



**Request for Proposal (RFP) for Procurement of 400 Biometric Fingerprint Scanners**

**Ref No: TSCB/HO/IT/CBS/TENDER/2025-26/03, DT.17.07.2025**

**Tripura State Cooperative Bank Ltd. (TSCB)**  
**Head Office: 1st Floor, Post Office Chowmuhani, Agartala, Tripura-799001**  
**Email: [it.dept@tscb.co.in](mailto:it.dept@tscb.co.in)/tripurascb ltd@gmail.com**



## DISCLAIMER

The information in this Request for Proposal (RFP) document, or any subsequent information provided to Bidders, whether verbally or in writing by Tripura State Cooperative Bank Ltd (TSCB) or its representatives, is subject to the terms and conditions outlined in this RFP. This RFP is not an agreement or offer but an invitation to eligible parties to submit proposals. It aims to provide Bidders with information to prepare their proposals, though it may not include all details required by every Bidder. TSCB, its employees, or advisors make no representations or warranties and bear no liability for any loss, damage, cost, or expense arising from the RFP's content, accuracy, completeness, or reliability. Bidders must thoroughly review all instructions, forms, terms, and specifications. Failure to provide the required information or submitting a non-responsive bid may lead to rejection. TSCB reserves the right to update, amend, or supplement the RFP without obligation.





## 1. Notification

Details	Description
Mode of Bid Submission	Physical Bids
Procuring Authority	The Managing Director, TSCB
Bid Document Fee	Rs. 2,000/- via Demand Draft in favor of <b>Tripura State Cooperative Bank Ltd.</b> payable at Agartala. Scanned copy of payment receipt to be submitted.
Start Date and Time of Bid Download	17 <sup>th</sup> July 2025, 05:00 PM
Last Date and Time of Bid Submission	5 <sup>th</sup> August 2025, 3:00 PM
Opening of Technical Bid	5 <sup>th</sup> August 2025, 03:30 PM IST at TSCB Head Office, 1 <sup>st</sup> Floor, Post Office Chowmuhani, Agartala, Tripura (W) 799001

### Contact Details for Bidding Company/Firm:

- Name: \_\_\_\_\_
- Authorized Signatory: \_\_\_\_\_
- Address: \_\_\_\_\_
- Mobile No.: \_\_\_\_\_
- Telephone/Fax: \_\_\_\_\_
- Email/Website: \_\_\_\_\_



## 2. Abbreviations and Definitions

Term	Definition
<b>Authorized Signatory</b>	Representative with explicit/implicit powers to commit the bidder to a binding agreement.
<b>Bid</b>	A formal offer in response to this RFP.
<b>Bidder</b>	Any entity participating in the bidding process.
<b>OEM</b>	Original Equipment Manufacturer.
<b>SLA</b>	Service Level Agreement defining service delivery terms.
<b>TSCB</b>	Tripura State Cooperative Bank Ltd.





### 3. Invitation for Bid (IFB) & Notice Inviting Tender (NIT)

**TSCB/HO/IT/CBS/TENDER/2025-26/03, DT.17.07.2025**

Details	Description
Procuring Entity	TSCB, 1st Floor, Head Office, Post Office Chowmuhani, Agartala, Tripura-799001
Procurement Officer	General Manager (Administration), TSCB
Subject Matter	Supply, Commissioning, and Maintenance of 400 Biometric Fingerprint Scanners as per Annexure-II.
Bid Procedure	Single Stage Two-Part Open Competitive Bidding: Technical and Financial Bids.
Selection Method	Lowest Cost Based Selection (L1) among technically qualified bidders.
Website	<a href="https://www.tscb.co.in">https://www.tscb.co.in</a>
Bid Validity	90 days from bid submission date.



## 4. Introduction & Minimum Eligibility Criteria

### 4.1 Introduction

The Tripura State Cooperative Bank Ltd. (TSCB), established on January 21, 1957, is a premier cooperative bank registered under the Tripura Cooperative Societies Act, 1974, and governed by the Banking Regulation Act, 1949. TSCB operates 66 branches across Tripura and is now seeking to procure 400 Biometric Fingerprint Scanners to enhance security and authentication processes across its branches.

### 4.2 Objective

TSCB aims to deploy Biometric Fingerprint Scanners to support secure customer authentication and compliance with regulatory guidelines, integrating seamlessly with existing banking systems.

### 4.3 Minimum Eligibility Criteria

S.No.	Requirement	Specific Requirement	Documents Required	Compliance (Yes/No)
1	Legal Entity	Registered under Companies Act, 1956/2013, Indian Partnership Act, 1932, or LLP Act, 2008, in existence for at least 5 years as of 31/03/2025.	Copy of registration certificates, incorporation certificate, MoA, AoA, PAN, TAN, GSTIN.	
2	OEM/ Authorized Partner	Bidder must be OEM or authorized representative of Biometric Fingerprint Scanners.	OEM Manufacturer Authorization Form (MAF) (Annexure-VII).	
3	Financial Turnover	Average annual turnover from IT/ITeS of Rs. 1 Crore during FY 2021-22, 2022-23, 2023-24.	Audited P&L, Balance Sheet, CA Certificate (signed with registration number).	
4	Net Worth	Positive net worth as of 31/03/2024.	CA-certified Net Worth Certificate.	





S.No.	Requirement	Specific Requirement	Documents Required	Compliance (Yes/No)
5	Technical Capability	Supplied at least 200 Biometric Fingerprint Scanners to banks in India in the last 3 years.	Price-masked PO copies, completion certificates.	
6	Service Center	Operational service center in Tripura with centralized complaint monitoring system.	List of service centers, toll-free number, email, escalation matrix.	
7	Non-Blacklisted	Not blacklisted by any bank, RBI, or regulatory authority in India.	Self-declaration (Annexure-VI).	
8	Compliance Certificates	ISO-9001, BIS Certification for scanners.	Self-attested copies of certificates.	
9	Undertaking	Not insolvent, no criminal convictions, no conflict of interest, compliance with code of integrity.	Self-declaration (Annexure-IX).	

**Note:** Non-compliance with any criteria will lead to bid rejection. Documentary evidence must be submitted with the Technical Bid. TSCB reserves the right to seek clarifications but will not entertain undertakings for subsequent document submission.





## 5. Scope of Work

### 5.1 Supply and Installation

- **Supply, Installation, Testing, and Commissioning:** Deliver 400 Biometric Fingerprint Scanners (Model: MFS500 or equivalent) as per Annexure-II specifications, to be installed at TSCB's 66 branches.
- **Integration:** Integrate scanners with TSCB's Core Banking Solution (CBS) and UIDAI authentication systems, ensuring compliance with RBI and UIDAI guidelines.
- **Training:** Provide training to branch officials on scanner operation and maintenance, including user manuals in hard copy and PDF format.
- **Warranty:** Comprehensive on-site warranty for 3 years, covering hardware, software, and firmware updates at no extra cost.

### 5.2 Technical Specifications (Annexure-II)

S.No.	Parameter	Specification	Compliance (Yes/No)
1	Sensor Type	Optical Scratch-Free Sensor	
2	Spatial Resolution	500 dpi	
3	Sensing Area	Minimum 16mm x 18mm	
4	Image Size	256 x 360 pixels	
5	Image Grayscale	256 levels	
6	Light Source	LED	
7	Dimensions (L x W x H)	Approx. 75mm x 50mm x 25mm	
8	Weight	Approx. 150g	
9	Acquisition Time	< 2 seconds (placement to template)	
10	Interface	USB 2.0	
11	Operating Voltage	5V DC	
12	Operating Current	Max 200mA	
13	Standby Current	Max 50mA	
14	Operating Temperature	0°C to 50°C	





S.No.	Parameter	Specification	Compliance (Yes/No)
15	Storage Temperature	-20°C to 70°C	
16	Humidity	10% to 90% (non-condensing)	
17	Certifications	UIDAI Certified, ISO-9001, BIS, RoHS, EMI/EMC	
18	Device Driver	Compatible with Windows, Linux	

### 5.3 Service Requirements

- **Complaint Management:** Provide centralized complaint booking via email, toll-free number, and web portal with an escalation matrix.
- **SLA Compliance:** Adhere to RBI and NPCI guidelines for biometric authentication. Updates for new regulations post-bid submission at mutually agreed rates.
- **Spare Parts:** Ensure availability of OEM spare parts and repairability for 7 years from the date of purchase.



## 6. Instructions to Bidders

### 6.1 Governing Law

The procurement process is governed by the Tripura Public Procurement Act, 2012, and Rules, 2019. Bidders must familiarize themselves with these provisions.

### 6.2 Bid Submission

- **Two-Stage Bidding:** Submit Technical and Financial Bids in separate sealed envelopes, super-scribed with "RFP for Biometric Fingerprint Scanners."
- **Language:** Bids and correspondence must be in English.
- **Bid Validity:** 90 days from submission deadline.
- **TENDER FEE:** Rs. 2000/- to be submitted vide Draft in Favor of "**Tripura State Cooperative Bank Ltd.**" payable at Agartala, Tripura.

### 6.3 Amendments

TSCB may amend the RFP and upload changes on [www.tscb.co.in](http://www.tscb.co.in). Bidders must monitor the website for updates.

### 6.4 Cost of Bidding

Bidders bear all costs associated with bid preparation and submission.

## 7. Submission Guidelines

- **Technical Bid:** Submit Annexures I, II, VI, VII, VIII, IX, along with supporting documents (e.g., certificates, PO copies, audited financials) in a sealed envelope marked "Technical Bid for RFP TSCB/HO/IT/CBS/TENDER/2025-26/03, DT.17.07.2025"
- **Financial Bid:** Submit Annexure-III in a separate sealed envelope marked "Financial Bid for RFP TSCB/HO/IT/CBS/TENDER/2025-26/03, DT.17.07.2025"
- **Outer Envelope:** Both envelopes to be placed in a single outer envelope, super-scribed with "RFP for Biometric Fingerprint Scanners" and addressed to The Managing Director, TSCB, Head Office, Agartala.
- **Submission Address:** Head Office, Tripura State Cooperative Bank Ltd., 1st Floor, Post Office Chowmuhani, Agartala, Tripura-799001.
- **Deadline:** 5<sup>th</sup> August 2025, 03:30 PM IST





## 8. Evaluation Process

1. **Technical Evaluation:** Bids will be evaluated for compliance with eligibility criteria (Section 4.3) and technical specifications (Annexure-II). Only technically qualified bidders proceed to financial evaluation.
2. **Financial Evaluation:** L1 bidder will be selected based on the lowest Grand Total (inclusive of GST) in Annexure-III.

## 9. General Conditions

- **Delivery Timeline:** Complete supply and installation within 30 days from Purchase Order.
- **Payment Terms:**
  - 100% within 15 days from delivery.
- **Force Majeure:** Neither party liable for delays due to unforeseen events beyond control.

**Note:** For clarifications, contact [it.dept@tscb.co.in](mailto:it.dept@tscb.co.in)/[tripurascbltd@gmail.com](mailto:tripurascbltd@gmail.com). Bidders must monitor [www.tscb.co.in](http://www.tscb.co.in) for updates. TSCB reserves the right to reject any or all bids without assigning reasons.



## 10. Annexures

### Annexure-I: Bidder Information To be submitted on Bidder's Letterhead

Particulars	Details
Name of the Firm/Company	
Registered Office Address	
Contact Person & Designation	
Telephone/Mobile No.	
Email Address	
Website	
Date of Incorporation	
PAN Number	
GSTIN Number	
TAN Number	
Annual Turnover (FY 2021-22)	
Annual Turnover (FY 2022-23)	
Annual Turnover (FY 2023-24)	
Average Turnover (FY 2021-24)	
Net Worth as of 31/03/2024	
Service Center Address in Tripura	
Toll-Free Number & Email for Complaints	

#### Attachments:

- Copies of Incorporation Certificate, MoA, AoA, PAN, TAN, GSTIN.
- Audited P&L and Balance Sheet for FY 2021-22, 2022-23, 2023-24.
- CA Certificate for Turnover and Net Worth.

#### Declaration:

We hereby confirm that the information provided is true and correct to the best of our knowledge.

#### Authorized Signatory:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_





### Annexure-II: Technical Specifications

S.No.	Parameter	Specification	Compliance (Yes/No)	Deviation (if any)
1	Sensor Type	Optical Scratch-Free Sensor		
2	Spatial Resolution	500 dpi		
3	Sensing Area	Minimum 16mm x 18mm		
4	Image Size	256 x 360 pixels		
5	Image Grayscale	256 levels		
6	Light Source	LED		
7	Dimensions (L x W x H)	Approx. 75mm x 50mm x 25mm		
8	Weight	Approx. 150g		
9	Acquisition Time	< 2 seconds (placement to template)		
10	Interface	USB 2.0		
11	Operating Voltage	5V DC		
12	Operating Current	Max 200mA		
13	Standby Current	Max 50mA		
14	Operating Temperature	0°C to 50°C		
15	Storage Temperature	-20°C to 70°C		
16	Humidity	10% to 90% (non-condensing)		
17	Certifications	UIDAI Certified, ISO-9001, BIS, RoHS, EMI/EMC		



S.No.	Parameter	Specification	Compliance (Yes/No)	Deviation (if any)
18	Device Driver	Compatible with Windows, Linux		

**Attachments:**

- Self-attested copies of ISO-9001, BIS, RoHS, EMI/EMC certificates.
- Technical datasheet of the offered scanner model.

**Declaration:**

We confirm that the offered Biometric Fingerprint Scanner complies with the specifications above, except for deviations mentioned.

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_





### Annexure-III: Financial Bid Format

To be submitted on Bidder's Letter head:

S.No.	Description	Qty	Unit Price (excl. GST)	GST (%)	Total Unit Price (incl. GST)	Total Cost (incl. GST)
1	Biometric Fingerprint Scanner (3-year warranty)	400				
Grand Total (incl. GST)						

Total Cost in Words: \_\_\_\_\_

**Note:**

- Rates are inclusive of all costs (supply, installation, testing, commissioning, training, and warranty).
- L1 bidder will be selected based on the Grand Total (inclusive of GST).

**Declaration:**

We confirm that the quoted prices are firm and inclusive of all applicable taxes, duties, and charges as per RFP terms.

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_



**Annexure-IV: Service Level Agreement (SLA)**  
**Service Level Agreement for Supply, Installation, and Maintenance of Biometric Fingerprint Scanners**

1. **Effective Date:** From issuance of Purchase Order, valid for 3 years (warranty).
2. **Scope:**
  - Supply and commissioning of 400 Biometric Fingerprint Scanners.
  - Integration with TSCB's CBS authentication systems.
  - Comprehensive on-site warranty for 3 years.
3. **Service Requirements:**
  - **Uptime:** 98% per quarter (24x7x365), certified by bank officials.
  - **Response Time:** On-site response within 4 hours of complaint logging.
  - **Resolution Time:** Resolve issues within 24 hours of complaint logging.
  - **Preventive Maintenance:** Quarterly maintenance, including hardware checks, software updates, and cleaning.
  - **Complaint Management:** Centralized system via toll-free number, email, and web portal with escalation matrix.
4. **Compliance:** Adhere to RBI, and NPCI guidelines. Updates for new regulations at mutually agreed rates.
5. **Termination:** TSCB may terminate the SLA for non-performance, with 30 days' notice.
6. **Jurisdiction:** Courts in Agartala, Tripura.

**Acceptance:**

We agree to abide by the terms of this SLA.

**For Bidder:**

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_

**For TSCB:**

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_





## Annexure-V: Non-Disclosure Agreement (NDA)

### Non-Disclosure Agreement

This Non-Disclosure Agreement (NDA) is entered into on [Insert Date] between:

- **Disclosing Party:** Tripura State Cooperative Bank Ltd. (TSCB), Head Office, Agartala, Tripura-799001.
- **Receiving Party:** [Bidder's Name], [Bidder's Address].
- 1. **Purpose:** To protect confidential information shared during the procurement of Biometric Fingerprint Scanners.
- 2. **Confidential Information:** Includes RFP details, technical specifications, CBS integration data, and other proprietary information.
- 3. **Obligations:**
  - Receiving Party to use reasonable care to protect Confidential Information.
  - No disclosure to third parties without written consent from TSCB.
  - Use limited to bid preparation and contract execution.
- 4. **Term:** Effective from Purchase Order date until one-year post-SLA termination.
- 5. **Return/Destruction:** All Confidential Information to be returned or destroyed upon request or contract termination.
- 6. **Jurisdiction:** Courts in Agartala, Tripura.

#### Acceptance:

We agree to abide by the terms of this NDA.

#### For Bidder:

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_

#### For TSCB:

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_



## **Annexure-VI: Non-Blacklisted Declaration**

**To be submitted on Bidder's Letterhead**

**Subject:** Declaration of Non-Blacklisting

We, [Bidder's Name], hereby declare that our company/firm has not been blacklisted or debarred by any bank, the Reserve Bank of India (RBI), or any other regulatory authority in India as of the date of bid submission. We further confirm that no legal proceedings or investigations are pending against us that would affect our eligibility to participate in this RFP.

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_





**Annexure-VII: OEM Manufacturer Authorization Form (MAF)**

**To be submitted on OEM's Letterhead**

**Subject:** Manufacturer Authorization for RFP TSCB/\_\_\_\_\_/\_\_\_\_\_

We, [OEM Name], having our registered office at [OEM Address], hereby authorize [Bidder's Name], located at [Bidder's Address], to submit a bid, supply, install, and maintain Biometric Fingerprint Scanners as per RFP TSCB/\_\_\_\_\_/\_\_\_\_\_. We confirm that:

1. We are the Original Equipment Manufacturer (OEM) of the Biometric Fingerprint Scanners (Model: [Specify Model]).
2. The scanners offered should comply with ISO-9001, BIS, RoHS, and EMI/EMC certifications.
3. We will provide full technical support, spare parts, and firmware updates for 7 years.
4. [Bidder's Name] is our authorized representative for this RFP.

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_



**Annexure-VIII: Compliance Statement Certificate**  
**To be submitted on Bidder's Letterhead**

**Subject:** Compliance with RFP Terms and Conditions

We, [Bidder's Name], hereby certify that we have read and understood all terms, conditions, and specifications of RFP TSCB/\_\_\_\_\_/\_\_\_\_\_. We confirm full compliance with the RFP requirements, including technical specifications (Annexure-II), scope of work, and SLA terms, except for deviations explicitly mentioned in our Technical Bid.

**Deviations (if any):**

[List deviations or state "No Deviations"]

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_





**Annexure-IX: Undertaking for Legal and Ethical Compliance**  
**To be submitted on Bidder's Letterhead**

**Subject:** Undertaking for Legal and Ethical Compliance

We, [Bidder's Name], hereby undertake that:

1. We are not insolvent, in receivership, or under liquidation.
2. No criminal convictions or legal proceedings are pending against us that would affect our ability to fulfill the contract.
3. We have no conflict of interest with TSCB or its affiliates.
4. We comply with the Code of Integrity as per the Tripura Public Procurement Rules, 2019.
5. All information provided in our bid is true and accurate.

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal: \_\_\_\_\_



A handwritten signature in blue ink, appearing to be 'S. Sanyal', written to the right of the stamp.