicable) would be required for this project.
- 2.1.2 Complete specifications of all the products and services recommended in the proposal inclusive of make / Model Number / Part number / manufacturer / developer shall have to be provided along with the technical bid.
- 2.1.3 The bidder has to submit supporting documents along with the Technical bid that the bidder is authorized to bid the Hardware and Software (wherever applicable) [which are not his products] recommended by him in the proposal.

- 2.1.4 Submission of proposal in response to the Tender enquiry does not bind Bank to award a purchase order for any service or product. Bank would only deal with the successful bidder in matters related to Technical, Commercial and Legal aspects.
- 2.1.5 Bank reserves the right to reject any particular bid or all the bids without assigning any reason whatsoever. Failure to select a bidder by Bank shall not make Bank liable to pay claim.
- 2.1.6 The bidder acknowledges the responsibility to respond promptly in contract with Bank by submitting the proposal against this Tender enquiry. Failure to do so shall relieve Bank of any contractual obligation to the bidder and Bank reserves the right to select any other bidder for the awarded work.
- 2.1.7 Any additional/different terms & conditions proposed by the bidder shall be treated as rejected unless expressly assented in writing by Bank.
- 2.1.8 The bidder explicitly acknowledges that they are experts and fully competent in executing the work involved in the provision of the tendered job and accept the responsibilities for the performance of all provisions and terms and conditions of the tendered job.
- 2.1.9 Any response or Communications whatsoever from the bidder received after the last date/time shall be strictly treated as invalid unless called for by the Bank.
- 2.1.10 No expense incurred by the bidder in the preparation of the quotation against the present tender enquiry shall be borne by Bank. The submitted bids once opened shall not be returned to the bidder.
- 2.1.11** The price quoted for all components/products/services in the proposed solution should be competitive. Bank reserves the right to verify the same independently and rejects bids not complying with this criterion.

- 2.1.12** The technical & functional specifications of all the items should comply with the criterion given under the relevant section of this tender. Bank reserves the right to accept or reject any tender based on deviations (as per the discretion of Bank), if any, from the technical specifications.
- 2.1.13** Any corruption/modification in the software or media (wherever applicable) provided by the bidder shall be rectified during the full warranty period of the contract at no extra cost to the Bank.
- 2.1.14** The hardware, software and the overall system shall be supported by the successful bidder for the entire period of warranty. The bidder is required to submit an undertaking to this effect along with the technical offer. Absence of the undertaking shall make the offer liable for rejection.
- 2.1.15** The bidder shall be responsible for design, supply, installation, commissioning & configurations of the hardware and software and related activities.
- 2.1.16** The successful bidder shall provide Completion Report and Performance Guarantee Certificate after completion of work.
- 2.1.17** The Tenderer is expected to examine all instructions, forms, terms, conditions, and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Tenderer's risk and may result in rejection of its tender offer.

2.2 Eligibility Criterion:

Offers are invited only from those Vendors/Bidders who fulfill the following eligibility criteria.

- 2.2.1** The respondent should be in existence for minimum 5 years.
- 2.2.2** It should be profit making firm / company / organization.
- 2.2.3** The bidder should be a Private/Public limited company registered with Registrar of Companies.
- 2.2.4** The bidder should have a dedicated comprehensive support service center

- 2.2.5 Should be a ISO 9001:2008 organization. Proof of the same to be attached with the bid. Priority shall be to IT Company having CMM/CMMi Level 3 or higher.
- 2.2.6 The bidder could be a system integrator with proven skills and experience in designing, setting up and maintaining Document Management System. The bidder should have had done at least 2 projects in Govt. / PSU of minimum value of 25 lakh each.
- 2.2.7 The Vendor/Bidder should not have been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice. An Undertaking by the Authorized Signatory on the letter head of the Vendor/Bidder should be submitted as a part of Technical Offer.
- 2.2.8 The Vendor/Bidder should submit its Organizational / Financial profile in the proforma detailed in Part 1 - Schedule 2 as a part of Technical Offer. Documents supporting Financial Statement (like Copies of published Annual Reports etc.) should also be supplied along with Technical Offer.
- 2.2.9 The supplying agency should be a profit making entity for the past 3 (three) years and its Annual Turnover during the last 3 years should not be less than Rs.200 lakh. Details of the same need to be provided. This should be individual company's turn over and net profit and not that of group of companies. Supporting documents in this regard should be provided as a part of TO.
- 2.2.10 The vendor/Bidder should have the installation/implementation experience as detailed under Para 2.3 of this document.
- 2.2.11 The Bidder should be registered with the Commercial Taxes Department.
- 2.2.12 Bidder or their parent / holding company should be the OEM of the offered solution. Relevant Certification should be submitted from parent/holding Company or a self declaration on the letter head of the company and signed by an authorized official if bidder is OEM. Bidder need not be direct service providers of Server space. They can tie up with reputed Tier-3 or above service provider.
- 2.2.13** Should have qualified team of Software Professionals. Please attach atleast three CVs of employees in employment for more than six months at lead level.

2.2.14 Should offer full-fledged total integrated solution for Document Imaging, Management and Workflow solution to serve the needs of Document Management, paperless office, Data Conversion and Data Mining, which should involve Scanning, Digitalization, OCR and software for Archival & Retrieval. It would be the responsibility of the bidder to resolve compatibility issues, if any, in offered integrated solution.

2.3 Installation / Implementation Experience:

The offered DMS solution should have at least Five implementations and at least two of such implementations should have been done by bidder in India. A Statement containing the details of such implementations like Name of the firm, brief scope/description of the project, duration in months, from/to Team size, client details (including the name and details of contact person) should be submitted as a part of Technical Offer. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. The Bank reserves the right to verify /evaluate the claims made by the Vendor/Bidder independently. Non compliance of any of the criteria will entail rejection of the order.

2.4 Validity period of the RFP:

- a) The quotation shall remain open for acceptance by the Bank for a **period of 90 days from the date of opening of Technical Offer**. The period may be extended by mutual agreement and the Vendor/Bidder shall not cancel or withdraw the 'quotation' during this period.
- b) The Vendor / Bidder must use only the formats prescribed in "Tender Document" to fill in the quotation.
- c) The RFP must be filled in English and the amounts should be both in figures and words. If any of the documents is missing or unsigned, the RFP will be considered invalid and rejected by the Bank at its discretion.
- d) All erasures and alterations made while filling the RFP must be attested by initials of the Vendor/Bidder. Overwriting of any kind is not permitted. Failure to comply with either of these conditions will render the RFP invalid at the Bank's discretion. No advice of any change in rate or conditions after the opening of the RFP will be entertained.

2.5 Signatory:

Each page of the RFP document including Technical and Commercial Offer should be signed by the person or persons submitting the RFP in token of Vendor/Bidder having acquainted himself with the General Conditions of Contract, Specifications etc., as laid down.

2.6 Opening of Quotation

Part I of the RFP i.e. Technical Bid will be opened at our Head office in the presence of the Vendors/Bidders who choose to remain present and the date and time will inform later. The PART-II shall be opened after scrutiny of the Part-I of the tender and supporting documents submitted therewith, in respect of vendors who are found eligible.

2.7 Earnest Money Deposit (EMD)

Bidder has to remit the Bid Earnest Money of Rs.10000 online before last date of bid submission or in the form of DD favouring IDUKKI DISTRICT CO-OPERATIVE BANK LTD payable at Idukki and filling all the details in the format available for the same in our website <http://www.idukkidcb.in/>. The EMD shall be returned on completion of tender process and no interest shall be payable on EMD amount.

The EMD should form part of the Quotation Documents (Technical Offer - [Part I]) submitted by the Vendor/Bidder. **Failure to comply with this condition shall result in summarily rejection of the Quotation/Bid.**

The EMD of unsuccessful Vendors/Bidders shall be returned within Four weeks, only after the successful completion of the Bid Process. No interest is payable on such amount.

The EMD of successful Vendor/Bidder will be returned only upon the Vendor/Bidder's completion of the Bid Process. No interest would be payable on this amount.

The EMD shall be forfeited:

- i. If a Vendor/Bidder withdraws his offer during the period of validity of the bid.
- ii. If the successful Vendor/Bidder fails to execute the project satisfactorily within the stipulated time schedule.
- iii. If the Selected Bidder fails to execute the Agreement within 10 days of receipt of selection notice.
Bank's decision in the above cases will be final.

Details for online payment:

Account No. : 120002200100101

IFSC Code : IDUK0000001

**Bank & Branch : Idukki District Co-operative Bank
Ltd. Head office, Idukki Colony
Post, Kerala -685602**

(Proof of the transaction (printout) to be submitted along with the bid documents).

2.8 Bid Price

The Vendor/Bidder can purchase the Tender document from General Manager, The Idukki District Co-operative Bank Ltd, Idukki on payment of Rs.1500/- (Rupees One Thousand and Five hundred only) plus VAT applicable through on-line and the proof of the transaction (printout) to be submitted along with the EMD and bid documents.

2.9 EXECUTION OF SLA/ NDA

The vendor should execute a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as maybe prescribed by the Bank.

Non-disclosure Agreement. The vendor should execute the SLA and NDA within 15 days from the date of acceptance of the contract to agreement.

During the warranty period Vendor/Bidder shall provide on-site/off-site free maintenance services.

2.10 Performance:**2.10.1 Response Time to errors:**

The vendor undertakes and guarantees that all the Critical Errors will be resolved within twenty four hours of the Bank intimating the same through email, telephone or fax.

2.10.2 OPERATIONAL TRAINING

A comprehensive Training Plan is to be submitted along with the Technical Proposal. Bid price shall include training on the system for the Bank staff who will be the end users of the system. The training will be as per the pre approved plan, which would include the level of audience, course curriculum, location (as per Bank requirements), duration and course material-hard and soft copies.

2.11 Indemnity

The Bidder shall, at its own expense, defend and indemnify the Bank against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (Bidder's) employees or agents or by any other third party resulting from or by any action, omission, or operation conducted by or on behalf of the Bidder and against any and all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed / engaged otherwise working for the Bidder, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

The Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of the Bidder, its employees or its agents in the performance of the services provided by this contract, (ii) breach of any of the terms of this Tender or breach of any representation or warranty by the Bidder, (iii) use of the deliverables and or services provided by the Bidder, (iv) Infringement of any patent, trademarks, copyrights etc., or such other statutory infringements in respect of all components provided to fulfill the scope of this project.

The Bidder shall further indemnify the bank against any loss or damage to Bank's premises or property, bank's data, loss of life etc., due to the acts of the Bidder's employees or representatives.

2.12 Security Deposit

The successful Bidder shall provide a Security Deposit of 5% of the total amount of the contract given by each bank within 30 days of signing the Service Level Agreement. The EMD of the successful bidder shall be adjusted against the security deposit for warranty period. The EMD shall be returned to all other bidders within two weeks of finalisation of the contract. Without prejudice to the other rights of the bank under the contract in the matter, the proceeds of the Security Deposit shall be payable to the Bank as compensation for any loss resulting from the Bidder's failure to complete its obligations under the contract. The Bank shall notify the Bidder in writing of the invocation of the right to receive such compensation indicating the contractual obligation(s) for which the Bidder is in default.

The Security Deposit may be released upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. The Security Deposit shall be valid till the end of the contract.

2.13 Price Composition:

The price offered to the Bank must be in Indian Rupees, inclusive of all taxes and duties such as Excise, Sales, Customs, Service tax etc., packing forwarding, import and custom clearance, transportation, Insurance till delivery at Bank head Office and at Branches, cost of installation commissioning and comprehensive on-site maintenance services under warranty.

From the date of placing the order till the delivery of the equipment/service, if any changes are brought in the tax structure by the Government resulting in reduction of the cost of the equipments, the benefits arising out of such reduction shall be passed on to the Bank.

Terms like "rates as applicable" will not be accepted and such bids are liable to be rejected without assigning any reason whatsoever. The Vendors/Bidders should quote prices strictly as per the price composition stated above failing which the offers are likely to be rejected.

Bank wishes to go for SaaS (Software as a Service)/ASP (Application Service Provider) model and the price quote should be according to this.

Price for the SaaS model should contain detailed brake up cost.

2.14 No Price Variations

The commercial offer shall be on a fixed price basis. No upward revision in the prices would be considered on account of subsequent increases in government taxes, duties, levies etc. However, if there is any reduction on account of government taxes, duties, local levies etc. during the offer validity period, the same shall be passed on to the bank.

2.15 Import Obligations:

In the event of it being necessary to import any materials of foreign manufacture, the Vendor/Bidder should obtain the same against his own normal license quota and should not look to the bank for any assistance whatsoever for their procurement.

2.16 Terms of Payment

Payment will be made from the bank according to the procedure and schedule mentioned below:

2.16.1 Supply of Hardware & Software Components:

80% of the total cost of project shall be paid on completion of the Project and issue of a Completion Certificate by the Project Manager duly scrutinised by the Consultant.

2.16.2 Balance Payment:

15% of the total cost of the project shall be paid after 6 months from the date of completion and 5% will be deposited in the bank as Performance Bank Guarantee and will release after the warranty period.

2.17 Term of execution of work:

The overall time limit for satisfactory Supply, Installation, Testing and Commissioning of the Hardware and Software shall be **90 days** from the date of receipt of the work order.

Time shall be the essence of the contract.

2.18 Timely completion and Liquidated Damages:

If the Vendor fails to complete the work within the time as stipulated under the Section: "Term of execution of work", the Vendor/Bidder shall be liable to pay the Bank liquidated damages and not by way of penalty, a sum of 1 % of the contract price for each completed week of delay in completion of work. The Vendor's / Bidder's such liability for the delay in completing the work shall not in any case exceed 5% of the contract price.

Bank reserves the right to procure the items agreed to be supplied by the successful bidder from the second lowest tenderer or from any source, if the successful bidder fails to supply the items fully or partially within the time of contract at the risk and cost of the successful bidder and the excess cost incurred if any by the Bank on such procurement shall be recovered from the successful bidder, first from the Security Deposit and the balance if any from the dues to the bidder , or from any amount payable to the bidder on account of any other contract between the Bank and the bidder or from any Security Deposit of the bidder lying with the Bank.

2.19 Agreement:

The successful Vendor/Bidder shall execute an agreement with the Bank on stamp paper of appropriate value as per the draft agreement to be provided to it by the bank **within Ten** days of receipt of letter of award of work. However, the issue of letter of award of work by the Bank shall be construed as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

2.20 Confidentiality:

The details of the proposed service shall be treated as confidential information between the bank and Vendor/Bidder. Any such information shall not be passed on in part or in full to any third party without the Bank's prior written approval.

2.21 Settlement of disputes by Arbitration:

- 1 The bid and any contract resulting there from shall be governed by and construed according to the Indian Laws.
- 2 All settlement of disputes or differences whatsoever, arising between the Bank and the Bidder out of or in connection to the construction, meaning and operation or effect of this bid or in the discharge of any obligation arising under this bid whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement shall be resolved amicably between the Bank's representative and the Bidder's representative.
- 3 In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then such unsettled dispute or difference shall be referred to arbitration by sole arbitrator mutually agreed in accordance with the Arbitration and Conciliation Act, 1996. If no agreement is arrived at within 30 days from the date of notice as to who shall be the sole arbitrator, the Bank shall send to the Bidder a panel of five names

of persons who shall be presently unconnected with the Bank or the Bidder. The Bidder shall on receipt of the names as aforesaid, select any one of persons so named to be appointed as sole arbitrator and communicate his name to the Bank within 30 days of receipt of the names. The Bank shall there upon without delay appoint the said person as the sole arbitrator. If the Bidder fails to select the person as sole arbitrator within 30 days of receipt of the notice from panel and inform the bank accordingly, the bank shall be entitled to appoint one of the person from the panel as sole arbitrator and

communicate his name to the Bidder. If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever; another person shall be appointed by the bank from the above list of persons.

- 4 The venue of the arbitration shall be at Idukki and the language of arbitration shall be English.
- 5 The award of Arbitration shall be final and binding on both the parties. Work under the contract shall be continued by the Bidder during the arbitration proceedings unless otherwise directed in writing by the Bank, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by the Bank to the Bidder shall be withheld on account of the ongoing arbitration proceedings if any, unless it is the subject matter, or one of the subject matters thereof.

2.22 CANCELLATION OF CONTRACT AND COMPENSATION

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

1. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
2. The bidder goes into liquidation voluntarily or otherwise.
3. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
4. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the BANK may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

6. The BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
7. The purchaser shall be entitled and it shall be lawful on his part to forfeit the amount of Performance Bank Guarantee in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfilment or performance of the contract under reference in all respects satisfaction of the purchaser. The losses recoverable by the purchaser from the Performance Bank Guarantee shall include all losses incurred by the purchaser during the warranty period on account of failure of equipment or delay in attending the equipment by the contractor during the warranty period as per stipulations of the contract. The Performance Bank Guarantee will be returned to the contractor without any interest on performance and completion of the contract which shall include installation, commissioning of complete equipment to be supplied under the contract and fulfilment of warranty obligations for the complete terms of the contract.

2.23 Right to Accept or Reject the Bid.

Bank does not bind itself to accept the lowest bid or any or all Quotations and reserves to itself the right to accept or reject any or all the Bids, either in whole or in part without assigning any reasons for doing so. If any conditions are stipulated, at the time of submission of Bids', they will be liable to be summarily rejected.

2.24 Right to alter Quantities

Bank reserves the right to alter the number of Users/documents to be scanned on the same terms and conditions.

2.25 Force Majeure

- 2.25.1 The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.

- 2.25.2 For the purpose of this clause "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.
- 2.25.3 In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 2.25.4 In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavour to find a solution to the problem.
- 2.25.5** Notwithstanding above the decision of the Bank shall be final and binding on the Bidder.

2.26 Evaluation Process

Only Bids received on or before the stipulated date and time for responding to the Tender will be considered for further evaluation. The evaluation process will include:

Evaluation of Tender response (this may include scrutiny of proposal to ensure that the Vendor/Bidder meets the eligibility criteria, compliance to functional & technical requirement, presentations, demonstrations etc.)

From the technically qualified bids, Vendors/Bidders will be short listed for commercial evaluation.

The final decision regarding selection of Vendor/Bidder will be taken by the Bank. The implementation of the project will commence upon successful negotiation of a contract between the Bank and the selected Vendor/Bidder. Bank reserves the right to reject any or all proposals fully or partially.

Similarly, Bank reserves the right to include or not to include any Vendor/Bidder in the final short-list.

Vendor / Bidder will submit a certificate as detailed in Part I Schedule 1, on the letterhead and duly signed by Authorized signatory. This certificate will also form part of Technical Offer.

**Tender Evaluation Methodology - Quality and cost based selection
(70% Technical 30% Cost)**

3.0 Project Management and Monitoring

3.1.1 Project Management

A Project Management Team shall be set up by the Bank with the Manager IT Division working as Project Manager who will be interacting with the Bank and the Bidder in the implementation process. A Project Management Unit shall be constituted by the Bank consisting of the Heads of various sections in the Head office with the IT Division Manager acting as the Project Manager.

The Solution Provider once entrusted with the work shall present a detailed road map for the implementation of the Project along with the baseline report and the expected status of the project. The Solution Provider shall prepare a PERT chart showing the various phases of work and the time needed. The project plan shall list all the activities to be carried out by each stake holder with clear responsibility and the time frame for accomplishing each activity. The Solution Provider shall commence work only after the Project documents are approved by the General Manger.

The Solution Provider shall depute a senior most employee who have prior experience in similar projects as the Project Manager who will be interacting with the Project Manger of the Bank in respect of all implementation related activities. The mode of communication between the two Project Mangers shall be e-mail, and each project Manager shall give notice to each other

regarding all important activities. The Solution Provider shall provide a list of their personnel deployed in the project with their qualifications, experience, residential address, phone number, email id etc and shall give an undertaking that during the execution of the project these personnel shall not be deployed to any other projects. Any such deployment if required shall only be done with the consent of the General Manager.

3.1.2. Review Meeting.

The Project Manager of the Solution Provider shall convene a review meeting at the end of each week preferably on all Saturdays at the Bank HO giving notice to all concerned. A monthly review shall be convened by the Manager, IT Division. Minutes of all the meetings shall be submitted to the General Manager and Consultants.

3.1.3. Reporting.

The Project Manager of the Solution Provider shall submit a weekly report on the progress of work showing activities carried out every day with names of their personnel with brief description of the work done. This shall be sent to the General Manger of the Bank, Manager, IT Division and Consultants.

3.1.4 Monitoring Framework

To ensure the successful implementation the following monitoring system has been created.

- i. Project Implementation Committee, headed by the General Manger of the Bank.
- ii. Project Team headed by the Project Manager

The General Manager assisted by Project Managers monitors progress on regular basis. Regular monitoring of the status is key to the success of the project. The following metrics will be regularly tracked and reported:

- Existence of an updated project plan with time lines
- Progress against the plan
- Implementation issues

3.1.5 Issue Tracker

The Bank Project Manager will maintain an issue tracker listing the issues arising during deployment and their solutions. All issues which arise out of an activity not listed or contemplated in the project document shall be treated as an extra item of work for which the Bank need to compensate the Solution provider considering the manpower requirement on the basis of mutual discussion for which a notice shall be issued by the Provider to the Project Manager with copy to the General Manger and Consultants. Any item of work though listed in the Project document ,but found not required during execution shall be treated as a savings to the Bank and the cost involved shall be deducted from the contract value under notice to the Provider with copy to the General Manager and Consultants. The issue tracker should be updated regularly and shared with the General Manger and Consultants.

**Part- I
Schedule 1****(Letter to Bank on Vendor / Bidder's letter head)**

To

The General Manager,
The Idukki District Co-operative bank Ltd.,
Idukki.

Dear Sir,

Sub:- Notice Inviting Proposal for Design, Testing, Commissioning and maintenance of ONLINE DIGITAL ADMINISTRATION FILING SYSTEM (ODAFS).

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of your above inquiry, we hereby enclose our offer for services as detailed in your above referred inquiry.

We confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred RFP and enclosures.

We also understand that the Bank is not bound to accept the offer either in part or in full. If the Bank rejects the offer in full or in part, Bank may do so without assigning any reasons there for.

Yours faithfully,

Authorized Signatories
(Name & Designation, seal of the firm)

Date:

Vendor

Part- I**Schedule 2****(Organisational / Financial Profile of the Vendor / Bidder)**

(1) Constitution : Proprietary / Partnership / Private Ltd. /Public Ltd.
(Tick one)

(2) Established in :

(3) Address of :

(4) Classification

- a) Solution Provider / System Integrator
- b) Hardware Vendor/Bidder
- c) Software Developer
- d) Service Support Co.
- e) Others (please specify)

(5) If joint venture, then specify names of partners in the JV

(6) Name(s) of Proprietor(s)/ Name
Position/Designation
Partners(s) / Directors

(7) Number of Hardware/System
Software Engineers familiar with
the Product offered

(8) Total Number of Employees

(9) Number of locations where Service
Support Centres are available for
catering to the Product being
supplied

10. PAN/ TAN No.

11. VAT Registration Number.

Business Figures for Sales turnover (Rs. Lakh) | Net Profit (Rs. Lakh)

3 years Copies of supporting documents to be submitted					
Current Year					
Last Year					
Year Before Last					
List of reputed major Corporate Customers		<p><i>Please furnish details in the following format. Important : Indicate the contact details of at least 3 of your clients.</i></p>			
Name and address of the Customer with phone number of contact person	Approx. total units connected using devices supplied in Customer's Organization	Approx. total units connected using devices supplied in Customer's Organization	Year of Supply	Brief details of items supplied	Approx. Value of order (₹)

Signature of Vendor/Bidder

Name:

Vendor

Part –I
Schedule 3
Specifications for Technical Compliance of DMS

Requirements Compliance	Yes / No	Bidder's Response to the Requirements
General		
a) Ability to support all web browsers like IE 6.0 and onwards, Firebox, Google Chrome etc The system shall support multiple databases such as Oracle, SQL etc.		
b) Inter-operability - The systems must seamlessly integrate with Core Application and shall support interface with other open-standard systems.		
c) Scalability should be high. The systems shall be designed for 24x7 operations.		
d) Centralized server with single Data Base.		
e) Version Control and management – The proposed Document Management Systems shall have versioning features to track and document revisions made.		
f) The proposed Document Management and Bulk Scanning solution should have		

Vendor

capability to integrate with the work flow mechanism.		
g) The proposed Document Management Systems should have its own image viewer for different image file formats that is required to ensure smooth operation of the integrated systems.		
h) The proposed systems must be able to interface / integrate with the existing third party systems and databases.		
Architecture Considerations		
a) The Document management system shall adopt a browser-based approach so that the solution has the ability to be portable to other platforms.		
b) The system shall support Multi-tier architecture with each tier fully independent		
c) Remote Image Server for Bandwidth Optimization: The solution should support remote image server architecture wherein		

<p>content files are saved at the remote location and related metadata in the central server for bandwidth optimization while accessing the documents. The remote data could be replicated on manual or scheduled basis as per the requirement of the Bank.</p>		
<p>d) The system shall support Scalable architecture to support clustering at each layer i.e. Web server, Application server and Database for Fault Tolerance and Load Balancing.</p>		
<p>e) The system shall support separate Document server for better management of documents</p>		
<p>f) The system shall support distributed Document Repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.</p>		
<p>g) The system shall provide XML based API toolkit for system integration and application development.</p>		

h) Support for Web Desktop for Browser based access on Windows clients		
i) Support for replicating images at remote sites for faster retrieval		
j) The system shall provide Image processing libraries that support image enhancements, and other imaging features like compression and extraction etc.		
k) The system shall support unlimited storage capacity by automatic / manual creation of Volume 29 disks of predefined sizes and disk labelling.		
l) The system shall be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in particular language.		
m) LDAP authentication and single sign-on support.		
Documents Handling		
Ability to provide for a) Web-based interface utilizing web 2.0 or latest technology		

<ul style="list-style-type: none"> b) Web Scanning c) Online Document Creation d) MS Office Application Plug-ins e) Single document upload (optimized for larger files) f) Web-based multi-file upload g) Document export utility h) Unlimited custom fields (document meta-data) i) Custom field types (text, date, numeric, and drop down etc) j) Record retention rules <ul style="list-style-type: none"> k) Role-based security with inheritance l) Detailed audit history m) Send documents as links or attachments n) Personalized user profile o) Pre-defined workflow processes and ad-hoc routing p) Ability to modify document identifiers if needed <ul style="list-style-type: none"> q) Facilitate and track comment threads 		
<p>Security</p>		
<ul style="list-style-type: none"> a) The Document management system shall support definition of Users, Groups and Roles relation in the system 		

b) The system shall support access permissions on Folders, documents and object level		
c) The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download)		
Workflow Capabilities		
a) Adaptive Workflow for routing and tracking of documents, messages and Forms		
b) Create Ad-hoc or predefined routes for automatic document routing on sequential / parallel routes.		
c) Route Work-items to users inboxes for their action i.e. task assignment for each user		
d) Facility of attaching documents and folders in work items		
e) Facility to act upon, forward, return or complete Work-items		
f) Support for referring Work-items to other users outside the pre-defined route		
g) Time –based/ Event -based reminders		

h) Provision of putting shared and secured notes for collaborative working on Work items		
i) Facility of associating a note-sheet with the file enabling users to comment and review.		
Content Management Portal		
System Should have one robust Content management Portal for Accessing the DMS & Workflow Application. System should have the single sign-on feature enables Content Portal		
Content Management portal should support Document Publishing.		
Content Management Portal should give the customized, easy to use & personalized user interface.		
Content management portal should have in-built Chat module for internal organizational users.		

Part –I
Schedule 4
CONTRACT FORM (CF)

AGREEMENT MADE this..... day..... of Two thousand
..... Between
(Hereinafter called "the Contractor") of the one part and the General Manager, The Idukki District Co-operative Bank Ltd. of the other part.

WHEREAS the contractor has tendered for providing Design, Supply, Testing, Commissioning and maintenance of ONLINE DIGITAL ADMINISTRATION FILING SYSTEM (ODAFS) to the BANK (hereinafter called "The Tendering Authority ") as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted by the Tendering Authority for Rs
(Rupeesonly)
and the contractor has deposited with the Tendering Authority the sum of Rs..... (Rupees.....
only) as security for the fulfilment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:
The contractor has accepted the contract on the terms and conditions set out in the tender notice no. dated as well in the acceptance of tender no.dated....., which shall hold good during period of this agreement.

Upon breach by the contractor of any of the conditions of the agreement, the Tendering Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the BANK to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfil the agreement as certified in writing by the Tendering Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the BANK.

Upon the determination of this agreement whether by efflux ion of time or otherwise the said deposit shall after the expiration of _____ months from the date of such determination be returned to the contractor but without interest and

Vendor

after deducting there from any sum due by the contractor to the Government under the terms and conditions of this agreement.

This agreement shall remain in force until the expiry of 60 months from the date of entering into the contract but the Tendering Authority may cancel the contract at any time upon giving one months notice in writing without compensating the contractor.

The Tendering Authority may give notices in connection with the contract In consideration of the payments to be made by the Tendering Authority to the Bidder as hereinafter mentioned the Bidder hereby covenants with the Tendering Authority to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract. The Tendering Authority hereby covenants to pay the Bidder in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract. If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the tender, the Tendering Authority shall be entitled to render services from else other organization after giving due notice to the Bidder on the amount and at the risk of the Bidder without cancelling the contract in respect of the consignment not yet due for delivery, or to cancel the contract.

In the event of action to be taken, the contractor shall be liable for any losses, which the Tendering Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

CONTRACTOR

GENERAL MANAGER

Witnesses

1

2

Vendor



Idukki District Co-operative Bank Ltd.

COMMERCIAL OFFER

The Idukki District Co-operative Bank Ltd, Head Office : Idukki,
Idukki Colony P.O. – 685 602

Request for Proposal” For

**Design, Supply, Testing, Commissioning and maintenance of
ONLINE DIGITAL ADMINISTRATION FILING SYSTEM (ODAFS).**

Issued to -----

Date of issue

Signature of Authorised officer

Vendor

**Commercial Bid
Schedule 1**

To

The General Manager,
The Idukki District Co-operative bank Ltd.,
Idukki.

That we are sole owner/authorized agents/ of
..... That we/the undersigned agency is equipped with adequate hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of BANK. We hereby offer to provide Services at the prices and rates mentioned in the financial bid

We do hereby undertake, that, In the event of acceptance of our bid, the Services shall be provided as stipulated in the work order and the tender terms and conditions to the Bid and that we shall perform the entire incidental services.

The prices quoted are inclusive of all charges inclusive of travelling, hardware/software/ manpower etc. for providing the desired services.

We agree to abide by our offer a period of 90 days from the date fixed for opening of the tenders and what we shall remain bound by a communication within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and condition.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Vendor

S.No	Parameter	Value Including All Taxes and handling charges, if any (in Rs.).
1	Proposed ONLINE DIGITAL ADMINISTRATION FILING SYSTEM (ODAFS). System design, supply, implementation, testing commissioning and maintenance including licensing costs, associated hardware and initial operations training to the Bank-Monthly Charges under ASP	In Figure _____ In Words _____
2	Initial Set Up Charges	In Figure _____ In Words _____
3	Rental for Hardware if any	In Figure _____ In Words _____
4	Any Other components	

Note:

- All the costs should be quoted in Indian Rupees and should be fixed on lumpsum basis, no escalation of cost will be allowed under any circumstances.

2. Bank shall not pay separately any specific statutory taxes / service charges to any authority.

I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for travelling, boarding, lodging, communication etc. for successful implementation of the project at site.

Date:

Name:

Signature:

Name of Organisation:

Company Seal:

Full Address,
with email and Phone No.

Name and Signature

Date and Seal

Vendor