

RFQ - for Printing and dispatch of Monthly Credit Card Statements

Dated: 19st August, 2022.

Scope of Work:

i) DATA PROCESSING:

- Making suitable arrangements through secure channels for data to be transferred from BFSL systems to the Bidder's system.
- Security policies for this transfer must be documented and approved by BFSL.
- Bidder has to consolidate/aggregate and process the data, provided by BFSL in multi-language.
- The preprinted stationery, envelop & inserts (if any) shall be provided by BFSL to the shortlisted vendor at their Registered / Site office on monthly basis.
- Mapping logic to be created to generate statements for printing and link based SMS service

ii) PRINTING AND DISPATCH

- The Bidder will have to use suitable printing technology that should support pre-printed stationery and Laser printing.
- Printing has to be done on High speed Laser printers that support automatic duplexing.
- Inkjet printing is not acceptable and all Variable Data Printing has to be done on Laser Printers only.
- Bidder will process the data in a suitable way for smooth dispatch with BARCODES etc. as required by BFSL/Courier and the POSTAL Department.
- Any Damaged document should be Reprinted and Repackaged and handed over to the Courier Agency for dispatched without any additional cost to BFSL.
- Bidder should process, print, stuff (statements & Inserts (if any)) and handover the statements within -24- hours after receiving the data from BFSL to the designated Courier Agency of BFSL.
- Bidder to provide the detailed MIS at the time of PICK UP by the Courier Agency to BFSL and the courier Agency.
- For customers whose Monthly statement runs in multiple pages, Bidders is to ensure its packaging in a single envelop.
- Four Colour Printing & fully automatic machines for printing & stuffing.

III) Push SMS Services

- Processing the raw variable data and per the business rules
- Creation of password protected PDF Credit Card statement
- Hosting of the PDF
- Creation of unique shortened link for each personalized URL
- SMS the unique shortened URL to the Registered Mobile Number in the spool data
- Retention of the link and PDF for a period of 50 Days.
- Customized MIS reports to be shared as per business requirement.
- Volumes: Approx. 6.5 lacs

iii) SECURITY

Secured solution to be provided to mitigate the risk of data pilferage in transit or while processing or hosting as per BFSL's data security policy:

- Bidder should have a data erase policy and data should be purged as per agreed timelines.
- Data access to be restricted at all time and complete data flow to be approved by BFSL. (To be provided along with the BID documents).
- Print Facility Area should be secured with Restricted Access and Video surveillance.
- Firewalls and virus protection should be installed and enabled on every workstation.
- The data in transit between print locations should be encrypted.
- Physical and logical security of the data stored is to be ensured.

The Vendor should ensure that all systemic changes or new requirements necessitated out of Government / other regulatory guidelines or other Company requirements as per the RFP are made available from day one of the **Variable Data Printing & Stuffing of Monthly Credit Card Statements** going live. Any new government/ regulatory requirements that impact the provided **Variable Data Printing & Stuffing of Monthly Credit Card Statements** to the Company need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract.

Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Company. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Company. The Company will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.

The Bidder will be required to fix any vulnerability in the **Variable Data Printing & Stuffing of Monthly Credit Card Statements** at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis.

The Bidder is completely responsible for the proposed **Variable Data Printing & Stuffing of Monthly Credit Card Statements** to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The Company assumes no responsibility for assumptions made by the Bidder. In the event the proposed **Variable Data Printing & Stuffing of Monthly Credit Card Statements** fails to meet the Service Level Agreement (SLA) (if applicable and stipulated in this RFP) and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the **Variable Data Printing & Stuffing of Monthly Credit Card Statements** at no additional cost to the Company.

Appendix –A -- <u>Basic Eligibility Criteria</u>	
Sr. No	Minimum Eligibility Criteria as of 31 st March, 2022.
1	Location of work place should be based at Mumbai & Suburban areas & Delhi.
2	Should have been incorporated for at least 3 years and should be in similar business i.e. variable data printing for a period of minimum of 3-5 years. Should have experience of printing Credit Card statement for at least 1 or more Bank/ NBFC during past 3 financial years.
3	Should not have been de-barred / black listed for tendering in any organization, any Bank, or any Financial institution, RBI, etc.
4	Should have in-house stuffing & Inserting capability. Technology for printer should be Laser and not inkjet.
5	Should possess Certificates of Factory License / Shop Establishment License, Sales Tax, VAT, etc.
6	Approval / Certificate from Labour compliance for manpower engaged/ owned. Security Guard arrangements at bidder's work place. Surveillance cameras available at bidder's work place. Police verification records for the staff engaged for the job.

Tenure:

The tenure of the contract initially would be for 3 years from the date of the issuance of first purchase order by the Company. Company can further extend this at its discretion at mutually agreed terms.

SLA Penalty Calculation:

- a) The Service Provider shall print, stuff & deliver the packets to the designated courier agency (as per BOB FINANCIAL SOLUTIONS LTD) in a sorted manner within -24- hours of receipt of the required data. In case of failure to do so, the Service Provider shall be liable to pay the penalty up to **10%** of the billed amount for the month or cost of the job whichever is higher, depending on the nature and severity of the irregularities.
- b) The service provider to ensure that no wrong labelling/stuffing of the packets including stuffing of wrong statements, missing statements / packets is done, product wise. In case of failure to do so, the Service Provider shall be liable to pay the penalty up to **10%** of the billed amount for the month or cost of the job whichever is higher.
- c) Failure to deliver the bills as per the defined TAT shall call for penalty of the billed amount in addition to recovery of per unit cost of bill plus dispatch cost.

Performance Bank Guarantee:

- 1) The successful bidder shall provide a Performance Bank Guarantee within 45 days from the date of receipt of the purchase order or signing of the contract whichever is earlier, **10%** of the total contract value (5 times of the year 1 TCO) for the entire period of the 3 year contract plus 6 months and such other extended period as the Company may decide for due performance of the project obligations. The guarantee should be of that of a Scheduled Commercial Bank only.
- 2) If the Performance guarantee is not submitted within the stipulated time, the Company reserves the right to cancel the order / contract and the earnest money deposit taken from the vendor, will be forfeited.

Termination of Contract:

- 1) Company shall have the option to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate the subsequent Agreement for convenience.



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- 2) However the Company will be entitled to terminate subsequent agreement, if Vendor breaches any of its obligations set forth in this RFP and any subsequent agreement and Such breach is not cured within thirty (30) Working Days after the Company gives written notice; or if such breach is not of the type that could be cured within thirty (30) Working Days, failure by Vendor to provide the Company, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Company.

Commercial Format

Sr. No	Details of Activities	Approx. volume per month	Amount In INR.	
A.			Rate	Taxes
1	Variable Data Printing for Monthly Credit Card Statements for A3,A4,Legal	*Present Volume is approx. 500 per month and likely to increase by 5-10% every month.		
2	Stuffing of Monthly Credit Card Statements (including inserts)			
3	Pushing Link Based credit card statements through SMS	Present Volume is approx. 6 lacs per month and likely to increase by 5-10% every month		

Note:

- Bidders have to share two files, one is for ELIGIBILITY criteria and second one is for **COMMERCIAL bid which is of password protected.**
- The Last date of submission of **pre-bid** queries is **24th Aug, 2022** till 12:00pm. Queries accepted over an email at rfp@bobfinancial.com.
- Bidders have to share all the bids at rfp@bobfinancial.com email id only, on or before **30th August, 2022 till 12:00pm.**
- **DO NOT** share the password with any one unless and un-till we asked for.
- Microsoft Team request/link will be share with all participants to open the commercial bid.
- The Bidder with **L1 price** shall be shortlisted for placing the work order.
- The Company may in its absolute discretion engage in discussion or negotiation with L1 bidder.
- During the course of Site Inspection post commercial evaluation, in case any discrepancy is observed w.r.t. the documents submitted and the actuals observed at the Site, the Company reserves the right to terminate / withdraw the work order and place the work order with the L2 Bidder.
- The decision of the Company shall be final and binding on all the vendors to this document. The Company reserves the right to accept or reject an offer without assigning any reason whatsoever.