

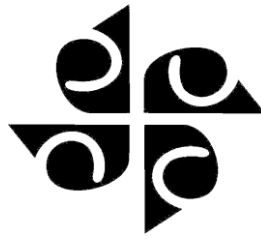
Request for Proposal (RFP)

For Selection of Solution Provider For

C-KYC

For

The Akola Janata Commercial Co-operative Bank Ltd., Akola
(Multistate Scheduled Bank)



**Head Office,
“Janvaibhav”,
Old Cotton Market,
Akola – 444001**

Tender Reference No. : AJCCB/IT/2024-25/CKYC

Date : 12/09/2024

The information provided by the bidders in response to this Request For Proposal (RFP) will become the property of The Akola Janata Commercial Co-operative Bank Ltd., Akola and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and such amendments will be binding upon the Bidders. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever. This document is prepared by The Akola Janata Commercial Co-operative Bank Ltd., Akola for Selection of C-KYC Solution Provider. It should not be reused or copied or used either partially or fully in any form.

1. Invitation for tender offers

The Akola Janata Commercial Co-operative Bank Limited, Akola invites sealed tender offers from eligible, reputed developers and/or their authorized dealers for providing C-KYC solution as per requirements elaborated. Through this tender, bank is searching for a reliable C-KYC solution provider meeting the requirements.

A complete set of tender document may be downloaded from our website www.akolajanatabank.com.

The details are given below:

Tender Reference	AJCCB/IT/2024-25/CKYC
Date of commencement of availability of tender document	14.09.2024
Last Date and Time for receipts of tender offers	30.09.2024
Address of Communication	Chief Executive Officer The Akola Janata Commercial Co-operative Bank Limited, Akola. " Janvaibhav" Old Cotton Market, P. B. No. 90, Akola 444001
Email address	cbs.ajccb@gmail.com
Contact Telephone Numbers	0724-2430012, 2430639, 2430241
Bids to be given to	Chief Executive Officer, The Akola Janata Commercial Co-operative Bank Limited, Akola.

Technical Specifications, Terms and Conditions, the formats and pro-forma for submitting the tender offer are described in this tender document and its Annexure.

Chief Executive Officer
The Akola Janata Commercial Co-operative Bank Limited, Akola.

Instructions to Bidders

1. Bid Submission

Bid should be submitted to the following in single sealed envelope at the Bank's address given below on or before the schedule given above. The envelope should be securely sealed and stamped.

Chief Executive Officer
The Akola Janata Commercial Co-op. Bank Ltd.
"Janvaibhav",
Old Cotton Market, Akola.
Akola- 444001 (M.S.)
E-Mail: cbs.ajccb@gmail.com

The envelope must be super scribed with the following information –

- Tender Number
- Due Date
- Name of Bidder
- Name of the Authorized Person
- E-mail ID of the authorized person to contact.
- Mobile Number
- Correspondence Address

All schedules, Formats and Annexure should be stamped and signed by an authorized official of the bidder company.

2. Qualification Criteria

Reputed solution providers, who have experience in providing C-KYC solutions and who meet the following Eligibility criteria only need to apply:-

- a) The service provider submitting the offers should be a Registered Company or Firm having an Average Annual Turnover of Rs. 25 Lakh in the last three consecutive financial years.
- b) The Company/Firm should have made Net Profits in at least two financial years in last 3 Years.
- c) Bidder should be providing services to at least one BFSI customer preferably from cooperative banking space.

3. Offer validity Period

The offer should hold good for a period of 6 months from the closing date of the tender. Bank may place number of orders during the minimum period of 6 months. The prices and services offered should be valid for the minimum period of 6 months.

4. Opening of Offers

Offers received within the prescribed closing date and time will be opened by the authorities of the Bank.

5. Preliminary Scrutiny

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the service providers and the Bank reserves the right to exercise such waivers.

6. No Commitment to Accept Lowest

The Akola Janata Commercial Co-Operative Bank Ltd., is under no obligation to accept the lowest Offer received in response to this tender and reserves the right to split the order or reject any or all the offers including incomplete offers without assigning any reason whatsoever.

7. Submission of Technical Details

It is mandatory to provide the technical details. The relevant product information, brand and version offered, printed product brochure, technical specification sheets, system requirements etc. should be submitted along with the offer. Technical compliance sheet as per **Annexure C** must to be included.

8. Format for Offer

The suggested format for submission of technical offer is as follows:

1. Index
2. Covering letter. This should be as per Annexure A.
3. Details of the solution provider, as per Annexure B.
4. Technical Offer with Specifications as given in Annexure C, complete with all the columns filled in.
5. Solution provider's Financial Details and other supporting documents, as asked in the tender document.
6. Commercial Offer as per Annexure D.
7. Details of track record and customer references as per Annexure E.
8. Terms and Conditions Deviations Compliance as per Annexure F.
9. Technical details of the solution offered.

9. Location of Supplies

At the addresses given below.

SNo.	Location	Location Address	District
1	Head Office	THE AKOLA JANATA COMM. CO-OP BANK LTD. AKOLA, 'Janvaibhav', Old Cotton Market, Akola 444 001	Akola

10. Costs

The offer must be in fixed price basis for annual service charges in Indian Rupees only and shall be excluding GST and shall include the following:

1. Training to IT staff
2. Comprehensive support for various issues
3. Support and reports required during IS Audit / Statutory Audit / RBI Inspection / VAPT / any other inspection
4. Any reports required on regular basis including all types of logs

11. Fixed Price

The Commercial Offer shall be on a fixed price basis, exclusive of GST. No price increase due to any factor will be permitted.

12. Negotiation

It is absolutely essential for the service providers to quote the lowest price at the time of making the offer in their own interest. Bank, however, reserve the right to enter into any price negotiations.

Terms and Conditions of the Tender

1. Technical Inspection and Performance Evaluation

The Akola Janata Commercial Co-operative Bank Limited, Akola reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of all the services quoted. Bank may ask for proof of concept (POC) as a part of evaluation process during bid processing.

2. Payment Terms

The Akola Janata Commercial Co-op. Bank Ltd will make payment as follows:

- 50% payment for solution will be made after implementation and commissioning of solution
- Balance 50% payment will be made after next 6 months

3. Order Cancellation

The Akola Janata Commercial Co-Operative Bank Ltd reserves its right to cancel the order in the event of one or more of the following situations:

Delay in delivery beyond 15 days from the date of issuance of services order.

Bank reserves the right to take appropriate action and make good any or all losses incurred during the process from the service provider.

4. Implementation

Solution will be implemented on bank's premise. System requirement should be clearly specified. Vendor will have to co-ordinate with NPCI for implementation. NPCI certification if required will be fully vendor's responsibility.

5. Warranty

Warranty period would be of one year from the date of implementation if it is on premise deployment and not on subscription mode.

6. Annual Maintenance

Successful bidder should be ready to provide services for minimum period of three years after warranty period under Annual Maintenance Contract if not on subscription mode.

7. Billing

The billing should be done locally for respective locations inclusive of all taxes giving break up thereof. GST as applicable, will be paid extra as per the existing rates.

8. Force Majeure Clause:

The service provider shall not be liable for liquidated damages or termination for default, if and 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 service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of The Akola Janata Commercial Co-operative Bank Limited, Akola in fires, floods and freight embargoes. If a Force Majeure situation arises, the service provider shall promptly notify The Akola Janata Commercial Co-operative Bank Limited, Akola in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by The Akola Janata Commercial Co-operative Bank Limited, Akola in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. 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 Akola Janata Commercial Co-operative Bank Limited, Akola and the service provider shall hold consultations with each other in an endeavor to find a solution to the problem.

9. Governing Law & Jurisdiction

All disputes under the Jurisdiction will be of the Courts in **AKOLA, Maharashtra only.**

ANNEXURE A - Tender Offer Cover Letter

Date:
Tender Reference No.:

To:
Chief Executive Officer,
The Akola Janata Commercial Co-op. Bank Ltd,
"Janvaibhav", Old Cotton Market,
Akola - 444001

Dear Sir,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide C-KYC Solution in conformity with the said tender documents in accordance with the schedule of prices attached in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to complete delivery within 15 days from the date of services order.

We agree to abide by this tender offer and all the terms & conditions till 6 months from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

This tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us. We shall sign requisite SLA within 15 days of receipt of order.

We hereby, once again, confirm our acceptance to all the terms and conditions of your tender.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____ 2024

Signature: _____

Designation : _____

Authorized to sign the tender

ANNEXURE B – Service Provider Details

Sr. No	Particulars	Details
1	Name of Company	
2	Mailing Address	
3	Telephone Numbers	
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to the “The Akola Janata Commercial Co-operative Bank Ltd.”	
6	Email Address	
7	Year of commencement of Business	
8	Turn over of the company (not of group) for the year 2021-2022 2022-2023 2023-2024	
9	GSTIN	
10	PAN	

ANNEXURE C : C-KYC Solution Features Required

Sr.No.	Features Required In CKYC Software	Complied Y/N
1	Customer Data extraction from CBS	
2	Scanning of ID Proof	
3	Scanning of Address Proof	
4	Scanning of Photograph	
5	Uploading of CKYC file in flat file format on CERSAI portal	
6	Uploading of CKYC documents with API as and when on CERSAI portal	
7	Downloading of bulk CKYC No. from CERSAI portal	
8	Downloading of single CKYC NO. from CERSAI portal	
9	Updating of CKYC No. in CBS after generation of CKYC NO.	
10	Checking of CKYC No. allotted or not with different checking documents (Pan No. Licence NO. Etc.)	
11	Modification of documents of CKYC NO. allotted	
12	Send SMS and Email facility to customer after generation of CKYC No.	
13	Fetching of old records from CBS for CKYC	
14	Facility of Re-CKYC generation	
15	Dash board for CKYC status	
16	CKYC reports as per RBI guidelines	
17	Downloading CKYC documents with API from CERSAI portal and uploading in CBS	
18	Solution should be compliant with statutory regulations	
19	Delivery updates / patches arising out of statutory requirements	

ANNEXURE D – Commercial Offer
(To be submitted as per this format only)

Sr. No.	Solution Name (Specify Product Name through which services would be provided)	Solution Cost in INR	GST Extra in %
Option 1	C-KYC Solution Annual Subscription based		
OR			
Option 2 (a)	C-KYC Solution Outright with one year warranty including onsite deployment		
(b)	AMC after one year of warranty		

- **Bidders can quote both the above options. Bank will choose one of it.**

Signature of Bidder: _____

Place:

Name:

Date:

Business Address:

Annexure E - Details of Track Record & Reference Customers

Name of the Client	Contact person <ul style="list-style-type: none">• Name• Tel. No.

- Bidder is supposed to give entire list of customers particularly from BFSI segment and preferably from urban banks.

Annexure F - Terms & Conditions Deviation Compliance Statement

The following are the particulars of only deviations from the requirements of the tender specifications:

Term No	Short Description of the Terms & Conditions	Detailed explanation about deviation, if not complied

- If no deviation, put NIL

*****End of RFP*****