The Latur District Central Co-Op. Bank Ltd., Latur

Request for Proposals

for

Stationary Management Module

RFP Ref: LDCC/IT/005/2025 Dated: 16/08/2025

Last Date for Submission: 25/08/2025

Before: 05.00 p.m.

Invitation for Proposals

The Latur District Central Co. Op. Bank Ltd invites proposals for Stationary Management Module for Latur District Central Co-Op Bank Ltd, Latur.

Sr. No.	Particulars	Details
1	**Project Name**	**RFP for Stationary Management Module**
2	RFP Inviting Bank	The Latur District Central Co-Op Bank Ltd, Latur
3	RFP Reference No.	LDCC/IT/005/2025
4	Availability of RFP Documents	You can obtain the RFP by visiting website www.laturdccb.com
5	Date of Issuance of RFP	16/08/2025 to 25/08/2025 (Office Hours)
6	Last Date and Time for Proposal submission (on or before)	25/08/2025 till 05:00 PM
7	Mode of Submission of RFP	Proposal by Email at estate@laturdccb.com
8	Communication Address	All communications, including proposal documents should be addressed to: The Latur District Central Co-Op Bank Ltd, Head Office, Tilak Nagar, Main Road, Latur Phone No - 02382-243143 / 98229 80828 Email ID: estate@laturdccb.com Website: www.laturdccb.com

The bank reserves the rights to reject any or all the proposals or call off the entire tender process without providing any specific reason for the same.

Technical specifications and terms and conditions for submitting the proposals are described in the RFP document.

The Managing Director,

The Latur District Central Co. Op. Bank Ltd,
Latur

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1. Introduction

The Latur District Central Co-Op Bank Ltd is a District Central Co-operative Bank is having its Head Office at Latur (hereinafter referred to as “LDCC”). The LDCC Bank has total 123 branches and, Head Office which covers its operations within Latur district.

2. Objective of the RFP

The objective of the stationery module is to maintain a centralized, transparent, and efficient system for tracking stationery items assigned to various branches and managing replenishment requests in a timely manner. This ensures accurate inventory control, reduces the risk of shortages, minimizes wastage, and supports smooth banking operations through effective stationery management.

3. Basic Instructions to The Bidder

3.1 The Bidder is expected to have read and examined all the instructions, forms, terms and specifications in the Tender Document with full understanding of its implications. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Bidder’s risk and may result in outright rejection of the bid.

3.2 The Bidder is advised to strictly adhere to the Annexure provided for that purpose in this document. Any deviation in this matter will lead to disqualification of the Tender.

3.3 Definitions

The Bank	**Latur District Central Co-operative Bank Limited, Latur.**
BIDDER	The prospective Bidder who has received Tender Document and intends to offer **Stationary Management Module** mentioned in this Document. Henceforth called as “BIDDER”

3.4 Procedure / Instructions for Submission of Bid

a. Proposals shall be submitted by emailing on or before the due date and time.
b. Relevant certificate / documents should be attached as required.

3.5 Amendment In Tender Document

At any time upto the last date of receipt of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment. All such amendments shall be binding on all the Bidder. The bank shall inform such amendments to all the Bidder only by e-mail on the Provided Email ID by the Bidder.

To afford prospective Bidder reasonable time to take the amendment into account in preparing their Bids, the Bank may, at its discretion, extend the last date for the receipt of Bids and date of opening the bids which shall be conveyed to all the Bidder only by e-mail on the Provided Email ID by the Bidder.

3.6 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Bank, shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another Language (Devnagari) so long as it is accompanied by an English version in which case, for purposes of interpretation of the Bid, the English version shall govern.

3.7 Bid Currency and Related

- Rates should be quoted in Indian Rupees (INR) only.
- The Bidder is intimated to specify basic cost and applicable taxes separately in columned form.
- The rate quoted by the Bidder should cover all the services as per scope of work.
- Taxes extra as applicable.

3.8 Validity

The Bids shall remain valid for 60 days from the last date of submission. The Bidder may be required to give consent for the extension of the period of validity of the bid beyond initial 60 days, if so desired by the Bank, in writing. Refusal to grant such consent would result in rejection of bid. However, any extension of validity of bids will not entitle the Bidder to revise/modify the bid. The decision of the Bank in this behalf will be final, conclusive, and binding on the Bidder.

4. Eligibility Criteria for Bidder's Qualification

Bidders with minimum 3 years of experience in providing Stationary Module Implementation are eligible to participate in the tender.

Sr. No.	Pre-Qualification Requirement	Supporting Document
1	The bidder must be a registered company under the Companies Act, 1956/2013 or a registered partnership firm/LLP in India.	Company Registration Certificate, Valid GST registration and PAN must be provided.
2	The bidder must have at least one year of experience in the development, customization, and implementation of	Self-Declaration

	software modules for banks or financial institutions.	
3	The bidder must have successfully completed at least one similar project.	Self-Declaration
4	The bidder must provide a live demonstration of the proposed stationary module, showcasing all functionalities as per the Bank's requirements. The module must meet the security configurations specified in the Scope of Work.	Self-Declaration. Product Demonstration during Technical Evaluation.
5	The bidder must submit a self-declaration on company letterhead confirming that the company, its directors, and affiliates have not been blacklisted or debarred by any Government department, financial institution, or regulatory body in India.	Self-Declaration
6	The bidder must comply with all applicable RBI guidelines, data protection laws, and industry best practices for security and privacy.	Self-Declaration

The Bank reserves the right to relax or enhance the eligibility criteria depending on merits and may accept / reject any or all of the offers without assigning any reason whatsoever.

5. General Terms and Conditions of The Tender

1. Proposals should follow the format established in this documents.

2. Any clarifications/information required should be submitted by email at least 3- days prior to due date so that response shall be provided to all the bidders.

3. Tender documents are not transferable.

4. As part of this solution and offering, Bidder must install and configure Stationary Management Module.

5. Proposals may not be withdrawn after submission and shall be valid for a period of 90 days.

6. Proposals must in organized, structured, and indexed manner. Brochures / leaflets and other documents with index, if not organized in index manner and documents not found at the time of tender scrutiny, bank will reject the tender. No communication in this regard will be entertained.

7. The Bidders must identify by name, title, and telephone number, the person(s) in their organization to whom the Bank can address questions during the evaluation of proposals.

8. The proposal should be complete in all respects and contain all information asked for, along with all the technical/product details. The Proposal should include all items asked for in the attached Annexure.

6. Scope of Work

The module will:

- Maintain an inventory of stationery items (Cheques, Passbooks, Registers, Files, etc.)
- Assign stationery stock to branches.
- Allow branches to raise stationery requests.
- Provide tracking of inventory movement.
- Generate detailed reports (monthly, yearly) in Excel format.
- Facilitate approvals and audit logs for transparency.

The details of the software requirement specifications are as per Annexure I.

7. Terms of Conditions of the Work Order

a. Technical Inspection and Performance Evaluation:

The Latur District Central Co. Op. Bank Ltd reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of the Stationary Module provided by short-listed bidders through its technical consultant.

Terms and conditions for Bidders who participate in the tender are specified in the section called “Terms and Conditions”. These terms and conditions will be binding on all the Bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful Bidder(s) on the outcome of the tender process.

7.2 Purchase Order

The eligible Bidder with lowest rates after negotiation for Stationary Management Module will be awarded the purchase order as per terms and conditions mentioned.

7.3 Non-transferable Tender

This tender document is not transferable. Only the Bidder, who has purchased this tender document, is entitled to quote.

7.4 Opening of Offers by Latur District Central Co. Op. Bank Ltd

The offer for all the Bidders shall be opened by the bank in presence senior management of the bank. Bank may call the Bidder’s representatives who choose to attend the opening of the tender on the specified date as mentioned earlier in the tender document. The incomplete proposals which do not meet the prerequisite criteria shall be rejected.

7.5 Location of Services

This tender is being floated by the Head office of Latur District Central Co. Op. Bank Ltd. The Bidder must provide Stationary Management Module and maintenance services during warranty period.

7.6 Costs & Currency

The offer must be made in Indian Rupees only, including the following:

1. Rates for Stationary Module as per annexure I.
2. Cost of installation, configuration & training of the Module.
3. Cost of conveyance & transport if any must be inclusive.
4. Cost of installation and configuration must be inclusive.
5. Taxes extra as applicable.

7.7 Fixed Price

The commercial offer shall be on a fixed price basis exclusive of all taxes, levies.

7.8 Bank's Right to Reject Any/All Bids

- The Bank reserves the right to accept or reject any bid in part/full or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the ground for its action. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.

- The Bank reserves the right to re-issue the Tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of the Bank. Any decision in this regard shall be final, conclusive and binding on the Bidder.

- The Bank reserves the right to give minor deviations to any / all the Bidder in the techno-commercial specifications of bid. Any decision of the Bank in this regard shall be final and shall be binding on the Bidder.

- The Bank reserves the right to issue a Work Order in phases or to alter the quantities specified in the offer. The Bank also reserves the right to delete one or more items from the list of items specified in the offer. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.

7.9 Bid Evaluation Process

1. The Bank may, at its sole discretion, decide to seek more information from the bidder to normalize the bids. However, the bidder will be notified separately, if such normalization exercise as part of the technical evaluation is carried out.
2. To enable the technical evaluation, each bidder is required to furnish the details as per all attached Annexure.
3. The Bank reserves the right to contact any bidder, Client/Bank for clarification or information submitted, to contact current and past customers of the Bidder and to use other sources of obtaining information regarding the bidder, which may be deemed appropriate and would assist in the evaluation.
4. In addition, Bank reserves the right to negotiate any point in the proposal or the subsequent contract with the bidder. Bidder is requested to provide any relevant information about

additional features or services that they have included which they believe makes their products and / or service the best choice for Bank.

7.10 Payment Terms:

a. 50 % Advance along with Purchase Order.
b. 40 % on work completion of Stationary Module.
c. 10 % within one month of Project Completion.

7.11 Acceptance Tests:

At the discretion of Latur District Central Co. Op. Bank Ltd, there will be an acceptance test conducted by the Bidder in presence of Latur District Central Co. Op. Bank Ltd officials and technical consultant. This acceptance test may be performed within 3 months after installation of hardware and software.

There shall not be any additional charges payable by Latur District Central Co. Op. Bank Ltd for carrying out this acceptance test. Latur District Central Co. Op. Bank Ltd will take over the system on successful completion of the above acceptance test.

7.12 Penalty For Delay:

For any delay in installation of the Stationary Management Module, Latur District Central Co. Op. Bank Ltd will charge penalty @ 0.25% of the order value per week or part thereof, subject to a maximum of 5%.

8. Submission Guidelines

Interested agencies are invited to submit their proposals as per Annexure I by emailing on before due date. Proposals should include project timeline, and cost estimate.

9. Selection Process

The evaluation of proposals will be carried out as follows:

1. **Evaluation Criteria**
   Proposals will be assessed based on:
   - **Experience in Stationary Module Development** – Demonstrated track record of successfully developing and implementing similar modules in the banking sector.
   - **Relevance of Past Work** – Alignment of previous projects with the Bank's requirements and objectives.
   - **Cost-Effectiveness** – Competitive pricing while ensuring quality, scalability, and security compliance.
2. **Evaluation Method**
   - **Technical Evaluation**: Proposals meeting the eligibility criteria will first be evaluated for technical capability and relevant experience.
   - **Financial Evaluation**: Technically qualified proposals will be evaluated for cost-effectiveness.

3. **Final Selection**
   The bidder with the highest combined technical and financial score, offering the best value for the Bank, will be selected for award of the contract.

10. Annexure I: Technical Specifications

1. Functional Requirements

1.1 Stationery Inventory Management

- Add/Edit/Delete stationery items in the inventory (Master Data).
- Update opening balances and stock received from Bidders.
- Maintain real-time stock levels of all items.
- View stock summary at Head Office and Branch level.
- Auto-notification for low stock alerts.

1.2 Branch-Wise Stock Assignment

- Assign stationery items to branches from Head Office.
- Record dispatch details (Date, Quantity, Branch Name, Code,)
- Branch stock will auto-update once received acknowledgment is submitted.

1.3 Branch Stationery Requisition (Request Module)

- Branch users can raise a request for stationery items.
- Requests must include: Item Name, Quantity Required, Branch name/code.)
- Workflow for request approvals (Branch Manager → HO Stationery Admin).
- Requisition status tracking (Pending, Approved, Dispatched, Closed).

1.4 Reports Module

- Generate Monthly and Yearly Reports in Excel.
- Reports to include:
  - Item-wise stock movement (Opening, Received, Issued, Closing Balance).
  - Branch-wise issued stationery summary.
  - Pending requisition requests.
  - Audit Trail Reports (User actions).
  - Custom Date Range Reports.

1.5 Role-Based Access Control (RBAC)

- **Admin (Head Office)**: Full access to manage inventory, approve requests, generate reports.
- **Branch User**: Can view their branch stock, raise requisitions, and track request status.
- **Auditor Role**: Read-only access to view reports and audit logs.

1.6 Audit Trail & Logs

- Every transaction (issue, request, approval) will be logged with:
  - Username
  - Timestamp
  - Action Performed.

- Logs will be available for audit review for at least 5 years.

1.7 Notifications & Alerts

- Email/SMS alerts for:
  - New requisition raised.
  - Request approval/rejection.
  - Dispatch status updates.

1.8 Dashboard & Analytics (Optional Enhancement)

- Dashboard view showing:
  - Current stock levels.
  - Pending Requests.
  - Graphical representation of monthly usage patterns.

1.9 Receipt Generation & Download (Bank Letterhead)

- After dispatching stationery to branches, the system will generate a Dispatch Receipt.
- The receipt will include:
  - Dispatch Date
  - Dispatch Reference Number
  - Item Names & Quantities Issued
  - Branch Name & Branch Code
  - Acknowledgment Section for Branch Signature
- Receipts will be auto generated on the Banks official letterhead (pre-configured template).
- All receipts will be stored in the system for future audit and verification.

2. Non-Functional Requirements

- **Accessibility**: Web-based module, accessible within the Banks secured intranet.
- **Data Backup**: Daily backup of all transactional data.
- **Security**: User authentication with two-factor login for HO Admin.
- **Performance**: System must support concurrent access by multiple branches.
- **Compliance**: System should adhere to IT Governance norms defined by NABARD/RBI.

3. Module Workflow Summary

HO Admin Updates Inventory → Branches Raise Request → Approval Workflow (BM → HO Admin) → Dispatch & Acknowledgement by Branch → Reports & Audit Logs Generation.

4. Mandates in All Modules

- All entries should be date and quantity stamped.
- Mandatory fields cannot be skipped in any form.
- No manual adjustment without admin-level authentication and audit log.
- Excel download available for every report module.
- Requisition requests will not proceed without mandatory fields filled (Item, Quantity, Branch Name/Code).

5. Deliverables

- Functional Stationery Management Module.
- User Manuals (HO & Branch User Guides).
- Training Session for HO Admin.
- Excel-based MIS Reports Templates.

6. Security Configuration – Stationary Module

1. Cloud Hosting & Infrastructure Security

1.1 The Stationary Module shall be hosted on a secure **cloud platform**, either **Amazon Web Services (AWS)** or **Microsoft Azure**, with security configurations aligned to industry best practices and RBI guidelines.

1.2 The hosting environment must:

- Be deployed in **India-based data centers** to comply with RBI's data localization requirements.
- Provide **AES-256 bit encryption** for data at rest and TLS 1.2 (or higher) encryption for data in transit.
- Include hardened server instances with restricted administrative access.

2. Authentication & Access Control

2.1 The application must implement **Two-Factor Authentication (2FA)** for all user logins, using an **Authenticator App** (e.g., Microsoft Authenticator, Google Authenticator) generating **time-based one-time passwords (TOTP)** or dynamic keys.

2.2 Access rights shall be managed through **Role-Based Access Control (RBAC)** with the principle of **least privilege** applied to all users.

2.3 Login attempts must be monitored with automatic lockout after multiple failed attempts.

3. Banking Environment Security Controls

3.1 The application shall be designed to withstand common cyber threats including phishing, brute-force attacks, DDoS, SQL injection, cross-site scripting (XSS), and zero-day exploits.

3.2 Security measures shall include:

- **Web Application Firewall (WAF)** for HTTP/HTTPS traffic filtering.
- **Intrusion Detection & Prevention Systems (IDS/IPS)** at the application and network level.
- Secure API management for all integrations.
- Automatic session timeout for inactive sessions.

4. Regulatory & RBI Compliance

4.1 The Supplier shall ensure full compliance with the following RBI frameworks and circulars:
- RBI's **Master Direction on Information Technology Framework for Banks**.
- RBI's **Cyber Security Framework for Banks/Co-operative Banks**.
- RBI's **Data Localization** guidelines for storage and processing of financial data.

4.2 Vulnerability Assessment & Penetration Testing (VAPT) shall be performed periodically by a **CERT-In empanelled auditor**, with reports shared with the Purchaser.

5. Monitoring, Logging & Incident Management

5.1 Continuous monitoring and centralized logging must be implemented, with logs retained for at least **180 days** in compliance with RBI guidelines.

5.2 Any suspected or confirmed security incident must be reported to the Purchaser within **2 hours** of detection, along with an immediate mitigation plan.

11. Annexure II: Commercial Offer Format

Sr. No.	Particulars	Total
1.	**One Time License Cost for Stationary Module** SRS as per Annexure I with • Customization as required by the Bank • Cloud Hosting & Infrastructure Security • Authentication & Access Control • Installation, Configuration & Training • Regulatory & RBI Compliance	
2.	**AMC for Stationary Module after one year of warranty (Yearly Cost)** • Software Updates and Upgrades • Customization as required by the Bank • Cloud Hosting & Infrastructure Security • Authentication & Access Control • Regulatory & RBI Compliance	
	Total Amount in INR	

Terms and Conditions:

1. **Applicable Charges**
   Any applicable taxes, duties, or levies will be charged extra at the prevailing rates at the time of billing.
2. **Payment Terms**
   a. **50%** of the total contract value shall be payable in advance along with the Purchase Order.
   b. **40%** shall be payable upon work completion of the Stationary Module.
   c. **10%** shall be payable within one month of the final Project Completion and acceptance by the Bank.
3. **Other Conditions**
   - All payments shall be made against submission of valid invoices.
   - Any delay in project timelines attributable to the bidder shall result in proportionate adjustment in payment milestones.
   - The Bank reserves the right to withhold final payment until satisfactory completion and sign-off of the project.

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