



The Bihar State Co-operative Bank Ltd.

1914 से विश्वास का प्रतीक

Ashok Rajpath, Patna-800 004.

**REQUEST FOR PROPOSAL
FOR
APPOINTMENT OF IT CONSULTANT FOR CBS AND IT PROJECTS**

RFP Ref No:

Dated: 11.06.2019

**The Bihar State Co-Operative Bank Ltd.
Ashok Raj Path, Patna – 800 004, Bihar
Email:scbbihar@gmail.com
Website:<http://www.biharbank.bih.nic.in/>**

Notice Inviting RFP for Appointment of IT Consultant for CBS and IT Projects

Sealed Tenders are invited under two-bid system from reputed IT Consultants/ IT Consulting Firms for Appointment of IT Consultant for CBS and IT Projects as mentioned in the RFP. Details regarding scope of work, eligibility criteria, bidding process etc. can be found in the bidding document, which can be downloaded from BSCB website (<http://biharbank.bih.nic.in/>). Bidding documents can also be purchased from the office of BSCB on payment of Rs. 1,000.00 (Rupees One Thousand only) as RFP document fee. In case of downloaded RFP documents, RFP document fee shall be submitted along with the bid.

Last date for receipt of Tender is **28/06/2019 (till 03:00 PM)** through registered/ speed post/ courier/ by hand. Bids will be opened on **03.07.2019 at 04.00 PM** at The Bihar State Co-operative Bank Ltd, Head office, Patna . Right to accept or cancel the bid will be reserved with the Bank.

Managing Director

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1. KEY INFORMATION

Particulars	Details
RFP Reference Number	PSB / HOIT/RFP/109/2018-19
RFP Title	Request for Proposal For Appointment of IT Consultant for CBS and IT Projects.
RFP Document Fee (Non Refundable)	Rs. 1,000/- in the form of Demand Draft or Pay Order in favour of The Bihar State Co-operative Bank Ltd.& payable at Patna. (Exempt for Micro and Small Enterprises, upon submission of valid certificate copy)
Bid Validity	180 days (from date of Bid Submission)
Date of Publishing the tender on Bank's Website	12.06.2019
Pre Bid Meeting	25.06.2019
Last Date and time for submission of Bids	28.06.2019 at 3:00 P.M.
Date and Time of Opening of Technical Bids	03.07.2019 at 4:00 P.M,
Date and Time of Commercial Bids	To be notified later to the qualifying bidders only.
Place of Opening and Submission of Bids	The Bihar State Co-Operative Bank Ltd. Ashok Raj Path, Patna – 800 004, Bihar

If any of the dates given above happens to be Holiday in Delhi, the related activity shall be undertaken on the next working day at the same time.

2. BACKGROUND OF BIHAR STATE CO-OPERATIVE BANK

The Bihar State Co-operative Bank Ltd. was established in Patna way back in 1914 and was registered under Co-operative Society Act 11 of 1912 with the following objectives

- To serve as the Apex bank in the state of Bihar for societies.
- To guide and promote co-operative activities in the State.
- To organise the provision of credit for Co-operative societies.
- To serve as a balancing centre in the Co-operative Credit Structure of the State.
- To function as a financing bank in terms of the Act and the Rules and to carry on general business.

The Bank was registered in the name of Bihar and Orissa Provincial Co-operative Bank on 16.03.1914 under Cooperative Societies Act II of 1912. It's registration no.267/1913-14. Initially the area of operation of the Bank was Bihar and Orissa both. After separation of Orissa in the year 1936-37 its area of operation was confined to Bihar and its name was changed as Bihar State Co-operative Bank Ltd. in December 1950. After application of Banking Regulation Act 1949 to Co-operative Bank on 1st March 1966 this Bank was included in the second schedule of Reserve Bank of India in the month of July 1966. Earlier, The bank was doing trading business also, but this business was transferred to Bihar State Co-operative Marketing Union after its establishment in the month of June 1958.

The Founder Members of the Bank were as follows:

1. Maharaja Bahadur Guru MahadevSharan Prasad Shahi (Hathua)
2. Raja BahadurKrityaNand Sinha, (Banaili)
3. RaiBahadurHarihar Prasad Narayan Singh (Dumraon)
4. Raja P.C. Lal (Purnea)

The Bank is presently doing its business through its 11 branches and 22 DCCBs affiliated to it. The Bank was earlier doing the lending business under Agriculture sector only. But after issuance of guidelines from NABARD regarding non-agriculture finance, the Bank started business under non-

Appointment of IT Consultant for CBS and IT Projects agriculture sector in the year 1990. Thus the Bank is presently doing the lending business in Agriculture as well as Non agriculture sector both.

3. SCOPE OF SERVICES

The IT environment is ever changing and accordingly Bank's requirements would be varied and recurring in nature. The consultant shall be required to undertake to perform all such tasks, render requisite services and make available such resources as may be required from time to time and requirements made known by the bank during the period of the contract.

As a part of continuous technology upgrade, to utilize various new features/ technological advancement of the newer version of the CBS/other IT projects and to provide better and enhanced service to its customers through re-engineering of its existing processes, the Bank envisages either upgrading the existing versions of the Core Banking System or replace the existing CBS. Consultant will assist the Bank in the end-to-end contract execution with the selected System Integrator/s including coordination with different Bank Departments for finalizing the sizing. Based on the defined scope, the consultant shall be required to independently arrive at the Methodology, based on globally acceptable standards and best practices, suitable and acceptable for the Bank, after taking into consideration the effort estimate for completion of the same and the resource requirements.

The Consultant will have to work as per the timings of the Bank. Given the ever changing business and technology environment and the background that the Bank's requirements would be varied and recurring in nature, Bank envisages the need for consulting assistance for technology initiatives and project management consultant on fixed-cost basis for the below mentioned scope of work in a phased manner.

The Consultant will have to support existing IT operations and IT related issues. Also have to consider and implement all requirements/changes received time to time from

Appointment of IT Consultant for CBS and IT Projects Regulatory/Statutory Body/ RBI/Govt. of India during project duration. The cost of support should be included in project cost.

The consultant shall in co-ordination with the Bank have to provide consultancy services as defined below:

- CBS application at HO, branches of Apex & member DCC banks
- Banking Add-On modules & Delivery Channels
- Data Center & DR Site
- Hardware at HO, branches of Apex & member DCC banks
- Latest schemes – Kisan Card etc.
- Networking at HO, branches of Apex & member DCC banks, DC & DR
- ATMs
- Primary & Secondary Connectivity
- Consulting related to System audit, security issues, data migration audit, VA – PT etc.
- Maintenance of Data Center, DR Site, Hardware, Networking & Connectivity
- Data Center, DR & CBS Software in co-ordination with Bank & Vendors.
- Provide all consulting services for existing structure and up-gradation of hardware, software and also for implementation of advance technologies in working period.
- To provide detailed presentation to Bank against each project requirement for IT Hardware, Networking & Connectivity, when necessary & directed.
- To prepare the RFP documents after understanding the Scope of Work, requirement of the Bank and also provide inputs on various aspects like Eligibility Criteria, Technical Evaluation and Terms & Conditions.
- To provide assistance during pre-bid meetings / clarifications and assist the Bank in preparation of reply of pre-bid queries.
- To provide assistance in Technical Evaluations of the bidders and provide specific inputs of the bids & present comparative chart / excel of bidders
- Conduct a commercial bid evaluation of the technically short-listed vendor, including e-tendering etc. and assist the bank in short-listing the final vendor.
- Ensure that all CVC (Central Vigilance Commission) guidelines are followed in respect of vendor evaluation and selection
- To provide consultancy services as per rules, regulation & instructions of RBI/ NABARD/ BSCB/ NPCI/ Central and State Govt.
- To certify the work done by vendors for quantity & quality, recommend the bill for payment and recommend advance payment if required.

4. ELIGIBILITY CRITERIA

1. The consulting Organization/ Professional must have minimum 3 years of experience in providing technical consultancy services for CBS projects in any APEX / DCCB banks/ Other Co-operative sector Banks.
2. The consulting Organization / Professional must be registered before at least 3 years.
3. The consulting Organization/ Professional must have worked in Apex/ nationalized bank in IT department for more than 3 years in managerial capacity.
4. The consulting Organization/ Professional must have worked with CBS application software vendors in implementation/ customization for more than 5 years in managerial capacity.
5. The consulting Organization/ Professional should have provided technical consultancy for CBS Software, Data Center, DR Site, Branch hardware/ networking/ connectivity for at least one DCCB/ APEX/ Other Co-operative sector Banks.
6. The consulting Organization/ Professional should have prior experience in performing end to end consulting services comprising of requirement analysis, tender preparation, bid evaluation, draft work order and agreement preparation, vendor evaluation and project management.
7. The consulting Organization/ Professional should deploy qualified and quality resource for project handling.
8. The consulting Organization/ Professional should have never been blacklisted or disqualified by any regulator/ statutory body.
9. Person involves in project must be graduates/ PG in Computer / IT.
10. A formal qualification in project management, like PMP/ Prince II is expected.

Note:

1. The Bank reserves the right to relax or enhance the eligibility criteria depending on merits and may accept / reject any or all of the offers without assigning any reason whatsoever.
2. The Bihar State Central Co-operative Bank Ltd shall be under no obligation to accept the lowest or any other proposal received in response to this notice and shall be

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5. INSTRUCTION TO BIDDERS

All responses should be in English language. All responses including Technical and Commercial bids would be deemed to be irrevocable offers/proposals from the Bidder. The responses thus accepted by the Bank would form part of the final contract between the Bank and the selected Bidder. The Bidder is requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.

Two Bid System RFP

There should be two separate bids (Technical Bid and Commercial Bid). Both Technical and Commercial Bids shall be submitted in separate sealed envelopes, super scribing "Technical Bid for Request for Proposal For Appointment of IT Consultant for CBS and IT projects" on the top of the cover of Technical Bid and "Commercial Bid for Request for Proposal For Appointment of IT Consultant for CBS and IT projects" on the top of the cover of Commercial Bid.

The sealed envelopes containing Technical and Commercial Bid shall be submitted in another sealed envelope super scribing "Offer for Appointment of IT Consultant for CBS and IT projects" (includes separately sealed Technical Bid and Commercial Bid)" on the top of the envelope. The Name of the Bidder and the last date for submission of the RFP are to be specified on the top of the envelope. The Sealed Envelopes should be submitted in person to the Bank by giving full particulars at the Bank's address given below, on or before the schedule given date.

All Schedules, Formats and Annexure should be stamped and signed by an authorized official of the bidder's company. The bidder will also submit copy of the RFP, Experience Certificate and subsequently addendums/ Corrigendum's etc. duly stamped and signed on each page by the authorized official of the bidder's company.

The envelope must be super-scribed with the following information:

- Type of Offer (Technical or Commercial)
- RFP Reference Number
- Due Date

- Name of Bidder
- Name of the Authorized Person

Any other mode of bid submission like courier, speed post etc. shall not be entertained.

Bank's address:

Managing Director
The Bihar State Co-Operative Bank Ltd.
Ashok Raj Path, Patna – 800 004, Bihar

Note for Commercial Bid

The Technically Qualified bidder will participate in Commercial Bidding process. The base location for the project execution would be at Patna.

All cost should be inclusive of duties, travelling, lodging, boarding expenses and any other out of pocket expenses. However, GST on TCO shall be as per actual.

The base location for the project execution would be at Patna. But the technical locations/installations can be in any location of Bihar where Apex Bank or DCCB is located. Any travelling and other expenses towards technical advisory services with respect to technical setup at locations mentioned above, will not be payable additionally. However, if the appointed consultant is required to undertake visit(s) to any site outside of the mentioned locations to carry out any discussion/study/assessment within the scope of his work, Bank will pay traveling, boarding and lodging expenses as per current entitlement of an officer in the Bank in the cadre of Senior Manager (Scale III) for Senior Resource and in the cadre of Chief Manager (Scale – IV) for Project Manager/ Project Director. The specific prior approval of tour plan should be obtained from the Bank for undertaking visit(s) and the reimbursement will be on actuals on production of receipts.

The rate quoted in the commercial Bid is in fixed price (inclusive of travel/ boarding/ lodging etc.) and no increase in rate will be admissible by the Bank for whatsoever reasons during the contract period.

All costs should be exclusive of GST. Bank will pay GST at applicable rate at the time of invoicing. If any variation in the taxes as may be in force it will be at the Bank's account i.e , if such taxes increase, the Bank will bear the additional cost and in case such taxes decrease, the benefit will accrue to the Bank.

Note for Technical Bid

The Technical bid should be complete in all respects and contain all information asked for, except prices. The TECHNICAL BID should include all items asked for in Annexure-2 "Bidder's Information". The Technical Bid should be complete to indicate that services asked for are quoted and should give all required information.

Appointment of IT Consultant for CBS and IT Projects
Bid document should be duly filed and all the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted Bid Documents should be serially numbered with the Bidder's seal duly affixed with the Signature of the Authorized Signatory on each page. Documentary proof, wherever required, in terms of the RFP shall be enclosed.

The Bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the Bids. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in.

Eligibility Criteria

The bidders, who fulfil the eligibility criteria as mentioned in Chapter #4 – Eligibility Criteria of the RFP, will only be eligible for further process i.e., technical evaluation.

Terms and Conditions

The scope of consulting services is defined in Chapter #3 – Scope of Services of the RFP. These terms and conditions will be binding on the appointed Consultant. These terms and conditions will also be a part of the work order, to be issued to the successful Consultant as the outcome of the RFP process.

Annexure 2 describes Commercial, terms, condition, format etc.

Location of Services

This tender is being floated by the Head office of Bihar State Central Co-operative Bank Ltd. The Organization/ Professional has to carry out consulting services at Head Office and may have to travel to all branch/ DCC HO locations, vendor's premises, vendor's client locations etc., as/ if and when required.

Technical Inspection and Performance Evaluation

The Bihar State Central Co-operative Bank Ltd. reserves its right to carry out a performance evaluation of the services offered by short-listed consultant organization / Professional.

Consultant whose RFP is accepted in future should enter with registered agreement for consulting period.

6. ANNEXURE 1

Format of RFP Covering Letter

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

RFP Reference No.:

To:

Managing Director

The Bihar State Co-Operative Bank Ltd.

Ashok Raj Path, Patna – 800 004, Bihar

Dear Sir,

1. Having examined the RFP Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer IT Consultancy services for your bank in conformity with the said RFP Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this RFP.
2. We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.
3. If our Bid is accepted, we undertake to abide by all terms and conditions of this RFP and also to comply with the delivery schedule as mentioned in the RFP Document.
4. We agree to abide by this RFP Offer for 180 days from date of RFP submission and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
5. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
6. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
7. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by2019 Sign & Stamp of Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

7. Annexure 2

Bidder's Information

S.No	Descriptionoftheinformationrequired	Informationprovidedbythebidder
1	Name of the Bidder	
2	Constitution and year of establishment	
3	Registered Office/Corporate office/Mailing Address	
4	Names &Addresses of the Partners/Directors	
5	Contact Person(s): Name Telephone Fax e-mail	
6	Specify that IT consultants who would be involved in the Project and their certifications	
7	Any other related information ,not mentioned above ,which the consultancy firm wish to furnish.	

8. Annexure 3

Commercial Bid Format

Sr. No.	Service Details	Fees (Rs.)
1	<p>Technical Consultancy (First year)</p> <p>Assumption: 36 man-days during the year</p> <p>May have to provide few additional man-days in case of project priority work.</p>	(Total yearly fee to be indicated)
2	<p>Technical Consultancy (Subsequent years)</p> <p>Assumption: 18 man-days during the year</p> <p>May have to provide few additional man-days in case of project priority work.</p>	(Total yearly fee to be indicated)

Commercial Terms

1. The bank will provide necessary infrastructure, test environment and appropriate man power wherever required.
2. Monthly charges for the technical consultancy (without taxes) on retainer basis to be quoted.
 - a. All costs should be exclusive of GST. Bank will pay GST at applicable rate at the time of invoicing. If any variation in the taxes as may be in force it will be at the Bank's account i.e, if such taxes increase, the Bank will bear the additional cost and in case such taxes decrease, the benefit will accrue to the Bank.
 - b. Payment will be done on Monthly immediately after submission of work done report of the month & Invoice.
 - c. Contract Period: Three / Five year with mutually agreed renewal.