



TRIPURA GRAMIN BANK

ত্রিপুরা গ্রামীণ ব্যাংক

Sponsored By:



পঞ্জাব ন্যাশানাল ব্যাংক
punjab national bank

(A Joint Undertaking of Govt. of India, Punjab National Bank and Govt. of Tripura)

Ref No. TGB/HO/Finance Div./Empanelment/01/2024

Date: 27.08.2024

Empanelment of Vendor for TDS/TCS/Income Tax

Last Date of Submission is 10.09.2024 up to 05.00pm

Tripura Gramin Bank invites application form from eligible CA for empanelment as Vendor for TDS/TCS/Income Tax of our bank.

Criteria for the empanelment is mentioned below:

- The firm should have been constituted in India for the last 10 years as on 31.03.2024.
- Firm should have minimum 2 partners (Qualifying Partners), and at least 1 C.A. employees (Qualifying Employees) on its payroll (as on 31.03.2024).
- All Qualifying partner and Qualifying Employee must be associated with the firm for a period not less than one year as on 31.03.2024.
- Firm should be regular Vendor of at least one scheduled commercial Bank / Financial Institutions (Including RRB / Co-operative Bank) for advisory / compliance services with respect to TDS/TCS/Income Tax (at organization level having balance sheetsize of more than Rs.500 Crore as on 31.03.2024) (01.04.2019 onwards).

(At least one year of continuous engagement from 01.04.2019 to 31.03.2024)

- The Firm should have average turnover of at least Rupees One Crore during last three financial years and should not have negative net worth in any of the last three years.
- The Firm should have acted as Statutory Central Auditor of at least one scheduled commercial Bank (including RRB / Co- operative Bank) having balance sheet size of more than Rs. 500 Crore as on 31.03.2024 (01.04.2019 onwards). **(Preferable)**
- The firm should have one partner stationed in Agartala **(Preferable)**
- Proprietorship/Partnership firm and Private limited Company are permitted to participate in Empanelment**.

**Joint Venture is not allowed/permitted to participate in empanelment

All the application regarding empanelment should reach to the following address on or before 10.09.2024 05.00 PM in hard copy sent by courier/ speed post.

**The Chief Manager
Finance Div.,
Head Office, 2nd floor,
Tripura Gramin Bank,
Abhoynagar, Agartala, Tripura.
Pin-799005.**



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However, applicant(s) may send scanned copy along with annexures, necessary documents mentioned herein as advance copy to us in our following email address hodana@tripuragraminbank.co.in . However, only the Hard copy send through courier/speed post will be accepted as valid application document for empanelment sent within the time frame mentioned above if not extended otherwise by the bank. Any corrigendum/clarification in respect of above empanelment shall be released only at our website <https://www.tripuragraminbank.org> portal, which may be visited regularly by intending applicants. For details and clarification please contact Finance Division, Head Office, Tripura Gramin Bank (Email: hodana@tripuragraminbank.co.in , Mobile-7085065170).

Bank reserves the right to cancel the empanelment process at any time without assigning any reason to the applicant(s). Bank also reserves the right to select or reject any applicant at its own discretion without assigning any reason to the applicant(s). Bank reserves the right to extend the time of application submission last date at its own discretion with a notification to its website www.tripuragraminbank.org on or before completion of last date of submission of application.

Chief Manager (Finance Div.)
Head Office
Tripura Gramin Bank

Enclosed:

1. **Annexure- I: application form for empanelment.**
2. **Annexure- II: Declaration proforma no debarment**



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Enclosures require to be submitted along with the empanelment application:

- Last 3 year audited balance sheet
- Income tax return of last 03 (three) years
- Proprietorship details of vendor to be submitted.
- KYC
- Bank details
- License & Registration
- GST Registration
- Details of empanelment with other Banks, Govt., or other institutions to be submitted.
- IBA Approval certificate for empanelment(if any)
- Past performance certificate of last 03 years to be submitted along with necessary documents.
- Declaration regarding non-debarment to be submitted as per proforma enclosed



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PARTICULARS TO BE FURNISHED FOR THE PURPOSE OF APPOINTMENT OF THE TAX VENDOR

Sl.No.	Description	
1	Name of the Firm	
2	Firm No. allotted by ICAI*	
3	Address	
4	Email	
5	Contact No	
6	Office Address	
7	Presence in no of state (Provide Address)	
8	Year of establishment & No of Completed years for practicing	
9	Name/s of partners* (Membership certificate issued by ICAI should be enclosed)	
10	Name of partner stationed at Agartala	
11	Person(s) propose to be assigned for the services and his/their profile	
12	Name, address and account Number of the firm's banker(s)	
13	PAN of the firm*	
14	GST registration no of the firm*	
15	Number of employees	
16	No of CA employees in the firm (out of above)	
17	Number of employees who has done DISA/CISA	
18	Net Worth as on 31.03.2024	
19	Turnover during last three financial years : 2021-22, 2022-23, 2023-24	
20	Details of major assignment	
21	Any other information considered relevant	



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Annexure-I

Performa of Application for TDS/TCS/Income Tax (On letter Head)

Chief Manager
Finance Div.
Head Office, 2nd floor
Abhoynagar, Agartala
799005

Application for appointment as TDS/TCS/Income Tax Vendor for the Bank

Please find enclosed information in Annexure concerning us for consideration of our firm to be appointed as TDS/TCS/Income Tax Vendor of the Bank.

1. We agree to undertake project , if allotted by you as per the scope of work(Terms of reference)
2. We hereby declare that our firm does not have any pecuniary liability or any claim /disciplinary/legal proceeding pending against us/ our partners or any other cause which could hamper our ability to render the services as envisaged.
3. We also declare that our firm has not been banned / declared ineligible for corrupt and fraudulent practices by the Gov. of India/ state governments /RBI/ICAI/and does not have any disciplinary proceeding pending against it or any of the partners with ICAI/RBI. If the aforesaid representation/declaration or information in the annexure is found to be incorrect, we agree that the Bank shall be entitle to terminate the agreement, if allotted, or initiate suitable action as deemed fit and appropriate by the Bank, without reference to us. We or our affiliates have, during the last three years , neither failed to perform on any agreement , as evidenced by imposition of a penalty by an arbitral or a judicial pronouncement of arbitration awarded against us or our affiliates , nor been expelled from any project or agreement nor had any agreement terminated for breach by us or our affiliates.
4. We also confirm that we have submitted only one application. No additional application have been submitted in name of self or sister concern or Associates.
5. We also confirm that in case a Firm is selected as successful bidder, we shall execute the contract in accordance with the terms and conditions in the RFP as per the format of agreement made available by the Banks.

Date:

Authorised Signatory

Place:



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Annexure-II

I/We, _____ Owner/Partner of the firm _____, applying as vendor firm/applicant for empanelment of **TDS/TCS/Income Tax** services in Tripura Gramin Bank, declare that I as an individual and as partner of the firm _____ and/or as a firm named _____ have never been debarred by any of the Bank or DFS or regulators like RBI, SEBI, IRDA, etc nor I as an individual and as partner of the of the firm _____ and/or as a firm named _____ have ever been included in the Central debarment list maintained by Department of Expenditure, Ministry of Finance.

It is also declared that there is no consistent history of litigation or arbitration awards against us.

Date:

Name of Authorised signatory _____

Seal and signature of authorised signatory _____

In the capacity of (Designation) _____

Duly authorised to sign bids for and on behalf of _____



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Scope of work/Term of reference (TOR)

The scope of Work is to provide end-to-end comprehensive solution for handling the centralized TDS/TCS compliance of the bank, which includes providing professional consultancy on compliance of TDS/TCS for the Bank, handling of customer complaints on TDS/TCS matters and supply, installation design, customization, configuration, implementation, maintenance and support of the hardware, software, operating system, database, middleware and other components required. Detailed scope of work are as follows:

a. Basic Responsibilities :

1. Supply, installation, configuration, customization and implementation of web based e-TDS solution in the Bank Data center and DR site, including importing of Data from exiting core Banking and other source applications, extraction of requisite data from the relevant Bank's applications for updating the same for filing of returns. The required changes/modification, if any , to be incorporated in the Bank's applications (including CBS)
2. .Hardware for the application will be provided by Bank. Any other software, middleware etc. for functioning of the solution to be provided by Vendor at no additional cost to the bank. Installation of Database, its configuration and integration with solution will be the responsibility of the vendor.

The solution shall include all components and subcomponents like software licenses, accessories and the vendor at no extra cost to the Bank should supply other components (required for commissioning of the solution as a part of RFP)

The vendor should use only licensed software for website development and should be hosted on a licensed infrastructure. Vendor has to take the prior permission from the Bank before using any open source software.

3. The Vendor should facilitate remittance of TDS/TCS deducted by the Branches/offices under centralized environment, generation of



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challans for payment of TDS/TCS by segregating the data based on nature of payment and payees.

4. The Vendor should facilitate Reconciliation of monthly TDS deduction. TDS deducted on expenditure/withdrawal data as per Bank's book and reconciliation of payment made and TDS deducted by various applications of the bank with that of balance outstanding in the respective account in CBS to be made.
5. The Vendor should facilitate to create Branch Master and TDS deductor master by importing data from the existing CBS/HRMS application of the Bank and maintain the same i.e. Branch Master, Customer Master, TDS Master, Employees data and pensioners data.
6. The Vendor should facilitate to generate file for uploading the generated challan information for the payment of TDS amount as per their prescribed format. TDS remittance should be strictly within statutory time lines. Scalability of the application for centralized challan payment from single location. Creation of challan payment mechanism, updating CIN Nos/generation of CIN No etc. for
7. The Vendor should facilitate interface/system for importing /fetching the TDS return data from source system as per the format of the source system. System should have mechanism to capture manual entry for third party payments data along with all the required validations, in case the data is not routed through the automated system. Facility to be provided for data integration for Form 24Q return from HRMS (Salary data) and Pension details.
8. The Vendor should facilitate automated allocation of challans against the respective deductee records in e-TDS application.
9. The Vendor should facilitate validation of data as per Income Tax guidelines like payment amount vis-à-vis TDS deducted, PAN Validation (including TDS rate @ 20% in case of Non PAN cases/non-filers u/s 206AB/ non PAN-Aadhar linking cases), TAN validations, TDS rate verification including DTAA rates, validation of lower/nil TDS deduction certificates / tax residency certificates/



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- UINs and any other validations required in terms of Income tax guide lines in force as amended from time to time should be available with suitable checks inbuilt in the system itself. Validate extracted data as per latest Return Preparation Utility (RPU) prescribed by NSDL/TRACES and generate exception/error reports (if any) for making necessary correction by the branches/offices wherever needed.
10. Service provider's utility should have capabilities of timely handling the adjustment interest/ negative interest in CBS/ Pension recovery Payment recoveries during challan generation and return filing. Hence, Vendor should properly allocate the negative interest with positive entries as per Finacle logic so that no short deduction default arise in TDS return.
 11. The Vendor should facilitate Seamless filing of E-TDS returns for all specified TDS/TCS returns as per prevailing statutory Income Tax rules and guidelines currently 24Q, 26Q, 26QAA, 27Q, 27EQ, 15CC and any other return as and when prescribed by Income Tax Department within the due dates for all respective Branches/Offices/TANs of the Bank.
 12. The Vendor should facilitate set up of mechanism for identifying/ filing of revised correction returns wherever applicable. Direct filing of correction return to income Tax e-filing system as and when required by the Bank as per Income Tax guidelines. Vendor should also recommend corrections in the Bank's source application systems to minimize revised returns in future.
 13. The Vendor should facilitate Centralized generation and downloading of Form 16/16A/ other Forms related to TDS/TCS from TRACES through Bank's intranet within the specified income Tax department time frame. Application should have the capability to send the Form 16/16A/other Forms related to TDS/TCS via email to the concerned deductee at their respective email ids registered with the Bank. Software solution should be capable to maintain the database of all the downloaded Form no. 16/16A/other Forms related to TDS/TCS which can be accessed by branches /other offices subsequently.
 14. The vendor should facilitate application having capability of generating and emailing TDS returns, acknowledgement (Form no 27A),



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success/failure reports, reconciliation reports directly to the branches/regional offices & HO TDS cell under finance division as and when demanded. System should maintain history of these email Id reports in Database.

15. The vendor should upgrade and update its Application/utility from time to time meet all requirements/ guidelines of Income Tax department regarding rates and slabs of Income Tax, TDS thereon & maintenance of changes for File Validation Utility (FVU) within the stipulated time frame without any additional cost to the bank
16. The Vendor's web application/utility should be available to branches/other offices through Bank's intranet only. However, for various online validations & online filing of returns, a link to the central server of TIN-NSDLIT Traces/ CPC TDS site may be facilitated.

Internet connection may be used by the vendor for specific purposes in Consensus with the Bank's Information Security team, Application should have functionality of modification/ correction of records at branch level / RO Level/ Department level and related monitoring and reporting facility should be available at controlling office/Central level.

17. Trial run for the E-TDS return filing and generation of MIS informing probable default cases along with recommended corrections in the Bank's source application systems to avoid future defaults.
18. The Vendor should facilitate to prepare and submit necessary MIS as per the Bank's requirement from time to time and facilitate generation of reports Branch wise/ Region Wise/Head Office wise.
19. The Vendor should facilitate to generate the data required for compilation of Tax audit report.
20. Vender to provide suitable process capable of Web integration or otherwise with the authorized portals as per the requirements of Income Tax from time to time.
21. Form No. 15G/15H should be dealt with accuracy and in time, capable of filing return directly to Income tax e-filing site.
22. Data validation for timely filing of Form No. 61 /61A/61B/15CC for Bank as a whole on the basis of data provided by the Bank.
23. Software Solution should facilitate to Centrally file return in Form 61A



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- (Specified Financial Transactions) & Form 61B (Reporting under FATCA& CRS) based on the data captured from the Bank e Bank data source after r its validation according to Income Tax Guidelines issued from time to time.
24. The Vendor should assist the Bank to clear old outstanding defaults and ensuring NIL future TDS defaults by advising necessary rectifications s in the Bank's applications systems.
 25. The selected vendor to ensure removal of TDS defaults reflecting on TRACES portal by generation of justification report, follow up with branches/ offices for obtaining correct data, prepare and file correction returns for all branches/offices having TANs.
 26. vendor should ensure to deploy sufficient qualified resource persons for Onsite/call center (off site) Support to assist the Bank in complying with the above scope of work within the statutory timelines as per the following:
 - a) Onsite Support during banking hours on all working days as per banks Calendar & as and when required in case of exigencies beyond above mentioned working hours
 - b) Vendor support staffs should be well trained to effectively handle queries raised by the Bank customer/employees etc.
 27. The Vendors web application/utility should be able to generate audit logs as per Bank's requirements
 28. Vendor to provide status and utilization of amount against unutilized challans.
 29. The Vendor will coordinate with existing vendor for data migration from existing vendors system to new vendor system without any additional cost to the bank.
 30. The selected Vendor will handle complaints of Customers/ Branches /Regional offices / Head Office departments. There should be proper Complaints Management platform for Branches/Other Offices for lodging Complaints and resolution thereof with present Status details/logs, so that Branches /Other Office can share details to Customers, vendors, etc.

Attending to queries, communications and complaints from branches and other offices of the Bank and responding the same within 3



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- working days and to resolve the same within 15 working days.
31. This is an end-to-end project and all the items required for keeping the project operational should be considered by the Vendor, even if the same is not explicitly mentioned in this RFP document. The solution must handle any number of Branches. The Vendor has to support any increases in branches count and deploy additional resources at no additional cost to the Bank.
 32. Vendor will have to review the existing TDS process on Quarterly/Periodic basis and any suggestion for modification should report to the Bank.
 33. Application/solution should be flexible enough to comply the existing as well as future changes and requirements related with TDS compliances and complaints management without any additional cost to the bank. Before hosting the application/solution network proper UAT will be conducted and upon attending the observations the application will be hosted.
 34. The selected vendor should update their system as and when required for changes/amendments in existing section/guidelines or insertion of new section by Income Tax Department for TDS related compliance without any additional cost to the bank.
 35. The Vendor to follow industry best practice Web based security including Bank's Information Security Guidelines. Vendor will ensure compliance/audit requirement of our information security department as and when required.
 36. The Vendor should share API or any other technical assistance for sharing of Database of all the downloaded Form no. 16/16A/other Forms related to TDS/TCS to our Internet Banking team, mobile banking team and team who is handling Bank's website for providing the same to customer. Vendor should also share API or any other technical assistance for sharing of Database of all the downloaded Form no.16/16A/other Forms related to TDS/TCS to publish such report in Digilocker, future application interface to other application including Digilocker for publishing such report.
 37. The Vendor should impart the training to the Bank staff for monitoring the application/solution, downloading Form 16/16A/other Forms, etc.
 38. The Vendor should identify the cases of non-deduction/short-



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deduction of TDS/TOS data received from various sources like CBS, HRMS, Card product, Treasury, pension divisions, etc. and collaborate with them to enable filing of such records. The service provider should ensure that there should not be any case of non-deduction/short deduction of TDS/TCS from various payments made by the Bank.

39. To comply and attend for the Justification reports and the statutory guidelines issued by income Tax authorities and / or by any statutory legal entity. Escalation matrix for resolution of issues to be provided.
40. Assistance and handholding during audits including Tax Audit, IS Audit, in replying to:
 - Queries raised during such audits;
 - Queries raised by the Income Tax Department pertaining to TDS; and
 - Show-cause notices if any, except personal hearings and in ensuring general compliance.
41. Reconciliation of 26AS for TDS/TCS receivable to the Bank:
 - a) Assistance in collating transactions on which TDS/TCS has been deducted for the tax period basis the details provided by the company.
 - b) Reconcile the above transactions with details as reflected in Form 26AS for the tax period and identify the mismatched/arrive at discrepancies.
 - c) Communicate the above identified mismatches/discrepancies and discuss the reasons and the action to be taken for such cases.
 - d) Follow up with the deductee by communicating the issue and help to resolve the same (over the email and telephone follow up can be done and report will be submitted).
 - e) Communication to the Tax authorities about the discrepancies for the Tax period wherever required through Traces portal grievance be raised for the particular discrepancies.
 - f) Providing a final report for the tax period reconciling the transactions for a purpose of future reference.

The above list is illustrative and not exhaustive, viz. the terms of



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- reference shall include providing professional consultancy for all activities required for the compliance of TDS/TCS for the Bank.
42. A helpdesk (Offsite) should be dedicated for obtaining/retrieving/preparation of data for filing regular and correction returns and other work as given above scope.
 43. Vendor should facilitate validation of PAN using bulk utilities for non-filers/specified person's identification for the purpose of section 206AB/206CCA/194N or as amended from time to time periodically as per requirement of the bank.
 44. The vendor should assist in providing solution and implementation for all the audit points raised by internal/external audit team during contract period, within the stipulated timelines, without any extra cost in coordination with OEM.
 45. To assist bank in submitting reply to all the notices received from IT office or any other offices relating to TDS.

(The above list is inclusive and not exhaustive i.e. Terms of reference shall include providing professional assistance for all activities required for due compliance with applicable TDS/TCS/Income Tax Rules / provisions).

GENERAL ASPECTS IN SCOPE

1. The selected Vendor should provide required software and licenses, including implementation/execution of the same within the stipulated time period.
2. The Vendor should take care of all aspects of installation on existing set-up, de-installation, configuration. Re-configuration., enhancements, updates. Version upgrades, migration, problem analysis, on-site, as well as off-site Support etc. to ensure smooth operations during and post implementation on perpetual basis.
3. Vendor will have to ensure the troubleshooting in all forms like technical, Administrative, consultancy and deductor/deductee related issues, etc.
4. Vendor should provide Non-Disclosure Agreement (NDA)



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and Service level Agreement (SLA) based services and the SLA tracking system as well as for maintaining operational workflow.

5. Time being an essential feature of the contract, the selected vendor to implement and install the systems in 3 weeks from the date of purchase order.

TERMS & CONDITION

1. DURATION OF CONTRACT

The duration of contract shall be for a period of 3 years from the date of signing of SLA provided services of the Vendor is satisfactory and evaluated at every year and also at Bank's sole discretion. Performance of the vendor will be reviewed annually by the Bank. Bank reserves the right to cancel the contract at any time in case services fails to meet any of the requirements as mentioned in RFP.

2. CONFLICT OF INTEREST

The vendor shall disclose to the Bank in writing, all actual conflict of interest that exist, arise or may arise (either for the vendor or the vendor's team) in the course of performing the services/empanelment as soon as practical after it becomes aware of that conflict. It is clarified that providing similar services to other clients shall not be construed as a conflict of interest.