

Request for Proposal (RFP) for Supply and Implementation of E-Office for Workflow Automation at Head Office of The Assam Cooperative Apex Bank Ltd situated at Panbazar, Guwahati, Assam

THE ASSAM CO-OPERATIVE APEX BANK LTD.



ADMINISTRATION DEPARTMENT

**HEAD OFFICE: 151, HEM BARUA ROAD, PANBAZAR, GUWAHATI,
ASSAM – 781001, INDIA**

**REQUEST FOR PROPOSAL (RFP)
FOR
SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR
WORKFLOW AUTOMATION AT HEAD OFFICE OF THE BANK
SITUATED AT PANBAZAR, GUWAHATI, ASSAM**

REF. NO.: ACAB/HO/IT/E-Office/337
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1. General Information

1.1 Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided to interested parties, whether verbally or in documentary form by or on behalf of Bank by any of their authorized employees or advisors or consultants, is provided to the Bidders based on the terms and conditions set out in this RFP document only and any other terms and conditions subject to which such Information is provided.

This RFP document is not an agreement and is not an offer by the Bank to any other party. The purpose of this RFP document is to provide the Bidders with information to assist the formulation of their bid for short listing and final selection of vendor for Supply and Implementation of E-Office for Workflow Automation at Head Office of The Assam Cooperative Apex Bank Ltd situated at Panbazar, Guwahati, Assam.

However, the Bank is not obliged to furnish any part or whole of information sought by the Bidders.

The Bank may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the Information including the qualification process in this RFP document at any time including prior to submission of the bids.

The Bank reserves the right to accept or reject any or all Applications and qualify or disqualify any or all applicants without giving any reasons. The Bank will not entertain any claim for expenses in relation to the preparation of RFP submissions.

1.2 Abbreviations

SI No	Abbreviation	Full Form
1	ACAB	Assam Co-operative Apex Bank Ltd
2	AMC	Annual Maintenance Contract
3	ATS	Annual Technical Support
4	BG	Bank Guarantee
5	DD	Demand Draft
6	CA	Chartered Accountant
7	EMD	Earnest Money Deposit
8	FY	Financial Year
9	JV	Joint Venture
10	LOI	Letter of Intent
11	PAN	Permanent Account Number
12	PO	Purchase Order
13	PBG	Performance Bank Guarantee
14	PSU	Public Sector Undertaking
15	RFP	Request for Proposal
16	SLA	Service Level Agreement
17	TCP	Total Cost of Project
18	T+0	Date of Signing of Contract
19	OEM	Original Equipment Manufacturer

2. Invitation for participation in RFP

The Assam Cooperative Apex Bank Limited is inviting eligible Bidders for Supply and Implementation of E-Office for Workflow Automation at Head Office of The Assam Cooperative Apex Bank Ltd. situated at Panbazar, Guwahati, Assam through RFP process.

2.1 A Brief Profile of the Assam Co-Operative Apex Bank Ltd.

The Assam Co-operative Apex Bank Ltd. (ACAB) was established in 1948. Since then, the Bank has developed and expanded its activities / operations and has grown in manifolds. The Bank has a wide network of 67 branches and 6 Zonal offices, spread throughout the state providing effective banking products and other related services to the general public of Assam.

The Assam Co-operative Apex Bank Ltd. (ACAB) as a pioneer in Banking in Assam, has taken banking to the doorsteps of the people of the State and has been able to nurture and develop banking habits among the people. This has changed the saving habit of people from the traditional methods to the modern banking facilities to earn remunerative returns on their savings invested with the Bank and

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utilize various attractive and innovative banking products offered by Assam Co-operative Apex Bank Ltd. (ACAB).

2.2 The Schedule of Dates

The schedule of dates for this RFP and other important information are as follows:

Activity	Date and Time
Availability of RFP at Bank's website	05/05/2026, 11:00 hours
Last date of seeking Request for Clarifications through email if any	13/05/2026, 16:00 hours
Deadline for submission of Bids	22/05/2026, 15:00 hours
Opening of Technical Bids	22/05/2026, 15:30 hours
Opening of Commercial Bids	Will be intimated in due course
Cost of the RFP document (Non-Refundable) by Demand Draft	Rs. 10,000 /- + Rs. 1800 /- (GST) = 11,800/- (Rupees Eleven Thousand Eight Hundred Only) in the form of Demand Draft from any of the Nationalized Bank in India be in the favor of "Managing Director, The Assam Co-operative Apex Bank Ltd.," payable at Guwahati.
EMD	Rs. 25,000/- (Rupees Twenty-Five Thousand Only) EMD in the form of Demand Draft in favor of "Managing Director, The Assam Co-operative Apex Bank Ltd.," payable at Guwahati. The EMD of the unsuccessful Bidder will be refunded after acceptance of the order by the successful Bidder. The EMD of Successful Bidder will be refunded after submission of 10% performance bank guarantee as contract performance guarantee to the Bank.
Performance Bank Guarantee	The Successful Bidder has to submit a performance bank guarantee 10% of the total project cost as contract performance guarantee for entire tenure of the project as per Annexure 9.6
Address for Tender Submission	Deputy General Manager, IT Deptt, The Assam Cooperative Apex Bank Limited, Head Office, 151, Hem Barua Road, Panbazar, Guwahati, Assam – 781001, India
Bank's email for submission of queries	it@acab.bank.in

The above dates are likely to remain unchanged. However, Bidders should check website (www.acab.bank.in) for any changes/corrigendum to the above dates and/or any other changes to this RFP. Bidders should confirm with Bank the time & venue one day prior to any of the above scheduled event.

The Bidder is required to submit the Tender Fees worth INR 11,800/- (Rupees Eleven Thousand Eight Hundred Only) vide Demand Draft along with the technical bid enveloped. This is a one-time non-

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returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected. The MSME certified organization are exempted for the submission of tender document cost based on submission of valid certificate.

Eligibility cum Technical bid will be opened, in the presence of the Bidder's authorized representative who chooses to attend the opening of technical bid. No separate communication shall be sent in this regard. However, the Bank reserves the right to open the bids in absence of authorized representative of the Bidders and the decision taken by the Bank shall be final and binding on all Bidders.

All bids must be submitted at the same time giving full particulars in separate sealed envelopes at the Bank's address along with soft copy submission within the time period specified as above.

Each bid must be accompanied by a bid security (EMD) as specified in the RFP and must be delivered during office hours at the above address on or before specified date and time indicated above.

No further discussion/interface will be granted to Bidders whose bids have been technically disqualified.

Non-attendance at the bid opening will not be a cause for disqualification of a Bidder.

The Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

2.3 The Bid System

This RFP is a Two Bid system. The Bidder is required to submit a sealed Technical Bid as per RFP, and a sealed Commercial Bid and enclosing both the bids (Technical & Commercial) in another sealed cover along with soft copy of same (Pen drive) in the respective envelopes.

2.4 Due Date of the Bid

The bids shall be accepted till 3:00 PM on 22-05-2026 at The Assam Cooperative Apex Bank Head Office at Panbazar, Guwahati. Bids received after 3.00 PM on 22-05-2026 shall be termed as LATE BID and the same will not be received/ opened by the Bank.

2.5 Modification & Amendment of the Submitted Bids

No modification or amendment of the bids submitted will be permitted beyond the stipulated date and time of opening of the bids.

2.6 Right to Accept or Reject any or All Bids

Notwithstanding anything contained in this RFP document, the Bank reserves the right to accept or reject any bid and to annul the bid process and reject all bids/ Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

If due to any reason the Bank is unable to select the agency submitting the lowest financial bid, then the Bank reserves the right, keeping in view the urgency of the Project, invite the next higher Bidder for further negotiations; or take any measure as may be deemed fit in the sole discretion of the Bank including annulment of entire bid process at this stage and inviting fresh Applications/ Proposals.

Further, the bids submitted may be liable to be rejected on examination on the following grounds: -

- i. It is not in conformity with the instructions mentioned in this tender document.
- ii. It is not accompanied by the requisite EMD & tender document fee.
- iii. It is not properly/duly signed.
- iv. It is received through Telex or Telegram.
- v. It is received after expiry of the due date and time.
- vi. It is incomplete including non-furnishing the required documents.
- vii. It is evasive or contains incorrect and / or false information.
- viii. There is canvassing of any kind.

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ix. It is submitted anywhere other than the concerned department.

2.7 Disqualification

The Bank reserves the right to reject any or all Application(s), if at any time a material misrepresentation is made or uncovered. This would lead to the disqualification of the Bidder.

Giving, offering or promising to give any gift, bribe or inducement, directly or indirectly, or any attempt at any such act by, or on behalf of, the Bidder towards any officer/employee of the Bank or to any other person in a position to influence any officer/ employee of the Bank for showing any favor in relation to this bid process or award of the Project work or any other similar process/ contract, shall render the Applicant to such liability/ penalty as the Bank may deem proper, including but not limited to disqualification of Application, rejection of proposal, termination of the Agreement, imposition of penal damages and forfeiture of the Bid Security (EMD)/ Bank Guarantee(s).

2.8 Amendments to RFP

The Bidders are welcome to submit their queries to the Bank through email id it@acab.bank.in on or before 13-05-2026 at 4:00 PM.

At any time prior to the deadline for submission of the Bids, the Bank may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP document by the issuance of addenda (the 'Addenda or Addendum' as the case may be). Any Addendum thus issued will be put up on record and would be deemed to be a part of the RFP. In order to afford the Bidders a reasonable time in which to take an Addendum into account, or for any other reason, the Bank may, at its discretion, extend the due date for submitting the Bids.

2.9 Cost of the Schedule

Bidder is required to submit a Demand Draft of Rs. 11,800.00 (Rupees Eleven thousand Eight Hundred Only) along with the Technical and Financial Bid as a non-refundable tender document fee. The DD should be in the favor of "Managing Director, The Assam Co-operative Apex Bank Ltd.," payable at Guwahati. This is a one-time non-returnable amount. The bid which is not accompanied by the tender document fee shall be termed invalid and shall be summarily rejected.

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. MSME Certified Bidder,s are exempted to submit tender document cost against submission of valid MSME Certificate.

2.10 EMD

The Bidder is required to submit EMD of INR 25,000 (Rupees Twenty-Five Thousand Only) in form of Demand Draft along with this bid. The DD should be in the favor of "Managing Director, The Assam Co-operative Apex Bank Ltd.," payable at Guwahati. The EMD of the unsuccessful Bidder will be refunded after acceptance of the order by the Successful Bidder.

The EMD of Successful Bidder will be refunded after submission of 10% performance bank guarantee as contract performance guarantee to the Bank.

The EMD submitted by the Bidder will be forfeited if

- i. The Bidder withdraws his tender before processing of the same.
- ii. The Bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- iii. The selected Bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- iv. The Bidder violates any of the provisions of the terms and conditions of this RFP.

MSME Certified Bidders are exempted to submit EMD against submission of valid MSME Certificate.

2.11 Contract Performance Guarantee

The Successful Bidder has to submit a performance bank guarantee of 10% of the total project cost as contract performance guarantee for entire tenure of the project plus six months. After signing the agreement with Bank and before release of any payment the Bidder has to submit this bank guarantee to Bank.

2.12 Validity

The Bidder shall keep the bid valid for a period of six months from the last date for the submission of bids.

In case circumstances require, the Bank may request the Bidders, within the validity period of the Bid, to extend the validity of the Bids for any additional periods as required.

2.13 Language of the Bid

The Language of the Bid shall be English only.

2.14 Currency of the Bid

All prices and monetary terms to be quoted in INDIAN RUPEES (INR) only.

2.15 All Pages of the Bid to be signed in Ink

The Bidder, through its official so authorized to sign the Bid, shall sign on all the pages of the Bid, except those which are printed material in the nature of annual reports etc.

2.16 Power of Attorney

The Bidder is required to submit a Power of Attorney in the name of the person duly authorized by the Bidder to sign all the bid documents and submit the bid. In absence of any authorization, the bid shall be termed non-responsive and invalid. The person, in favor of whom the power of attorney has been assigned, should be competent to contract and a resolution or authorization by the Board of Directors would be required to be furnished in this regard.

2.17 Documentary Proof

The Bidder shall be required to submit documentary proof concerning any claim of fulfilment of any criteria or any such requirement under this RFP. The Bidder must also submit proof of incorporation, proof of turnover (for last three years), PAN Card, GST registration etc. as per the Technical Bid format.

The Bidder has to provide all necessary documents needed for MAF, ATS, support services etc. from the OEM.

2.18 Submission of Bid

The Bidder shall submit the bid in the manner prescribed hereunder: -

- i. The bid shall be sealed and shall consist of two parts namely Technical Bid and Commercial Bid. Each of the bids shall be submitted in two separate sealed envelopes. The Envelop Marked A shall contain the Technical Bid, and the Envelop marked B shall contain the Commercial Bid.
- ii. The Envelop A shall be properly SEALED and marked "TECHNICAL BID FOR SELECTION OF VENDOR FOR SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM COOPERATIVE APEX BANK LTD. SITUATED AT PANBAZAR, GUWAHATI, ASSAM".
- iii. The Envelope B shall be properly SEALED and marked "COMMERCIAL BID FOR SELECTION OF VENDOR FOR SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM COOPERATIVE APEX BANK LTD. SITUATED AT PANBAZAR, GUWAHATI, ASSAM".
- iv. The Technical Bid shall be submitted as below: -

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- a. The Demand Draft of Rs. 11,800.00 (Rupees Eleven Thousand Eight Hundred Only) towards the cost of the document shall be kept prominently in an envelope to be marked as COST OF DOCUMENT.
- b. The Demand Draft of Rs. 25,000 (Rupees Twenty-Five Thousand Only) as EMD shall be kept in a separate envelop prominently marked as EMD.
- c. The Technical Bid Form as per section 9.1 and all its Tables, Letters and Forms shall be filled duly along with all enclosures and documentary proof.
- d. The Technical Bid should not have any indication of the Price Bid in any manner anywhere. If such an indication is found, the Bid shall be summarily rejected.
- e. The Commercial Bid shall consist of the Price Bid Form as per section 9.8 duly filled and signed by the authorized person on behalf of the Bidder in the bid.
- f. The Price Bid shall be exclusive of all taxes as applicable.

2.19 Bid Evaluation

The details of the evaluation mechanism are mentioned in the Section 6.

The process of bid Evaluation shall be as below: -

- i. The Technical Bids shall be opened on the due date in presence of the members/ authorized representatives of the Bidders who opted to be present, and checked for the following: -
 - a. The DD of Rs. 11,800.00 (Rupees Eleven Thousand Eight Hundred Only) being the cost of the document.
 - b. The DD of Rs. 25,000 (Rupees Twenty-Five Thousand Only) being the EMD amount. If any of the above is missing or not found, the bid shall be rejected summarily as prima facie non-responsive.
- ii. Those Bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation. The bidder with the lowest commercial bid shall be declared L-1.

2.20 Negotiations

The Bank may negotiate with the final shortlisted Bidder.

2.21 Award of Contract

The Bank shall issue Letter of Intent (LOI) to the Successful Bidder, and subject to fulfilment of other criteria as laid down in the RFP, shall place firm Purchase Order (PO) on the Successful Bidder on acceptance of the LOI by the Successful Bidder. The price quoted by the Successful Bidder shall be the Total value of the Contract.

3. Scope of Work

The scope of implementation of E-Office Solution for Workflow Automation envisages a complete solution which may inter-alia include supply, install, configuration of instances at DC & DR and maintenance of E-Office solution, third party software (if any), customization of the E-Office solution, training to end users. In addition to this, ACAB wishes to archive all the existing physical files/documents in digitized form.

To achieve project objectives, Bidder shall supply, install, configure & commission an appropriate E-Office solution for Workflow Automation with all the required system software other than the Operating System (OS) for Servers. Bidder shall do hardware sizing for the proposed solution including document storage and place its requirement in the Technical Bid proposal. All software components in scope will carry One (1) year warranty and Four (4) years of Annual Technical Support (ATS). This solution will provide a platform to store Bankwide paper-based documents & other electronic contents with proper indexing & Meta data for their easy retrieval, as & when required. This solution should also facilitate movement of files digitally, defining workflow, collaboration among users and Dak / Correspondence movement in the automation of day-to-day office activities and processes on the digital platform,

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eliminating movement of Papers & files in physical form. The solution is required to be implemented across all department and branches of the Bank. Electronic Office Solution shall create a long-term foundation of having an integrated platform for performing key business functions. As part of the project, ACAB intends to implement E-Office Solution which shall lead to:

- i. Processing of files/ documents electronically
- ii. Workflow management
- iii. Easy Tracking & Monitoring of each file/ document
- iv. Easy search for files/ documents and conversations
- v. Reduced file processing time and hence accelerated decision-making process
- vi. Establishment of a central repository of common files/ documents
- vii. Additional security to files/ documents
- viii. Enable digitization by providing the technology platform for key-business documents should seamlessly get referenced and stored in Paperless system with tagging to relevant file, process, or document
- ix. This should include:
 - Establish a centralized document repository & route them electronically, to reduce paper-based working & achieve Paperless Office functioning in ACAB.
 - Provide a platform to perform business transactions in paperless manner.
 - Provide a unified platform for the users to transact with inter/intra division and existing or upcoming IT systems.
 - Provide platform for generation of various MIS reports.
- x. The software supplied must include:
 - Electronic Office Solution Modules
 - Correspondence/DAK Management
 - Document Management
 - File Management
 - Workflow Management
 - Office Note Management
 - All the Software (except the Operating System) for Application Server, Middleware (As required for the office solution to run) etc.
- xi. **Banking Specific Modules:**

In addition to the general E-Office / Workflow Automation requirements, the proposed solution shall include the following banking-specific modules as part of the integrated solution for operational efficiency, governance, compliance and administrative control.

 - Circular Management Module
 - Audit Compliance Module
 - Legal Case Management Module
 - Branch Correspondence Module
 - Board / Committee Meeting Management Module
 - Procurement / Approval Workflow Module
 - Dashboard MIS / Management Reporting Module

The above modules shall be fully integrated with user management, workflow engine, search, audit trail, alerts, reporting and role-based access controls of the proposed E-Office system.

Bidder has to supply, install, implement & configure offer all the required software.

Integration with Digital Signature

For enhanced security the proposed E-Office Solution shall be integrated with digital signature (DSC)

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and interface with other existing and upcoming IT Systems and application(s), as per details given below:

- i. Integration with Bank's email – Mail Messaging Solution
- ii. Integration with Digital Signature (Class III with signing and encryption)

For ensuring security, ACAB E-Office Solution users shall use digital signature and shall sign all the files using their digital signature. The proposed solution must be implemented in such a manner that users can use their DSC to sign the files and without valid DSC no workflow should be initiated or ACAB data can be accessed.

3.1 General requirements

- i. The Bidder shall consider following requirements to offer a suitable solution:
 - The offered solution shall meet the functional & technical requirements as laid out in the RFP.
 - Bidders will independently assess the requirements, customize and configure the proposed solution to manage all the activities / processes required for implementation of E-Office Solution.
 - The solution shall be deployed on Bank's on-premise Data Center (DC) and Disaster Recovery (DR) setup. The solution shall be cloud-ready and portable to private/public cloud without major re-architecture.
 - Bidder shall provide E-Office Solution and deploy it as on ACAB Premise and provide support to ACAB for smooth operations of this system. The Bidder is expected to propose and factor hosting of the application at ACAB premise and provide list of servers services which shall be used for hosting the system. All infrastructure pertaining to hosting and document storage shall be provided by Bank.
 - Bidder would need to install E-Office solution at ACAB as on premise manner. ACAB must have E-Office Solution Data all the time and it will be the responsibility of Bidder to provide all E-Office Solution data to ACAB.
 - The proposed solution shall use enterprise class components which are suitable to scale up to meet requirements of ACAB, as also specified in this RFP.
 - The solution shall incorporate industry best practices and be compliant to legal, regulatory and statutory requirement of working in paperless environment and digital transactions.
 - The solution must be scalable to meet the growth in business and document volume for the lifetime of the system, as per requirements given in RFP.
 - The solution should be based on multi-tier architecture with following indicative layers:
 - Presentation/ Client / Web Application
 - Middleware
 - Database
 - The solution shall be web based and provide interface to existing & upcoming core and business IT systems, to push or pull data from respective systems.
 - ACAB envisages that deployment of E-Office Solution shall be on premise and the infrastructure for E-Office/Workflow Automation Solution shall be designed in High Availability Mode with no single point of failure. Application & Database servers shall be configured in HA (Active-Active) Mode in separate servers to enable redundancy. Accordingly Bidder should propose hardware sizing for the proposed solution including document storage and place its requirements in the technical bid.
 - ACAB shall provide the LAN connectivity for the solution.
 - The Bidder shall provide onsite support after roll-out/ go-live of the E-Office Solution till the end of stabilization period of three (3) months post go-live. The Bidder shall provide remote support for issue resolution post stabilization period until the completion of the warranty period. Following the warranty period, the Bidder shall continue to provide

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remote support during the Annual Technical Support (ATS) period of four (4) years for issue resolution.

- If there is any change request, it shall be mutually discussed between Bidder and Bank before placing the work order for change request (CR).
- ii. Following activities will be in the scope of work for the Successful Bidder:
- Supply of E-Office Solution and all the Software (except the Operating System) for Application Server, Middleware (As required for the office solution to run) etc.
 - Devise solution architecture to meet the required performance parameters.
 - Planning, design, implementation, installation & commissioning of E-Office Solution at ACAB.
 - Conduct user acceptance test and associated trainings including handholding for hand-over of the system to ACAB.
 - Post-implementation (go-live) and stabilization phase , the Successful Bidder is expected to carryout operation and maintenance of offered E-Office Solution as per the SLA.
 - Carry out change management and control for customizations required during the contract period.
 - Support transition for exit management after completion of contract period or at premature termination of contract.
 - Provide all technical and functional documentation created during implementation of the project and for maintenance and operations.
 - The Successful Bidder is expected to provide an end to end integrated E-Office Solution. The Bidders are expected to provide complete details of the proposed solution in the bid including the Hardware sizing.
 - Archival of all the existing physical files/documents in digitized form in the E-Office Solution.
- iii. The scope components identified below have been elaborated in the next section. The scope of work also includes:
- Supply of Software/ Licences for proposed E-Office Solution, including any peripheral applications, environmental software (except the Operating System), or any other similar component as required for the E-Office Solution to run and remain operational at ACAB.
 - Providing Hardware Sizing for the proposed E-Office solution including document storage
 - E-Office Solution – Implementation Services
 - E-Office Solution– Roll-out & Stabilization Services
 - E-Office Solution – Operations and Maintenance Services
 - The solution shall support minimum **150 concurrent users** and be scalable to **500+ users** without performance degradation.
 - Archival of all the existing physical files/documents in digitized form in the E-Office Solution.
- iv. The Successful Bidder shall supply all the software licenses required for the proposed E-Office Solution including database and any other related software (except the Operating System), required for successfully operationalizing the solution proposed in the bid. The software supplied must include: (list details)
- E-Office/Workflow Automation Solution
 - Correspondence/DAK Management
 - Document Management
 - File Management

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- Workflow Management
 - Office Note Management
 - All the Software (except the Operating System) for Application Server, Middleware (As required for the office solution to run) etc.
- v. The Successful Bidder shall provide complete documentation (including legal documentation) of all subsystems, licensed system software, licensed utility software and other licensed software. The documents at a minimum should include hard copies and soft copies (two sets each) to be supplied along with E-Office Solution licenses and associated solution software of the following:
- Technical manuals
 - Installation guides
 - User manuals
 - System administrator manuals
 - Toolkit guides and Troubleshooting guides
- vi. The Successful Bidder shall supply all customization scripts to ACAB for all custom developments made during the course of the implementation.
- vii. The ATS Support for the E-Office Solution shall include Software support from the Bidder or its OEM after warranty for the contract duration. Bidder shall provide onsite support after Go-live till the end of stabilization period of 3 months, post which Bank shall prefer remote support from the Bidder.
- viii. The Support services will include Software support including all version upgrades, patches/fixes, upgrades, 10 X 6 support for the E-office solution as per agreed SLAs, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.), performance fine tuning, problem resolution for the database, middleware and the application software for total solution etc.
- ix. The Successful Bidder should provide comprehensive One (1) year onsite warranty and ATS for four (4) years for proposed E-Office solution along with the other software required for the E-Office solution to run. The warranty and ATS would include preventive maintenance, performance fine tuning, error rectification of the total solution provided by the Bidder.
- x. The implementation scope would include all such activities required to make the E-Office Solution operational. The activities under implementation would include:
- Project Preparation
 - Design
 - Configuration / Customization
 - Testing
 - System Acceptance / User Acceptance
 - Training and Change Management
 - Documentation
 - Final Preparation
 - Cutover and Go-Live
 - Post Go Live Stabilization Support
- During implementation Successful Bidder shall provide requisite support to the users for the adoption of the system wherever it is required at ACAB.
- xi. The Successful Bidder shall digitize and archive all existing physical files and documents in the E-Office Solution.
- xii. Digitization shall support minimum 300 DPI scanning and OCR accuracy of at least 95% for English and Assamese documents.

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- xiii. The solution shall be modular, scalable and configurable to enable phased activation of banking-specific modules without major redesign.
- xiv. The solution shall support maker-checker workflow, escalation matrix, alerts and dashboard reporting across all modules.
- xv. The solution shall comply with enterprise security standards and include:
- Encryption at rest (AES-256)
 - Encryption in transit (TLS 1.2 or above)
 - Multi-Factor Authentication (MFA) for privileged users
 - Role-based access control (RBAC)
 - Secure password policy
 - Integration with SIEM tools (via syslog/API)
- xvi. The solution shall support Disaster Recovery with the following parameters:
- Recovery Point Objective (RPO): ≤ 30 minutes
 - Recovery Time Objective (RTO): ≤ 4 hours
 - Daily incremental and weekly full backup
 - Backup retention: minimum 90 days
 - Quarterly DR drills shall be conducted

A. Project Preparation

The Successful Bidder shall prepare a Project Management Plan including detailed project plan, indicating all activities with resources required, their roles and responsibilities and time schedule of deliverables at the start of the project and submit to ACAB for approval.

- The project charter should also contain brief project description, approach and methodology, milestones, project organization, project risks and mitigation plans, and dependencies.
- The project charter should include a detailed program for installing and implementing the E-Office Solution covered under this RFP. The program shall be in the form of a bar chart/master network identifying.
- The Successful Bidder shall form a project team comprising project manager who should have implemented at least 1 similar projects as project manager in last 3 years), business analyst, functional consultant, developer, tester, ERP consultant. The team members deployed for this project should have experience of implementing at least one E-Office Solution.

B. Testing

The Successful Bidder shall provide details of tests being carried out during the implementation (e.g., including conference room pilots, unit tests, System integration tests, Stress tests and final user acceptance test) and associated test cases. The test cases shall be validated by Core Team.

- Successful Bidder shall prepare documents capturing the strategy for performing testing for the E-Office Solution. This document would include, at minimum, testing plans, schedules, content and training approach and methodology. Testing strategy should define the requirements and goals of E-Office Solution's configuration,
- Determine the tools and methods used to check that the system responds correctly,
- Determine how and when the test will be performed and recommend how the approval process should happen.
- Successful Bidder shall be responsible to identify and inform ACAB regarding testing requirements and impacts.
- Successful Bidder shall work in a manner to satisfy all the testing requirements and adhere

to the testing strategy outlined.

C. System Acceptance

The Successful Bidder shall develop acceptance test procedures for ACAB approval. The purpose of this acceptance is to ensure conformance to the required process operations, response times, and integrity of the E-Office Solution after installation, and to eliminate any operational bugs. Acceptance testing has to be conducted in the test system. System Acceptance would also include:

- Fine tuning of the solution and assurance that all proposed supplementary software components are installed.
- All the acceptance tests should be carried out before Go-Live at respective sites.
- The solution shall undergo VAPT (Vulnerability Assessment & Penetration Testing) by CERT-In empaneled auditor before go-live and annually during ATS. All identified vulnerabilities must be closed before production rollout.
- Bidder at its own cost shall get the E-Office environment audited through a CERT-IN empaneled auditor.
- At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for migration and Go-live.

D. Post Go-Live Support and Stabilization Phase

Post go-live support and stabilization shall span for 3 months from the date of go-live.

- The Successful Bidder shall provide post Go-Live support, as part of the scope of the project.
- During post go-live support and stabilization period, the Successful Bidder shall help ACAB users to correct any errors incurred while utilizing the E-Office Solution, generating reports, handholding.
- The Successful Bidder needs to update the required changes in user & configuration manuals and deliver to ACAB prior to the completion of stabilization support.
- Stabilization period may be extended in case any critical issues are raised by ACAB during the implementation phase. Subsequent to the successful closure of all the critical issues, ACAB shall provide sign-off for the stabilization support period.

E. Training and Change Management

- The Successful Bidder will be responsible for training the designated team (functional and technical) of ACAB for the Electronic office solution covering product features, configuration, customization, parameterization, operations, management, error handling, system administration, etc. with respect to Electronic Office Solution.
- ACAB shall be trained at ACAB office by Successful Bidder before the go-live. After the stabilization period these power users shall impart user trainings and support as and when required.
- The Successful Bidder shall also conduct workshop (independent from the training session for primary team) for the senior management of ACAB. This workshop shall cover the capabilities and functionalities of the implemented solution.
- With regard to activities under the scope of the Bidder in this RFP; the Bidder needs to provide a comprehensive training methodology document and the training should cover at least the following areas:
 - Functionality available in the solution
 - Customization development
 - Parameterization
 - Data Migration
 - Impact analysis
 - Auditing techniques
 - Advanced user training

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- Advanced trouble shooting techniques
- Deployment of various products/ packages as part of the solution
- Techniques of generating various MIS reports from the solution provided
- Advanced training on database systems and network systems to be used by the proposed solution
- The Successful Bidder will be responsible for providing the users with the requisite training material (for functional training, technical training, and end user training material and other relevant material) in both hard and soft copies.

3.2 Functional Requirements for E-Office/Workflow Automation Solution

Bidders need to provide Solution Type against each Functional/Technical Requirement listed in Table below for each Functional/Technical Requirement. Against Each Functional/Technical Requirement Bidder has to fill compliance as S, C, N as defined in below table.

Solution Type Offered by Bidder for Functional/Technical Requirements	Description	Marks
Standard(S)	If the functionality is in standard product	5
Customization(C)	If Bidder will customize the standard product to meet the Functionality	3
Not Available(N)	If the functionality is not feasible	0

Functional Requirements for E-Office Solution

The offered functional solution shall be evaluated through in-built feature and features through customization. The solution has to achieve more than 70% marks to become acceptable.					
I.	Functional/Technical Requirement	Solution Type			Remarks
		Standard (S)	Customization (C)	Not Available (N)	
	General Requirements				
1	The solution should be device independent and work seamlessly on devices such as mobiles, tablets etc.				
2	The solution should be available in English & Assamese languages and should have Unicode support.				
3	The solution should be fully web-based with preferably no client component installation required on the user's workstation.				
4	The solution should be platform Independent. It should support commonly used open source and proprietary platforms (OS, DB, Web Server, App Server, monitoring platforms etc.)				

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5	The solution should be secure with complete access and role management features.		
6	The solution must not, by its own architecture or design, impose any practical limit on the number of files/documents that can be created/handled at any point.		
7	The solution should be compatible with technologies and communication platform such as (Operating system and productivity suite) running within ACAB		
8	The system must offer full application security and information on all security events must be recorded on an audit trail.		
9	The solution should be able to be accessed remotely, via VPN.		
10	The solution should have the capability to offer context specific "HELP" to users and should be accessible from each screen in the solution.		
Document Upload Features			
11	The Solution should provide an integrated capability for uploading and centralized Document Capturing and storage.		
12	The Solution should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.		
13	The Solution should be able to support the capture of digital records of at least the following formats: <ul style="list-style-type: none"> • Emails and attachments • OCR documents • Images - .tiff, jpeg, gif, PDF etc. 		
14	The Solution shall support import of image and electronic documents		
Architecture & Scalability			

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15	The Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering		
16	The system should store index information in database.		
	Archival of Electronic documents		
17	The system shall support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder.		
18	The system shall provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc.		
19	The system shall provide search facility to in the same interface, so that users are able to search the documents by name department type etc.		
20	The system shall support versioning of documents with facility to write version comments.		
21	The system shall allow Locking of documents for editing and importing it back into the system through check in/Check-out features.		
22	Repository should be format agnostic.		
	Document View		
23	The System shall support Applet for viewing Image documents-		
24	The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.		
25	Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents)		
26	Document view shall have the provision to draw a line, insert arrows etc. over image document.		

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27	The system shall provide facility of putting text, graphic and image annotations on scanned document pages.		
28	The system should have mobile application for retrieval and archiving of documents.		
Annotations			
29	The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.		
30	The system shall support automatic stamping of Annotations with username, date and time of putting annotations.		
Indexing			
31	The system shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc.		
32	The system shall facilitate manual and automatic indexing using OCR functionality.		
33	The system shall support Automatic full text indexing for Text search.		
Search and Retrieval			
34	The system shall provide extensive search facility to retrieve documents or Folders/Files.		
35	The system shall support saving of search results.		
36	The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc.		
Security & User Management			
37	The E-Office/Workflow Automation system shall support definition of Users, Groups and Roles relation in the system.		
38	The system shall support access permissions on Folders, documents and object level.		

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39	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).		
40	The system shall support for application-based rights.		
41	The system shall support system privileges like Create/Delete Users, Define indexes etc.		
42	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database.		
43	The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three unsuccessful attempts, password expiry, password history so that passwords are not same as previous passwords etc.		
44	The system shall provide LDAP support for integrating with directory services and shall support single sign on.		
45	The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with username, date and time.		
46	The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.		
	Administration		
47	The system shall support web-based administration module for the complete management of system.		
48	The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries.		
49	The Admin module shall provide easy to use interface for Index structure definition that can be used by different users.		

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50	The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated.		
51	The Admin module shall provide facility to take complete and incremental backups.		
	Reports and Audit Trails Features		
52	The system shall support extensive reports and audit trails and shall also provide data points and facility to design new reports.		
53	The system shall support Extensive Audit-trails at user, Folder and Cabinet levels.		
54	The system shall provide facility to generate Audit trails on separate actions, and between specific date/times.		
55	The system shall support extensive reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system and also provide effort estimates for new Custom reports to be designed.		
56	The system shall have audit trail to maintain history of all transactions performed on the system.		
57	The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities.		
58	The application shall log all the actions done by individual users with username, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.		
	Reminders and Alarms		
59	The system should have the capability to set automatic reminders and alarms to concerned users (through email/SMS etc.).		
	Integration and Web Services		
60	The solution should be based on open standards and have API support for data import & export.		

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61	The system shall support integration based on standards such as XML		
	Record Management System		
62	The solution should include Records Management component for long-term archival of content.		
63	The solution should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.		
64	The solution should have facility to export/ import electronic record with metadata in XML format		
65	The solution should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department.		
66	The solution should have a facility to define disposition schedule / policies for record.		
67	The solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies.		
68	The solution should have a provision to move & track a record among users within office/across locations.		
69	When record is moved out of the facility, system should have a capability to capture the transport/ courier detail.		

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70	<p>The solution should provide report on the Records in the selected file plan component such as such as number of records present, number of record folder, Record creation date, etc.</p> <ul style="list-style-type: none"> • Report on activities of the selected user • Report on the Request/Return activities • Report on overdue items • Report on items borrowed • Reports on records, whose retention period are getting over in specified time • Reports on disposition schedule 		
	File/Office Note Management		
71	The system shall have an In-built Web based Text Editor with basic functionalities such as bold, bullets/numbering, alignment, font, color etc.		
72	The system shall have a draft folder to save Office Notes that are created through in-built text editor.		
73	Office Note in draft folder shall be available to the user for editing.		
74	Using workflow feature of a system, user shall be able to route the Office Note for approval.		
75	The solution should have the Green Note sheet.		
76	The system shall provide a facility to Add / Edit comment to a Note in a workflow.		
77	All the comments shall be appended to the main content of the Note.		
78	The system shall capture the signature of user working on a Note.		
79	The system shall capture complete Revision History of a Note at the top of the Note itself.		
80	The system shall have the facility to print the Note with Revision history at any point of time.		
81	The system shall have a facility to 'approve' a Note through some actionable control.		
82	The system shall provide an interface to search and check the status of a Note in workflow.		

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83	The system shall have a facility to securely archive the Note on approval/ completion.		
84	The system should differentiate between Administrative general files (Subject Files) and Administrative specific files (Special Files).		
85	The system should support handling of different types of files.		
86	The system shall have a facility to create/open a new electronic subject file.		
87	Subject File creation shall take at least File Number and File Subject as inputs.		
88	The system shall have a facility to create both main as well as part file.		
89	The system shall able to generate a Barcode number on successful creation of a file. This barcode can be pasted on a physical file for tracking, in case physical file is also used.		
90	The system shall have facility to print barcode number of file at any point of time.		
91	The system shall have facility to add documents in the File through upload.		
92	The system should have a facility to search a file-on-File number, file subject.		
93	The system should have an index table of all created files.		
94	The system shall have a facility to create/open a new electronic file.		
95	The system shall have a facility to create both main as well as part file.		
96	File creation shall take at least File Number and File Subject as an input.		
97	The system shall provide facility to view all letters/documents at the side panel of the folder with note-sheet on other side		
98	The system shall support browsing through the noting on the side panel to facilitate easy identification of any filed document.		

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99	The system shall provide facility to users to append their notes, which shall be automatically stamped with username, date and time.		
100	The system shall provide facility to users to link the notes to any document, file and previous notes, so that corresponding objects can be directly opened from the note view.		
101	The system shall provide facility to users to append notes in the same paragraph.		
102	The system shall provide security on notes so that Noting/comments once written, signed and forwarded shall not be amendable by any user including originator, however if a new note has not been viewed, the user shall be able to recall and modify the note.		
103	The system shall provide facility to take print out of the noting for filing in paper folder as record.		
104	The system shall provide a facility to add new documents in the file by calling native application like Word, Excel etc. from the same interface.		
105	The system shall provide facility to open multiple documents simultaneously.		
106	Using workflow feature of a system, user shall be able to route the file and receive updates / alert when a file is marked to users.		
107	The system shall provide a feature to recall a File from other user.		
108	The system shall provide an interface to search the status of a file in a workflow.		
109	The system shall provide a facility to track a user / department where a File is pending.		
110	The system shall support the case file management as well as Assamese and English language.		
111	File view shall provide facility to view all documents inside file, Noting / commenting, Edit file properties.		

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	Correspondence/DAK Management		
112	The system shall have a repository or predefined folder / area where all new correspondences (DAKs) are received after scanning.		
113	The system shall have a facility to create profile of a DAK in the repository, in case correspondences (DAKs) are not scanned.		
114	The system shall have a facility to add correspondences (DAKs) in electronic format from local computer drive.		
115	The system shall provide a facility to view correspondences (DAKs) and indexing fields.		
116	The system shall have a facility to add a Note with a correspondence (DAKs).		
117	The system shall have a facility to add, update and save the correspondences (DAKs) in an existing file.		
118	The system shall have a facility to route the correspondences (DAKs) using workflow feature of a system.		
119	The system shall support ad-hoc routing of a document.		
120	The system shall have a facility to prepare response and attach with the correspondences (DAKs) workflow.		
121	The system shall provide an interface to track & search the status of a correspondences (DAKs) in a workflow.		
122	The system shall have a facility to send the reminders.		
123	The system shall have a facility to generate various reports w.r.t. correspondences (DAKs) workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc.		
124	The system shall have a facility to track a department where a correspondence (DAKs) is pending.		

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125	The system shall provide an advanced search interface for tracing & searching a correspondence (DAKs) based on dates, subject, pending with, completed by, pending since etc.		
126	The system shall have a feature to recall a correspondence (DAKs) from other user.		
	Workflow Engine		
127	The system shall facilitate workflow engine to support different types of document routing mechanism including:		
128	Sequential routing -Tasks are to be performed one after the other in a sequence.		
129	Ad-hoc routing: Changing the routing sequence by authorized personnel.		
130	The solution should allow the user to attach documents and folders in items in workflow.		
131	The solution should allow the user to act upon, forward, return or complete items in workflow.		
	Banking Specific Modules		
132	System shall provide centralized Circular Management with upload, approval, publishing, search and acknowledgement		
133	System shall provide circular read/unread and pending acknowledgement reports		
134	System shall provide Audit Compliance module for recording observations and tracking closure		
135	System shall generate ageing / pending audit compliance reports		
136	System shall provide Legal Case Management with case details, court, advocate and next hearing date		
137	System shall provide automated reminders for legal hearing dates and compliance deadlines		
138	System shall provide Branch Correspondence workflow between Head Office / Zonal Office / Branches		

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139	System shall track pending branch communications department-wise and user-wise		
140	System shall provide Board / Committee Meeting module for agenda, MOM and resolution repository		
141	System shall provide searchable repository of Board / Committee resolutions and approvals		
142	System shall provide Procurement workflow for requisition, comparative statement, approvals and sanction		
143	System shall provide Dashboard MIS for pending files, circular compliance, audit pendency and workflow status		
144	Dashboard shall support role-based views for Management, Department Heads and Administrators		

Performance requirement for ACAB E-Office System

Performance required in terms of response time of application is as per following table (Bidder should refer these performance parameters while sizing the hardware).

SI No	Activity	Expected Time	YES/NO (to be filled by Bidder)
1.	Menu Navigation - Displaying the appropriate menu as per defined user role and profile.	<0.5 Sec	
2.	Screen Opening - Display of the meta data/ document upload screen/ process forms.	<0.5 Sec	
3	Field Navigation - Navigation between different data entry fields in the Screen.	<0.5 Sec	
4.	Look up response - Display of items from a List of Values from the paperless system.	<1 Sec	
5.	Look up response - Display of items from a List of Values from the third-party system (provided the third-party system is functional and responding to query)	<1 Sec	
6.	Screen Navigation - Navigation between different data entry screens (from one to another).	<0.5 Sec	
7.	Upload/Download of document after committing the upload/download transaction by end user (<5 Mb size document).	<5 Sec	
8.	Navigation to specific page within the document (in a 100 page document).	<3 Sec	
9.	Simple search (On the basis of document name/department).	<3 Sec	
10.	Medium Complexity search (Full text search with one additional parameter).	<5 Sec	
11.	High Complexity search (Full text search in a set of 1 million documents).	<7 Sec	

3.3 Project Schedule

SI No	Phase	Deliverables	Timelines
1.	Phase 1: Initiation & Planning	-Project Plan -Success metrics defined	T0 + 2 Weeks
2.	Phase 2: Requirements & Design	- Business Requirements Document (BRD) - System Design Document	
3.	Phase 3: Supply, Configuration, Customization and UAT commencement	-Supply, Configure E-Office Solution - Develop custom modules - System integrations - Commencement of UAT by ACAB Users	T0 + 4 Weeks
4.	Phase 4: UAT Sign-off and Go-live	UAT sign-off completion by ACAB users Go-live of E-office solution	T0 + 8 Weeks
5	Phase 5: Stabilization Period	Onsite Support by Bidder for E-office solution stabilization	Go-Live + 3 months
6	Phase 6: Warranty Period	Remote Support by Bidder for issue resolution	Go-Live + 12 months
7	Phase 7: ATS Period	Remote Support by Bidder for issue resolution	End of Warranty Period + 48 months

*T0 is Date of signing of Contract

4. Payment Schedule

Payment to the Successful Bidder shall be released as per the following milestones:

Milestone	Description	Payment
I	Deployment for ACAB and initiating User Acceptance Test (UAT) of functionalities by ACAB users.	40% of the Procurement and Implementation Cost
II	Go Live of Portal	40% of the Procurement and Implementation Cost
III	Post Stabilization Period (90 Days after go Live)	20% of the Procurement and Implementation Cost

Milestone	Description	Payment
I	ATS Cost for E-Office Solution (after expiry of the 1-year Warranty Period)	ATS Cost shall be paid half yearly in arrears. Bidder shall raise invoice, and Bank shall perform due diligence and shall release the payment after deduction of applicable penalty (if any) and TDS.

5. Eligibility and Evaluation Process

5.1 Eligibility Criteria

Sl no	Eligibility Criteria	Documents to be submitted
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1	The Bidder should be registered under the Companies Act, 1956 or Companies Act, 2013 or a partnership firm registered under Indian Partnership Act, 1932 or Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 and should be in existence for at least past 5 years.	Copy of Certificate of Incorporation/ Partnership deed/ Registration self-certified by the Authorized Signatory of the company.
2	The Bidder should be the OEM or authorized partner of the proposed E-Office solution.	If Bidder is the OEM, then relevant document such as trademark/copyright/IPR should be submitted. If Bidder is the authorized partner, then MAF from the OEM should be submitted. Relevant document such as trademark/copyright/IPR from the OEM should be submitted.
3	The Signatory signing the bid on behalf of the Bidder should be duly authorized by the Board of Directors/Partners of the Bidder to sign the bid on their behalf.	Power of Attorney executed in Favor of authorized signatory.
4	The Bidder should not have been blacklisted by any Governmental or quasi-Government entity in India for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on the date of submission of bid.	Self-declaration on letterhead of the Bidder.
5	The Bidder should submit a valid GSTIN and PAN Number.	Copy of the GST Certificate and PAN.
6	The Net Worth of the Bidder must be positive as per the last three financial years' (2022- 23, 2023-24, 2024-25) audited Balance Sheet.	Certificate duly signed by Statutory Auditor/ CA/ Company Secretary of the Bidder mentioning the net worth of the last three financial years (2022- 23, 2023-24, 2024-25).
7	The Bidder should have valid ISO 9001:2008, ISO 27001:2013 certification.	Copy of certification which is valid on date of Submission
8	The average Annual Turnover of Bidder during the last three (3) financial years (FY 22-23, FY 23-24, FY 24-25) should be more than INR 1 Crore exclusively from their Indian operations. OR If Bidder falls under MSME category, then	Audited Balance sheet and Profit & Loss statement the last three financial years' (2022- 23, 2023-24, 2024-25) and Certificate from the statutory auditor.

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	average annual turnover of Bidder during the last three (3) financial years (FY 22-23, FY 23-24, FY 24-25) should be more than INR 25 lakhs exclusively from their Indian operations.	
9	The proposed E-Office Solution should have been implemented in at least One (01) entity in Schedule Commercial Bank/ Private Bank/Cooperative Bank, Central or State Govt Ministries / Departments, PSU Organizations.	The participating Bidder should produce copy of the work order/ contract agreement/completion certificate from the client. The cited credentials should have operational E-office solution.
10	The Bidder should have implementation experience of E-office solution in at least One (01) entity in Schedule Commercial Bank/ Private Bank/Cooperative Bank, Central or State Govt Ministries / Departments, PSU Organizations.	The participating Bidder should produce copy of the work order/ contract agreement/completion certificate from the client.

Note: Consortium is not allowed. If OEM is participating in the bid process, then the bids from its authorized partners shall be rejected.

5.2 Objective of Evaluation Process

The objective of the evaluation process is to evaluate the bids to select an effective and right fit solution at a competitive price. The evaluation by ACAB will be undertaken by an Internal Committee formed by the Bank. The Bank may consider recommendations made by External Experts/ Consultants on the evaluation. The decision of the committee shall be final.

Each recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of solution, not limited to those selection criteria set out in this RFP document.

Through this RFP, Bank aims to select a Bidder who would undertake delivery, implementation, and post implementation support of the required solution. The Bidder shall be entrusted with end-to-end responsibility for the execution of the project under the scope of this RFP.

5.3 Normalization of Bids

The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that such normalization has a bearing on the commercial bid; the Bank may at its discretion ask all the technically shortlisted Bidders to resubmit the updated technical and commercial bids for scrutiny. The Bank can repeat this normalization process at every stage of technical evaluation till the Bank is reasonably satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically short-listed Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process. Any non-compliance to the normalization process may result in disqualification of the concerned Bidder.

ACAB may drop any solution or hardware during normalization period prior to finalization of order or delay its procurement at Bank's sole discretion.

Bank may call for any clarifications/ additional particulars required, if any, on the technical/ commercial

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bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation(s), product walkthroughs, on the features of the solution offered etc., from the Bidders based on the technical bids submitted by them. Based upon the final technical scoring, short listing would be made of the eligible Bidders for final commercial bidding.

5.4 Technical Evaluation Process

Initially only the 'Technical Bids' will be opened and evaluated. All technical bids will be evaluated, and a technical score would be arrived at.

In second stage, only those Bidders, who have qualified in the technical evaluation, shall be invited for commercial evaluation.

5.4.1 Preliminary Examination of Offers

The Bank will scrutinize the offers to determine their completeness (including signatures from the relevant personnel), errors, omissions in the technical & commercial offers of respective Bidders. The Bank plans to, at its sole discretion, waive any minor non- conformity or any minor deficiency in an offer. The Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

5.4.2 General Eligibility Criteria

ACAB shall scrutinize the Eligibility bid submitted by the Bidder. A thorough examination of supporting documents to meet each eligibility criteria (section 5.1) shall be conducted to determine the Eligible Bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Technical Evaluation.

5.4.3 Technical Bid Evaluation Criteria

The Technical Proposals of only those Bidders shall be evaluated who have satisfied the eligibility criteria bid. ACAB may seek clarifications from any or each Bidder as a part of technical evaluation. All clarifications received within the stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the Bidder shall be accordingly taken by the Bidder.

The proposal submitted by the Bidders shall, therefore, be evaluated on the following criteria:

5.5 Technical Evaluation Criteria

Parameter	Maximum Score
Technical Requirements Evaluation	30
Bidder's capability & experience	30
Technical Presentation	40
Total	100

Bidders scoring a minimum score of 70% i.e., an overall score of 70 marks or more will be declared technically qualified.

Detailed Technical Evaluation Parameters are given below:

SI No	Technical Evaluation	Evaluation Approach
1	Compliance to Functional requirements	<p>➤ The Bidder is required to submit the compliance to the Functional requirements of the E-Office solution as stated in section 3.2 of the RFP. (Maximum Marks 30)</p> <p>Note:</p>

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		<ul style="list-style-type: none"> • Deviations and non-conformance to requirements in the RFP shall be penalized. • Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the Bidder. This will be at the sole discretion of the Bank. <p>The total marks of the annexure will be scaled down on a scale of 30 marks.</p>						
2	Bidder's capability and experience Criteria 1	<p>The proposed E-Office Solution should have been implemented in entities such as in Schedule Commercial Bank/ Private Bank/Cooperative Bank, Central or State Govt Ministries / Departments, PSU Organizations:</p> <table border="1"> <thead> <tr> <th>Application</th> <th>Each Implementation Marks</th> <th>Maximum Marks</th> </tr> </thead> <tbody> <tr> <td>E-office Solution</td> <td align="center">5</td> <td align="center">15</td> </tr> </tbody> </table>	Application	Each Implementation Marks	Maximum Marks	E-office Solution	5	15
Application	Each Implementation Marks	Maximum Marks						
E-office Solution	5	15						
3	Bidder's capability and experience Criteria 2	<p>The Bidder should have implementation experience of E-office solution in entities such as in Schedule Commercial Bank/ Private Bank/Cooperative Bank/RRB, Central or State Govt Ministries / Departments, PSU Organizations.</p> <table border="1"> <thead> <tr> <th>Bidder's Experience</th> <th>Each Implementation Marks</th> <th>Maximum Marks</th> </tr> </thead> <tbody> <tr> <td>Banking-specific modules with Dashboard & Reporting capability</td> <td align="center">5</td> <td align="center">15</td> </tr> </tbody> </table>	Bidder's Experience	Each Implementation Marks	Maximum Marks	Banking-specific modules with Dashboard & Reporting capability	5	15
Bidder's Experience	Each Implementation Marks	Maximum Marks						
Banking-specific modules with Dashboard & Reporting capability	5	15						
4	Technical Presentation	<p>All eligible Bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. The Bank will schedule presentations, and the time and location will be communicated to the Bidders. Failure of a Bidder to complete a scheduled presentation to the Bank may result in rejection of the proposal.</p> <p>Bidder is expected to demonstrate the implementation methodology, Project timelines with detailed execution plan, support mechanism as per the RFP requirements. Bank will schedule the technical presentation, and the time and location shall be communicated to the Bidders. (Maximum Marks 40)</p>						

5.6 Commercial Bid Evaluation

It may be noted that commercial bids will be subjected to following evaluation process -

- i. Only those Bidders meeting the eligibility criteria will be considered for further stages of evaluation. Only those Bidders scoring 70% (70marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation.

The envelope containing the Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid is set out in Annexure 9.8 - "Commercial Bill of Material". The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each and every category mentioned

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in the commercial bid. The Bank will determine whether the Commercial Bids are complete, unqualified, and unconditional. The technically qualified Bidders will be required to participate in the commercial bid opening. Omissions, if any, in costing any item shall not entitle the Bidder to be compensated and the liability to fulfil its obligations as per the Scope of the RFP within the total quoted price shall be that of the Bidder.

Commercial Bid Evaluation Considerations

Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

- i. If there is a discrepancy between words and figures, the amount in words shall prevail.
- ii. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
- iii. Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of bank, there is an obvious error such as a misplacement of a decimal point, in which case the line-item total will prevail.
- iv. Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the schedule of prices, the amount obtained on totalling the line items in the Bill of Materials will prevail.
- v. The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail.
- vi. If there is a discrepancy in the total, the correct total shall be arrived at by Bank.
- vii. In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
- viii. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.
- ix. During the process of technical/commercial evaluation, if Bank decides to withdraw any collateral item offered in the proposal, the commercial value of that item will be reduced from the commercial offer of all the Bidders and TCO will be recalculated accordingly.
- x. Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.
- xi. All liability related to non-compliance of the minimum wages requirement and any other law will be responsibility of the Bidder.
- xii. The Bank shall not incur any liability to the affected Bidder on account of such rejection.
- xiii. The commercials will be calculated till two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else, it shall be scaled down to arrive at two decimal points. Bank will make similar treatment for 4th or subsequent decimal point to finally arrive at two decimal points only.

6. Evaluation Mechanism

The Bidders fulfilling the eligibility criteria will be considered for technical evaluation. Technical Bids will be opened and evaluated. Only those Bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation. The Bidder with the lowest commercial bid shall be declared L-1.

In case of tie-up in Techno-Commercial evaluation score, the Bidder scoring highest technical score will be declared L-1 Bidder.

Bidder who is declared L1 may be called for negotiation before awarding the contract. It may be noted that Bank will not entertain any price negotiations with any other Bidder.

The Bank reserves the right to publish the RFP again. The Bank shall not incur any liability to the Bidder(s) on account of reissue of RFP. Bank shall not be obliged to inform the Bidder(s) of the grounds for the Bank's rejection. The Bank reserves the right to modify any items of the scope of the RFP. The RFP may be reissued on account of following:

- i. If none of the Bidders qualify in the technical bid evaluation.
- ii. If only one Bidder qualifies in the technical bid evaluation.
- iii. If selected Bidder fails to execute the Agreement within the time limit stipulated. Any decision in this regard by Bank shall be final, conclusive, and binding on the Bidders.

Bank may call upon the ultimate short-listed Bidder to make a detailed presentation to the Board of Directors of the Bank.

The L-1 vendor shall be decided on the basis of the Techno-Commercial evaluation as mentioned in the RFP document.

The Bidder should quote costs for all the lines items as per commercial bid. The cost quoted also includes the cost of deliverables for all the phases of the Project.

If any vendor fails to quote against any of the services sought by the Bank, it will be presumed by the Bank that the cost of such items is included in the overall cost and will not accept any plea or excuse from the vendors later and such services have to be provided to the Bank without any extra cost along with all other services.

7. Instructions to the Bidders

7.1 Two- Bid System Tender

- i. Bidders are required to submit the Technical Bid and Commercial Bid in physical form as per the submission timeline. The Language of bid should be in English.
- ii. The Bidder will take care of submitting the bid properly filled so that the papers are not loose. The bids, which are not sealed as indicated above, may be liable for rejection.
- iii. The bids which are not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.

7.2 Submission of Technical Bid

- i. The Bidders shall submit the Technical Bid in sealed envelope. The envelope containing technical bid shall be marked as “ TECHNICAL BID FOR SELECTION OF VENDOR FOR SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM COOPERATIVE APEX BANK LTD SITUATED AT PANBAZAR, GUWAHATI, ASSAM”.
- ii. If above bid is found not properly sealed, the bid is liable for rejection.
- iii. All the formats need to be filled in exactly as per the pro-forma given in the Annexures and any deviation is likely to cause rejection of the bid.
- iv. The Bank shall not allow/permit changes in the technical specifications once it is submitted.
- v. The offer may not be evaluated by the Bank in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.
- vi. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned Bidder.
- vii. The Technical Bid must not contain any price information.

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- viii. The Technical Bid shall comprise of -
- a. Covering letter in Company's letter head duly signed by authorized signatory with name, title and seal (Copy of Power of attorney to be submitted)
 - b. Bid Form (Annexure - 9.1)
 - c. Bidder's Information (Annexure - 9.2)
 - d. Confirmation to Eligibility Criteria
 - e. Letter of Confirmation (Annexure-9.3)
 - f. Bidder's proposed methodology/approach for providing services to the Bank with respect to the scope of work.
 - g. Documents as required under eligibility criteria and technical evaluation criteria
 - h. Letter of Conformity with Hardcopy (Annexure - 9.4)
 - i. Manufacturer's Authorization Form (Annexure - 9.5)
 - j. Non-Disclosure Agreement (Annexure - 9.9)
 - k. Masked Commercial Bill of Material (Annexure - 9.8)
 - l. Undertaking for MSME Benefits (Annexure – 9.10), if applicable
 - m. Other documents / information as requested in this RFP
- ix. The Bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the Bidder's company.
- x. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the bid except for un-amended printed literature shall be numbered serially and initialed and stamped by the person or persons signing the bid.
- xi. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- xii. Soft copy (in Pen drive) of complete technical bid shall also be submitted along with hard copy.
- xiii. In addition to the above marking, each envelope must be super-scribed with the following information:
- a. RFP Reference Number.
 - b. Name and Address of Bidder.
- This will enable the Bank to return the bid unopened in case it is declared unacceptable for any reason whatsoever.
- xiv. If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.
- xv. Telex, Cable, Facsimile or E-mail bids will not be accepted.

7.3 Submission of Commercial Bid

- i. The Bidders shall submit the Commercial Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing commercial bid shall be marked as "COMMERCIAL BID FOR SELECTION OF VENDOR FOR SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM COOPERATIVE APEX BANK LTD SITUATED AT PANBAZAR, GUWAHATI, ASSAM".
- ii. The Commercial Bid must contain duly filled Annexure 9.8: "Commercial Bill of Material" in hard copy along with 1 Pen drive containing the soft copy of Annexure 9.8: "Commercial Bill of Material".
- iii. The Bidder should certify that the contents of the Pen drive are the same as that provided by way of hard copy. Letter format for the Bidder's declaration is given in Annexure 9.4: "Letter

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- of Conformity with Hardcopy”
- iv. Please note that if any envelope is found to contain both technical & commercial offer, then that offer will be rejected outright.
 - v. The envelope must be super-scribed with the following information:
 - a. RFP Reference Number.
 - b. Name and Address of Bidder.

7.4 Non-Transferable Tender

This tender document is not transferable. Only the Bidder who has submitted the necessary RFP price will be eligible for participation in the evaluation process.

All the terms and conditions mentioned in the RFP will be binding on all the Bidders and will also form a part of the contract, to be signed with the Successful Bidder on the outcome of this tender process.

7.5 Liquidated Damages, Penalties & termination on default

- i. Penalty will be charged @0.5% of the order value of the contract for the per week delay as per project schedule subject to maximum 10% of the Procurement and Implementation cost. Thereafter, the Bank shall issue notice of termination, and cancel the contract on completion of one month of notice, and also invoke the BG/PBG. The Bank may initiate proceedings against the Bidder for Blacklisting etc.
- ii. In case any software related issue is not resolved within 96 hours of reporting, then a penalty of 2% of the annual ATS cost of that software will be levied per day. Amount of penalty as per above clause will be recovered/adjusted while making payment of ATS for all software.
- iii. The Bank shall be in its right to terminate the Contract in case of non-performance of the Bidder as per the terms of the contract, and or other conditions for termination on default as mentioned in the RFP, including termination on the grounds of insolvency etc.
- iv. However, such penalties, liquidated damages and termination shall not be invoked in case the cause of action for completion of an activity/situation is pending with the Bank, such as sign off, clearances, site readiness, deployment of the Bank's resources, clearance on the procedures etc.
- v. In case of liquidation of the selected Bidder, Bank has the right to execute the contract with the sub-vendors or any other compatible vendor and make the payment directly for smooth running of the Project.

7.6 Force Majeure

- i. The Bidder shall not be liable for forfeiture of its EMD, invocation of its Performance Bank Guarantee, levy of liquidated damages or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of Force Majeure.
- ii. For purposes of this Clause, “Force Majeure” means an unforeseeable event beyond the control of the Bidder and not involving the Bidder's fault or negligence. Such events shall include, but are not restricted to, acts of the Government in its sovereign capacity, earthquakes, riots, war or revolutions, fires, floods, epidemics, quarantine restricts and freight embargoes.
- iii. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof within a period of 7(seven) days from the date of happening of such an event requiring invocation of this force majeure clause. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performances.

7.7 Confidentiality

Information relating to evaluation and recommendations of the proposals for awarding contract shall not be disclosed to persons not officially concerned with the process, until the Successful Bidder is selected and notified that the contract has been awarded.

7.8 Confidential Information

During the course of the discussions herein, each party may disclose to each other Confidential Information. Confidential Information shall mean all information marked “Confidential” or under any similar legend indicating the confidentiality of the information as disclosed by one party (“Disclosing Party”) to the other party (“Receiving Party”) or any of its employees or agents of the Receiving Party, except such information as is: -

- i. Previously known to the Receiving Party at the time of disclosure, or
- ii. Independently developed by the Receiving Party and not derived from the Confidential Information supplied by the Disclosing party or
- iii. The participation of individuals who have had access to Confidential Information, disclosed to the Receiving Party by a third party without an obligation or confidentiality or
- iv. In or subsequently comes into the public domain (other than as a result of a breach of this RFP);
- v. Required to be disclosed by the Receiving party by law, regulation, court order or other legal process.

The Receiving Party shall hold such Confidential Information in strict confidence for the Disclosing Party and shall not use it except in furtherance of the relationship set forth in this RFP and subsequently the LOI and the PO, or except as it may be authorized by the Disclosing Party in writing. The Receiving Party shall further be responsible for the compliance of the foregoing by its employees or agents.

7.9 Documentation

The selected Bidder will be responsible for documenting all studies carried out for the Bank. This documentation must include business/functional requirements, process flow, data flow and database administration at various levels, legacy system interface requirements, program and process modifications, modification implementation dates, and connectivity requirements. These documentations, with version control, must be made available to the Bank for periodic inspection.

7.10 Expenses

It may be noted that Bank will not pay any amount / expenses / Charges / Fees / Travelling Expenses / Boarding expenses/ Logging Expenses / Conveyance Expenses / out of Pocket Expenses other than the agreed professional fees.

7.11 Applicable Law and Jurisdiction of Court

The Contract with the selected Bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Guwahati (with the exclusion of all other Courts).

7.12 Arbitration & Resolution of Dispute

- i. The Bank and the Bidder shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.
- ii. If, within 30 (thirty) days from the commencement of such informal negotiations, parties are unable to resolve dispute amicably, either party may approach for resolution by Arbitrator mutually agreeable to both the parties.
- iii. The decision of the Arbitrator shall be final and binding on both the parties in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.
- iv. All Arbitration proceedings shall be held at Guwahati and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

7.13 Cancellation of Contract and Compensation

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances: -

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- i. The selected Bidder commits a breach of any of the terms and conditions of the bid/contract.
- ii. The Bidder goes into liquidation voluntarily or otherwise.
- iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- iv. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- v. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

7.14 Erasures or Alterations

The offers containing unauthenticated erasures or alterations will not be considered. Therefore, there should be no unauthenticated handwritten material, corrections, or alterations in the offer. If such unauthenticated erasures or alterations are present these should be initiated by the person or persons authorized for signing the bid. Any deviation may lead to the rejection of the bid.

7.15 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidder is expected to examine all instructions, annexures, scope of the system integration services, terms and conditions etc. in the bidding documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in any aspect will be at the Bidder's risk and may result in the rejection of its bid.

7.16 Clarification of RFP

A prospective Bidder requiring any clarification of the RFP may notify the Bank in writing, by email at the Bank's mailing address indicated in the Request for Proposal (RFP). The Bank will respond in writing to any request for clarification of the RFP which it receives prior to the date mentioned for query.

7.17 Replacement & Withdrawal of Bid

The Bidder may replace or withdraw its bid after the bid's submission, provided that written notice of the substitution or withdrawal of the bids is received by the Bank prior to the deadline prescribed for submission of bids.

The Bidder's substitution or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provision. A withdrawal notice may also be sent by fax/e-mail but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.

No bid can be modified subsequent to the deadline for submission of Bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of the bid during this interval may result in the Bidder's forfeiture of its Bid security (EMD), pursuant to Clause - 2.10.

7.18 Non-Payment of Professional Fees

If any of the items/activities as mentioned in the price bid and as mentioned in Annexure 9.9 - "Commercial Bill of Material" are not taken up by the Bank during the course of this assignment, the Bank will not pay the professional fees quoted by the vendor in the Price Bid against such activity/item.

7.19 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

7.20 Limitation of Liability

The aggregate liability of the vendor in connection with this Agreement, the services provided by the Bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the total contract value.

7.21 Indemnity

The Bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the Bank is required to pay compensation to a third party resulting from such infringement etc., the Bidder will bear all expenses including legal fees.

Bank will give notice to the Bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

The Bidder shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which Bank may suffer on account of violation by the Bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the Bank or its employees.

7.22 Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.

The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.

If a third party's claim endangers or disrupts Bank's use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to Bank, (i) obtain a license so that Bank may continue use of the Deliverables in accordance with the terms of this RFP.

Bidder shall indemnify and keep fully and effectively indemnified ACAB from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or in respect of any other services rendered under this RFP.

7.23 Patent Right

The Bidder shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.

In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Bank will give notice to the Bidder of such claims, if it is made, without delay.

Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

7.24 Bidder's Integrity

The Bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

7.25 Bidder's Obligations

The Bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.

The Bidder is responsible for managing the activities of its personnel or its representatives and will hold itself responsible for any misdemeanors. The Bidder is under obligation to provide system integration services as per the contract.

The Bidder will treat as confidential all data and information about the Bank, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

7.26 Information Ownership

All information processed, stored, or transmitted by Vendor equipment belongs to the Bank. By having the responsibility to maintain the equipment, the vendor does not acquire implicit access rights to the information or rights to distribute the information. The vendor understands the civil, criminal, or administrative penalties may for failure to protect information appropriately.

7.27 Use of Contract Documents and Information

The Bidder shall not, without the Bank's prior written consent, disclose the Contract or any provision thereof or any specification, plan, drawing, pattern or information furnished by or on behalf of the Bank in connection there with, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence & shall extend only as far as may be necessary for purposes of such performance.

The Bidder shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.

Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Bidder's performance under the Contract if so required by the Bank.

7.28 Termination for Convenience

The Bank, by written notice sent to the Bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

7.29 Effect of Termination

The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services. The reverse transition phase shall be completed within 3 months.

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The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by the Bank, continue to provide maintenance services to the Bank at no less favorable terms than those contained in this RFP. In case the Bank wants to continue with the Bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to the Bank. Unless mutually agreed, the rates shall remain firm.

The Bidder agrees that the Bank at any point of time during tenure of contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this RFP. The Bank shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.

7.30 Handover & Transition of Services

The following shall be covered as a part of the handover & transition of services at the end of contract period or in the event of termination:

- i. If any other agency or service provider is selected by Bank for providing in-scope services, the Bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of information, configuration details and ATP documents and other related support to the complete satisfaction of the Bank. In case, if ACAB observes the lack of willingness to manage transit/ sharing of information or lack of support from the Bidder (selected through this RFP), the Bank shall have an absolute discretion to impose penalties and make appropriate deductions from its billing or any other payables to the Bidder.
- ii. Bidder shall provide the termination/expiration assistance, regardless of the reason for termination or expiration. Six (6) months prior to the expiration of the term, or upon Bidder's receipt of notice of termination of this contract for any reason, or six (6) months prior to the cessation of any service, and at Bank's request, Bidder shall provide to Bank the staff and transition services necessary for Bank to affect an orderly transition to Bank or to a third party designated by Bank.
- iii. The Bidder shall provide the necessary transition for the period of 6 months. However, this period of transition could vary depending on the need of Bank and the same shall be communicated to the Bidder.
- iv. During transition phase, the Bidder shall not change or remove their key resources deployed at Bank to enable the successful transition. In case, such instances occur, Bank shall have right to penalize the Bidder appropriately.
- v. During transition phase, the Bidder shall deploy a dedicated transition resources to enable the successful transition.
- vi. The ownership of the assets (including soft and hard components existing and procured through this RFP) except for those which are taken as a service, at any point of time during the term of the contract or expiry of the contract, shall remain with Bank. In addition, any information/ data gathered or generated by the Bidder during the term of the contract shall be the property of Bank and the same shall be handed over to Bank in native format at the end or termination of the contract; and
- vii. During the contract period, the Bidder shall ensure that all the documentation including diagrams, policies, procedures, configuration documents, procurement documentation, original license and all other documents in relation to the works as per the agreed terms are kept up to date and all such documents shall be handed over to Bank during the exit management process.

In case Bank decides to withdraw any services/components from the scope of work during the contract period, the Bidder has to facilitate the transition of that service/components in compliance with the above Clauses.

Transfer of Documents

The Bidder shall promptly on the commencement of the exit management period supply to Bank or its nominated Bidder(s) the following:

- i. Information/details relating to the current services rendered; and

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ii. ATP Documents, configuration details and documentation relating to intellectual property rights
The Bidder shall provide uninterrupted services on existing terms and conditions till an acceptable alternate solution is agreed by Bank.

Before the expiry of the exit management period, the Bidder shall deliver to Bank or its nominated service provider or any other agency all new or updated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.

Transfer of Agreements

On request by Bank or its selected service provider or any other agency, the Bidder shall affect such assignments, transfers, innovations, licenses and sub-licenses in favor of Bank or its nominated service provider or any other agency, in relation to any equipment lease, maintenance or service provision agreement between the Bidder and selected service provider or any other agency, and which are related to the services and reasonably necessary for the carrying out replacement services.

7.31 Addition or Deletion of Qualified Offerings

Both the parties agree that the intent of this tender is to establish an initial set of service offerings. The Bank recognizes that, as the use of these services expands, it is possible that additional services and / or service categories will be needed. In addition, the Bank recognize that from time-to-time hardware and software products that are provided as part of Bidder's services will be upgraded or replaced as technology evolves. Replacement and / or supplemental hardware and software products that meet or exceed the minimum proposal requirements may be added with the prior approval of the Bank. For this purpose, a Change Order Procedure will be followed. Bank may request a change order in the event of actual or anticipated changes(s) to the agreed scope of work, services, deliverables, and schedules. The Successful Bidder shall prepare a change order reflecting the actual or anticipated change(s) including the impact on deliverables schedule. The Successful Bidder shall carry out such services as required by the Bank at mutually agreed terms and conditions.

The Successful Bidder shall agree that the price for incremental offering cannot exceed the original proposed cost and the Bank reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations the Bank has the right to order as much as it wants at those rates.

The Successful Bidder shall agree to submit the request to add new services or service categories on its letterhead signed by a representative authorized to bind the organization.

The Bank is under no obligation to honor such requests to add services categories or amend this contract.

As a method for reviewing Bidder's services and Bank requirement, the Bank will sponsor regular reviews to allow an exchange of requirements and opportunities.

8. Service Level Agreements (SLA)

The Bidder must ensure the Solution/support should comply with the RFP/SLA terms and penalties will be imposed on breach of RFP/SLA terms as mentioned below.

Penalties for the shortfall in Performance Levels (SLAs)

Bidder will have to guarantee a minimum uptime of 99.9%, calculated on a monthly basis.

Application (As a whole / any module of the application) availability will be 99.9% on 24x7x365.

Sl No	Service Description	Desired Requirements	Measurement Requirements	Max Response Time	Max Resolution Time	Penalty
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Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation at Head Office of the Bank situated at Panbazar, Guwahati, Assam

1	Availability of E-Office solution monthly	99.9% uptime for E-Office solution monthly	Measured uptime from system logs. Downtime due to infrastructure failure shall not be considered.	60 minutes	180 minutes	1% of monthly ATS cost payment for each 0.1% below 99.9% uptime. Penalty shall be deducted from the half yearly invoice raised by the Bidder.
2	Incident Management	Quick response for critical issues like bugs, and data errors	Incident response and resolution	60 minutes	4 hours	@ 5000 INR for each day of delay subject to resolution timeline accepted by Bank
3	User Support (Employee Queries)	10 to 6 PM access to support for ACAB's employee inquiries for access issues or application related support	Response time measured from ticket submission or official contact through email	60 minutes	4 hours	@ 500 INR for each hour of delay post 4 hours of resolution time during business hours
4	System Customization Requests	Customization of E-Office/Workflow Automation system as needed for specific ACAB requirements	Tracking of requests and implementation timelines	1 business day	As per mutually agreed timeline between Bank and Bidder	@ 5000 INR per day delay beyond the agreed timeline

- i. For all breach of SLA terms, as defined above, during the Warranty period, the corresponding penalty amount shall be deducted from the payout amount during the ATS period.

*Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation
at Head Office of the Bank situated at Panbazar, Guwahati, Assam*

9. Annexures

9.1 Bid Form

**To,
The Managing Director
Assam Co-operative Apex Bank Ltd.
Head Office Panbazar
Guwahati – 781001**

Having examined the RFP (ACAB/HO/IT/E-office/337 dated 05-05-2026) including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

If our bid is accepted, we will provide the guarantee of a Bank in a sum equivalent to 10% of the contract price for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by this bid for the period of 180 days from the date fixed for Technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

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

Place:

Dated: this day of 2026.

(Signature) (In the Capacity of)
Duly authorized to sign bid for and on behalf of

(Name & Address of Bidder)

*Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation
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9.2 Bidder's Information

Name of the Bidder	
Constitution & Year of Establishment	
Registered Office/Corporate office Address	
Mailing Address	
Name and designations of the persons authorized to make commitments to the Bank	
Telephone: Fax: e-mail:	
Name & Addresses of Directors/Promoters	
Details of Organization Structure	
Description of business, service profile & client profile	
Gross annual turnover of the Bidder (not of the group): Amount in INR Crore 2022-23: 2023-24: 2024-25:	
Profit (PAT) of the Bidder (not of the group): Amount in INR Crore 2022-23: 2023-24: 2024-25:	
Net Worth of the Bidder (not of the group): Amount in INR Crore 2022-23: 2023-24: 2024-25:	
Permanent Account Number	
GST Number	

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DECLARATION

We hereby declare that the information submitted above is complete in all respects and true to the best of our knowledge. We understand that in case any discrepancy or inconsistency or incompleteness is found in the information submitted by us, our application is liable to be rejected.

Place

Date:

SEAL

(Authorized Signatory)

*Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation
at Head Office of the Bank situated at Panbazar, Guwahati, Assam*

9.3 Letter of Confirmation

Ref: ACAB/HO/IT/E-office/337 dated 05-05-2026

Date:

**To,
The Managing Director
Assam Co-operative Apex Bank Ltd.
Head Office Panbazar
Guwahati – 781001**

Dear Sir,

We confirm having submitted the bid and annexures in accordance with the said RFP. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Assam Co-operative Apex Bank Ltd. has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full and without any deviation.

We, hereby acknowledge and confirm, having accepted that the Bank can at its absolute discretion, apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of Bidders.

We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

We also confirm that we have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Place:

Date:

SEAL

(Authorized Signatory)

*Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation
at Head Office of the Bank situated at Panbazar, Guwahati, Assam*

9.4 Letter of Conformity with Hard copy

Conformity with Hardcopy Letter

Ref: ACAB/HO/IT/E-office/337 dated 05-05-2026

Date: _____

To,

**The Managing Director
Assam Co-operative Apex Bank Ltd.
Head Office Panbazar
Guwahati – 781001**

Dear Sir,

Sub: SELECTION OF VENDOR FOR SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM CO-OPERATIVE APEX BANK LTD. SITUATED AT PANBAZAR, GUWAHATI, ASSAM

Further to our proposal dated _____, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "**RFP**") issued by Assam Co-operative Apex Bank Ltd. ("**Bank**") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully,

Signature

Name:

Designation:

*Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation
at Head Office of the Bank situated at Panbazar, Guwahati, Assam*

9.5 Manufacturer's Authorization Form (MAF)

Note: This authorization letter should be printed on the letterhead of all the original equipment manufacturer (OEM) and should be signed by a competent person having the power of attorney to bind the manufacturer.

RFP Reference: ACAB/HO/IT/E-office/337

dated 05-05-2026

Date:

**To,
The Managing Director
Assam Co-operative Apex Bank Ltd.
Head Office Panbazar
Guwahati – 781001**

Dear Sir,

Sub: RFP no. ACAB/HO/IT/E-office/337 dated 05-05-2026

We who are established and reputable manufacturers/ producers of _____
having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s
_____ (Name and address of the Bidder) to submit a bid, and sign the contract with
you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the
above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information
pertaining to the Products manufactured or distributed by the Bidder:

Such Products as the Bank may opt to purchase from the Bidder, provided, that this option shall not
relieve the Bidder of any warranty obligations under the Contract; and in the event of termination of
production of such Products:

Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to
procure needed requirements; and

Following such termination, furnishing at no cost to the Bank, the blueprints, design documents,
operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and
maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator is not able to meet its
obligations as per contract during contract period, we, as the OEM, shall perform the said obligations
with regard to their items by ourselves or through alternate & acceptable service provider.

Place:

Date:

Seal and signature of the OEM

9.6 Format for Bank Guarantee for Performance Security

From a Scheduled Commercial Bank's Branch in _____

(On a Non-Judicial Stamp Paper of Value Rs.100)

FORMAT FOR BANK GUARANTEE FOR PERFORMANCE SECURITY

THIS GUARANTEE AGREEMENT executed at ----- this ----- Day of -----
-----.

BY ----- Bank, incorporated under the provisions of the Indian Companies Act 1956, having our Registered Office at ----- (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

IN FAVOUR OF

The Assam Cooperative Apex Bank Limited, a co-operative bank having its registered office at Panbazar, Guwahati, Assam - 781001 and having its Branch Office amongst other places (hereinafter called "Bank" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

1. WHEREAS Bank called for the bids for SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM CO-OPERATIVE APEX BANK LTD. SITUATED AT PANBAZAR, GUWAHATI, ASSAM vide RFP no ACAB/HO/IT/E-office/337, dated 05-05-2026.
-----, having its registered office at -----, (hereinafter referred to as "Bidder", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and permitted assigns) have been appointed as the Bidder and accordingly has entered into Contract with Bank subject to the terms and conditions contained in the said documents and the Bidder has duly confirmed the same.
2. AND WHEREAS pursuant to the Bid Documents, the Contract, and the other related documents (hereinafter collectively referred to as "the said documents", the Bank has agreed to avail from Bidder and Bidder has agreed to provide to the Bank, services as SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM CO-OPERATIVE APEX BANK LTD. SITUATED AT PANBAZAR, GUWAHATI, ASSAM, more particularly described in the Schedule/Annexure to the said documents (hereinafter collectively referred to as "the Services"), subject to payment of the Contract price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.
3. AND WHEREAS the Bidder has duly signed the said documents.
4. AND WHEREAS in terms of the Contract, the Bidder has agreed to provide the Services and to procure an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a bank (Guarantor) acceptable to the Bank for securing Rs. ----- (Rupees -----
-----only) towards faithful observance and performance by the Bidder of the terms, conditions, covenants, stipulations, provisions of the Contract/the said documents.
5. AND WHEREAS at the request of the Bidder, the Guarantor has agreed to guarantee the Bank, payment of the 10% of the Contract Price of Rs. ----- (Rupees -----
-----only) amounting to Rs. ----- (Rupees -----only) ("Guarantee") towards faithful observance and performance by the Bidder of the terms of the Contract.

NOW THEREFORE THIS GUARANTEE STATES AS FOLLOWS

Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation at Head Office of the Bank situated at Panbazar, Guwahati, Assam

In consideration of the above premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees to the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on written demand, to the Bank at its registered office at -----, the amount of Rs. ----- (Rupees -----only) or any part thereof, as the case may be, as aforesaid due to the Bank from the Bidder, towards any loss, costs, damages, etc. suffered by the Bank on account of default of the Bidder in the faithful observance and performance of the terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse restricted to the Bank Only or protest or without any reference to the Bidder. Any such written demand made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the Bidder or any dispute between the Bank and the Bidder pending before any Court, Tribunal, Arbitrator, or any other authority. Provided, however the written demand must be accompanied by a copy of the notice sent to the Bidder by the Bank to cure/rectify the default at least 30 (thirty) days prior to presentation of any written demand of its intention to have recourse restricted to the Bank Only to the Guarantee, setting out the act or omission of the Bidder, which it asserts constitutes the breach of terms and conditions of the said documents or loss/damage suffered giving rise to the written demand.
2. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable till -----.
3. The Bank shall be the sole judge to decide whether the Bidder has failed to perform the terms of the Contract for providing the Services by the Bidder to the Bank, and on account of the said failure what amount has become payable by the Bidder to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded in writing without any objection, whatsoever.
4. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank.
5. The liability of the Guarantor, under this Guarantee shall not be affected by
 - i. any change in the constitution or winding up of the Bidder or any absorption, merger or amalgamation of the Bidder with any other company, corporation or concern; or
 - ii. any change in the management of the Bidder or takeover of the management of the Bidder by the Government or by any other authority; or
 - iii. acquisition or nationalization of the Bidder and/or of any of its undertaking(s) pursuant to any law; or
 - iv. any change in the constitution of Bank/ Bidder; or
 - v. any change in the set up of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
 - vi. the absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.
6. Notwithstanding anything contained hereinabove, the liability of the Guarantor hereunder shall not exceed the rupee equivalent of Rs. ----- (Rupees -----only) being the 10% of the Contract Price.
7. This Guarantee will expire on ----- . Any written demand under this Guarantee must be received by the Guarantor on or before ----- and if no such written demand has been received by the Guarantor by -----, then all the rights of the Bank under this Guarantee shall cease.

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8. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of Gangtok city where the Bank has its Registered Office shall alone have jurisdiction to the exclusion of all other courts.
9. Notwithstanding anything contained herein:
Our liability under this Guarantee shall not exceed Rs. ----- (Rupees -----
-----only)
This Guarantee shall be valid for **66 months** i.e., until -----

The beneficiary's right as well the Bank's liability under this Guarantee shall stand extinguished unless a written claim or demand is made under this Guarantee on or before -----

Signed and delivered by the above named _____ Bank by its Authorized Signatory as authorized by Resolution / Regulation / Decision of its Regional Board / Central Board in accordance with the decision / resolution passed on _____.

Authorized Signatory

In the presence of: 1.

2.

Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation at Head Office of the Bank situated at Panbazar, Guwahati, Assam

9.7 Format for Pre- Bid Query

If, Bidder, desiring to respond to RFP for SELECTION OF VENDOR FOR SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM CO-OPERATIVE APEX BANK LTD. SITUATED AT PANBAZAR, GUWAHATI, ASSAM, requires any clarifications on the points mentioned in the RFP, it may communicate with Assam Co-operative Apex Bank on or before the date specified using the following format (in an Microsoft excel (xls/ xlsx) format).

All questions should be received as per the last date mentioned in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated over the bank's website.

Sl No	Section details from the RFP	Page No.	Details mentioned as per RFP	Changes requested by Bidder	Bank's response

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9.8 Commercial Bill of Material

A. License Procurement Cost

SI No	Particulars	Product name & version	Amount (INR)
1	E-Office Solution including all modules		
2	Others (Please Specify)		

B. Implementation Cost

SI No	Particulars	Description	Amount (INR)
1	E-Office Solution including all modules		
2	Others (Please Specify)		

C. ATS Cost

SI No	Particulars	Product name & version	Year 2 Amount (INR)	Year 3 Amount (INR)	Year 4 Amount (INR)	Year 5 Amount (INR)
1	E-Office Solution including all modules					
2	Others (Please Specify)					

D. Cost of Archival of Existing physical files and documents in Digitized form

SI No	Particulars	Rate (R)	No. of Pages (P)	Amount (R*P) (INR)
1	Cost of digitization and archival of existing physical files and documents in the E-Office Solution		50000*	

*Note: This number has been considered only for rate fixation. The total cost of digitizing and archiving the existing physical files and documents in the E-Office Solution shall be paid on actuals.

9.9 Non-Disclosure Agreement

(On Rs.100 Non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This.....day of.....2025 BY AND BETWEEN Company Limited, a company incorporated under the Companies Act, 1956 having its registered office at (Hereinafter referred to as the Vendor which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

Assam Co-operative Apex Bank Ltd., a co-operative bank having its Head Office at Panbazar, Guwahati - 781001 (hereinafter referred to as "Bank" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Vendor and Assam Co-operative Apex Bank are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS:

1. Assam Co-operative Apex Bank is engaged in the business of providing financial services to its customers and intends to engage vendor for SUPPLY AND IMPLEMENTATION OF E-OFFICE FOR WORKFLOW AUTOMATION AT HEAD OFFICE OF THE ASSAM CO-OPERATIVE APEX BANK LTD. SITUATED AT PANBAZAR, GUWAHATI, ASSAM

2. In the course of such assignment, it is anticipated that Assam Co-operative Apex Bank or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Vendor some Confidential Information (as hereinafter defined), to enable the Vendor to carry out the aforesaid assignment (hereinafter referred to as " the Purpose").

3. The Vendor is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and or proprietary of Assam Co-operative Apex Bank. The Vendor undertakes to safeguard and protect such confidential information as may be received from Assam Co-operative Apex Bank.

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and the Assam Co-operative Apex Bank granting the Vendor and or his agents, representatives to have specific access to Assam Co-operative Apex Bank property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:

(i) "Confidential Information" means all information disclosed/furnished by Assam Co-operative Apex Bank to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

(ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

- (a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,
- (b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to

Request for Proposal (RFP) for Selection of Agency for E-Office/Workflow Automation Implementation at Head Office of the Bank situated at Panbazar, Guwahati, Assam

- receiving it from Assam Co-operative Apex Bank,
- (c) was rightfully obtained by the Vendor from a source other than Assam Co-operative Apex Bank without any obligation of confidentiality,
- (d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify Assam Co-operative Apex Bank of such order and afford Assam Co-operative Apex Bank the opportunity to seek appropriate protective order relating to such disclosure.
- (e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
- (f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of Assam Co-operative Apex Bank in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement

2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify Assam Co-operative Apex Bank immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding Assam Co-operative Apex Bank and any of its Affiliates, customers and their accounts (“Customer Information”). For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of Assam Co-operative Apex Bank’s business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes and procedures; or
- d) current and future business plans; or
- e) personnel information; or
- f) financial information.

3. Publications: The Vendor shall not make news releases, public announcements, give interviews, issue

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or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of Assam Co-operative Apex Bank.

4. Term: This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by Assam Co-operative Apex Bank, whichever is earlier. The Vendor hereby agrees and undertakes to Assam Co-operative Apex Bank that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to Assam Co-operative Apex Bank, all information received by it from Assam Co-operative Apex Bank for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to Assam Co-operative Apex Bank to certify in writing upon request of Assam Co-operative Apex Bank that the obligations set forth in this Agreement have been complied with.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain.

6. Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by Assam Co-operative Apex Bank to the Vendor, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with Assam Co-operative Apex Bank.

7. Remedies: The Vendor acknowledges the confidential nature of Confidential Information and that damage could result to Assam Co-operative Apex Bank if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, Assam Co-operative Apex Bank may suffer immediate irreparable loss for which monetary compensation may not be adequate. Assam Co-operative Apex Bank shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement.

Any claim for relief to Assam Co-operative Apex Bank shall include Assam Co-operative Apex Bank's costs and expenses of enforcement (including the attorney's fees).

8. Entire Agreement, Amendment and Assignment: This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

9. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Guwahati shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

10. Indemnity: The Vendor shall defend, indemnify and hold harmless Assam Co-operative Apex Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortious or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.

11. General: The Vendor shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.

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All Confidential Information is provided “as is”. In no event shall the Assam Co-operative Apex Bank be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by Assam Co-operative Apex Bank constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose.

Assam Co-operative Apex Bank discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, merchantability, fitness for a particular purpose, title, non-infringement, or anything else.

12. Waiver: A waiver (whether express or implied) by Assam Co-operative Apex Bank of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent Assam Co-operative Apex Bank from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.

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(Designation)

For and on behalf of Assam Co-operative Apex Bank

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(Designation)

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9.10 Undertaking for MSME Benefits

Ref: ACAB/HO/IT/E-office/337 dated 05-05-2026

Date:

**To,
The Managing Director
Assam Co-operative Apex Bank Ltd.
Head Office Panbazar
Guwahati – 781001**

Dear Sir,

Sub: MSME benefits for RFP Ref. No. ACAB/HO/IT/E-office/337 dated 05-05-2026

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. ACAB/HO/IT/E-office/337 dated 05-05-2026 for Supply and Implementation of E-Office for Workflow Automation at Head Office of The Assam Cooperative Apex Bank Ltd situated at Panbazar, Guwahati, Assam.

We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

a) Exception to MSMEs from payment of tender document fee and EMD

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours faithfully,

Signature

Name:

Designation: