

Request For Proposal (RFP)

of

Bank of Maharashtra

MAILING OF ANNUAL REPORT-2009-10



**Dy General Manager,
Bank of Maharashtra
Planning, Dev and Marketing
Central Office, 'Lokmangal'
1501, Shivaji Nagar
Pune – 411 005**

Ph No : 020 - 25510757

020 - 25536682

Fax No : 020 – 25520473

Email: br.nair@mahabank.co.in , bomcomkt@mahabank.co.in

Website: www.bankofmaharashtra.in

Cost of Tender Document: Rs.500/-(non refundable)

Earnest Money : Rs. 20,000/-

CAUTION – RFP DOCUMENT DOWNLOAD

Bank of Maharashtra is appointing mailers for despatch of Annual Report -2009-10 to 1.85 lakh shareholders. For the convenience of bidders' we are placing a copy of RFP on our Bank's website.

However, the bidders, who would like to use the downloaded copy made available on web have to pay the prescribed price of the tender document as declared in our eligibility document. The same may be paid by way of DD/PO favouring Bank of Maharashtra at the time of submission of bid.

The bidder shall also submit an undertaking at the time of opening of bid that, he has not made any modification in the original copy of RFP hosted on the Bank's website and his bid is liable for rejection for any violation of the above.

Dy General Manager
Planning, Dev and Marketing.

I INVITATION FOR TENDER OFFERS

Bank of Maharashtra invites sealed tender offers (Technical bid and Commercial bid) from eligible, reputed mailers for despatching Annual Report-2009-10 of the Bank to its 1.85 lakh shareholders.

The job involves:

I] Printing addresses on adhesive stickers, affixing the stickers containing addresses on PVC envelopes, inserting Annual Report in the envelop, delivering/dispatching the Annual Reports through Courier Service/Postal Service

II] Posting/Mailing/Couriering 1.85 lakhs of annual report 2009-10 to different locations across the country. Annual Reports to Metro Centres, Pune, Nagpur, Aurangabad, Nasik, Akola, Thane, Vashi, Ahmednagar, Ulhas nagar, Dombivali, Kalyan, Dhule, Jalgaon and Kolhapur will be sent through courier service and for other centres by postal service.

N.B.

1. Bank may increase or decrease the number of centres for dispatching Annual Reports if found necessary.
2. In case the bidder is arranging dispatch of the Annual Report through Postal Service/through other mailer, consent letter from them should be submitted.

RFP/Tender Reference number	Mailer /AR/ 10
Price of RPF /Tender (Non-Refundable)	Rs 500/- (Rs. Five Hunderd only)/.The amount has to be paid by demand draft/pay order in favour of Bank of Maharashtra and payable at Pune.
Earnest Money Deposit	Rs.20000/ (Rs.Twenty thousand) by Demand draft or Pay Order- or Bank Guarantee in lieu thereof
Two Bid System-Bid to be submitted in two different envelopes	Envelope I-Technical Bid Envelope II-Commercial Bid
Date of commencement of sale of tender document	20.05.2010
Last Date of sale of tender document	26.05.2010 up to 12.00 noon
Queries to be mailed by	25.05.2010 – up to 12.00 noon
Queries will be answered by	26.05.2010 on Bank's website by 6.00 pm
Last Date and Time for receipts of tender offers	28.05.2010 up to 1.00 p.m.
Time and Date of Opening of bid	28.05.2010 at 3.00 p.m.
Address for Communication & submission of Bid	Bank of Maharashtra Marketing & Publicity Department, Central Office, Lokmangal, 1501, Shivajinagar, Pune – 411 005. Phone : 020 - 25510757 020 - 25536682 Fax : 020 – 25520473 Email : agmmkt@mahabank.co.in , br.nair@mahabank.co.in , bomcomkt@mahabank.co.in
Place of Opening tender offers	As above

II. Instruction to mailers

1. Two Bid System Tender :

Technical & Commercial bids in Separate Envelopes must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given above, on or before the schedule given above. All envelopes should be securely sealed.

All the envelopes must be super-scribed with the following information:

- Type of Offer (Technical or Commercial)
- Tender Reference Number
- Due Date
- Name of mailer and authorized representative.

ENVELOPE-I (Technical bid):

The Technical bid should be complete in all respects and contain all information asked for, **except prices as in Annexure A**. The TECHNICAL BID should be complete to indicate that all products and services asked for are quoted and should give all required information.

ENVELOPE-II (Commercial bid):

The Commercial bid should give all relevant price information as per Annexure - B and should not contradict the TECHNICAL BID in any manner.

These two envelopes containing the Technical bid and Commercial bid should be **separately** submitted. **Please note that if any envelope is found to contain both technical and Commercial bid, then that offer will be rejected outright.**

Both the envelopes should be dropped in the Bid-Box installed at Bank of Maharashtra, Marketing & Publicity Deptt, 2nd floor, 'Lokmangal', 1501, Shivajinagar, Pune-411 005 on or before the date and time as given in the schedule on page 3.

2. Earnest Money Deposit must accompany all tender offers as specified in this tender document. with Technical/Commercial bid. It should be in a separate cover to be handed over to the department.

III. Terms and Conditions

These terms and conditions will be binding on all the mailers. These terms and conditions will also form a part of the purchase order, to be issued to the successful mailer(s) on the outcome of the tender process.

1. **Qualification Criteria-** As per Annexure - A

Only those mailers, who fulfill all the qualifications mentioned in “qualification criteria” of the tender, are eligible to participate in the tender process.

2. **Non-Transferable:** This RFP/ Tender document is not transferable. Only the mailer, who has purchased this tender form, is entitled to quote.

3. **Earnest Money Deposit(EMD):** Mailers are required to give a Demand Draft drawn in favour of BANK OF MAHARASHTRA and payable at Pune, (valid for 180 days from the due date of the tender) for Rs.20,000/- (Rupees Twenty Thousand Only) as Earnest money Deposit (EMD) along with their offer.

Offers **made without E.M.D. will be rejected.** In case of unsuccessful bidders EMD will be refunded. No interest will be payable on EMD.

4. **Security Deposit:** If the contract is awarded then a refundable security deposit @ 5% of the total cost of contract is to be deposited, **within 4 days** of awarding of contract, in the form of Demand Draft or pay order of any Schedule Commercial bank favouring BANK OF MAHARASHTRA , payable at Pune which will be retained by the Bank till the satisfactory completion of work. No interest will be paid on this amount for the period..

The security Deposit may be forfeited on account of unsatisfactory work done by the courier/mailler agency who has been assigned the work.

5. **Documentation:** The following information should be furnished along with the Technical bid

- Specifications of all items asked along with technical specifications.
- Tender will be opened in the presence of the bidder or their authorized representative on the above-specified date, time and place.

Submission of Technical Details :It is mandatory to provide the technical details in the exact format of **Technical Details column** given in the technical specifications.

6.*The offer may not be evaluated by Bank* in case of non-adherence to the format or non-submission / partial submission of technical details as per the format given in the tender. Bank will not allow/permit changes in the technical specifications once it is submitted. Failure to submit this information along with the offer could result in disqualification.

7. **Format of Technical Bid:** The Technical bid must be made in an organized, structured and neat manner

The suggested format for submission of **Technical bid** is as follows:

- a. Covering letter.- This should be as per Annexure C.
- b. Details of the mailer – Annexure -D
- c. Technical bid as per the specifications mentioned in Annexure A.
- d. Valid Bank Draft in lieu of EMD.
- e. Mailer's Financial Details (audited balance sheets, annual reports etc.) and other supporting documents, as asked in the tender document.
- f. All documentary evidence wherever required to be submitted be properly arranged.

8. Format for Commercial bid:

- a. The Commercial bid must not contradict with the Technical bid in any way. The format for submission of Commercial bid is given in the tender document – Annexure B.
- b. A statement that the mailer complies with Payment schedule given in the tender

9. Erasures or Alterations: The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. Bank may treat offers not adhering to these guidelines as unacceptable.

10. Costs & Currency: The offer must be made in Indian Rupees only, including all taxes. No price variation relating to increases in customs duty, excise tax, price variation etc. will be permitted.

11. Opening of Offers by Bank: Tender offers received within the prescribed closing date and time will be opened in the presence of mailers' authorized representatives on the specified date and time as mentioned earlier in the tender document. The mailer's representatives present shall sign a register of attendance.

The Bidder will be called for the opening of Commercial Bid only when they qualify the Technical Bid.

12. Offer validity Period :The offer should hold good for a period of 60 days from the date of the opening of Commercial bid.

13. Delivery schedule: The offer should delineate the plan of delivery of annual reports to various destinations giving time taken for delivery and cost difference if any for delivering to different distances.

14. Preliminary Scrutiny: Bank will firstly scrutinize the technical bid to determine their technical eligibility of the bid. Thereafter the Commercial bid will be opened of those bidders who are found technically eligible, in their presence Bank will scrutinize whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

To assist in the scrutiny, evaluation and comparison of offers, Bank may at its discretion, ask some or all mailer's for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all mailers and Bank reserves the right for such waivers.

15. No Commitment to Accept Lowest or Any Tender: Bank shall be under no obligation to accept the lowest or any of the offer received in response to this tender notice and shall be entitled to reject any or all offers including incomplete offers, without assigning any reason whatsoever. Bank reserves the right to make any changes in the terms and conditions of purchase. Bank will not be obliged to meet and have discussions with any Bidder, and or to listen to any representations.

16. Negotiation: It is essential for the mailers to quote the lowest price at the time of making the offer in their own interest. Bank will entertain any price negotiations, with the lowest quoting mailer, for further reduction.

17. Right to Alter Quantities

Bank reserves the right to alter the proposed job plan specified in the tender. Bank also reserves the right to delete one or more items from the list of items specified in tender.

Bank may also modify some of the items.

18. Repeat Orders: Bank of Maharashtra reserves the right to place repeat order/s on the mailer under the same terms and conditions within a period of three months from the date of acceptance of first order by the Mailer.

19. Order Splitting :

To reduce the risk of delay in the project, the Bank may split the order approximately in the ratio of 50:30:20 between the bidders offering the lowest total price (L1), the bidder offering the second lowest total price(L2) and the mailer offering the third lowest total price(L3) provided the difference in total price between L1 and L3 is less than or equal to 8%.

However, the purchase order (P.O.) for L2 and L3 will only be at the rate offered by L1. If L2 and L3 do not accept the purchase order in writing within 5 working days, then purchase order will stand automatically cancelled. If any one of the bidders out of L2 or L3 accepts the purchase order in writing, within 5 working days, and the other refuses, the Bank will split the order in ratio of 60:40 between L1 and the bidder who agrees (Out of L2 and L3). If difference in total price between L1 and L3 exceeds 8%, but the difference between L1 and L2 is less or equal to 8%, then the Bank will split the order in the ratio of 60:40 between the bidder offering the lowest total price and the bidder offering the second lowest total price(L2).

However, the purchase order for L2 will be at the same rate as offered by L1. If L2 does not accept the purchase order in writing within 5 working days, then the purchase order will stand automatically cancelled. If the difference in the total price between L1 and L2 exceeds 8% the Bank will place the entire order (or only 60% of it at its discretion) on L1 bidder. L2 and L3 are required to match their prices with L1 on the overall price for Bank's Annual Report printing plan outlay.

In case two or more bidders quote the same price, Bank's decision to allot the work to any one will be final and binding on the remaining concerned agencies.

20. Conditional offer is liable to be rejected.

21. Payment Terms: Bank of Maharashtra will make payment as follows:

- a. No advance payment will be made.
- b. No interest charges or any other charges shall be payable except the rate quoted for the required number of copies.
- c. No escalation in the rates will be accepted/ entertained. Any fluctuation in number of pages will be paid as per the contract value per four pages.
- d. In case of delay in performing the allotted job, a penalty of Rs. **2000** /- per day; will be levied.
- e. Payment would be made after the delivery of the annual reports in good condition as mentioned under point no 14 above and on production of acknowledgement slips as proof of delivery.
- f. In case the acknowledgement slip from any of the delivery centre/office/ agency is not submitted by the mailer, Bank reserves the right to with-hold payment of the entire bill for that job. However, the Bank may, at its discretion, decide further course of action
- g. Bank reserves the right to reject payment of invoice in the event of one or more of the following situations in pt. No. 23
- h. In the case of dispatching Annual Report through Postal Service, postal charges will be paid by the Bank directly to the Postal Authority concerned.
- i. **PROOF OF DELIVERY MUST BE SUBMITTED TO THE BANK BEFORE CLAIMING PAYMENT)**

22. Order Cancellation

Bank of Maharashtra reserves its right to cancel the order or charge penalty @ Rs.2000/- per day in the event of one or more of the following situations:

- a) Non-delivery of Annual Report to share holders within the specified time limit.

In addition to the cancellation of release order, Bank reserves the right to appropriate the damages from the earnest money deposit (EMD) given by the mailer

23. Bidders are advised to study the RFP /Tender carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RPF/Tender document with full understanding of its implications.

24. The clarifications / interpretations given by the Bank shall be final.

25. Resolution of Disputes

Bank and the mailer shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank and the Mailer are unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Bank and the other to be nominated by the Mailer. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and conciliation act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Pune.

- 26.** The bank reserves the right to amend, modify, add or delete, accept or reject in part or full any terms and conditions of tender / RPF without assigning any reason thereof. The decision of the bank will be final

Annexure A

Qualification Criteria for the Mailer / Printer

- 1] The mailer should have been in business of mailing/courier service for at least five years as on 13.05.2010
- 2] The mailers should have made profits consistently for the last two financial years
- 3] The mailer should have experience in mailing annual reports of large corporates and public sector undertakings. They should have necessarily undertaken work for one Public Sector Bank
- 4] The mailer should produce proof of work undertaken for Banks/ Corporates/ other institutions in the last two years . They should also provide certificate of satisfactory work done for at least two institutes during the last two years which includes work for one Public Sector Bank.
- 5] The mailer should have office network in metros and state capitals.
- 6] The mailer should have at least one office in Mumbai/ Pune.

Annexure- B

Format for commercial bid

**PART 1
PREPARING THE MAILER**

1. Name of the Mailer : _____
2. Rate for printing address slips and pasting on the envelop and insertion of Annual Report in the Envelop (per unit) :
3. Charges for courier service for dispatch of reports :

Centre	Rate (Rs. Per cover all inclusive)
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**PART II
POSTING/MAILING/COURIERING**

1. Details of office network of the Mailer:.....
2. Details of tie-up by the Mailer with other courier/mailing companies, wherever, the mailer does not have office:.....

N.B. The prices should be quoted inclusive of all charges (e.g. for making & pasting address slips, closing the envelops et.) all taxes, levies, VAT, Excise, Sales tax. Octroi etc.

Annexure C - Tender offer cover letter

Tender Reference No.:

Dated this _____ day of _____ 2010

To:

The Assistant General Manger,
Bank of Maharashtra
Marketing & Publicity Department, Central Office,
Lokmangal, 1501, Shivajinagar,
Pune – 411 005.

- 1) I/We agree and accept all the terms and conditions of this RFP/ tender.
- 2) I/We agree and accept to abide by this tender offer till 60 days from the date of opening of the commercial bid and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.
- 3) Until a formal contract is prepared and executed, 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.
- 4) I/We understand that the Bank is not bound to accept the lowest or any of the offer the Bank may receive.
- 5) I/We assure /undertake to complete the job of delivering the annual report within the period of 5days from the date of providing the same to me/us.
- 6) I/We declare that our firm/ company has not been blacklisted by any Government or private organizations.
- 7) I/we hereby declare that the documents, statements and declarations made here are true, complete and correct to best of my /our knowledge and belief. I/we understand that in the event of any information being false or incorrect and not satisfying the eligibility criteria according to the requirements of the Bank my/our bid is liable to be rejected at any stage.

Yours faithfully,

Signature: _____

(Full name)

(In the Capacity of:) _____

Duly authorized to sign the tender offer for and on behalf of

Annexure D – Details of the Mailer

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details
1.	Name	
2.	Postal address	
3.	Office address	
4.	Telephone/Mobile and Fax numbers	
5.	Email Address	
6.	Constitution Individual/Partnership/Company	
7.	Name and designation of the person authorized to make commitments to the Bank	
8.	Year of commencement of Business	
9.	Turn over of the business (Based on Income tax returns / Audited Accounts) (not of group) 2007-08 2008-09	
10.	Profit of the company (Audited/as per audited IT returns) (not of group) 2007-08 2008-09	
11.	In case of mailers, registrations no. with Postal authorities	
12.	In case of couriers, no.of employees working with the company	
14.	Names and addresses of the principal bankers with whom major credit facilities (fund / non-fund) are being enjoyed (Also mention names of the banks in consortium, names of the contact officials of the bank, phone & fax numbers etc.)	
15.	Name of Companies /Banks for which similar job work has been done in previous year. Certificate of satisfaction from two institutions of which one has to be a Public Sector Bank.	

(N.B. 1. Copy of Certificate of incorporation and commencement of business to be attached