



**REQUEST FOR PROPOSAL (RFP)**

**REQUEST FOR PROPOSAL FOR EMPANELMENT OF  
AGENCIES FOR CHEQUES/INSTRUMENTS PICK-UP FACILITY**

**RFP REFERENCE NO. SBI/CMRFP/2021-22 /02**

**DATED: 19-04-2021**

**STATE BANK OF INDIA  
CASH MANAGEMENT PRODUCT OPERATIONS CENTRE  
“Aishwaryam” Survey No.26,  
Opp: Hyderabad Central University (Main Gate),  
Gachibowli,  
HYDERABAD – 500019.**

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EMPANELMENT OF CHEQUES/INSTRUMENTS  
PICK-UP AGENCIES

**1. BID DETAILS**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Time / Date / Other Details</b>
1.	Date of commencement of Bidding process (Issue of RFP)	19.04.2021 Time: 11.00 a.m. IST
2.	Last date and time for receipt of written queries for clarification from Bidders	30.04.2021 Time: 3.00 p.m. IST
3.	Tentative pre-Bid meeting Date & Time.	10.05.2021 Time: 3.00 p.m. IST
4.	Last Date & Time for Bid submission.	25.05.2021 Time: 3.00 p.m. IST
5.	Date and Time for opening of Technical Bid – Eligibility details as per Annexure 'B' and other documents specified in the RFP	27.05.2021 Time: 3.00 p.m. IST
6.	Tentative presentation dates of Eligible Bidders and evaluation thereof.	31.05.2021
7.	Date and Time for opening of Commercial Bid	08.06.2021 Time : 3.00 p.m. IST
8.	Place of opening of Bids	State Bank of India, Cash Management Operations "Aishwaryam" Survey Opp: Hyderabad University (Main Gate), Gachibowli, Hyderabad – 500019. Product Centre, No.26, Central Gate),



EMPANELMENT OF CHEQUES/INSTRUMENTS  
PICK-UP AGENCIES

9.	Address for communication (Bank)	State Bank of India, Cash Management Product Operations Centre, "Aishwaryam" Survey No.26, Opp: HCU Main Gate, Gachibowli, Hyderabad – 500019.  e-mail: <a href="mailto:dgmops.cmp@sbi.co.in">dgmops.cmp@sbi.co.in</a> <a href="mailto:cmcs.cmp@sbi.co.in">cmcs.cmp@sbi.co.in</a>  Mobile: 7680073963, 7680073908
10.	Bid Fee	Non-Refundable fee of Rs. 25,000/- (Rupees Twenty Five thousand only) per bid submission. Pay Order / Demand Draft, drawn in favour of State Bank of India, payable at Hyderabad.
11.	Bid Security (EMD)	Rs. 1,00,000/- (Rupees One lakh only)

## 2. OVERVIEW :

State Bank of India (SBI), Cash Management Product Operations Centre (CMP Centre), Hyderabad, inter-alia is engaged in the collection/pooling of funds on behalf of its clients on pan India basis for meeting their various Commercial/business needs. SBI, with its extensive geographical reach and wide-ranging capabilities facilitates collection and pooling of cheques/instruments from large number of its Corporate Clients.

### Product & Services:

SBI requires services for collection of cheques/instruments from the doorstep of the corporate clients and deposit the same to the nearest CMP enabled branch of the

Bank. Presently there are about 3000 CMP branches spread all over the country at 800 centres and the network is being expanded based on the requirement. The business is based on mandate it received from time to time from its clients in respect of pick-up of cheques/instruments from their doorstep. Presently, we are using the services of certain vendors and this RFP is aimed to empanel other additional cheques/instruments Pick-up Services Agencies to cater needs of the existing/potential Cheques/instruments Pick-up clients. The RFP is aimed at smooth services in near future, anticipating manifold cheques/instruments pick up, for additional centres, pan India.

### **3. RFP Terminology**

Definitions – Throughout this RFP, unless inconsistent with the subject matter or context:

3.1 Bidder– An eligible entity/firm submitting a Proposal/Bid in response to this RFP

3.2 Appointed Agency/ Service Provider – The terms ‘Appointed Agency’ and ‘Service Provider’ has been used interchangeably in this document and means a Selected Bidder under this RFP who will provide all services and deliverables as described in the RFP inclusive of services ancillary to the scope of work and other obligations covered under the RFP.

3.3 Bank/ SBI - Reference to the “the Bank”, “Bank”, shall be determined in context and may mean without limitation “State Bank of India” or SBI

3.4 Proposal/ Bid – the response received in the prescribed format from a bidder in accordance with the RFP

3.5 RFP – the request for proposal (this document) in its entirety, inclusive of any addenda/modification/ clarification/amendment that may be issued by the Bank.

3.6 “Contract” means the Contract signed by the Parties and all the attached documents and the Appendices, consequent to the completion of the proceedings as per the RFP.

3.7 “Day” means calendar day.

3.8 Parties – Party or Parties means the SBI or Bidder / Selected Bidder / Service Provider or both as the case may be.

3.9 “Personnel” means professionals and support staff provided by the Service Provider or by any Sub-Service Provider and assigned to perform the Services or any part thereof. “Foreign Personnel” means such professionals and support staff who at the time of being so provided had their domicile outside India. “Domestic Personnel” means such professionals and support staff who at the time of being so provided had their domicile in India.

3.10 “Proposal” means the Technical Proposal and the Commercial Proposal/ bid.

3.11 “Assignment / job” means the work to be performed by the Service Provider pursuant to the Contract.

3.12 ‘Sub-Service Provider’/‘Sub-contractor’ means any person or entity with whom the Bidder subcontracts any part of the Assignment/job, with the prior permission of SBI.

3.13 “Terms of Reference” (TOR) means the document included in the RFP which explains the scope of work, activities, and tasks to be performed.

3.14 “Dry run”: It is an activity conducted by the Custodian of THE APPOINTED AGENCY to locate the client’s office carrying his own ID card, to brief the Cheque pick up process followed by State Bank of India and its work flow and hands over Authorization Letter given by the Bank, list of photo identification of their authorised employees Adequate 3 ply Cheque Deposit Slips and Hidden Code Identification Slips (HCIN Booklet) to the Client at Client’s location. On this day he fixes the mutually acceptable cheque pick up time.

3.15 Successful bidder means, the bidder who is approved by Bank to enter into agreement.

#### **4. SCOPE:**

##### **Objective**

The business of SBI requires cheques/instruments pick-up facility and other services from reputed experienced and commercially strong parties with ready cheques/instruments transportation infrastructure to handle large volumes of cheques/instruments handling and also capability to expand the network of location at short notice.

##### **Services Required: Cheques/instruments Pick-up Facility:**

SBI has identified about 3000 branches to handle the assignment. The identified branches are designated as CMP Branches the list of which is given at Annexure-J. The list is indicative and new branches may be added on regular basis. All identified branches are authorised to accept cheques/instruments from its customers. After pick-up of cheques/instruments from the SBI Client, the same will be required to be tendered at the identified branch of the Bank.

### **PROCESS FLOW:**

While there may be minor variations in the process flow of each bidding agency, the broad parameters of services required shall be as under:

### **REGISTRATION:-**

- 1) CMP Centre, Hyderabad / SBI shall co-ordinate enrolment activity with THE APPOINTED AGENCY through Letter of Intent containing details of cheques/instruments pick up services.
- 2) THE APPOINTED AGENCY will confirm date of commencement of services at the client's request location. THE APPOINTED AGENCY will confirm enrolment of client and activation of the services to SBI. Dry run will be taken one day prior to actual date of commencement of services.

### **1. CHEQUES/INSTRUMENTS PICK-UP PROCESSES / STEPS:-**

- 3) The mode of arrangement may be for (i) collection of cheques/instruments individually requiring detailed acknowledgements to be given, or (ii) cheques/instruments kept in a sealed packet by the client in case of which acknowledgement only for the sealed envelope to be given. The mode will be finalized by the Bank as per the SBI Client's preference.
- 4) The rates applicable in the bid shall be on per pickup/per month basis and also the payment shall be made by the bank accordingly.



- 5) THE APPOINTED AGENCY will contact local client's location and decide a mutually acceptable time for cheques/instruments pick-up. The cheques/instruments pick-up should be accepted on all days.
- 6) In case required by the SBI client, the Appointed Agency will conduct a demo at the client's site a day before the start of actual collection of cheques/packet.
- 7). The Appointed agency custodian will hand-over a list of photo identification of their employees who would be authorized for cheque pickup.
- 8). The client will keep cheques/instruments in packet OR sealed packet ready (as the arrangement may be) along with CMP Pay-in-Slips duly signed by the client authorized functionary along with the Cheque/Packet Deposition Slips (3/4 ply) at the agreed time.
- 9). The Cheque Deposition Slips (3/4 ply as the Bank's client may require) as per the standard format of the Bank will be provided by the Bank to the client in advance in sufficient quantity, directly or through the Appointed Courier Agency.
- 10). The Appointed Agency Agent/representative will verify the cheque/instruments details as per the Cheque Deposition Slip (CD slip) duly filled in by the client. He will acknowledge the receipt of cheques through his signature, Date and time on the CD slip.
- 11). Client will keep the CD slip duly acknowledged by THE APPOINTED AGENCY. The APPOINTED AGENCY will keep Cheque pickup agency's copy. 2 copies shall be tendered at the operating branch of the Bank. The Bank will return one acknowledged copy to be submitted to the client when the agent goes for next day's collections. Any return cheques/ instruments of previous days are to be collected from Bank branches and to be handed over to the Clients along with acknowledged deposit slips.

12). In case the bidding agency is able to offer a better modus operandi/MIS procedure which the Bank finds acceptable, the same may be adopted at Bank's discretion, minor modification in the process may also be resorted depending on the requirement of the Banks client.

## **2. MIS REPORTING BY THE APPOINTED AGENCY-CHEQUES/INSTRUMENTS PICK-UP AGENCY.**

13) The Cheque deposition acknowledgement for client to be given to the client by the APPOINTED AGENCY on the next working day by 11.00 am.

14) In case separate MIS is also required by the client, the same has to be provided in addition to the Bank's acknowledgment on the CD slip.

## **3. MUTUAL BUSINESS DEVELOPMENT AND SERVICES RELATED EXPECTATIONS**

15) We prefer D+0 cheques/instruments deposition for high value transactions, activation of new locations within TAT of 4 days, new cheques/instruments pick-up locations and infrastructure at existing locations as per requests of the potential/existing cheques/instruments pick-up clients, to allow for concessions for multiple pan India cheques/instruments pick-up locations with sizable daily cheques/instruments pick-up volume requested by the clients. The Agency should facilitate maximum possible co-operation to the cheques/instruments pick-up clients. The Agency should also adhere to MOU terms in deposition of cheques/instruments, strictly. The Agency should match expectations of the existing/new cheques/instruments pick-up clients for overall smooth operations.

## **4. TERMS & CONDITIONS FOR CHEQUES/INSTRUMENTS PICK-UP AGENCY**

1) SBI has designated a total of about 3000 branches which are handling CMP Business for SBI which will accept cheques/instruments picked-up by the agency from its corporate clients. The actual cheques/instruments pick-up facility may be undertaken at those CMP branches where the Bank's customer so demands. The

number of authorized branches from time to time may be increased/decreased at the discretion of the Bank. These CMP branches are located at various locations in the country. The list of branches is provided as Annexure- J.

2) The bidder is required to have minimum 3 years of experience in the area of Cheques/instruments collection from the clients site and deposit the same to the Bank's branch, with strong business hold in at least one Region consisting of 5-6 States in India either in North, East, South and West (Experience certificate to be enclosed to the technical bid).

3) The bidder should be in a position to cover at least 250 centers where CMP branches are located as per list given in Annexure J.

4) The Bidder should have/obtain before commencement of the work the requisite licences, approvals, certificates from all statutory authorities including Municipal/Labour/PF/Income Tax/ Sales Tax/Commercial Tax/ESI Departments valid for the entire duration of the agreement.

5) Should have adequate qualified technical & skilled staff.

6) Should produce satisfactory performance certificates from the existing bank clients. (Copy of certificate to be enclosed with the technical bid).

7) The successful bidders will have to execute an Agreement detailing terms and conditions of the services within a month from the bidding date up to 3 years.

8) The successful bidders have to submit a Performance Bank Guarantee for Rs.20 lacs for the agreement period.

9) Engagement of an Agency will continue for 3 years with a provision to renew thereafter up to 5 years from the date of agreement, unless terminated before that date by the Bank.

10) The Bank reserves the right to reject any or all applications/tenders without assigning any reason thereof. Decision of the Bank in regard to enlistment of Agency will be final and binding on Tenderers. Bank reserves its right to re-tender.

11) The Agency shall keep proper record of the receipt of cheques/instruments along with related stationery indicating, inter alia, client from whom received. Document number, if any, branch code of branch to which the collected cheques are eventually deposited etc.

12) The data to be stored in such a manner as to facilitate enquiry and report generation simple and quick.

13) The amount payable to the Agencies for the services provided shall be based on the actual amount of work done by them without any guarantee of a minimum number of centres/clients.

14) The fee payable to the appointed Agency(ies) shall be paid within 30 days after satisfactory completion of the entire assignment, on calendar month basis, after receiving the data dump to the satisfaction of the Bank and the certificate as per the Bank's requirement.

15) Each page of the application should be signed & stamped by person/persons on behalf of the Agency.

**16) Conditional tenders will not be accepted.**

17) The EMD of the unsuccessful Bidders shall be returned within 7 days of completion of procurement process and necessary approvals.

18) The Bank may at its discretion entrust the outsourcing of collection of cheques to any other Cheque Pick-up agency, which is willing and operating in the same geographical area at the L1 rate.

19) After the confirmation of the date of commencement of service by the APPOINTED AGENCY for the SBI client, in case of default on the part of the APPOINTED AGENCY to provide Cheque pickup service at the specified location of any of the clients on three occurrences during the month, without any prior intimation and justifiable reason, the APPOINTED AGENCY will be liable to pay a penalty equal to double the pickup charges for those particular days. Under Circumstances, if such occurrences are consecutive for more than three days, the APPOINTED AGENCY shall be liable to pay an additional penalty of Rs. 10,000/- (Rupees Ten thousand only). The penalty shall not be applicable only in case of force majeure events.

20) The agency should be willing and in a position to expand their services to other centers.

21) The agency should submit an undertaking that there is no employee/officer/director of SBI is having ownership rights in the firm.

22) The agency should have adequate resources/manpower to ensure business continuity.

23) The agency should produce a non-exclusion certificate from the Indian Bank's Association.

- 24) The Agency should make available to the bank access all books, records and information relevant to the outsourced activity.
- 25) The Bank has the right to conduct audits on the service provider either by internal or external auditors or by external specialists appointed to act on behalf of the bank and to obtain copies of any audit or review reports and findings made on the agency in conjunction with the services performed.
- 26) The agency should allow the Reserve Bank of India or persons authorized by it to access the records of transactions, and other necessary information given to, stored or processed by the Agency within a reasonable time. This includes information maintained in paper and electronic formats.
- 27) The agency should facilitate the Reserve Bank of India/SBI to inspect the books and accounts by one or more of its officers or employees or other persons.
- 28) The RFP may be for additional Services providers in addition to the existing approved one.
- 29) Ideally, CMP Centre, Hyderabad prefer D+0 cheques/instruments deposition at all centres. In any circumstances, the Agency should not have overnight custody of the cheques.
- 30) Cheques/instruments pick-up reports to be provided to all CMP eligible clients in addition to CMP Centre, Hyderabad next day by 11.00 AM.
- 31) SBI reserves the right to change the agency by giving a months' notice if the services are not satisfactory to the Bank and / or the client.

## **5. CONFIDENTIALITY:**

1. The appointed Agency is not authorised to disclose to anyone, other than SBI and persons/Agencies authorized by SBI, the information / data relating to the number of applications or individual details thereof, received or entered in computer system in any manner whatsoever.
2. All information related to Cheque pickup is the property of the SBI. Appointed Agency cannot use this data for any purpose for its benefit directly or indirectly or share it with any other person/agency.
3. The appointed Agency shall be required to enter into a proper Non-Disclosure Agreement for this purpose with SBI as required in the format prescribed by SBI. The appointed Agency shall be responsible for any violation of the Non-

Disclosure Agreement and shall be liable to SBI for the unauthorized disclosure / use of the information/data in the possession of the Agency.

4. The appointed Agency is responsible and liable for any loss/ damages caused to SBI or its client for the loss off instruments or actions or inaction of appointed agency / or its representatives.
5. After handing over the Cheque picked up from the site of the Bank's client, the appointed Agency shall handover the complete data dump to SBI.
6. After handing over the complete data dump, the appointed Agency shall, on receiving a communication from SBI, purge the entire data related to the assignment from all its computer systems, storage locations including CDs, DVDs, tapes, Hard Disk drives, Pen drives etc. The appointed Agency shall provide a certificate to this effect to SBI.

## **6. INVITATION:**

The bidders desirous of taking up the above activity for the Bank are invited to submit their technical and commercial proposal in response to this RFP. The criteria and actual process of the evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at the Bank's discretion. Bidders have to adhere to the Bank's requirements outlined in this RFP.

The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them. This RFP will be limited to the agencies who have the necessary experience, capability and expertise, size and revenues.

This RFP is not an offer by the State Bank of India, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by authorised official (s) of State Bank of India with the selected bidder.

## **7. Bidding document**

7.1 Cost of Bidding: The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation(s), etc. Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## 7.2 Content of Bidding Document

(a) The bidding document provides overview of the requirements, bidding procedures and contract terms. It includes Introduction, Instructions to Bidder, and Terms & Conditions of Contract, Eligibility Criteria, Technical Bid and Commercial Bid. The bidder must conduct its own investigation and analysis regarding any information contained in this RFP document, its meaning and impact of that information.

(b) The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid. While SBI has made considerable effort to ensure that the information provided is accurate, this RFP is supplied solely as guidelines for Bidders. Furthermore, during the RFP process, SBI will disclose in the RFP and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda.

## 7.3 Clarifications & Amendments

(a) If deemed necessary the Bank may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of clarification of the bid.

(b) The Bidder requiring any clarification of the bidding documents may obtain the same by submitting written queries on or before 30.04.2021 before 3.00 P.M. to

**The Deputy General Manager (Operations),**  
State Bank of India,  
CMP Operations Centre, "Aishwaryam" Survey No.26,  
Opp. Hyderabad Central University Main gate,  
Gachibowli, Hyderabad – 500019

(c) At any time prior to the deadline for submission of bids, SBI reserves the right to modify the bidding document by amendment.

(d) Any clarification issued by SBI will be in the form of an addendum/ corrigendum and will be provided to the Bidders. The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids in order to allow prospective bidders a reasonable time to take the amendment into account.



(e) Interested Agencies collecting this RFP for submission of their Bids are requested to provide their e-mail address to the Bank to enable the Bank to e-mail any subsequent amendment / modification to the RFP. However, non receipt of any such e-mail or the failure of the Bank to send any such e-mail shall not affect the validity of such amendment / modification.

## **8. Bidding process**

8.1 The bids should be submitted in 2 (two) separate envelopes one for Technical Bid (super scribed as “Technical bid for appointment of Cheques/instruments Pick-up Agencies”) and other for Commercial Bid (super scribed as “Commercial bid for appointment of Cheques/instruments Pick-up Agencies”), both to be submitted together in one envelope. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFP will have to be submitted. The bidders are advised to write their name and contact details (Phone No., e-mail, Fax No and Address on all the envelopes). In the first stage, only the envelope containing ‘Technical Bid - Eligibility Details’ will be opened and evaluated. TECHNICAL BIDS of only those bidders satisfying eligibility criteria as evaluated above will then be opened for evaluation. The eligibility criteria mentioned in annexure B will also be given due weightage and shall be used for discovery of the pricing. The Bank reserves the right to appoint more than one agency in case of the CMP Branches are located at centers not covered instantly by the bidding agency.

8.2 The technical evaluation will be followed by the opening of the Commercial bid of those bidders who qualify as per technical bid specified criteria and further RFP process.

## **9. Preparation and Submission of Bids**

9.1 The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder and the Bank must be written in English.

9.2 Bidder must provide individual and factual replies to specific questions asked in the RFP. Checklist of Documents to be submitted as part of Response is given in Annexure I. Documents submitted should be complete in all respects as detailed in this RFP

### **9.3 Technical bid**

The Technical bid should be in sealed envelope, containing details of eligibility criteria as per Annexure B & Annexure C of the RFP (superscribed as “Technical bid



for appointment of Cheques/instruments Pick-up Agencies”). Technical bid should be a complete document.

The Technical Proposal shall provide the information indicated in the following paragraphs. A brief write-up is to be provided for each of the parameters for Technical Evaluation criterion detailed in Exhibit II. All the submissions under this should be supported by necessary documentary evidence, as may be applicable:

- i. A letter on bidder’s letterhead mentioning Inter-alia (Annexure A)
  - a) Certifying that the period of the validity of the bid is 180 days from the last date of submission of bid.
  - b) Confirming that the bidder has quoted for all the items/services mentioned in the bid in their Commercial bid.
- ii. Annexure B & Annexure C along with the supporting documents in respect of Eligibility Criteria as mentioned therein.
- iii. Bidders details as per Annexure C on bidder’s letter head;
- iv. Audited balance sheets and profit and loss account statement for last 3 years or certificate of Chartered Accountant stating bidder’s turnover, other desired Commercials. Provisional Financial Statements as on 31.03.2021 duly certified by the Chartered Accountant should be submitted.
- v. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
- vi. Earnest Money Deposit (EMD):
  - i. The Bidder shall furnish, as part of its Bid, an EMD of Rs. 1,00,000/- (Rupees One Lac only) by way of Pay Order / Demand Draft, issued by a Scheduled Commercial Bank in India, drawn in favour of State Bank of India payable at Hyderabad along with Bidders letter for EMD as per Annexure I
  - ii. No interest will be paid on EMD amount.
  - iii. The EMD is required to protect the Bank against the risk of Bidder’s conduct, which would warrant the EMD’s forfeiture.
  - iv. The EMD shall be denominated in Indian Rupees and shall be in the form of a Pay Order / Demand Draft, issued by a Scheduled Commercial Bank in India, drawn in favour of State Bank of India payable at Mumbai and valid for a period of 90 days.
  - v. Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.
  - vi. The EMD of the unsuccessful Bidders shall be returned within 7 days of completion of procurement process and necessary approvals.

- vii. The successful bidder's EMD will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee as per format **Annexure G** and as specified elsewhere in the RFP. The Bank Guarantee must be furnished from a Scheduled Commercial Bank other than SBI within 10 days from the selection of successful Bidder.
- viii. EMD may be forfeited:
- i. if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
  - ii. if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
  - iii. in the case of successful Bidder if the Bidder fails:
    1. To sign the Contract within the time specified by the Bank; or
    2. To furnish Performance Bank Guarantee within the time specified in this RFP.
- vii. A brief description of the Bidder's organization and in the case of a consortium/ joint venture, of each partner. Details of experience of assignments which are similar to the proposed assignment / job as per the terms of reference. The required data to be submitted in format as in Exhibit – I. Information should be provided only for those Assignment/jobs for which the Bidder was legally contracted. as a company. Bidders should be prepared to substantiate the claimed experience along with the proposal and must submit letter of award / copy of contract for all the assignments mentioned in the proposal.
- viii. Comments and suggestions on the RFP including workable suggestions that could improve the quality/ effectiveness of the assignment/job may be made before the submission of the bids. SBI reserves the right to accept / reject the suggestions made by the Bidders.
- xi. No sub-contracting of whole or any part of the contract shall be permitted without prior written permission of SBI.
- xii. Response to all points of the Technical evaluation format as per Exhibit II.

#### 9.4 Commercial Bid

9.4.1 Bidder should submit Commercial bid as per Annexure D of the bid document. Commercial bid should be a complete document and placed in a sealed envelope super-scribed as "COMMERCIAL BID for appointment of Cheques/instruments Pick-up Agencies".

9.4.2 The Commercial proposal shall not include any conditions attached to it and such Commercial proposal shall be liable for rejection. The proposal should also indicate specific milestones and deliverables for raising bills. Payment will be made after deducting Tax Deductible at Source as per applicable Tax Laws. Please note **no additional expenses** would be paid.

#### 9.5 Bid Prices

The prices should be specified only in “Commercial Bid” and must not be specified at any other place in the bid document. The quotes prices and taxes & statutory levies such as GST, Octroi etc. should be specified separately.

#### 9.6 Revealing of Prices

The rates and/ or prices in any form or for any reasons should not be disclosed in the technical or other parts of the bid except in the Commercial bid, failure to do so will make the bid liable to be rejected. Before opening of Commercial bid, if price revision is envisaged by the bank, revised Commercial bid may be required to be submitted in a separate sealed envelope.

#### 9.7 Pre-Bid Meeting

SBI, at its sole discretion, may organise a pre-bid meeting, to resolve any queries, bidder may have. Any further information will be provided to all bidders by SBI as corrigendum. Any clarification on queries raised by any bidder will be communicated to all bidders. The exact date, time and location of the pre-bid meeting, if any, is as stated in this RFP.

#### 9.8 Validity of Bids

Bid shall remain valid for 180 days from the last date for submission of Bid. A bid valid for shorter period is liable to be rejected. The bidder may require giving consent for the extension of the period of validity of the bid beyond initial 180 days, if so desired by the Bank in writing or by fax. 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 document or price.

#### 9.9 Bid Integrity

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of SBI. The bidders shall be deemed to license, and grant all rights to SBI, to reproduce the whole or any portion of their consultancy services for the purpose of evaluation, to disclose the contents of submission to other bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

#### 9.10 Format and Signing of Bid

(a) Bid should be submitted as per the format stipulated in the Annexures to this RFP along with such other documents mentioned elsewhere in the RFP.

(b) All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

(c) Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) authenticates them.

(d) In case of any discrepancies between hard and soft copy, the hard copy will be considered as final document.

(e) Bid should be typed and submitted on A4 size paper, spirally bound securely and in serial order. Bidders responding to this RFP shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.

9.11 Last date of receipt of bids- 25.05.2021(3.00 p.m. IST)

The bid should be addressed to the Deputy General Manager (Operations) at following address up to the date and time mentioned at bid details:

**The Deputy General Manager (Operations),  
State Bank of India,  
Cash Management Product Operations Centre,  
“Aishwaryam” Survey No.26, Opp: Hyderabad Central University (Main Gate),  
Gachibowli, HYDERABAD - 500019**

In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.

9.12 Bid Currency:

Prices shall be expressed in Indian Rupees (INR) only.

9.13 Late Submission of bids

Any bid received by the Bank after target date and time prescribed at Bid details will be rejected and /or returned unopened to the bidder at his risk and responsibility.

9.14 Modification and Withdrawal of Bids

No bid may be withdrawn/ modified in the interval between the deadline for submission of bids and the expiration of period of bid validity.

## 10. Opening and Evaluation of Bids

### 10.1 Opening of Technical Bid

All the Bids will be opened at the date, time & locations mentioned under the clause 1 Bid Details. The technical bids will be opened in the presence of representatives of the bidders who choose to attend. Bids will be opened even in the absence of representatives of bidders as scheduled.

### 10.2 Evaluation Process

The selection of the Agency shall be first assessed on the basis of the technical evaluation of the bidders submitting the proposal. The commercial proposals of those bidders who qualify on the basis of technical evaluation shall be opened. The final view in regard to this bidding process shall be taken by the Bank on the basis of following parameters:

The bidders should have handled cheque pick-up and delivery facilities (from Clients' location to bank) for at least one prominent public/private sector scheduled bank at multi location level.

The bidders existing infrastructure should be adequate to cover collection of cheques from at least 250 city-wise centres having CMP branches as given in Annexure- J. The infrastructure should at least cover one or two Region-wise clusters of States located in North, South, East or West to effectively provide cheque pick up services with strong hold in 5- 6 states in India.

The bidders should be financially sound and solvent. Documentary proof from the bankers required.

The Bank, however, shall have the discretion to go for the reverse auction. Moreover, SBI shall have the discretion to assign the work partially to other bidders who agree to match the price of L1 bidder for execution of part assignment at different centres. The RFP is floated to induct additional service providers, in addition to the existing one to handle additional potential clients/business volume efficiently, in near future.

## 11. Award & Signing of contract

11.1 SBI will notify successful bidder in writing by letter in duplicate or email or fax that its bid has been accepted. The Selected bidder has to return the duplicate copy to the Bank within 7 working days duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

11.2 The successful bidder shall be required to enter into a contract/ Service Level Agreement (SLA) with the Bank, within 15 days of the award of the tender or within

such extended period as may be decided by the Bank along with the letter of acceptance, Non Disclosure Agreement (NDA), Bank Guarantee (BG) and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof.

11.3 Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.

11.4 The contract/agreement will be based on the RFP terms and such other terms and conditions accepted by the Bank from the bidder's offer document with all relevant enclosures, modifications accepted by the Bank out of negotiation /clarifications etc and will include SLA, project plan - phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc. Subject to the modifications or amendments accepted by the Bank, this RFP itself shall also form part of the contract with the successful bidder.

11.5 The Bank reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.

11.6 SBI and the selected bidder shall finalise the terms of contract to be executed through mutual discussions but as this is the scope of this RFP, SBI shall have the right not to enter into the contract with the Bidder if the Bidder is unable to abide by the terms & conditions considered to be essential by the Bank or provide the Professional staff assured in the Technical Proposal. In such an eventuality SBI reserves the right to reject the proposal and consider the next best respondent.

## **12. Disclaimer**

The information contained in this RFP document issued for the eligible and interested bidders or any of their Employees / Directors, is provided on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided. The purpose of this RFP document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This RFP document does not purport to contain all the information that a Bidder may require. This RFP document may not be complete in all respects, and it is not possible for the Bank and their employees to consider the business / investment objectives, Commercial situation and specific needs of each Bidder, who reads or uses this RFP document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and wherever necessary they should obtain independent advice from appropriate sources. The Bank and its employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. The Bank may, in



their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

12.2 This RFP is not an offer by the Bank, but an invitation for responses. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the RFP process unless and until a formal Contract is signed and executed by duly authorized officers of the Bank and the finally selected Bidder. Bank may continue the existing arrangement in case of need.

12.3 The Bidders, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or any of their respective officers or published in the Bank's website. It is also understood and agreed by the Bidder/s that decision of the Bank regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.

12.4 The Bank reserves the right to amend, modify, vary, add, delete, accept or cancel, in part or full, any condition or specification of all proposals / orders / responses, without assigning any reason thereof before evaluation of technical bids. Each Bidder shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, presentations and contract negotiation processes.

12.5 The Bank reserves the right at the time of award of contract to increase or decrease, the scope of work without any change in price or other terms and conditions.

12.6 Notwithstanding anything contained in the RFP Document, the Bank reserves the right to accept or reject any response and to annul the process and reject all responses at any time prior to execution of the agreement with the Bidder to whom the contract is finally awarded, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's decision.

12.7 The Bank reserves the right to cancel the entire process at any stage at its sole discretion without assigning any reason thereof.

12.8 It shall be the duty and responsibility of the Bidders to ensure themselves about the legal, statutory and regulatory authority, eligibility and other competency of them to participate in this RFP and to provide any and all the services and deliverables under the RFP to the Bank. An undertaking should be submitted by the bidder to this effect.

12.9 Subject to any law to the contrary, and to the maximum extent permitted by law, SBI and its Directors, officers, employees, Bidders, agents, and advisors

disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of SBI or any of its officers, employees, Bidders, agents or advisors.

### **13. Bank Guarantee (BG)**

13.1 The selected bidder would be required to submit a Bank Guarantee to the Bank for an amount of Rs. 20.00 lacs within 10 days from the selection of the successful bidder. The BG will be valid for period of 36 months and such other extended period as the Bank may decide for due fulfillment of the project obligations.

13.2 The BG should be issued by a scheduled commercial bank, other than SBI. A format for BG is attached as per Annexure G.

13.3 The BG is required to protect the interest of the Bank against the risk of nonperformance of the Bidder in respect of successful completion of the contract which may warrant the invoking of BG, also if any act of the Bidder results in imposition of Liquidated Damages then the Bank reserves the right to invoke the submitted BG.

### **14. Conflict of Interest**

14.1 SBI requires that bidder provide professional, objective, and impartial advice and at all times hold SBI's interests paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from SBI.

14.2 Without limitation on the generality of the foregoing, bidder, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:

(a) **Conflicting Assignment/ Job:** A bidder (including its Personnel and Sub-Bidders) or any of its affiliates shall not be hired for any Assignment/ Job that, by its nature, may be in conflict with another Assignment/ Job of the Bidder / it's Personnel to be executed for the same and/or for another Entity / Employer during the currency of the assignment.

(b) **Conflicting Relationships :** A bidder (including its Personnel and Sub-Bidders) that has a material business or close family relationship with a member of SBI's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment/job, (ii) the selection process for such Assignment/job,



or (iii) supervision of the Contract, shall not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to SBI throughout the selection process and the execution of the Contract. The respondent to RFP is expected to provide complete details of SBI staff associated with the Bidder in any manner whatsoever. In case the information is Nil, explicit mention should be made in this regard.

14.3 Bidder have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of SBI, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if SBI comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment.

## **15. Powers to Vary or Omit Work**

15.1 No suspensions of the work under the contract shall be made by the successful bidder except as directed in writing by the Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful bidder to make any variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful bidder to make such other modified variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If Bank confirms its instructions, the successful bidder's obligations shall be modified to such an extent as may be mutually agreed. If such variation is substantial and involves considerable extra cost, the agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

15.2 In any case in which the successful bidder has received instructions from Bank as to the requirement of carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

15.3 If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected bidder(s) proceeds with the change. In all the above cases, in the event of a

disagreement as to the reasonableness of the said sum, the decision of Bank shall prevail.

## **16. No Waiver of Bank Rights or Successful Bidder's Liability**

16.1 Neither any payment sign-off by Bank, nor any payment by Bank for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by Bank shall affect or prejudice the rights of Bank against the finally selected bidder, or relieve the finally selected bidder of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in Bank to pay for alterations/ amendments/ variations, or discharge the liability of the successful bidder for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify Bank nor shall any such certificate nor the acceptance by him of any such paid on account or otherwise affect or prejudice the rights of the successful bidder against Bank.

## **17. Audit**

17.1 The Bank may, at its discretion, get the services & deliverables of the finally selected bidder inspected/ audited by its internal/ external inspectors/ auditors. The finally selected bidder shall facilitate the same.

17.2 The selected bidder shall, whenever required, furnish all relevant information, records, and data to such auditors and / or inspecting officials of the Bank / Reserve Bank of India and or any regulatory authority / Bank's Bidder / Testing agency entrusted by the Bank to carry out this work.

17.3 The Bank may, at its discretion carry out a pre inspection by a team of Bank officials or demand a demonstration of the consultancy services proposed on a representative model in Bidder's office as per specification provided by the Bank.

17.4 The Bank's at its discretion may carry out periodic inspection/quality checks on continual basis and where necessary may reject the products/solution which does not meet the specifications provided by the Bank.

Nothing stated hereinabove shall in any way release the Bidder from any warranty or other obligations under this contract.

## **18. Termination of Contract**

18.1 The Bank alone shall have the right to terminate the contract with the selected bidder at any time during the contract period, by giving a written notice of at least one month, for any valid reason, including but not limited to the following reasons:

a) Laxity in following security standards laid down by the Bank

- b) Excessive delay (over 6 weeks) in execution of orders placed by the Bank
- c) Discrepancies / deviations in the agreed processes
- d) Violation of terms & conditions stipulated in this RFP

18.2 The selected bidder shall not have right to terminate the contract or to demand any damages on account of termination of the Contract by the Bank.

### **19. Delays in the Bidder's performance in successful implementation of the project**

Delivery of the solution and performance of the services shall be made by the Bidder in accordance with the time schedule, technical specification, scope of the project and other terms & conditions as specified in the RFP/Contract. Any delay in performing the obligation /defect in performance by the Bidder may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract.

### **20. Liquidated Damages**

If Bidder fails to perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 2% of the project cost for delay of each week or part thereof maximum up to 12% of project cost. Once the maximum is reached, SBI may consider termination of Contract pursuant to the conditions of contract.

### **21. Termination for Default**

21.1 SBI may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the contract in whole or part: if the Bidder fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank pursuant to conditions of contract or if the Bidder fails to perform any other obligation(s) under the Contract.

21.2 In the event SBI terminates the Contract in whole or in part, SBI may procure, upon such terms and in such manner, as it deems appropriate from any other Agency, systems or services similar to those not delivered by the Bidder and the Bidder shall be liable to Bank for any excess costs for such similar systems or services. However, the Bidder shall continue the performance of the contract to the extent not terminated.

## **22. Force Majeure**

22.1 Any failure or delay by Bidder or Bank in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party i.e. a Force Majeure event is not a default or a ground for termination.

22.2 If Force Majeure event arises the Bidder shall promptly notify Bank in writing of such conditions and the cause thereof. Unless otherwise agreed by SBI in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **23. Termination for Insolvency**

SBI may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. The event of termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has occurred or will accrue thereafter to SBI. Notwithstanding the above, the SBI shall have the right to terminate the contract any time without assigning any reasons.

## **24. Governing Law and Disputes (Applicable in case of successful bidder only)**

24.1 All disputes or differences whatsoever arising between the parties out of or in connection with the contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the contract, abandonment or breach of the contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (SBI or Bidder), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to a panel of three arbitrators; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be conducted in accordance with the Laws of India. Any appeal will be subject to the exclusive jurisdiction of courts at Hyderabad.

24.2 The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

24.3 Arbitration proceeding shall be held at Hyderabad, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

## 25. Governing language

The contract and all correspondence/ communications and other documents pertaining to the Contract, shall be written in English.

## 26. Governing Law

The contract shall be interpreted in accordance with the laws of India.

## 27. Notices

Any notice given by one party to the other pursuant to the contract shall be sent to other party in writing or by e-mail and confirmed in writing to other Party's address. For this purpose, all notices shall be addressed and sent to:

### **The Deputy General Manager (Operations),**

State Bank of India,

Cash Management Product Operations Centre,

"Aishwaryam" Survey No.26, Opp: Hyderabad University Main Gate,

Gachibowli, HYDERABAD – 500019.

e-mail Id- cmcs.cmp@sbi.co.in

The notice shall be effective when delivered or on the notice's effective date whichever is later.

**28. Taxes and Duties** The Bidder shall be entirely responsible for all taxes, duties, license fees, road permits, other taxes, etc, incurred until delivery of the deliverables/solution to SBI and therefore should be included in the price bid. The quote prices and taxes & statutory levies such as Service Tax/ GST, Sales Tax, Octroi etc should be specified separately.

## 29. Bidder's Obligation

29.1 The Bidder is obliged to work closely with SBI's staff, act within its own authority and abide by directives issued by SBI from time to time.

29.2 The Bidder is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors on the part of its personnel.

29.3 The Bidder will treat as confidential all data and information about SBI, obtained in the process of executing its responsibilities, in strict confidence and will

not reveal such information to any other party without prior written approval of SBI as explained under 'Non-Disclosure Agreement' in Annexure F of this document.

29.4 The team exclusively assigned to the project should consist of sufficient number of persons. Key person from the consulting company for the job should be specified and any change or replacement of the key person should be to the satisfaction of the Bank only.

29.5 The Bidder alone shall be responsible for all or any of the service conditions of its personnel / employees.

29.6 The personnel / employees of the Bidder shall not be entitled to claim any employment or absorption in the Bank's service.

### **30. Services**

30.1 Bidder should ensure that Bidder's key personnel with relevant skills are always available to the Bank.

30.2 Bidder should ensure the quality and delivery of services and its adherence to standards.

### **31. Terms & Conditions**

31.1 Language of Bid: All bids and supporting documentation shall be submitted in English.

31.2 SBI reserves the right to accept or reject any or all Bids without assigning any reason thereof and Bank's decision in this regard will be treated as final. Bids may be accepted or rejected in total or any part or items thereof. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by authorized officials of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written notification / acceptance of award shall constitute a binding contract with the Bidder.

31.3 Any Bid not containing sufficient information, in view of SBI, to permit a thorough analysis may be rejected.

31.4 The Bank shall have the right to reject the bids not submitted in the prescribed format or incomplete in any manner.

31.5 State Bank of India is not responsible for non-receipt of bids within the specified date and time due to any reason including postal delays or holidays

31.6 The Bank also reserves the right to alter/ modify any/ some/ any/ some/ all the requirements, as it may deem necessary, and notify the same to the Bidders before



the last date for submission of response under this RFP. The Bidders should be agreeable for the same.

31.7 Bids not conforming to the requirements of the RFP may not be considered by SBI. However, SBI reserves the right, at any time, to waive any of the requirements of the RFP, if in the sole discretion of SBI, the best interest of SBI be served by such waiver.

31.8 Bidders who do not meet the technical criteria stipulated by the Bank will not be considered for further evaluation.

31.9 SBI shall have the right to cancel the RFP process at any time prior to award of contract, without thereby incurring any liabilities to the Bidder(s)/selected bidder. Reasons for cancellation, as determined by SBI in its sole discretion include but are not limited to, the following:

- i. Services Contemplated are no longer required,
- ii. Scope of work undergoes a change due to unforeseen circumstances and/or factors and/or new developments.
- iii. Proposed prices are unacceptable to the Work,
- iv. The Project is not in the best interest of SBI,
- v. Any other reason, which in the sole opinion of the Bank a ground for cancellation of the RFP.

31.10 SBI reserves the right to verify the validity of bid information and to reject any bid or the cancel the contract where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of RFP or after award of contract, as the case maybe.

31.11 SBI reserves the right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc. or may continue with the existing cheque pickup charges for a period of minimum 1 year at the charges slabs as detailed in ANNEXURE D.

31.12 During the term of agreement, bidder will not hire or retain, either as an employee or Bidder any employee of Bank. During the contract period, Bank will also not hire or retain, either as an employee or Bidder, any employee of the bidder. However, this shall not be the applicable in respect of any regular recruitment process of the Bank as per its recruitment policy.

31.13 All pages of RFP should be stamped and signed by Authorized Signatory of the Bidder

31.14 Bidder should carry out any change request necessitated by the Bank to the solution.



## EMPANELMENT OF CHEQUES/INSTRUMENTS PICK-UP AGENCIES

31.15 Bidder has to take an undertaking from Bidder's employees connected with the contract/RFP/solution to maintain the confidentiality of the Bank's information/documents etc. Bank may seek details / confirmation on background verification of Bidder's employees worked/working on Bank's project as may have been undertaken / executed by the Bidder. Bidder should be agreeable for any such undertaking/verification.

31.16 The various activities as per the RFP shall be carried out on the respective dates indicated in the 'Bid Details' under clause 1. However, the Bank reserves the sole right to modify / amend / change any such dates and the same will be suitably communicated to the Bidders who have been issued this RFP.

31.17 Bidder shall not use any information or material received from the Bank or designed as part of the deliverables for the benefit of Bidder or any third party (ies).



**Annexure – A:**

**Bid covering letter**

Bid Covering Letter: To be submitted by the bidder along with Bid documents

To

**The Deputy General Manager (Operations),  
State Bank of India,  
Cash Management Product Operations Centre,  
“Aishwaryam” Survey No.26, Opp: Hyderabad University (Main Gate),  
Gachibowli, HYDERABAD – 500019.**

Sir,

**Our Bid for RFP REFERENCE NO. SBI/CMRFP/2021-22 /02 dated 19.04.2021**

In respect to your RFP mentioned above, we submit our Bid Document herewith. As desired in the RFP, we are submitting our bids in two envelopes, one containing Technical Bid and other Commercial Bid, both submitted together in one envelope. All details with the relevant information / documents / acceptance of all terms and conditions are strictly as described in this RFP. Envelope containing Technical Bid in turn, contains two separate sealed envelopes, one containing details of eligibility criteria as per Annexure B & Annexure C of the RFP (super scribed as “Technical Bid - Eligibility Details”) and other containing complete technical Bid details.

2. We understand that:

- i. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.
- ii. Bank may follow close or open bidding process as per requirement of the Bank.
- iii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form.
- iv. If our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract
- v. You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever
- vi. Bidder means the bidder who is decided and declared so after examination of Commercial bids.
- vii. The Bank shall intimate the award of contract to the successful bidder after completion of the Commercial bid



EMPANELMENT OF CHEQUES/INSTRUMENTS  
PICK-UP AGENCIES

3. We confirm that we have the necessary legal, regulatory, statutory and corporate authority / eligibility and competency to participate in this RFP and also to provide the services as per the RFP if we are selected as per this RFP.
4. We have read, understand and accept the terms and conditions mentioned in the RFP document.
5. We confirm that we have quoted for all the items/services mentioned in bid in our Commercial bid.
6. We also confirm/clarify that the bid/offer made by us shall remain valid for 180 days from the last date of submission of the bid.

Yours faithfully,

Authorised Signatory:

Name:

**Annexure B: Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Eligibility Criteria	Documents to be submitted
1	Should have handled cheque pick-up and couriering facilities (from Clients location to bank) for at least one prominent public/private sector scheduled bank at multi location level.	A write up about the company / firm, its standing and past work done. (Not exceeding 2 pages) Copy of the Certificate of Incorporation issued by Registrar of Companies / firms and full address of the registered office
2	The existing infrastructure of the bidder should be sufficient to cover collection from at least 250 city-wise centres having CMP branches as given in Annexure J	As per Annexure C
3	The bidders existing infrastructure should be sufficient to cover collection of cheques from at least 250 city-wise centres having CMP branches as given in Annexure- IV. The infrastructure should at least cover one or two Region-wise clusters of States located in North, South, East or West to effectively provide cheque pick up services with strong hold in 5- 6 states in India. SBI shall not provide related infrastructure or manpower for completion of the services to be rendered to SBI.	As per Annexure C
4	The bidders should be Commercially sound and solvent. Documentary proof from the bankers required.	Copy of the audited financials and certificate from existing bankers.
5	The firm should not be blacklisted/barred/disqualified by any regulator/statutory body as on date of submission of bid	Self declaration
6	All bidders are required to submit an earnest bid money amount of Rs. 1,00,000/- (Rupees One lakh only) with their response to RFP.	Pay Order / Demand Draft, issued by a Scheduled Commercial Bank in India, drawn in favour of State Bank of India payable at Hyderabad.



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7	Bid Fee of Rs. 25000/-	Pay Order / Demand Draft, issued by a Scheduled Commercial Bank in India, drawn in favour of State Bank of India payable at Hyderabad.
---	------------------------	--

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Authorised Signatory

Seal of Company



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**Annexure - C**

**FORM OF APPLICATION**

1. Name of the Organisation and name of the person authorized:	
2. Address (with phone number if, any) :	
3. Year of establishment:	
4. Status of the Organisation (Pvt. Ltd. etc.):	
5. Name of Directors/Partners:	
6. Whether registered with the Registrar of Companies / Registrar of firms. If so, mention registration number and date.	
7. Name and address of Bankers (Enclose solvency certificate from the Bankers)	
8. Whether registered for tax purposes. If so, mention TIN number and date. Also enclose GST Certificate issued by the Dept.	
9. Whether an assessee of Income Tax. If so, mention PAN number. Also enclose the latest Income Tax Return Form Submitted to the Dept.	
10. If, you are registered in the panel of other Banks furnish their names and date of appointment/ registration (copy of related documents and performance certificate from the banks to be attached).	
11. Annual turnover and Net-worth for the last 3 years starting from 31st March 2019. Also submit attested copies of audited financial statements of 2 years up to 31.03.2020.	
12. Particulars of insurance, if any, for carrying out existing Cheques/instruments pickup activity.	
13. Experience in Cheques/instruments Pick-up in number of years	
14. Number of Centres presently covered for Cheques/instruments pickup (mapping with the SBI list of centres given at Annexure J to be given) with strong presence in cluster of States in India in North, South, East, and West.	
15. Declaration regarding near relatives working in the Bank	
16. Particulars of earnest money submitted with the RFP	
17. Email address(s) of the key personnel dealing with this RFP	
18. Number of engagements with SBI in the past 5 years	
19. Willing to provide transit insurance at adequate level	



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I/We hereby confirm that all the information, particulars, copies of certificates and testimonials in connection with my empanelment for above job are correct and genuine. I/We am/are, therefore liable to face appropriate actions as deemed fit by the Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine.

Signature with seal of the Agency

Place:

Date:

**Note: Furnish self-attested photocopies of all relevant documents in support of the information furnished above.**

\*\*\*\*\*



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**Annexure D: Commercial Bid**

The Commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – “Commercial Bid for Cheques/instruments Pickup Facility”.

Name of the Bidder:

**STATEMENT FOR SUBMISSION OF BIDS**

Sl. No.	Description of Items	TIER-A Cities		TIER-B Cities	
		Single Rate per Pickup/month containing cheques/ drafts/ instruments etc.	Per call charges at Customer's/ Bank's Request	Single Rate per Pickup/month containing cheques/ drafts/ instruments etc.	Per call charges at Customer's/ Bank's Request
1.	Cheque Pick-Up				

i. The quoted prices and taxes & statutory levies such as GST, Octroi etc. should be shown separately (Please specify both items of tax and rate of tax)

ii. The fee quoted shall be quoted only in Indian Rupees and should be inclusive of all taxes. The total cost of providing services mentioned under "Scope of Work" derived from above formats shall be considered for Commercial evaluation. In case of discrepancy between amount in words and figures, the former will prevail.

iii. Bank will not pay any amount which is not quoted in above Commercial bid. There will be no additional payment for taxes, duties, octroi etc. There will be no additional payment to the bidder for anything related to movements / visits/ presentations / knowledge transfer by the bidder or its officials.

Authorised Signatory

Seal of Company



## Annexure E: NON-DISCLOSURE AGREEMENT

THIS NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at Mumbai between:

State Bank of India constituted under the State Bank of India Act, 1955 having its Corporate office at Madam Cama Road, Mumbai through its Cadre Management Department (herein referred to as Bank which expression includes its successors and assigns) of the ONE PART;

And

\_\_\_\_\_ (hereinafter referred to as “Bidder” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

The Bank and the Bidder are herein after individually referred to as “party” and collectively as ‘parties’.

And Whereas

1. Bidder \_\_\_\_\_ is carrying on the business of providing Cheques/instruments Pickup services.

2. For the purpose of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

### 1. Confidential Information and Confidential Materials:

1.1 “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential or any other information, categorized herein as confidential information. “Confidential Information” includes, without limitation, information relating to installed or purchased Disclosing Party material or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies,

practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement



1.2 Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party. However, these exclusions shall not be applicable in respect to customer details of the Bank.

1.3 "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

## 2. Restrictions

2.1 Each party shall treat as confidential the Contract and any or all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's own employees and other persons and then only to those employees and persons who need to know the same) without the other party's written consent. Provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract or information, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and Bidders specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Bidder shall appoint any Sub-Bidder then the Bidder may disclose confidential information to such Sub-Bidder subject to such Sub Bidder giving the Customer an undertaking in similar terms to the provisions of this clause.

2.2 Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- 1) The statutory auditors of the Receiving party and
- 2) Regulatory authorities regulating the affairs of the Receiving party and inspectors and supervisory bodies thereof:

2.3 The foregoing obligations as to confidentiality shall survive any termination of this Agreement



2.4 Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

2.5 Receiving Party may not reverse, engineer, decompile or disassemble any material disclosed to Receiving Party.

### **3. Rights and Remedies**

3.1 Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

3.2 Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.

3.3 Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- a. Suspension of access privileges
- b. Change of personnel assigned to the job
- c. Commercial liability for actual, consequential or incidental damages
- d. Termination of contract

3.4 Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

### **4. Miscellaneous**

4.1 All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose

information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.

4.2 Any material and documentation provided under this Agreement is provided with RESTRICTED RIGHTS.

4.3 Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

4.4 The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

4.5 For the purpose of avoiding any ambiguity it is clarified that the services / solution or other deliverables provided or to be provided by the Bidders to Bank shall be the property of the Bank and shall not be considered as confidential information to the Bank. However, such service / solutions or other deliverables shall be considered as confidential information by the Bidder and shall not be disclose such details to any third parties without having the express written permission of the Bank.

4.6 This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

4.7 In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, Bidder or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of



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Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.

4.8 Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.

4.9 If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

4.10 All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

**5. Suggestions and Feedback**

5.1 Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2015 at \_\_\_\_\_

(Month) (Place)

For and on behalf of \_\_\_\_\_

Name		
Designation		
Place		
Signature		

For and on behalf of \_\_\_\_\_

Name		
Designation		
Place		
Signature		



## Annexure F: Compliance Statement

### DECLARATION

#### Terms & Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the bank in the RFP document.

We certify that the services proposed to be offered by us in response to the bid conform to the technical specifications stipulated in the bid with the following deviations:

- 1)
- 2)

(If left blank it will be construed that there is no deviation from the specification given above)

Authorised Signatory

Seal of Company



## Annexure G: Format for Bank Guarantee

### BANK GUARANTEE

To,

Asst. General Manager (Client Services),  
State Bank of India,  
Cash Management Product Operations Centre,  
“Aishwaryam” Survey No.26, Opp. Hyderabad Central University Main gate,  
Gachibowli, Hyderabad-500019

(Hereinafter referred to as "SBI / you")

Whereas consequent to your Request For Proposal (RFP) REFERENCE NO. SBI/CMPRFP/2021-22/02 dated 19.04.2021 you have issued an Order No. \_\_\_\_\_ dated \_\_\_\_\_ to M/s \_\_\_\_\_, having its corporate office at \_\_\_\_\_ (hereinafter referred to as "the Bidder") to provide consultancy service to SBI in accordance with the said RFP / order.

Whereas as per the terms of the said RFP/ Order the Bidder has to submit a Bank Guarantee from any scheduled commercial bank, other than SBI in favour of you.

And whereas, we, \_\_\_\_\_ Bank, having our branch office at \_\_\_\_\_ (hereinafter referred to as "the Guarantor") on the request of the Bidder hereby expressly and unreservedly undertake and Guarantee to pay to you, a sum not exceeding Rs. 20,00,000/- (Rupees Twenty lakhs Only), in the event of any breach by the Bidder of the obligations under your said Order, or reasons attributable to the Bidder on account of the same. This Guarantee shall be limited to an amount not exceeding Rs. 20,00,000/- (Rupees Twenty lakhs Only). You may raise a demand on us in writing stating the amount claimed under the Guarantee and on receipt of your claim in writing, without any demur, protest or contest and without any reference to the Bidder, we the Guarantor shall make the payment under this Guarantee to SBI within 24 hours of receipt of written claim / demand.

We the Guarantor, further confirm that a mere letter from the SBI that there has been a breach by the Bidder of its obligations or there are sufficient reasons for invoking this Guarantee, shall without any other or further proof be final conclusive and binding on the Guarantor.



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We shall not be discharged or released from this undertaking and the Guarantee by any arrangement, variation, violation between you and the Bidder, indulgence to Bidder by you with or without our consent or knowledge and this Guarantee shall be in addition to any other Guarantee or security you possess against the Bidder.

This Guarantee shall be a continuing Guarantee and shall not be discharged by any change in the constitution of SBI, Guarantor or the Bidder. It is further guaranteed that the payment under this Guarantee shall be made by us on receipt of your written demand as aforesaid making reference to this Guarantee.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rs. 20,00,000/- (Rupees Twenty lakhs Only).

This Guarantee shall remain in full force and effect for a period of **36 months** from the date of this guarantee i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made against us within one month from that date i.e. on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under whether or not this guarantee bond is returned to us or not.

Date:

For \_\_\_\_\_

(Branch and Bank)

Authorised Signatory

Place:





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**Annexure H: Bidder's Letter for EMD**

To,

The Deputy General Manager (Operations),  
State Bank of India, CMP Operations Centre,  
"Aishwaryam" Survey No.26, Opp. HCU Campus Main gate,  
Gachibowli, Hyderabad – 500019

RFP: CHEQUE PICK UP SERVICES

**RFP REFERENCE NO. SBI/CMPRFP/2021-22 /02 dated 19.04.2021**

We enclose EMD in the form of a Demand Draft / Banker's Cheque/ Pay Order No.....issued by the Branch of the .....Bank, for the sum of Rs. 1,00,000/- (Rupees One lakh only) drawn in favour of State Bank of India payable at Mumbai. We also understand and agree that no interest will be paid on EMD amount. This EMD will be treated as per terms and conditions set out in this RFP.

Thanking you,

Yours faithfully

(Authorised Signatory)

Name

Company Seal

Date

Business address

### **Annexure I: Check list of Documents to be submitted as part of Response**

The bids should be submitted in 2(two) separate envelopes one for Technical Bid (super scribed as “Technical bid for appointment of Bidder for Implementation of Transaction Banking initiatives in the Bank and other for Commercial Bid (super scribed as “Commercial bid for Implementation of Transaction Banking initiatives in the Bank). Envelope containing Technical Bid will in turn, contain four separate sealed envelopes, one containing details of eligibility criteria as per Annexure B & Annexure C of the RFP (super scribed as “Technical Bid - Eligibility Details”) and other containing complete technical Bid details. Third and fourth envelopes will contain a CD containing a soft copy of the above details separately. In the first stage, only the envelope containing ‘Technical Bid - Eligibility Details’ will be opened and evaluated.

(A)Envelope super scribed ‘Technical Bid – Eligibility Details’

- a. Forwarding letter – Annexure A
- b. Bid fee of Rs. 25,000/- by way of Draft / Pay order in favour of State Bank of India payable in Mumbai
- c. Eligibility Criteria – Annexure B
- d. Bidder Information – Annexure C
- e. Certificate of Incorporation
- f. Certificate of Business Commencement
- g. Copy of Audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding two years.
- h. Letter from clients / copy of engagement letter / contracts.
- i. Letter of declaration on blacklisting / barred / disqualification by regulatory / statutory authorities
- j. EMD amount with EMD letter as per Annexure H
- k. Compliance Statement as per Annexure F

(B). Envelope super scribed ‘Commercial Bid’  
Commercial bid details as per Annexure D.

### **Annexure J: LIST OF CMP ENABLED BRANCHES**

**List of CMP enabled Branches and centers - Separate File attached.**



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**Annexure-L**

**Certificate for Tenders for Works under Rule 144 (xi) in the General Financial Rules (GFRs), 2017**

Date:

To:

The Deputy General Manager (Operations),  
State Bank of India, CMP Operations Centre,  
“Aishwaryam” Survey No.26, Opp. HCU Campus Main gate,  
Gachibowli, Hyderabad – 500019

Dear Sir,

**RFP REFERENCE NO. SBI/CMRFP/2021-22 /01 DATED 19.04.2021**

**Bidder Name:**

This is to certify that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries. We certify that the Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfill all requirements in this regard and is eligible to be considered.

We also accept that if such certificate given by the Bidder if our bid is accepted and is found to be false, this would be a ground for immediate termination and further legal action in accordance with law.

Signature and Seal of the Bidder

**Note:** Where applicable, evidence of valid registration by the Competent Authority shall be attached.

**Annexure M: Subcontracting Terms and Conditions:**

- 1.1 The Service provider shall not engage any Sub-Service Provider, without the prior written permission of the Bank. Bank at its sole discretion, may permit or deny such requests and for doing so, may seek any information/records from the Service provider. Even once approved, Bank in its sole discretion, may rescind the permission granted by it at any time whatsoever.
- 1.2 Subcontracting, if so allowed, will only be permissible up to the first level only.
- 1.3 Even in case Subcontracting is permitted by the Bank, the Service Provider shall continue to remain responsible for the Assignment/Job to the Bank.
- 1.4 Before proposing a Sub-contractor for appointment to the Bank, the Service provider shall ensure that as regards the Assignment/Job, the Sub-contractor and/or its employees etc. conform to all the standards & requirements casted by - the Bank by way of this RFP & as may be done from time to time, by the Reserve Bank of India & Ministry of Home Affairs and by any other governmental or regulatory body.
- 1.5 Before engaging a Sub-Contractor, the Service Provider shall carry out due diligence as regards the capabilities & capacities of the Sub-contractor to carry the Job/services which are proposed to be subcontracted, to the satisfaction of the Bank and the Bank shall have access to such records.
- 1.6 In the event of subcontracting, the Service Provider shall ensure that suitable documents including confidentiality agreements containing terms which are no less then restrictive than the terms forming part of the Non – Disclosure Agreement annexed to this RFP, are obtained from the Sub- contractor. The Service Provider shall also ensure that the secrecy, security and safety of the Bank's data including customer data/processes is maintained.
- 1.7 The Service provider shall ensure that the Sub-contractor complies and shall always comply with all applicable laws, rules and regulatory guidelines.
- 1.8 The Service provider shall not be allowed to subcontract the Assignment to any Sub-contractor from a country which shares a land border with India unless, such a Sub-contractor is registered with DPIIT.



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**Exhibit I: BIDDER'S ORGANIZATION AND EXPERIENCE**

A - Bidder's Organization

[Provide here a brief two pages description of the background and organization of your firm/entity and each associate for this assignment.]

B - Bidder's Experience

[Using the format below, provide information on each assignment during last 5 years for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.]

Assignment name	
Country:	
Location within country:	
Name of Client:	
Start date month/year:	
Completion date month/year:	
Name of associated Bidders, if any:	
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Note: The Bidder shall indicate counterpart staff and facilities and explain to enable the Bank to take a final view in the matter. This would provide uniform counterpart staff and facilities to all the bidders for submitting their Proposals.

**Exhibit-II: Technical evaluation criteria**

S. No.	Criteria	Indicative Criteria	Maximum Marks	Marks awarded
1	No. of centres presently covered by the Agency  According to number of centres as per the matrix in exhibit	No of cities covered 100-200 – 10 marks 201- 300 – 20 marks 301- 400 – 30 marks >400 – 40 marks	40	
2	Experience of the company: Experience for immediate past 3 years for cheque pickup facility for Banks and Commercial Institutions in India.	3 years - 4 marks; 4 marks for each additional year (max. of 16 marks)	20	
3	Number of engagements with SBI in the past 5 years.	Cheque Pick up – 5 marks Any other engagement – 5 marks	10	
4	Ability to provide Soft data of cheque pickups done in the format desired by Bank/ Client	Yes – 10 marks No - 0	10	
5	TOL/TNW	>3 - 10 marks 3.01 to 4.00 – 8 marks 4.01 to 5.00 – 6 marks <5.00 – 0	10	
6	Current Ratio	>1.33 - 10 marks 1.20 - 1.32 - 8 marks 1.00 to 1.20 - 6 marks <1.00 - 0	10	
		<b>TOTAL</b>	<b>100</b>	
	<b>NORMALISED TO</b>		<b>50 (A)</b>	

\* Bidders who score minimum of 40 marks in Technical bid evaluation shall only be considered for Commercial bid evaluation.

\*\* In addition, the bidder should score minimum marks in each of the criteria mentioned at Sr. No. 1, 2 & 3 in the Technical evaluation matrix.



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Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Authorised Signatory

Seal of Company



**Exhibit III. COMMERCIAL EVALUATION CRITERIA  
 INDICATIVE SAMPLE TABLE FOR BANK USE FOR MARKS ALLOTMENT**

(Not to be filled by the bidder).

**MARKS for each slab:** Marks to be allotted by Bank under each category as under:

Sl.No.	Rate Category	For Beat/ on call
1	L1	25
2	L2	20
3	L3	15
4	L4	10
5	Others	05

The slabs and the matrix for arriving score for commercial bid is as under:

Sl. No.	Description of Items	TIER-A Cities		TIER-B Cities	
		Single Rate per Pickup/month containing cheques/ drafts/ instruments etc.	Per call charges at Customer's/ Bank's Request	Single Rate per Pickup/month containing cheques/ drafts/ instruments etc.	Per call charges at Customer's/ Bank's Request
1.	Cheque Pick-Up				
<b>Total</b>				<b>100</b>	
<b>Normalised to</b>				<b>50 (B)</b>	
<b>TOTAL SCORE(A+B)</b>				<b>100</b>	