

**HIRING OF COURIER SERVICE AGENCIES FOR SBI BRANCHES/ OFFICES ACROSS  
KARNATAKA**



**STATE BANK OF INDIA, BENGALURU.**

**PART A**

**INSTRUCTIONS TO TENDERERS AND GENERAL CONDITIONS.**

---

EMPLOYER: State Bank of India  
Local Head Office  
#65, St. Mark's Road  
Bangalore – 560 001

---

Issued to: M/s.....  
.....  
.....  
.....

---

**STATE Bank OF INDIA**  
**Ref No. BAN/P&E/CS/202506002**

2

State Bank of India, Bangalore, invites e-Tenders from Courier Service Agencies for Transporting and delivering of its documents to various places in Karnataka and other parts of India. Courier agencies are required to submit their applications online through Bank's e-tendering portal "<https://etender.sbi>."

For technical assistance regarding e-tendering the following persons shall be contacted;

1. **Ms. Kushboo Mehta** +91-9510813528 / +91-6354919566

2. **Mr. Nandan Valera** +91- 9081000427

**SBI Contact;**

Shri.Murali Krishna Valluri – 080-2594–3576

1	Name of the work	Hiring of Courier Agencies for SBI Branches/Offices across Karnatka
2	Contract period	02 Year and may likely to be extended for one more year upon satisfactory performance and as per mutually agreed terms and conditions at that time.
3	Earnest Money Deposit.	Rs.10,000/- , To be submitted Only in the form of Demand Draft in favour of Assistant General Manager, Office Administration Department, SBI, LHO Bengaluru and to be submitted physically at Office Administration Department Bengaluru, 3rd Floor, New Annexe Building, SBI LHO Campus, No.65, St. Mark's Road,Bengaluru.  <b>EMD Shall be in the form of Demand Draft only No other forms shall be accepted.</b>
4	Security Deposit.	Successful Bidder shall submit a Bank Guarantee for a sum of Rs.2,00,000/- (Rupees Two Lacs Only) from a scheduled Bank as Security Deposit.
5	Last date and time of receipt of E-Tender.	3.00 PM On 08-07-2025
6	Mode of tender submission	Tenders will be accepted only in e-tender portal <a href="https://etender.sbi">https://etender.sbi</a> . EMD in the form of hard copy in a closed cover and shall be submitted to Assistant General Manager, Office Administration Department , 3rd Floor,

		New Annexe Building, No.65, St.Mark's Road Bengaluru -1
7	Date and time of opening of tenders.	Technical Bid; 3.30 pm on 08-07-2025 Price Bid; 3.30 pm on 11-07-2025
8	Validity of tenders.	Rates quoted should remain valid for a period of 3 months.
9	Billing period	GST Invoices shall be raised on monthly basis.
10	Submission of Technical Bid	<p>Vendors shall download the entire Technical Bid to get acquainted with the terms and conditions and shall upload compulsorily all the pages of the technical bid without fail in the e-tendering portal after putting the signature, seal &amp; date. Failing to upload the technical bid as stated above, the tender will be rejected.</p> <p>However, L1 Tenderer should submit the Technical bid duly signed with company seal and date physically within 3 days on receipt of confirmation.</p>

In case the date of opening of tenders is declared as holiday, the tenders will be opened on next working day at the same time.

SBI has the right to accept/reject any/all tenders without assigning any reason(s).

It is the vendor's responsibility to get prepared well and get ready with E-Tendering procedures & well equipped with all requirements like digital signature of Class 3 signing and encryption facility. SBI will not take any responsibility of delay in submission of EMD, slow internet connectivity, system failures etc.

Assistant General Manager (OAD)  
SBI LHO - Bengaluru.

## **TENDER NOTICE**

4

### **TENDER FOR HIRING OF COURIER SERVICE AGENCY** **INSTRUCTIONS TO APPLICANTS**

- 1) The instructions pages, each page of the scope of work, Tender Price Form and the terms and conditions attached should be signed and stamped with the rubber seal of the establishment. The application should be signed by person/persons on behalf of the organization having necessary authorization /Power of Attorney to do so (Authorization letter shall be submitted as enclosure).
- 2) If the space in the format is insufficient for furnishing full details, such information may be supplemented on separate sheet of paper, stating therein the part of the format and serial number. Separate sheet shall be used for each part. All the annexures shall compulsorily be uploaded along with Technical bid.
- 3) Tender to be submitted only through Bank's eTendering portal **<https://etender.sbi>**.
- 4) Pre Bid meeting will be held on 02-07-2025 at 3.00 pm @ 2nd Floor, New Annexe Building, SBI Local Head Office Campus, No.65, St.Mark's Road, Bengaluru - 1.
- 5) Vendor shall at his own cost arrange for Digital signature of Class 3 category with signing and encryption. And also other necessary infrastructure for participating in the eTender. SBI will not take any responsibility of delay in submission of EMD, slow internet connectivity, system failures etc.

**STATE BANK OF INDIA**  
**OFFICE ADMINISTRATION DEPARTMENT, LOCAL HEAD OFFICE**  
**BENGALURU**

5

**Tender for Hiring Courier Agency**

- EMD: Rs.10,000/- (Rupees Ten Thousand only) in the form of Demand Draft Only, favoring State Bank of India of any Nationalized Bank (to be enclosed as Envelope-1). Tenders without EMD shall be rejected.
- The vendor, to whom, the contract will be awarded, shall have to deposit a sum of Rs.2.00 Lacs in the form of Bank Guarantee from any nationalized Bank in the name of vendor marking lien in the name of the Bank as security Deposit for the period of contract, within 7days from the date of award of work. The security deposit will be refunded only on completion of the contract. Failure of the bidder to submit the above-mentioned Security Deposit shall constitute sufficient grounds for annulment of the contract award. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority. The Security deposit will not carry any interest and will be refunded only on completion of the contract. The security deposit will be refunded within a month of the expiry or termination of the contract as the case may be after adjusting the dues payable by the vendor to the Bank if any.
- Period of contract: 02 year from the date of commencement and may likely to be extended for one more year upon satisfactory performance and as per mutually agreed terms & conditions at that time.

Other Points:

- The service provider shall comply with all the labour laws, legislations including:
- The payment of Minimum wages act. (Central Govt. rates).
- Employers Liability Act, including P.F. Act, ESI, Gratuity Act, Insurance Act, Bonus Act etc.
- Contract Labour ( Regulation and Abolition Act)
- Any other act or enactment relating thereto and rules framed there under from time to time.
- The service provider shall keep the Bank saved harmless and indemnified against claims of any of the workman and all costs and expenses as may be incurred by the Bank in connection with any such claim that may be made by any workman.

**TERMS AND CONDITIONS**  
**Tender for Hiring of Courier Service Agency**

6

1. The Service provider being a Company/Partnership/Proprietor concern should hold necessary licences for establishment of the agency (necessary proof to be attached).
2. The service provider should have a valid PAN/TIN and should have a valid GST number (necessary proof to be attached). Vendor's registered under composite GST shall not be eligible.
3. The service provider should have been in the field of courier service business for the past 5 years.
4. The service provider should have a minimum experience of Three years in rendering courier services to reputed clients including Govt. Dept/ PSB's/PSU's. Attach photo-copy of proof (viz. Work Orders, latest certified bill copies, work completion letters etc.).
5. The service provider should have Pan-India presence with wide distribution centres / offices established across India. (List of offices/centres/franchisees to be enclosed).
6. **The service provider should have online consignment tracking facility available in its official website.**
7. Daily pick up/Delivery system at the Doorstep should be in place at all locations.
8. The service provider should have a minimum turnover of Rs.25 lacs per annum in the last Three years (*last 3 years audited balance sheet to be enclosed along with IT returns filed documents*).
9. The service provider shall arrange for the services as per the Scope of Work enclosed. He shall adhere to the given time schedule and work to be performed as mentioned in the Scope of Work. Price Bid is described more specifically in page No.15
10. The service provider shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the service provider and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and said personnel so engaged by the service provider. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the service provider and it shall be the sole responsibility and liability of the Vendor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.

11. The service provider shall discharge his obligations under these presents most diligently, efficiently and honestly.
12. The service provider shall bear all costs and expenses and stamp duty in respect of all Agreements that may be entered into with the Bank to give effect to this arrangement.
13. The service provider shall alone bear all taxes, rates, charges, levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with the rendering services. However, GST applicable shall be reimbursed to the Agency/ firm on submission GST invoice.
14. The service provider will be obligated to meet the said authorized officer once in a month for assessing and monitoring the quality of services rendered. The service provider shall comply with such observations/feedback made and furnished by the Bank for improvement of the services by him/her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate these presents under due notice of 3 months to the service provider without incurring any further liability therefore.
15. The agreement shall come into force and be effective for a period of 2 year. This agreement shall be terminated by efflux of time or earlier by three months' notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the service provider under these presents. The service provider may, after giving three months' notice to the Bank terminate the contract, if he so desires at any time during the course of the currency of this agreement. After completion of 1 year, contract period may likely to be extended for one more year upon satisfactory performance and as per mutually agreed terms and conditions at that time.
16. The service provider shall deposit a sum of Rs.2.00 Lacs in the form Bank Guarantee from any nationalized Bank in the name of vendor marking lien in the name of the Bank as security deposit for the period of contract, within 7 days from the date of award of work.

The security deposit will be refunded only on completion of the contract. Failure of the bidder to submit the above-mentioned security deposit shall constitute sufficient grounds for annulment of the contract award. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority. The Security deposit will not carry any interest and will be refunded only on completion of the contract. The security deposit will be refunded within a month of the expiry or termination of the contract as the case may be after adjusting the dues payable by the vendor if any to the Bank.

17. The service provider undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensation's of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The service provider shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensation's etc. if any as aforesaid.
18. The service provider shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due' during the currency of these presents.
19. The service provider will submit the bills for the services rendered along with Proof of Delivery (POD), only at the end of each month to the authorized officer who will scrutinize the bills and if found in order, certify for payment along with the certificate. The payments as far as possible will be made within Two weeks from the date of certification.
20. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed delivery timelines without assigning any reason whatsoever and no claim will be entertained in this regard.
21. All questions relating to the performance of the obligations under this agreement and to the quality of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to the Bank, whose decision shall be final, conclusive and binding on the service provider.
22. All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the service provider under the law but not so paid, shall be set-off against the bills raised by the service provider and paid to the respective government departments or authorities as may be required under law and the service provider shall have no claim against the Bank in respect of any or all such payments.
23. The service provider should possess, for the entire duration of these presents, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1950 and rules there under. The service provider shall comply with all rules and regulations in force under the said Act and rules.

24. The service provider shall in terms of the provisions of Sections 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the service provider in complying with the said provisions, the Bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the service provider without prejudice to its other rights and remedies under these presents. The service provider shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations.
25. Any changes in the staff of yours at our Offices should be brought to the notice of Asst.General Manager (OAD).
26. The service provider shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, the Bank may at its discretion but without prejudice to its other rights and remedies terminate this contract.
27. a) The service provider shall be responsible for any loss due to theft/pilferage and/or damage to the Bank's property, when such damage is, in the opinion of the Bank, i.e. the said authorized officer, caused due to negligence, carelessness or any fault on the part of the service provider or his workmen/employees engaged for the services and the quantum of loss arrived at by the said authorized officer is final and binding on the vendor and such losses shall be recovered by the Bank from the charges payable to the vendor and from Security Deposit. The service provider shall ensure that the 'character and antecedents of the personnel engaged by him are duly verified before such engagement:
- b) If during the currency of the Contract, any Statute, rules / Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the service provider or his workmen/employees.
- c) Any indulgence, forbearance or waiver, granted or shown or made on the part of the Bank will not prejudice its rights under the contract.
28. The Courier agency awarded with the contract shall have to maintain a Bank account with SBI and must quote said account details viz. number, IFSC Code, PAN No., GST No. HSN No. and GST No. of Bank etc. in the bill and all the amounts payable by the Bank to the agency shall be credited by the Bank in the said Bank account. Similarly, any amount payable by courier agency to the Bank shall be recovered by the Bank directly debiting to the said Bank account of the courier agency(s).
29. The agreement for courier services may be terminated by Courier Agency by giving three months' notice to the Bank expressly informing the intention to terminate the contract. In

that event the Courier Agency shall pay to the Bank Rs 1 lakh (Rupees One lakh only) before expiry of the period specified in termination notice failing which Bank shall be liable to invoke the Bank guarantee or appropriate said amount from the security deposit. Under no circumstances, agreement can be terminated without notice. In the event courier agency terminates the contract or stops rendering service without any notice, the security deposit of the agency shall be forfeited by the Bank or the Bank Guarantee shall be invoked by the Bank, which shall be binding to the courier agency. Bank may terminate the contract by giving three month's notice to the Courier Agency, without assigning any reasons. However, in the event the contract is being terminated for deficiency in service on the part of the courier service and continuing the contract with courier agency likely to jeopardize the interests of the Bank, the contract may be terminated forthwith without notice. In the event of Bank terminating the contract, Bank shall not be liable for any payment / cost / compensation etc. to the courier agency

## **SCOPE OF WORK**

1

1. Courier services shall mean collection of packets/parcels containing documents from all the branches/ offices of the Bank situated in the Bengaluru circle which at present cover the branches offices situated in the geographical area (including Rural and Semi urban centers) of State of Karnataka and delivery to Bank's various offices / clients / customers etc., all over India, on Bank's working days during the Bank's / addressee's working hours on daily basis.
2. The delivery of packets/parcels collected from any of the branches/offices of the Bank will be made by the courier generally in the morning business hours on the next working day and in any case, not later than, two working days for packets / parcels meant for within the same city. The packets / parcels meant for delivery within the State of Karnataka must be delivered within next 2 working days and in any case, not later than three working days.
3. The courier agency shall arrange for their accredited representatives for collection and delivery of packets/parcels, from and to, the Bank's branches/offices on all working days. The representative shall be provided with a suitable letter of authority/identity card (KYC of representative should be submitted with Branch Head) / uniform without which they shall not be allowed to collect or deliver the packets / parcels and the liability for failure to provide service on the ground vests with courier agency. The representative shall acknowledge receipt of the packets/ parcels delivered to him on a copy of the accompanying consignment note which will be retained by our consignor offices. For delivery of packets / parcels to our consignee offices, one copy of consignment note will be handed over to the addressee against acknowledgment on its other copy which will be retained by the courier Agency.
4. The courier agency shall ensure that the couriered packets / parcels are delivered at the proper place of addressee / consignee only against full signatures, designations and stamp with telephone numbers of the authorized representative of the addressee / consignee and obtain proof of delivery (POD) within specified time limit.
5. It shall be the absolute responsibility of the courier agency to ensure that the packets / parcels delivered to its authorized representative duly sealed, their packets / parcels or their contents are not tampered with / damaged in any manner whatsoever and the packets / parcels are not misplaced, lost or stolen and be delivered in the same condition as were accepted from consignor branch / office to the addressee branch at their door step / Inward counter. Courier Agency must ensure that delivery and pick up of packets / consignment at all District / Taluka / Semi urban town / cities daily.
6. The courier agency shall submit their bills, on a monthly basis, at the respective Branch/Office from where consignments are collected, along with date wise collection and delivery details including proof of delivery (PODs) and charges thereof, which will be paid by that Branch / office within two week from the date of receipt of bill subject to its scrutiny and found to be in order. The Courier agency awarded with the contract shall have to

maintain current account with SBI and have to quote their SBI account number, GST No. of Bank, and Agency PAN No., HSN No. in the bill, while submitting the monthly bill and all the payments shall be credited in the said account only. The bill must be of Courier Agency to whom the Contract has been awarded. No third-party bill shall be entertained for payments.

7. The delay in delivery of packets / parcels beyond the stipulated time as per clause 2 of scope of work above except on account of circumstances beyond the control of the agency such as law & order, natural calamity, Covid-19 pandemic, Acts of God etc. the Bank may determine and impose penalty, as under, if it is not satisfied with the explanation tendered by the courier agency:
  - a. 50% cut in the charges payable for delayed delivery;  
Up to 01 (one) day for local delivery intracity.  
Up to 02 (Two) days in case of intercity delivery within states of Karnataka.  
Up to 03 (Three) to 05 (five) days for outstation delivery in PAN India.
  - b. 75% cut in the charges payable for the delays beyond
    - 1 (One) day for local delivery intracity.
    - 2 (Two) days in case of intercity delivery within states of Karnataka.
    - 3 (Three) to 05 (five) days for outstation delivery in PAN India.
  - c. Non-collection of packet / parcel from Branches / offices on day to day basis as per terms of agreement shall attract penalty of Rs.100.00 (Rs. One hundred only) per day.
  - d. Non-delivery/wrong delivery of packets / parcels shall attract penalty of Rs.100.00 (Rs. One hundred only) per packet / parcel in addition to actual loss, if any, suffered by Bank.
  - e. In case Bank is required to make alternate arrangements, due to failure of service by the courier agency on any occasion, the entire cost of such alternate arrangement made by Bank shall be recovered from the courier agency.
8. The number of branches / offices, as agreed to, may be added or deleted from time to time, in the agreement under the same terms and conditions on three month's notice from the Bank to the courier agency. In case of addition, the courier agency shall make appropriate arrangement for providing services to such branches/offices without any extra charges to the Bank.
9. The courier agency shall have an effective on-line tracking system and shall implement the same to know the status of each document and advising our concerned branch / establishment in case of need regarding the status / location of the consignment sent. In case of need by written request of branch / office, they shall provide the details of delivery. The Agency should maintain the record of minimum one year from the date of collection and delivery of packets/parcels.

APPLICATION FOR HIRING OF THE COURIER SERVICE AGENCY BY STATE Bank OF INDIA, BANGALORE CIRCLE VIDE THEIR ADVERTISEMENT IN-----ON-----  
-----.

- 
- 1) Name of the Agency :
  - 2) Address of the Registered office/Head Quarters :
  - 3) Address for Communication :
  - 4) Company Registration No :
  - 5) GST NO :
  - 6) TAN NO & PAN NO :
  - 7) Details of the Network of offices in Bangalore/ Other places in Karnataka/ Franchisess & Operational Details in other states of the country. (List to be enclosed)
  - 8) Details of the corporate services being offered. :
  - 9) Any other details on the performance of the Agency :

Place:

Date:

Authorised Signatory

**PROFORMA FOR QUOTING THE RATES**

1

(This Table only for calculation purpose, the rates shall only be quoted in 'price bid' which is the part of the e-tender only, **Bidder should not fill this sheet and upload in technical bid part**)

Details	Rates for Intra city(for Bangalore, All Branches participating in clearing) (in Rupees)	Rates for other places (in Rupees)	Out side Karnataka (in Rupees)
1) Up to 250 gms			
2) Every additional 250 gms and part thereof up to 1 Kg			
3) Above 1 Kg			
4) Every additional 1Kg or part thereof up to 10 Kgs			

Place:

Date:

Authorised Signatory

**L1 vendor will be evaluated on the total of the rates quoted by vendor and the weight-age as detailed below;**

Details	Rates for Intra city(for Bangalore, All Branches participating in clearing) (in Rupees)		Rates for other places (in Rupees)		Out side Karnataka (in Rupees)	
	Weightage	Rates	Weightage	Rates	Weightage	Rates
1) Up to 250 gms	(95%*35%)		(95%*55%)		(95%*10%)	
2) Every additional 250 gms and part thereof up to 1 Kg	(1.7%*35%)		(1.7%*55%)		(1.7%*10%)	
3) Above 1 Kg	(1.7%*35%)		(1.7%*55%)		(1.7%*10%)	
4) Every additional 1Kg or part thereof up to 10 Kgs	(1.7%*35%)		(1.7%*55%)		(1.7%*10%)	
Total		(a)		(b)		(c)

$$\text{Total} = a+b+c = L1$$