

**ADDENDUM TO THE RFP DOCUMENT FOR “EMPANELMENT OF VENDOR FOR END TO END STATIONERY MANAGEMENT UNDER PRINT MANAGEMENT SOLUTION (PMS).**

**RFP REF NO. HO:STN:SF:114:528 DATED 13-10-2022**

S.N	Page no.	RFP Clause No.	Existing RFP Clause	Modified RFP Clause
1	9	3.3.3 Eligibility Criteria	<p>Experience in the line of business: Minimum last 3 years</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Bidder to submit documents evidencing work experience</p>	<p>Experience in the line of business : Minimum last 3 years</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Bidder to submit documents evidencing work experience i.e. completion certificate for last 3 years from Banks/Insurance companies / Financial Institutions</p>
2	9	3.3.3 Eligibility Criteria	<p>The Bidder should have the 2 years' experience of having supplied customized stationery to minimum 2 big organizations of repute in Banking, Financial Services &amp; Insurance (BFSI) sector having 200 or more offices/branches spread over 5 or more states (including rural, hilly, remote areas) with the requisite logistic arrangements.</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Number and Name with address of BFSI clients. Client's certificates also to be enclosed indicating No of branches served with name of states and</p>	<p>The bidder should have satisfactorily executed contracts/work order minimum worth of Rs.10.00 crores per annum under PMS projects for the preceding 2 years towards printing/ procurement &amp; supplying of customized printed stationery items.</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Client's certificates also to be enclosed indicating No of branches served with name of states. <b>Bidder should have experience of supplying at least 50% of stationery items of category types as mentioned in Annexure K.</b></p>



3	10	3.3.6 Eligibility Criteria	<p>The Bidder should preferably own an existing IT architecture/e-platform for sharing of purchase order and response file with bank after execution of orders</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Details on letter head of their existing IT infrastructure. Also details of Technical support which the Bidder is offering to bank shall be provided.</p>	<p>The Bidder should have its own existing IT architecture/e-platform for sharing of purchase order and response file with bank after execution of orders</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Details on letter head of their existing IT infrastructure. Also details of Technical support which the Bidder is offering to bank along with Client certificates shall be provided.</p> <p>Bidder has to provide presentation to the Technical Evaluation committee and the same will be verified during visit of the unit.</p>
4	10	3.3.10 Eligibility Criteria	<p>The Bidders should have the capability to timely deliver stationery items across minimum 2500 branches/offices of the Bank located in different states of the country, including rural, hilly and remote areas</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Details of similar projects executed by them in last 2 years and documents supporting the information</p>	<p>The Bidders should have the experience to print and deliver stationery items across minimum 2500 branches/ offices of the Bank spread over 5 or more states (including rural, hilly, remote areas) with the requisite logistic arrangements.</p> <p><b>Documents to be submitted with the Bid</b></p> <p>Experience certificates issued by the banks towards printing/ procurement &amp; supplying of customized stationery to branches clearly stating</p> <ol style="list-style-type: none"> <li>1. No of branches served</li> <li>2. Value of the work order executed</li> </ol>
5	11	3.3.11 Eligibility Criteria	<p>Bidder has to score minimum 60% (6 out of 10) marks in factory visit given in Technical evaluation</p>	<p>Bidder has to score minimum 60% (6 out of 10) marks in factory visit given in Technical evaluation</p> <p>Evaluation parameters enclosed herewith as per Annexure 1</p>



6	23	3.9.3 (b) Technical evaluation	Serving Print Management solutions in Banking, Financial Services & Insurance sector having more than 200 offices/Branches	Serving Print Management solutions in Banks/ Insurance companies / Financial Institutions having minimum 2500 offices/Branches
7	10	3.3.5 Eligibility Criteria	<p>Bidder should have printing arrangement at least at two printing locations in two different states. Out of the two locations minimum one location should be owned by the bidder. The printer may tie up with printers located in other states having ISO or equivalent certifications for printing Job from different locations of different states.</p> <p>Printer should inform in details of all printing locations in India with a declaration to be used more than one locations in different states for printing of stationery for fast delivery.</p> <p>Also any one of the printers of tie up can bid. If both the printers under tie up submit bids separately, then both the bids will be rejected.</p>	<p>Bidder should have printing arrangement at least at two printing locations in two different states. Out of the two locations minimum one location should be owned by the bidder. The printer may tie up with printers located in other states having ISO or equivalent certifications for printing Job from different locations of different states.</p> <p>Printer should inform in details of all printing locations in India with a declaration to be used more than one locations in different states for printing of stationery for fast delivery.</p> <p>Also any one of the printers of tie up can bid. If both the printers under tie up submit bids separately, then both the bids will be rejected.</p> <p>Further Tied up partner will also be evaluated on the basis of Eligibility criteria as mentioned in Annexure - 2 enclosed herewith and has to submit all the necessary documents as mentioned in eligibility criteria and shall be considered only if he qualifies as per the minimum eligibility criteria.</p> <p>However if either of partners fails in eligibility criteria, bid shall be rejected.</p>



8	24	3.9.3 (b) 10	<p>Delivery Management System The vendor shall have an online portal for tracking dispatches of branches/offices</p> <p><b>Evidence to be submitted</b> Certificate from Organization if already provided/Self declaration and ready to give a demo during visit of the unit</p>	<p>Delivery Management System.- The vendor shall have an online portal for tracking dispatches of branches/offices</p> <p><b>Evidence to be submitted</b> Certificate from Organization to whom services through Delivery Management System are being provided regarding satisfactory performance of same.</p> <p>Bidder has to provide presentation to the Technical Evaluation committee and the same will be verified during visit of the unit.</p>
9	24	3.9.3 (b) 9	<p>Complaint Grievance Redressal System. Bidder has to give presentation</p> <p><b>Evidence to be submitted</b> Certificate from client Organization as well as presentation by bidder to bank</p>	<p>Complaint Grievance Redressal System.</p> <p><b>Evidence to be submitted</b> Certificate from Organization to whom services of Complaints and Grievance Redressal System are being provided regarding satisfactory performance of same.</p> <p>Bidder has to provide presentation to the Technical Evaluation committee and the same will be verified during visit of the unit.</p>
10		Annexure K	Specifications of stationery items	Revised Annexure K Enclosed herewith



*Handwritten signature*

**List of Parameters evaluated by the Bank's Officials during visit to printing presses of bidders are as under:**

**Name & Address of the bidder** : .....

.....

.....

**Date of Inspection** : .....

<b>S No</b>	<b>Areas/Parameters to be looked into by the Inspecting Officer</b>	<b>Marks Allotted</b>	<b>Marks Obtained</b>
1.	Availability of adequate separate storage space for keeping Bank's stationery items.	1	
2.	Maintenance of existing records of job work in system database and physical books pertaining to stocks present in the warehouse.	1	
3.	Frequency of reconciliation of available stock of stationery items.	1	
4.	Installation of CCTVs within the premises of Printing Press.	1	
5.	Availability of Fire Extinguishers, Alarms.	1	
6.	Check point for unauthorized access to warehouse and other areas of the printing press.	1	
7.	Utilization of SFTP for transfer of files between bidder and customer organization. If it is being utilized, then the same shall be in operation for at least 6 months prior to date of Bank's RFP.	1	
8.	Details of Insurance taken in general & for machines that are used for printing of stationery items and the same shall match with the inventory present in the warehouse.	1	
9.	Availability of copies of Agreements with reputed courier/logistics services (such as India Post, DHL, BlueDart, FedEx, First Flight Couriers Ltd, etc.) for supply of stationery items.	1	
10.	Details of Business Continuity Plan.	1	
<b>Total Marks</b>		<b>10</b>	

**Name & Signatures of inspecting officials**



Eligibility Criteria - For Tied up partners

S. No	Eligibility Criteria	Documents to be submitted with the Bid
1.	The Bidder should be a Corporation Organization/PSU/PSE/Private/Public Limited Indian Company/Partnership/LLP/Proprietorship firms under Indian Laws. The Bidder shall submit the certificate of Incorporation along with the Technical Bid in respect of this requirement.	Copy of the Partnership deed/ Proprietorship/Bye Laws (MOA+AOA)/Certificate of incorporation issued by Register of Companies along with Memorandum & Articles of Association and full address of the registered office.
2.	The Bidder should have achieved the following: a) Domestic annual financial turnover on account of supply of stationery or printing and supply of stationery: Rs.15 Crores during any of the last three financial i.e. 2019-2020, 2020-21 & 2021-22. b) In all three financial years i.e. 2019-2020, 2020-21 & 2021-22 the Bidder should have achieved the following 1. Positive Net worth 2. Bidder should be Profit making firm (Net profit)	Copy of the Audited Balance Sheet for 2019-20, 2020-21 and Audited/ Unaudited Balance Sheet for 2021-22.  For 2021-22 provisional Balance sheet would be required if audited balance sheet is not available.  Bidder to provide certificate from CA certifying the annual Turnover from stationery or printing and supply of stationery services, if the item not mentioned specifically in the Balance sheet.
3.	Experience in the line of business : Minimum last 3 years	Documents evidencing work experience i.e. completion certificate for last 3 years from Banks/Insurance companies / Financial Institutions
4.	The bidder should have satisfactorily executed contracts/work order minimum worth of Rs.5.00 crores per annum under PMS projects for the preceding 2 years towards printing/ procurement & supplying of customized printed stationery items	Client's certificates also to be enclosed indicating No of branches served with name of states. <b>Bidder should have experience of supplying at least 50% of stationery items of category types as mentioned in Annexure K.</b>
5.	Bidder should have ISO or equivalent certifications	ISO or equivalent certifications
6.	Bidder should have all the necessary approvals/statutory clearances in place to undertake the activities viz. E.S.I.C., P.F., GST Registration and	Photocopies of valid registrations and licenses should be furnished with the Technical Bid.(Self Attested)



	applicable Labour Law registration/Licenses.	
7.	Service Providers should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority.	Affidavit as per Annexure "J-2"
8.	The Bidders should have the experience to print and deliver stationery items across minimum 1000 branches/ offices of the Bank spread over 5 or more states (including rural, hilly, remote areas) with the requisite logistic arrangements.	Experience certificates issued by the banks towards printing/ procurement & supplying of customized stationery to branches clearly stating 1. No of branches served 2. Value of the work order executed
9.	Bidder has to score minimum 4 marks out of 7 marks in factory visit.	Evaluation parameters are specified in Annexure 3 enclosed herewith



*m*

**List of Parameters evaluated by the Bank's Officials during visit to printing presses of bidders are as under:**

**Name & Address of the Printer** : .....

.....

.....

**Date of Inspection:** .....

<b>S No</b>	<b>Areas/Parameters to be looked into by the Inspecting Officer</b>	<b>Marks Allotted</b>	<b>Marks Obtained</b>
1.	Availability of adequate separate storage space for keeping Bank's stationery items.	1	
2.	Maintenance of existing records of job work in system database and physical books pertaining to stocks present in the warehouse.	1	
3.	Installation of CCTVs within the premises of Printing Press.	1	
4.	Availability of Fire Extinguishers, Alarms.	1	
5.	Check point for unauthorized access to warehouse and other areas of the printing press.	1	
6.	Details of Insurance taken in general & for machines that are used for printing of stationery items and the same shall match with the inventory present in the warehouse.	1	
7.	Details of Business Continuity Plan.	1	
<b>Total Marks</b>		<b>7</b>	

**Name & Signatures of inspecting officials**

