

KOLHAPUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.



INFORMATION TECHNOLOGY DEPARTMENT

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

1092, E Ward, Shahupuri, Kolhapur.

Pin – 416001

REQUEST FOR PROPOSAL (RFP) FOR Supply, Installation & Maintenance of Self-Service Passbook Printing Kiosk (SSPBP)

REF. No.:- IT/Tender/2026-27/004

Date: 10/09/2026

PARTICULARS	DEADLINE
Last date of bid submission along with Commercial Bid	07/10/2026 up to 5:00 PM
Tender Fee (Non-Refundable) by RTGS /NEFT	INR 15,000/- + INR 2,700/- (GST) = INR 17,700/- (Seventeen Thousand Seven Hundred Only) RTGS/NEFT Details: A/c. no. :000113032000001, IFSC: IBKL0463KDC, Bank Name: - Kolhapur District Central Cooperative
Earnest Money Deposit by RTGS/NEFT	INR 2,00,000/- (Two Lakh Only) RTGS/NEFT Details: A/c. no. :000113032000001, IFSC: IBKL0463KDC, Bank Name: - Kolhapur District Central Cooperative Bank
Bank email id for RFQ related communication	manager.it@kolhapurdccb.bank.in

**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, having its Head office at Kolhapur, Maharashtra, the bank is having 191 branches at various locations in Kolhapur Districts. KDCC Bank (herein after called 'the Bank') has implemented E-lobby with various Multifunctional Kiosk including Self Service Passbook kiosk for hassle free banking services to customers and which helps in promoting and increasing awareness of bank's products.

This bid 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. Implementation of a Self-Service Passbook Printing Kiosk (SSPBP) to enable hassle-free, efficient and convenient passbook printing service to customers.
- II. The bidder should supply, install and commission the necessary hardware and software at 50 Identified branches of KDCC bank.
- III. The Bidder has to provide a front-end client application for the device & same is to be integrated/interface with bank's OMNI Enterprise Core Banking Application.
- IV. The Bidder has to upgrade/patch/install/re-install application as required by Bank on KIOSK to perform passbook printing. Bidder has to install/re-install certificated/security key on Self Service Passbook Printing Kiosk.
- V. **The bidder is responsible to provide interface if any without any additional cost to the bank.**
- VI. The bidder should Provide a system that is fully compatible and capable of integration with the bank's existing barcode(s) available with the bank.
- VII. The bidder should provide multi-language SSPBP Kiosk equipped with multimedia audio system capable of providing step by step procedures and support of selectable user interface in Marathi, Hindi and English Language.
- VIII. **The bidder shall be responsible for the end-to-end supply, installation, and commissioning, including proper tagging, casing and capping, and structured cabling of SSPBP, ensuring compliance with installation standards at the time of deployment.**
- IX. The bidder shall furnish the specified quantity of materials required for networking infrastructure, including casing and capping, in accordance with project specifications and installation standards.
- X. Bidder should provide the complete documentation/User Manual of the project both in hard copy and soft copy.
- XI. Bidder should provide on-site warranty for three years for Self Service Passbook Printing Kiosk (SSPBP) which includes hardware, Applications, OS, RDBMS etc. and only excluding consumable items like Battery, Paper, Ribbon, Cartridge etc.
- XII. All the parts of items would be covered under warranty If there is any gap between KDCC's requirement and OEM warranty, then it will be the responsibility of Bidder to fill up the gap. Bidders are requested to provide the item/equipment which are not covered under the warranty/support during the project tenure with the technical document. The bidder has to submit the confirmation as per "ANNEXURE-3: MANUFACTURER



- AUTHORISATION FORM” that for the subsequent AMC the bidder is taking the AMC support from the OEMs.
- XIII. Bidder is expected to offer solution covering all the scope and functionality as mentioned in this RFQ document. Incomplete responses are liable for disqualification.
 - XIV. Bidder is responsible to deliver the Self-Service Passbook Printing Kiosk to the site location without any additional cost. The material should be covered under insurance till the completion of installation. Bank reserves the right to reject the equipment before the acceptance of any material or equipment if it is found having manufacturing defect or damage. Bank will be assisting to the bidder with letter/declarations to obtain the waybill or any other document from the state government or Central government for the delivery.
 - XV. Back-to-Back OEM support should be available for the maintenance, support, replacement, upgradation, patches/fixes, vulnerability assessment based on periodic bulletins issued by the OEM during the warranty period.
 - XVI. If the OEM is direct bidder, then same OEM should not provide MAF to any other prospective bidder. Otherwise both the bid will be rejected.
 - XVII. OEM should have their existence in the state of Maharashtra.

2.1 Training

- I. The successful bidder will be responsible for training the designated bank employees. The training should cover installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc.
- II. The successful bidder shall also expect to conduct a 1- day workshop for the management of the bank. This workshop should introduce the management to capabilities and functionalities of the implemented solution.
- III. The training will be held at bank’s training centres, regional offices or head office locations specified by the Bank.
- IV. The successful bidder will be responsible for providing the users with the requisite training material (for functional training, technical training, and end user training material, job card and other relevant material) in both hard and soft copies

3. Evaluation Procedure

- A. Eligibility cum Technical Evaluation.
- B. Post eligibility evaluation commercial bid will be opened for all the eligible bidders and declare the LOWEST COMMERCIAL PRICE quoted bidder as the WINNER and award letter issued to the Firm/Company. Bank may negotiate with the Lowest commercial quoted by the bidder before issuing award letter. Bank is not bound to accept the lowest bid only.
- 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: -
 - a. The Bid is technically qualified.
 - b. The price quoted by the bidder is assessed to be reasonable.
 - c. The Bid is unconditional and complete in all respects.



- d. The bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document

4. Instructions to the Bidders

4.1 Two- Bid System Tender

- i. Bidders are required to submit the Eligibility cum Technical Bid and Commercial bid in physical form and soft (CD or pen drive) form 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 including postal delays or Holidays.

4.2 Submission of Technical Bid

- i. The Bidders shall submit the Technical Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. **The envelope containing technical bid shall be marked as "Eligibility cum Technical Bid for Supply, Installation & Maintenance of Self-Service Passbook Printing Kiosk (SSPBP)".**
- ii. All the formats need to be filled in exactly as per the proforma given in the Annexures and any deviation is likely to cause rejection of the bid.
- iii. The Bank shall not allow/permit changes in the technical specifications once it is submitted.
- iv. The offer may not be evaluated by the Bank in case of non-adherence to the format or partial submission of technical details as per the format given in the RFQ.
- v. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concern bidder.
- vi. The Eligibility cum Technical Bid must not contain any price information.
- vii. The bidder will also submit copy of the RFQ duly stamped and signed on each page by the authorized official of the bidder's company.
- viii. The bidder should submit the required documents with proper index and page number on each page
- ix. The Bidder shall prepare two copies of the Technical bid clearly marking each **"Original Eligibility cum Technical Bid for for Supply, Installation & Maintenance of Self-Service Passbook Printing Kiosk (SSPBP)"** and **"Eligibility cum Technical Bid for Supply, Installation & Maintenance of Self-Service Passbook Printing Kiosk (SSPBP)"**. In the event of any discrepancy between them, the original shall govern. Original copy of bid security should be submitted with the Original Bid.
- x. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the Bid except for un- amended printed literature shall be numbered serially and initialed and stamped by the person or person signing the bid.
- xi. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or person signing the bid.
- xii. The Bidders shall seal the original and copy bids separately.
- xiii. Soft copy (in Pen drive) of complete Eligibility cum Technical Bid shall also be submitted along with hard copy



xiv. In addition to the above marking, each envelope must be super-scribed with the following information:

- a. RFQ Reference Number.
- b. Name and Address of Bidder.

This will enable the Bank to return the bid unopened in case it is declared unacceptable for any reason whatsoever.

xv. All the inner and outer envelopes shall be addressed to the Bank at the address given below:

To,

The Chief Executive Officer,

Kolhapur District Central Co-operative Bank Ltd.

Head Office: 1092, E Ward, Shahupuri.

Kolhapur, Pin – 416001

If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.

4.3 Submission of Commercial Bid

- i. The Bidders shall submit the Commercial Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. **The envelope containing commercial bid shall be marked as "COMMERCIAL BID Supply, Installation & Maintenance of Self-Service Passbook Printing Kiosk ".**
- ii. Please note that if any envelope is found to contain both technical & commercial offer, then that offer will be rejected outright.
- iii. The envelope must be super-scribed with the following information:
 - a. RFQ Reference Number.
 - b. Name and Address of Bidder.
- iv. Soft copy (in Pen drive) of Commercial Bid shall also be submitted along with hard copy. 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.

4.4 The bidder should not be allowed for Consortium

4.5 For any query the bank's email id is as follows: manager.it@kolhapurdccb.bank.in

4.6 Cost of Bid Rs.15,000/- + Rs. 2,700/- (GST) = Rs. 17,700/- (Seventeen Thousand Seven Hundred Only) in the form of NEFT only (A/c no.: 000113032000001, IFSC : IBKL0463KDC, A/c Name: - Kolhapur District Central Cooperative Bank Ltd, Branch: Head Office). Bidder are requested to submit the UTR/fund transfer details with the technical bid response. If any bid response found without any bid document cost, then the bid will be rejected by the bank.

4.7 Earnest Money Deposit: The bidder shall furnish as part of its bid, bid security of INR 2,00,000/- (Rupees Two Lacs Only) in the form of RTGS/NEFT only (A/c no. : 000113032000001, IFSC : IBKL0463KDC, A/c Name: - Kolhapur District Central Cooperative Bank Ltd, Branch: Head Office). Bidder are requested to submit the UTR/fund transfer details with the technical bid response. Otherwise the bid response will be rejected by



bank).

The bid security submitted by the bidder shall be forfeited if:

The bidder withdraws the bid within the bid validity period; or

The bidder fails to accept the "Letter of Award" within the given stipulated time; or

The bidder violates any of the provisions of the terms and conditions of this bid document.

4.8 The bid security will be refunded to:

The unsuccessful bidder(s), only after acceptance of the "Letter of Award" by the successful bidder and the EMD will be refunded.

4.9 The bidder should have service Centre at Kolhapur.

4.10 Telex, Cable, Facsimile or E-mail Bids will not be accepted.



5. Eligibility Criteria

Sl	Eligibility Criteria	Supporting Documents
1	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company or a partnership firm incorporated in India and operating in India for at least 5 years as on date of the RFQ.	Certificate of incorporation to be provided.
2	The Bidder should have valid GSTIN- (Copy of GSTIN)	Copy of GSTN certificate to be submitted.
3	The Bidder should not have been blacklisted by any of the Ministry/ Department of Government of India/ State Governments and neither convicted nor is any criminal case pending against it before any court of competent jurisdiction	Self-declaration by competent authority of the bidder
4	Bidder should have minimum average Turnover of INR 1 Crore in the last three financial years (2022-23,23-24,24-25)	Statutory Auditor Certificate or Certificate from the Company Secretary/Chartered Accountant of the Agency clearly specifying the Annual Turnover for the specified years.
5	Bidders should have Manufacturer Authorization (MAF) Letter from OEM (as per Annexure-3), brochures and data sheets along with the proposal for each quoted product	Need to provide Manufacturer Authorization (MAF) Letter from OEM, brochures and data sheets along with the proposal for each quoted product Manufacturing Authorization Form (MAF) should be submitted as per Annexure-3
6	The bidder should have prior experience of Supply, Installation, Implementation, Configuration, Commissioning of Self-Service Passbook Printer in at least 5 (Five) Banks in last 3 years out of which 1 (one) should be District Central Co-operative bank.	Credentials from clients in form of purchase orders / contract / credential letters etc. has to be provided.
7	The Bidder /OEM should have service center at Maharashtra, especially in Pune, Kolhapur.	Proof of service center address and other Documentary evidence to be attached.

Note: Consortium not allowed.



6. Commercial Bid Evaluation

The commercial proposals of only those bidders shall be evaluated who have fulfilled the eligibility cum technical criteria. The bidder must fulfill "Technical specifications as per Annexure 8". The L1 bidder shall be evaluated on the base of the Composite rate of item mentioned in the Annexure 2-Commercial Bill of Material.

Commercial 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. Late Delivery Charges

Charges will be levied on late delivery of hardware items mentioned in the scope of work as Rs.500/- per device per week after delivery timeframe.

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 it's 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 KDCC Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions.

If a Force Majeure situation arises, the Bidder shall promptly notify KDCC Bank in writing of such condition and the cause thereof within fifteen calendar days. Unless otherwise directed by KDCC 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. Arbitration

The Bidder and KDCC Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Authorized Official of KDCC Bank and the Authorized Official of the Bidder. The matter shall then be resolved between them, and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolhapur and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.



The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

10. Penalty & Service Level

Penalty for Delayed Delivery

Any short shipment or non-delivery of hardware components within the timelines i.e., within 6 weeks of acceptance of PO by successful bidder will attract a penalty of 0.25% of the value of component, for each day of delay.

Notwithstanding what is mentioned hereinabove or anywhere else in the tender, the maximum amount that may be levied by way of penalty shall on no account exceed 10 % of the Total Contract value and the contract value will be determined at the time of contract finalization.

Service Level

1. 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.
2. Penalties due to Delay in Delivery, Installation, & Maintenance
3. Delivery, installation & commissioning of all equipment should be within 10 weeks from date of placing of order.
4. Post-delivery if any defected device does not replace within 5 working days then penalty amount will be Rs.1000/- (In words One Thousand Rs. Only).
5. Exceptions on enforcing the SLA and other penalty clauses will be made only in case of Force Majeure situations or in exceptional circumstances at the discretion of Bank.
6. Penalty amount will be adjusted from Resource cost/Service credit/AMC.

Sr. No	Service Matrix Parameters	Matrix	Deduction
1	Resolution time for raised complaint/ issues.	Address to complaints/ issues within 2 hrs.	No penalty
2		Resolution of complaints/ issues related to Hardware after 48 hrs.	Rs. 1000/- per day for each equipment not in working condition from the date of lodging the Complaint.
3		Resolution of complaints/ issues after 7days (168 hrs.)	Device is to be replaced or stand by arrangement is to be made.



11. Payment Terms and Schedule

The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of the Bank. KDCC will release payment within 45 days of receipt of Invoice and along with all other required documents for all undisputed cases. In case of any disputed amount, the payment will be released within 30 days of resolution of the dispute. The scope of work is divided in different areas and the payment would be linked to delivery, acceptance and signoff by the respective Bank official of each area as explained below with reference to the Annexure 2 – “Commercial Bill of materials”. The bidder shall raise any invoices only after signing off for the related deliverables/Services. The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only. Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.

1) The component wise payment will be as mentioned below

i. Hardware cost:

- a. 50% after successful delivery of SSPBP Kiosk and sign off from the Bank.
- b. 40% after successful installation and go-live of SSPBP Kiosk and sign off from the Bank.
- c. 10 % after 3weeks from successful Go-live.

ii. Installation cost:

- a. 100% Implementation/ Installation cost will be paid after 30 days of successful implementation, sign off and acceptance by the Bank

iii. AMC for SSPBP Kiosk:

- a. Yearly AMC, value will be paid Half Yearly in arrears, and SLA will be imposed on the next invoice and service credit for last AMC invoice.

2) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this contract shall be Indian Rupees (INR) only.

3) The price would be inclusive of all applicable taxes under the Indian law like customs duty, excise duty, import taxes, freight, forwarding, insurance for transit and till installation, delivery, etc. but exclusive of only applicable GST which shall be paid / reimbursed on actual basis on production of bills.

12. Limitation of Liability

Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Vendor) that may arise out of or result from this Proposal. The aggregate liability of Vendor, under this Proposal, shall not exceed the fees (excluding reimbursements) received by it under this proposal for one year preceding the date of such claim. Either Party agrees to defend, indemnify, and save harmless the other Party and



its officers and directors, employees, agents, and representatives from any and against all losses, claims, costs, liabilities, or expenses incurred, whether based in claims of tort or contract (including court costs and attorney fees) incurred or sustained by the latter due to the formers' gross negligence, fraud, willful misrepresentation, or breach of confidentiality.



13. 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 (REF. No.: IT/Tender/2026-27/004 dated 10/09/2026) 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 June 2026.

.....

(Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of



14. Annexure - 2 Commercial Bill of Material

The Commercial Bill of Material has been attached in a separate file named "Annexure 2- Commercial Bill of Material.

Note:

Taxes extra at actual

Total cost of ownership for the 5 years

The unit price should be including delivery and installation cost

All the hardware should have with 3 years comprehensive warranty and 4th and 5th year AMC.

Consumables are not part of the warranty (ribbon, cartridge, printer head).



15. Annexure - 3 Manufacturer's Authorization Form

Note: This authorization letter shall be printed on the letterhead of all the original equipment manufacturer (OEM) and shall be signed by a competent person having the power of attorney to bind the manufacturer.

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

Dear Sir,

Sub: (REF. No.: IT/Tender/2026-27/004 dated 10/09/2026)

We who are established and reputable manufacturers/ producers of _____ having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s _____ (name and address of the bidder) to submit a bid and sign the contract with you against the above bid invitation.

We hereby extend our full guarantee and warranty for the solution, products and services offered by the above firm against this bid invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the products manufactured or distributed by the bidder:

- Such products as KDCC may opt to purchase from the bidder, provided, that this option shall not relieve the bidder of any warranty obligations under the contract; and

— In the event of termination of production of such products:

- Advance notification to KDCC of the pending termination, with sufficient time to permit KDCC to procure needed requirements; and
- Following such termination, furnishing at no cost to KDCC, the blueprints, design documents, operations manuals, standards, source codes and specifications of the products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items by ourselves or through alternative & acceptable service provider.

Place:

Date:

Seal and signature of the OEM

Name:

Email:



16. Annexure – 4 Letter of Confirmation

Ref: . IT/Tender/2026-27/004 dated 10/09/2026

Date:

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

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said RFQ. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Kolhapur District Central Co-operative Bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFQ and annexures) in full, or in accordance with the deviations specified in the “Terms & Conditions” accepted by the Bank.

We hereby acknowledge and confirm that the Bank may, at its absolute discretion, apply any criteria it deems appropriate for the shortlisting of bidders, including but not limited to those set out in the RFQ and related documents.

We shall maintain the confidentiality of all information provided to us during the course of the tendering process and shall not use such information for any purpose other than the present tender. We also confirm that we have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Place:

Date:

SEAL

(Authorized Signatory)

**17.ANNEXURE - 5 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 IT/Tender/2026-27/004 dated 10/09/2026 Ms./Mr._____, as a_____, I / We hereby declare that our firm/organization/company/CEO/Director/Any Senior Management/Signing Authority 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. 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 - 6 Authorization Letter**

IT/Tender/2026-27/004 dated 10/09/2026

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/2026-27/004 dated 10/09/2026, 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 - 7 Particulars of the Bidder

IT/Tender/2026-27/004 dated 10/09/2026

Sr. No.	Particulars	Bidder's Information
1	Name of the Firm/Organization	
2	Organization Status of Registration	
3	Address of Corporate Office	
4	Mobile No/Landline Number/Fax No with STD Code	
5	Email Address	
6	Registration No of Certificate of Incorporation & Date / Shop Act License Establishment date	
7	Permanent Account Number of Income Tax and Date of Registration	
8	GST Registration number and Date	
9	No. of years of proven experience of providing similar Services:	
10	Annual turnover of the bidder (Amount in INR Crore) F.Y. 2022-2023 F.Y. 2023-2024 F.Y. 2024-2025	

Signature of the Bidder

Date:

Place:



20. ANNEXURE - 8 Technical Specifications

IT/Tender/2026-27/004 dated 10/09/2026

A. Self Service Passbook Printer Kiosk

Parameters	Specifications
Display (Touch screen)	Minimum 17/18.5inch projected capacitive touchscreen (16:9 aspect ratio, 1024x768 resolution), Single and dual-sided display option, integrated stereo speakers
Printer	Thermal passbook printer
Processor	Intel Core i3 Processor or higher
Memory	Minimum 8 GB XDR RAM or higher
Storage	HDD - Minimum 1TB or higher
Connectivity	• Eleven USB ports (three reserved for customer connectivity) - Three 12v USB 2.0 - One 24v USB 2.0 - Two PC USB 3.0 - Five USB ports via Expansion Board • One RJ50 powered serial port with optional serial expansion • Gigabit Ethernet LAN • HDMI and Display Port video outputs • Audio out
Operating System	Windows 11 or above
DEVICES:	
Self Service Passbook Printer Kiosk	Passbook Printer with inbuilt Barcode scanning feature with CIS scanners.
Cabinet	Aesthetic & sturdy steel enclosure, operational security & key lock, floor standing lobby model
Warranty	3 years comprehensive and 4 th & 5 th Year AMC



21. Annexure – 9 Non- Disclosure Agreement

(On Rs.500 non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This.....day of.....2026.

BY AND BETWEEN

..... Company Limited, a company incorporated under the Companies Act, 1956 having its registered office at (Hereinafter referred to as the Vendor which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

The Kolhapur District Central Co-operative Bank Ltd., a district central co-operative bank having its Head Office at Post Box No: 1092, E Ward, Shahupuri, Kolhapur. Pin – 416001 (hereinafter referred to as "Bank" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Vendor and The Kolhapur District Central Co-operative Bank are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS:

1. The Kolhapur District Central Co-operative Bank is engaged in the business of providing financial services to its customers and intends to engage Vendor for procurement of Desktops for Branches.
2. In the course of such assignment, it is anticipated that Kolhapur District Central Co-operative Bank or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Vendor some Confidential Information (as hereinafter defined), to enable the Vendor to carry out the aforesaid assignment (hereinafter referred to as "the Purpose").
3. The Vendor is aware and confirms that all information, data and other documents made available in the RFq/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and or proprietary of The Kolhapur District Central Co-operative Bank. The Vendor undertakes to safeguard and protect such confidential information as may be received from The Kolhapur District Central Co-operative Bank.

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and The Kolhapur District Central Co-operative Bank granting the Vendor and or his agents, representatives to have specific access to The Kolhapur District Central Co-operative Bank property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:

(i) "Confidential Information" means all information disclosed/furnished by The Kolhapur District Central Co-operative Bank to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.



(ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

(a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,

(b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to receiving it from The Kolhapur District Central Co-operative Bank,

(c) was rightfully obtained by the Vendor from a source other than The Kolhapur District Central Co-operative Bank without any obligation of confidentiality,

(d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify The Kolhapur District Central Co-operative Bank of such order and afford The Kolhapur District Central Co-operative Bank the opportunity to seek appropriate protective order relating to such disclosure.

(e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality.

(f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of The Kolhapur District Central Co-operative Bank in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any

Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement

2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor



may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify The Kolhapur District Central Co-operative Bank immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding The Kolhapur District Central Co-operative Bank and any of its Affiliates, customers and their accounts ("Customer Information"). For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of The Kolhapur District Central Co-operative Bank's business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes and procedures; or
- d) current and future business plans; or
- e) personnel information; or
- f) financial information.

3. Publications: The Vendor shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of The Kolhapur District Central Co-operative Bank.

4. Term: This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by The Kolhapur District Central Co-operative Bank, whichever is earlier. The Vendor hereby agrees and undertakes to The Kolhapur District Central Co-operative Bank that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to The Kolhapur District Central Co-operative Bank, all information received by it from The Kolhapur District Central Co-operative Bank for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to The Kolhapur District Central Co-operative Bank to certify in writing upon request of The Kolhapur District Central Co-operative Bank that the obligations set forth in this Agreement have been complied with.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain

5. Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by The Kolhapur District Central Co-operative Bank to the Vendor, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with The Kolhapur District Central Co-operative Bank.



6. Remedies: The Vendor acknowledges the confidential nature of Confidential Information and that damage could result to The Kolhapur District Central Co-operative Bank if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, The Kolhapur District Central Co-operative Bank may suffer immediate irreparable loss for which monetary compensation may not be adequate. The Kolhapur District Central Co-operative Bank shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement.

Any claim for relief to The Kolhapur District Central Co-operative Bank shall include The Kolhapur District Central Co-operative Bank's costs and expenses of enforcement (including the attorney's fees).

7. Entire Agreement, Amendment and Assignment: This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

8. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at The Kolhapur shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

9. Indemnity: The Vendor shall defend, indemnify and hold harmless The Kolhapur District Central Co-operative Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.

10. General: The Vendor shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided "as is". In no event shall The Kolhapur District Central Co-operative Bank be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by The Kolhapur District Central Co-operative Bank constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose.

The Kolhapur District Central Co-operative Bank discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, merchantability, fitness for a particular purpose, title, non-infringement, or anything else.

11. Waiver: A waiver (whether express or implied) by The Kolhapur District Central Co-operative Bank of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent The Kolhapur District Central Co-operative Bank from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.



In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of -----

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(Designation)

For and on behalf of The Kolhapur District Central Co-operative Bank

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(Designation)