

KOLHAPUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.



HEAD OFFICE: Kolhapur District Central Co-op. Bank Ltd.,

1092, E Ward, Shahupuri, Kolhapur.

Pin – 416001

REQUEST FOR QUOTATION (RFQ) FOR Appointment of Service Provider for Data Validation and Data Cleansing

REF NO. : IT/Tender/2024-25/003

RELEASE DATE: 17/07/2024

PARTICULARS	DEADLINE
Last date of submission of the Technical and Commercial bid	01/08/2024 up to 3:00 PM
Bank email id for RFQ related communication	manager.it@kdccbank.com

**Disclaimer**

The information contained in this RFQ document or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided. This RFQ is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFQ is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFQ does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFQ and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ.



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1. Introduction

Kolhapur District Central Co-operative Bank Ltd., (KDCCB) Kolhapur is a District Co-operative bank in Western region of Maharashtra. The bank is having 191 branches and Head Office have computerized entire operation using Core Banking Solution. KDCC Bank (herein after called 'the Bank) is inviting proposals from service provider for Appointment of Service Provider for Data Validation and Data Cleansing.

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

2. Detailed Scope of Work

- I. The Bank is inviting offers from Bidders, capable and experienced in providing End-to-End Solutions for data cleansing and validation.
- II. Bidder should have deep knowledge of data cleansing process, hands on experience of excel-macros, VBA and other data cleansing tools.
- III. Bidder should have knowledge of Bank's customer KYC documents for validation.
- IV. Bidder should have good knowledge in data uploading, data merging, and data analysis and data rectification. Also experience in Bank EDP working.
- V. Bidder should have knowledge of CBS application functionality.
- VI. Bidder is capable to develop and deploy small tools required for data cleansing process.
- VII. Bidder should do the following activities while doing data validation and data cleansing process:
 - a. Develop and install Unique Customer Identification Code (UCIC) server and application.
 - b. Collect branch-wise data and import to server.
 - c. Upload data to UCIC application.
 - d. Run process for validation of PAN card and Aadhar Card with number and name.
 - e. Run Process for finding duplicate customer ID based on Aadhar, PAN, and Voter ID etc.
 - f. Identify and mark customer ID having same name, address and other details.
 - g. Identify and mark customer ID having multiple saving accounts.
 - h. Generate branch-wise summary and customer-wise notice in PDF format.
 - i. Generate MIS required for head office.
 - j. Take follow-ups with the branches till the completion of data cleansing process.
 - k. After above process, still, if any customer's data remains un-verified, then, If required need to fetch all details of Aadhar such as Name, DoB, Gender and Mobile Number, Address from UIDAI.
 - l. Additional scope if any Bank required.
- VIII. Bank will provide the required data, bank as a whole within the premises of the Bank.
Also, Bank will provide one E-mail ID for branch communication purpose,
- IX. Bidder should complete data validation process within 3 months and data cleansing process within 6 months after data validation.
- X. Bidder should submit the flow-chart/presentation for the approach and methodology for the activities to be carried out. If required, Bank may ask for presentation to showcase the capabilities.
- XI. Bidder should develop and implement required MIS report for the following requirements:
 - a. Bank-wise data analysis report



- b. Branch-wise data analysis report
 - c. Customer having multiple accounts.
 - d. Same Aadhar card/ PAN card / Voter ID but different customer ID
 - e. Identical name/ address customer list
 - f. Any other customize report as per Bank's requirement related to UCIC.
- XII. Bidder should provide data in Text/ CSV/ Excel or any other required format to upload in CBS application in future.
- XIII. The total no.of records are 16 Lac approximately for data cleansing process.
- XIV. Bidder should sign NDA (Non-Disclosure Agreement) with the Bank.

3. Evaluation Procedure

- A. Eligibility Evaluation
- B. Post eligibility evaluation commercial bid will be opened for all the eligible bidders. Bank have rights to negotiate with all bidders and declare the LOWEST COMMERCIAL PRICE quoted bidder as the WINER and award letter issued to the Firm/Company.
- C. Bank may reject the RFQ process any time without any reason to bidders. Bank's decision is final. Incase If after evaluation of Bids, bank end-ups with one responsive bid only. In such situation, the bid process shall be considered valid even if there is one responsive Bid, provided that: -
 - 1) The Bid is technically qualified.
 - 2) The price quoted by the bidder is assessed to be reasonable;
 - 3) The Bid is unconditional and complete in all respects;
 - 4) The bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document

4. Instructions to the Bidders

- i. Bidders are required to submit the Eligibility Bid cum Technical Bid and Commercial bid in different PDF file through email at manager.it@kdccbank.com as per the submission timeline. The Language of Bid should be in English.
- ii. The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection.
- iii. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason.
- iv. **The Eligibility cum Technical Bid will be submitted in separate PDF marked as Technical Bid for Appointment of Service Provider for Data Validation And Data Cleansing” and commercial bid will be in a separate password protected PDF file marked as “Commercial Bid for Appointment of Service Provider for Data Validation And Data Cleansing”. Both the bid put together in zip folder as “RFQ response for Appointment of Service Provider for Data Validation and Data Cleansing”. The commercial bid should be password protected and the password of the Commercial Bid file should be shared in separate mail only after KDCC Bank's request email. If the commercial bid submitted by the bidder without password along with the technical bid, then the bidder will be considered as disqualified.**
The email id are as follows:
manager.it@kdccbank.com
- v. Cost of Tender - Rs. 10,000/- + Rs. 1,800/- (GST) = Rs. 11,800/- (Eleven Thousand Eight Hundred Only) in form of NEFT A/c. no. : 000113032000001 , IFSC : IBKL0463KDC, A/c Name: - Kolhapur District Central Cooperative Bank Ltd, Branch: Head Office). Bidder should submit the UTR/fund transfer details with the eligibility cum technical bid. If any bid response found without any bid document cost, then the bid will be rejected by the bank.
- vi. Telex, Cable, Facsimile or Hard Copy Bids will not be accepted.



- **Eligibility Criteria**

Sl. No.	Eligibility Criteria	Supporting Documents
1	Bidder should be a legal entity registered in India, since last 3 (Three) years under Indian Companies Act 1956 or partnership act 1932 or partnership/LLP act 2013.	Certificate of Incorporation/Partnership deed and other Documentary evidences to be attached *Consortium is not allowed.
2	Bidder should have average Turnover of INR 25 Lakhs in the last three financial years (2021-22,22-23,23-24)	Audited Balance Sheet and Profit and Loss Account Statement for last three years.
3	The Bidder should not have been blacklisted by any of the Ministry/ Department of Government of India/ State Governments / Banks and also neither convicted nor is any criminal case pending against it before any court of competent jurisdiction	Self-declaration by competent authority of the bidder as per Annexure-3
4	The Agency should have valid GSTIN-(Copy of GSTIN)	Copy of GSTN certificate to be submitted.
5	Bidder should have experience for handling more than 3 lakhs of records in at least one (1) Bank in India.	Credentials from clients in form of purchase orders/ contract / credential letters etc. has to be provided.
6	Bidder should be authorized validator of KYC documents (PAN/ Aadhar card).	Bidder to submit the necessary document to comply the said clause.
7	Bidder should have successfully completed UCIC process assignment for at least one (1) Bank in India.	Credentials from clients in form of purchase orders/ contract / credential letters etc. has to be provided.
8	The Bidder should have its office at Kolhapur/ Pune	Shops and Establishment Certificate, office address, Phone number to be provided.



5. BOM (Bill of Material)

SI No.	Description	Rate per record (INR)	Remarks if any
1	PAN Card Validation		
2	Aadhar Card Number & Name Validation		
3	Data cleansing activity & MIS, Follow-up, Rectification		
4	Aadhar Data (Name, DoB, Gender, Mobile Number, Address,etc) fetch charges		

6. Commercial Bid format

The L1 bidder shall be evaluated on the base of the Composite rate of above items.

Terms:

1. The quoted price is valid for next 180 days.
2. Taxes are extra at actuals
3. If any changes in taxes during the project tenure the same will be borne by the bank.

7. Payment Terms and Schedule

- 1) All the payments will be eligible post contract and NDA execution.
- 2) Payment schedule –
 - 2.a) For Data validation - 100% payment after successful completion of data validation process and sign off from Bank.
 - 2.b) For Data Cleansing and - 100% payment will be paid after sign off of Bank on monthly basis.
 - 2.c) For Aadhar data Fetch - 100% payment after successful completion of data fetch process and sign off from Bank.
- 3) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- 4) Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.

**8. Force Majeure**

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions.

If a Force Majeure situation arises, the bidder shall promptly notify the Bank in writing of such condition and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

9. Jurisdiction

Arbitration proceedings shall be held in Kolhapur, India.

10. SERVICE LEVEL AGREEMENT (SLA)

This Schedule describes the service levels that have been established for the Services offered by the bidder to the Bank. The bidder shall monitor and maintain the stated service levels to provide quality customer service to Bank.

- If the service provider fails to complete the work as per scope of work within the time frame confirmed by Bank, then Bank will take penalties due to delay in service.
- The Penalty amount will be Rs.500/- per day and penalty amount is adjusted from the submitted invoice amount.

11. Sub-Contracting

The vendor shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

12. Bidder's Obligations:

The bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.

The bidder is responsible for managing the activities of its personnel or its representatives and will hold itself responsible for any misdemeanors. The bidder is under obligation to provide consultancy services as per the contract.

The bidder will treat as confidential all data and information about the Bank, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

**13. Limitation of Liability**

The aggregate liability of the vendor in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the value paid to the bidder in the contract for the specific scope of work document.

14. Termination for Convenience

The Bank, by written notice sent to the bidder, may terminate the Contract with a notice of 15 days, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

**15. Annexure-1 Covering Letter for Eligibility cum Technical Bid and Commercial Bid**

To,
The Chief Executive Officer
Kolhapur District Central Co-operative Bank Ltd.
Head Office: 1092, E Ward, Shahupuri.
Kolhapur, Pin – 416001

Having examined the RFQ (RFQ No.: RFQ/IT/2024-25/003 Date - 17/07/2024) including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFQ and in accordance with our proposal and total cost indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

We agree to abide by this bid for the period of 180 days from the date fixed for Technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive. Place:
Dated: this day of 2024.

.....
(Signature) (In the Capacity of)
Duly authorized to sign bid for and on behalf of

**16. Annexure-2 Commercial Bid Form**

Sl. No.	Description	Rate per record (INR)	Remark
1	PAN Card Validation		
2	Aadhar Card Number & Name Validation		
3	Data cleansing activity & MIS, Follow-up, Rectification		

Note:

- Taxes extra at actual.
- The unit rate should be including data validation, cleansing and follow up for rectification service.



17. Annexure -3 Self declaration of not been declared blacklisted
(To be submitted on the letter head of the bidder)

To,
The Chief Executive Officer
Kolhapur District Central Co-operative
Bank Ltd. Head Office: 1092, E Ward,
Shahupuri.
Kolhapur, Pin – 416001

Sir/Madam,

In response to the RFQ/IT/2024-25/003 Date - 17/07/2024. Ms./Mr._____, as a __, I / We hereby declare that our firm/organization/company____is having unblemished past record and have not been declared blacklisted by any Central/State Government/PSU institution and there has been no pending litigation with any government department on account of similar services. I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

**18. Annexure -4 Authorization Letter**

RFQ/IT/2024-25/003 Date - 17/07/2024

To,
The Chief Executive Officer
Kolhapur District Central Co-operative
Bank Ltd.
Head Office: 1092, E Ward, Shahupuri.
Kolhapur, Pin – 416001

Sir/Madam,

Ms. /Mr. _____ is hereby authorized to sign relevant documents on behalf of the firm /organization/company in dealing with the RFQ/IT/2024-25/003 Date - 17/07/2024, She /he is also authorized to attend meetings & submit the commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorized Signatory



19. Annexure – 5 Bidder's Information

Name of the Bidder	
Constitution & Year of Establishment	
Registered Office/Corporate office Address	
Mailing Address	
Name and designations of the persons authorized to make commitments to the Bank	
Telephone Fax e-mail	
Average turnover of the bidder. (Amount in INR Crore) 2021-22: 2022-23: 2023-24:	
Clients Details a) Bank Names b) Contact Person Name c) Contact No. d) Email Id	

Place:

Date:

SEAL

(Authorized Signatory)