



**REQUEST FOR PROPOSAL (RFP)**

**REQUEST FOR PROPOSAL FOR EMPANELMENT OF  
AGENCIES FOR CASH PICK-UP FACILITY**

**RFP REFERENCE NO. SBI/CMPRFP/2021-22 /01**

**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**

<b>TABLE OF CONTENTS</b>	
1	Bid details
2	Overview
3	RFP Terminology
4	Scope
5	Terms & Conditions for Cash pickup
6	Invitation
7	Bidding document
8	Bidding process
9	Preparation and submission of bids
10	Opening and evaluation of bids
11	Award & signing of contract
12	Disclaimer
13	Bank Guarantee
14	Conflict of interest
15	Powers to vary or omit work
16	No waiver of bank rights or successful bidder's liability
17	Audit
18	Termination of contract
19	Delays in the Appointed Agency performance in successful implementation of the project.
20	Liquidated damages.
21	Termination for default
22	Force majeure
23	Termination for insolvency
24	Governing law and disputes (applicable to the successful bidder only)
25	Governing language
26	Governing law
27	Notices
28	Taxes and duties
29	Bidder's obligation
30	Services
31	Terms & conditions

<b>TABLE OF CONTENTS</b>	
Annexure A	Bid covering letter
Annexure B	Eligibility Criteria
Annexure C	Form of application
Annexure D	Commercial Bid
Annexure E	Non-disclosure agreement
Annexure F	Compliance statement
Annexure G	Format for Bank Guarantee
Annexure H	Bidder's letter for EMD
Annexure I	Check List of Documents to be submitted as part of Responses
Annexure J	List of CMP enabled Branches
Annexure K	Certificate for Tenders for Works under Rule 144 (xi) in the General Financial Rules (GFRs), 2017
Annexure L	Terms and Conditions for Subcontracting
Exhibit I	Bidders Organisation and Experience
Exhibit II	Technical Evaluation Criteria
Exhibit III	Commercial Evaluation Criteria

**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.	Tentative Date and Time for opening of:  Technical bid – Eligibility details as per Annexure 'B' & Technical Bid – Detailed Bid as per Annexure 'D'  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 of Commercial Bid Opening	08.06.2021 Time: 3.00 p.m. IST
8.	Place of opening of Bids	State Bank of India, Cash Management Product Operations Centre, "Aishwaryam", Survey No.26, Opp: Hyderabad Central University (Main Gate), Gachibowli, Hyderabad – 500019.
9.	Address for communication (Bank)	State Bank of India, Cash Management Product Operations Centre, "Aishwaryam", Survey No.26, Opp: Hyderabad Central University (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. 50,000/- (Rupees Fifty 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. 2,00,000/- (Rupees Two lakhs only)

## 2. OVERVIEW:

State Bank of India (SBI), Cash Management Product Operations Centre (CMPOC), Hyderabad, inter-alia is engaged in collection/pooling of fund/cash 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 funds/cash from large number of its Corporate Clients.

### Products & Services are:

SBI requires services for collection of cash from the doorstep of the corporate clients and deposit the same to the nearest designated branch of the Bank. Presently there are about 3000 designated branches spread all over the country and the network is being expanded to cover more centres. The business is based on mandate Bank receives from time to time from its clients in respect of pick-up of cash from their doorstep. The RFP is aimed at smooth services in near future, envisaging manifold cash pick up expectations, 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: 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 under the scope of work 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 cash 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 4 ply Cash Deposit Slips and Hidden Code Identification Slips

(HCIN Booklet) to the Client at Client's location. On this day he fixes the mutually acceptable cash pick up time.

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

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

##### **Objective**

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

##### **Services Required: Cash Pick-up Facility:**

SBI has around 3,000 designated branches to handle the assignment. The branches list is given at Annexure-J. The list is indicative and new branches may be added on regular basis. All the branches are authorised to accept cash from its customers. After pick-up of cash from the SBI Client, the same will be required to be tendered for deposit at the identified branch.

##### **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) SBI CMP Operations Centre, Hyderabad shall co-ordinate enrolment activity with THE APPOINTED AGENCY through Letter of Intent (LOI) containing details of cash 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.

**CASH PICK-UP PROCESS STEPS: –**

**3) Client Requests for Cash Pick Up Facility for**

- a) Regular Pick Ups
- b) Evening Pick Ups
- c) Sunday Pick Ups
- d) Holiday Pick Ups
- e) Two / Multiple Pick Ups in a Day
- f) On Call Basis
- g) Extra Cash Pick Ups (i.e., more than the stipulated limit)

4) CMP Operations Centre arranges for the same as per laid down norms

5) CMP Operations Centre issues Letter of Intent (LOI) to the Selected Agency and a copy is shared to the Clients' Corporate Office. CMP Centre sends a separate authorization letter to the authorized branch as well.

6) Client requests for a specific date for commencing the pickup at a specific location giving sufficient time to both the Bank and the appointed agency for

- (a) Arranging the Bank for feasibility from all THE APPOINTED AGENCIES.
- (b) Revert from THE APPOINTED AGENCIES for the feasibility report(s).
- (c) Communicating to the Feasibility Report to the Client and getting confirmation to them.
- (d) Confirming to the APPOINTED Agency about the allotment of the client's given location through LOI and a copy to client.
- (e) Client to pass this LOI to their specific location.
- (f) The APPOINTED AGENCY will share the Authorization letter to SBI along with List of Custodians and their Copy of ID cards.
- (g) Sharing the same by SBI to the client for onward sharing to clients given location.

7) This exercise has to be completed atleast one day before the date of actual commencement of pick up

8) A Day before at least and / or as mutually agreed by both the Bank, Appointed Agency and client as well, dry run will be carried by the Custodian.

9) **VAULTING FACILITIES:** While best efforts are to be made by the appointed agency to deposit the cash collected from the Bank client at the designated branch of the Bank, under following circumstances vaulting facilities will have to be provided by the Agency:

(a) Where the Client request is for cash pick-up in the evening hours.

(b) Due to unforeseen circumstances as a result of which the deposit is not made at the branch on the same day.

(c) Prior arrangement consented by parties concerned for any particular client/ center.

10) Besides above, where an Agency accepts and makes pick up at a location feasible for pick-up of cash during any time of a day with a pre-condition to deposit the same on next working day, the entire cash has to be vaulted at the Agencies Location. As such, the pick up Agency has to provide the following at the time of Execution of Initial Service Level Agreement (SLA) and at each annual Renewal time:

(a) Indemnity Against Cash losses – at the time of initial SLA

(b) Vault Fitness Certificate – at the time of initial SLA and at each annual renewal

(c) Security Guards Fitness Certificate – at the time of initial SLA and at each annual renewal

(d) List of Pan India Vaults with their capacities and insured values – at the time of initial SLA and at each annual renewal

(e) A letter certifying that the insurance policies obtained for Vaults are adequate, valid and in force at the time Initial SLA and at each annual renewal and an undertaking to renew of the same timely

11) **MIS REPORTING BY THE APPOINTED AGENCY-CASH PICK-UP AGENCY-**  
THE APPOINTED AGENCY will provide daily MIS of PAN INDIA collections to SBI CMP Operations Centre, Hyderabad, in the format desired by the Bank, latest by next working day before 11.00 a. m. and also provide daily Customer Wise PAN INDIA MIS to all the respective Clients latest by next working day before 11.00 a.m.

**12) CHANGE IN CASH DEPOSITION LIMITS COMMUNICATED BY CLIENT-**

The cash Deposition daily limits for the client will be defined and communicated to THE APPOINTED AGENCY for better cash movement control from time to time. Cash movement beyond the defined limits will be the responsibility of THE APPOINTED AGENCY.

**13) MUTILATED / FAKE NOTES DETECTION TRAINING-** THE APPOINTED AGENCY shall provide training to their agents/employees in detection of fake/mutilated currency notes. SBI may provide necessary details, if needed, to THE APPOINTED AGENCY.

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

**5. TERMS & CONDITIONS FOR CASH PICK-UP AGENCY**

SBI has around 3,000 CMP enabled branches which will be in readiness to accept cash picked-up by the agency on behalf of its corporate clients. The actual cash pick-up facility may be undertaken at those branches where the Bank's customer so demands. The number of branches from time to time may be increased/decreased at the discretion of the Bank. These branches are located at various locations in the country probable centers available under Annexure- J. The Agencies should comply the minimum standards mentioned in RBI Circular No. RBI/2017-18/152 DCM (Plg) No.3563/10.25.07/2017-18 dated 06.04.2018.

(1) Minimum net worth\* requirement of ₹ 1 billion. The net worth of at least ₹ 1 billion should be maintained at all times.

[\* Net worth will consist of 'paid up equity capital, free reserves, balances in share premium account and capital reserves representing surplus arising out of sale proceeds of assets but not reserve created by revaluation of assets' adjusted for 'accumulated loss balance, book value of intangible and deferred revenue expenditure, if any (Audited balance sheet as on 31.03.2020 to be submitted to the bank)].

(2) Minimum fleet size of 300 specifically fabricated cash vans (owned / leased).

(3) Cash should be transported only in the owned / leased security cash vans of the Service Provider or its first level sub-contractors. Each cash van should be a specially designed and fabricated Light Commercial Vehicle (LCV) having separate passenger and cash compartments, with a CCTV covering both compartments.

(4) The passenger compartment should accommodate two custodians and two armed security guards (gunmen) besides the driver.

(5) No cash van should move without armed guards. The gunmen must carry their weapons in a functional condition along with valid gun licenses. The Service Provider or its first level sub-contractor should also furnish the list of its employed gunmen to the police authorities concerned.

(6) Each cash van should be GPS enabled and monitored live with geo-fencing mapping with the additional indication of the nearest police station in the corridor for emergency.

(7) Each cash van should have tubeless tyres, wireless (mobile) communication and hooters. The vans should not follow the same route and timing repeatedly so as to become predictable. Predictable movement on regular routes must be discouraged. Staff should be rotated and assigned only on the day of the trip. **With regard to security, additional regulations / guidelines as prescribed by Private Security Agencies (Regulation) Act, 2005, the Government of India and the State Governments from time to time must be adhered to.**

(8) Safe and secure premises of adequate size for cash processing / handling and vaulting. The premises should be under electronic surveillance and monitoring round the clock. Technical specifications of the vault should not be inferior to the minimum

standards for Chests prescribed by the Reserve Bank. The vault should be operated only in joint custody and should have colour coded bins for easier storage and retrieval of different types of contents. The Bidder has to provide a list of Vaulting Centers along with the Bid.

(9) All fire safety gadgets should be available and working in the vault which should also be equipped with other standard security systems live CCTV monitoring with recording for at least 90 days, emergency alarm, burglar alarm, hotline with the nearest police station, lighting power backup and interlocking vault entry doors.

(10) Work area should be separate from the cash area. The premises should be under the security of armed guards whose number should have reference to the scale of operations specific to the location but not less than five in any case.

(11) Customer data should be kept highly secure. The data to be stored in such a manner as to facilitate enquiry and report generation simple and quick.

(12) The bidder is required to have minimum 3 years of experience in the area of Cash transportation/security.

(13) The bidder should be in a position to cover at least 250 centers (CMP enabled branches) as per list given in Annexure J.

(14) Should have/obtain before commencement of the work the requisite licenses approvals, certificates from all statutory authorities including Municipal Labour/P.F./Income Tax/Sales Tax/Commercial Tax/ESI Departments valid for minimum of the entire duration of the agreement i.e. 3 (Three) years.

(15) Should have adequate qualified skilled staff and required cash pick up infrastructure including cash vans / gunmen etc.

(16) Should produce satisfactory performance certificates from the existing bank clients. (applicable for new agencies which are not in the list of SBI as on the date of RFP)

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

(18) The Bank reserves the right to reject any or all applications/tenders without assigning any reason, thereof, decision of the Bank regarding enlistment of Agency will be final and binding on all Tenderers. Bank reserves its right to re-tender.

- (19) The Agency shall keep proper record of the receipt of Cash along with related stationery indicating, interalia, client from whom received. Document number, if any, branch code of branch to which the collected Cash is eventually deposited etc.
- (20) The amount payable to those assigned the work executed by the bidders shall be based on the actual amount of work done by them without any guarantee of a minimum amount payable.
- (21) 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.
- (22) The agency has to arrange for transit insurance at adequate level.
- (23) The agency should be in a position to quote different rates for cash pick-up arrangement for the clients twice a week or thrice a week which should be less than the regular charges applicable where Cash Pick-up is done every day.
- (24) Each page of the application should be signed & stamped by person/persons on behalf of the Agency.
- (25) **Conditional tenders will not be accepted.**
- (26) Ideally, CMP Centre, Hyderabad prefer D+0 cash deposition at all centers.
- (27) Cash pick-up reports to be provided to all CMP eligible clients in addition to CMP Centre, Hyderabad, next day by 11.00 AM.
- (28) Cash losses / shortages occurred from the cash pick up point to till the deposition at the designated depositing branch will be the responsibility of the Agency.
- (29) 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 cash 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. 20000/-. The penalty shall not be applicable only in case of force majeure events.
- (30) CMP Centre do have right to change the agency by giving one month's notice if the services are not satisfactory to the Bank and / or the client.

## **CONFIDENTIALITY**

1. The appointed Agency is not authorised to disclose to anyone, other than 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 Cash pick-up is the property of the SBI. Data Entry 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 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 damages caused to SBI or its client for the actions or inaction of appointed agency.
5. After handling over the cash picked up from the site of the Bank 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 floppies, CDs, DVDs, tapes, Hard Disk Drivers, 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. All amendments will be advised to the bidders and such amendments will be binding on them.

- i) This RFP will be limited to the agencies who have the necessary experience, capability and expertise, size and revenues.
- ii) The bidders desirous of providing the services to SBI are invited to submit their technical and commercial bid in response to this RFP.

The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion.

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 duly authorised official (s) of State Bank of India with the selected bidder(s).

## **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 accurate information is contained in this RFP and is supplied solely as guidelines for Bidders. Furthermore, during the RFP process, SBI has disclosed or 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) SBI reserves the right to modify the bidding document by amendment at any time prior to the deadline for submission of bids,

(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 persons 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 Cash Pick-up Agencies) and other for Commercial Bid (super scribed as “Commercial bid for appointment of Cash 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. Commercial 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 further negotiation of the pricing. The Bank reserves the right to appoint more than one agency in case of the CMP Branches are located at centres 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 (super scribed as "Technical Bid"). Technical bid should be a complete document and placed in a sealed envelope super-scribed as "TECHNICAL BID".

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. Provisional Financial Statement as on 31.03.2021 duly certified by Chartered Accountant.
- 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):

- a) The Bidder shall furnish, as part of its Bid, an EMD of Rs. 2,00,000/- (Rupees Two Lakhs 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.
- b) No interest will be paid on EMD amount.
- c) The EMD is required to protect the Bank against the risk of Bidder's conduct, which would warrant the EMD's forfeiture.
- d) 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 Hyderabad and valid for a period of 90 days.
- e) Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.
- f) The EMD of the unsuccessful Bidders shall be returned within 7 days of completion of procurement process and necessary approvals.
- g) The successful bidder's EMD will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee as per format Annexure H 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.
- h) 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 corporation. 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 the Bank.

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”.

9.4.2 The Commercial proposal shall not include any conditions attached to it and any such condition attached to the 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.

#### 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 may, at its sole discretion, organize 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 already 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.

## 9.10 Format and Signing of Bid

(a) The bidder should prepare submission as per minimum eligibility criteria, Technical Bid, Commercial Bid and other requested information.

(b) 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.

(c) 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.

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

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

(f) 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 PM(IST)

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

**STATE BANK OF INDIA  
CASH MANAGEMENT PROCUCT 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 aggregate marks allotted to each of the bidder based on the following basis parameters:

- a. Net-worth of the bidder
- b. Experience of the bidder in the activity
- c. No. of Specially fabricated cash vans
- d. No. of SBI Branches presently covered by agency
- e. Liquidity of the company
- f. Number of engagements with SBI in the past 5 years.
- g. Facility for note counting and verification
- h. Evening Pick up and Overnight cash handing with vaulting facility
- i. Average Number of employees per centre (only Pickup executives and Armed Guards)
- j. No. of centres presently covered by the Agency
- k. Commercial Bid.

The statement for category wise submission of bids and indicative sample table for Bank use for allotment of marks is given at Exhibit II

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.

## **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 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 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 particular 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 Rs. 500.00 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. The BG amount will increase in mutual discussion in terms of increase in Daily Cash pick up volumes and monthly total billing amount.

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 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 standards laid down by the Bank
- b) Excessive delay(over 6 weeks) in execution of assignments
- 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**

Performance of the services shall be made by the Bidder in accordance with the time schedule 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 Bill amount for delay of each week or part thereof maximum up to 12% of Bill amount. 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, 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, 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**

23.1 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 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**

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

## **26. Governing Law**

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

## **27. Notices**

27.1 Any notice given by one party to the other pursuant to the contract shall be sent to other party in writing or by Fax and confirmed in writing to other Party's address. For the purpose of all notices, the following shall be the current address:

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

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

## **28. Taxes and Duties**

28.1 The Bidder shall be entirely responsible for all taxes, duties, license fees, road permits, other taxes, etc, incurred and therefore should be included in the price bid. The quote prices and taxes & statutory levies such as GST, 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 activity should consist of sufficient number of persons. Key person from the company for the job should be specified and any change or replacement of the key person should be at 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 skill 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 duly 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/ all of 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 is 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 cash pickup charges for a period of minimum 1 year and the existing cash pickup charges slabs are as detailed in ANNEXURE D.

31.12 During the term of agreement, bidder will not hire or retain any employee of Bank, either as an employee or Bidder. 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.

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 activities 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'. 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,  
CMP Operations Centre, “Aishwaryam”, Survey No.26,  
Opp. Hyderabad Central University Main gate,  
Gachibowli, Hyderabad - 500019

Sir,

Our Bid for RFP Ref. No. **SBI/CMRFP/2021-22 /01** 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.

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

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:

Designation:

**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	Bidder should have handled cash pick-up and transportation for at least one prominent public/private sector scheduled bank at multi-locational level. Bidder should have experience in this activity for a period of minimum 3 years. Bidder should produce satisfactory performance certificate from the existing Bank / corporate clients.	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. Experience certificates from minimum 2 clients and 1 Bank is necessary.
2	The existing infrastructure of the bidder should be sufficient to cover collection from at least 100 city-wise centres having CMP branches and at least 250 CMP enabled branches as given in Annexure J	As per Annexure C
3	The bidders are required to be in possession of turnkey security transport solutions and appropriate security infrastructure consisting of fleet of armoured vehicles, trained security personnel, Gunmen, vaulting facilities for overnight storage of cash etc. 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.	Copies of the audited financials for past three years.
5	The company should not have been 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. 2,00,000/- (Rupees Two lakhs 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.
7	Bid Fee of Rs. 50,000/-	Pay Order / Demand Draft, issued by a Scheduled Commercial Bank in India, drawn in favour of State Bank of India payable at Hyderabad.
8	Agreeable for transit insurance and Agency Cash at Vault insurance befitting the business requirement. Agency Custodians / employees' Fidelity Insurance.	Self-declaration.
9.	No company Director is Ex – bank official.	Self-declaration.

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

**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:	
6. Registration number and date of registration with the Registrar of Companies.	
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 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 2018. Submit attested copies of audited financial statements and Provisional Financial Statement as on 31.03.2021 duly certified by Chartered Accountant.	
12. Particulars of insurance, if any, for carrying out existing Cash pickup activity.	
13. Experience in Cash Pick-up in number of years.	
14. Number of Centers presently covered for Cash pickup (mapping with the SBI list of centers 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. Facility for note counting and verification of cash	Certified by Chartered Accountant
20. Overnight cash handling with vaulting facility	-do-
21. No. of transport vehicles	-do-
22. Security: No. of Armored guards	-do-



## EMPANELMENT OF CASH PICK-UP AGENCIES

23. Willing to provide transit insurance + Agency Cash at vault and Employee Fidelity insurance cover at adequate level.	Self-Declaration
24. Total number of employees. (details of number of employees for each role like Pick up executive, gunmen etc.)	

I here-by confirm that all information, particulars, copies of certificates and testimonials in connection with my empanelment for above job are correct and genuine. I am, 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.**

\*\*\*\*\*

**Annexure D: Commercial Bid**

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

Name of the Bidder:

**STATEMENT FOR SUBMISSION OF BIDS**

S.No.	Cash Carrying Slab (Rs. in lacs)	Prescribed Mode of transport	TIER “A” CITIES		TIER “B” CITIES	
			Beat Cash Pick-up/ month	Cash pick-up charges per Call	Beat Cash Pick-up/ month	Cash pick-up charges per Call
1	Up to 0.50	Specially fabricated vans as per RBI norms. Number of Armed Guard to be arranged in accordance with the RBI norms/ MHA guidelines.				
2	0.51 to 1.00					
3	1.01 to 2.00					
4	2.01 to 4.00					
5	4.01 to 6.00					
6	6.01 to 8.00					
7	8.01 to 10.00					
8	10.01 to 20.00					
9	20.01 to 50.00					
10	50.01 to 100.00					
11	101.00 to 200.00					
12	201.00 to 500.00					
13	Excess Cash Pickup Charges (rate @ Rs. /1000/-)					

TIER “A” and TIER” B” Centres : As per the list in Annexure J

On the basis of above quotes furnished by the bidder agency Bank will allot marks under each category as under:

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

S.No.	Rate Category	For Beat/ on call per slab	Excess pickup charges
1	L1	2	4
2	L2	1.5	3
3	L3	1	2
4	L4	0.5	1
5	Others	0	0

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 Hyderabad 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 CMP Operations Centre (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 Cash 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:

- a. The statutory auditors of the Receiving party and
- b. 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 Hyderabad and in accordance with the provisions of 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 \_\_\_\_\_ 2021 at \_\_\_\_\_

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/CMRFP/2021-22/01 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 Cash Pickup 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. 5,00,00,000/- (Rupees Five crores 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. 5,00,00,000/- (Rupees Five crores 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.

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. 5,00,00,000/- (Rupees Five crores 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:



**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. Hyderabad Central University Main gate,  
Gachibowli, Hyderabad – 500019

RFP: CASH PICK UP SERVICES

**RFP REFERENCE NO. SBI/CMPRFP/2021-22 /01**

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. 2,00,000/- (Rupees Two lakhs only) drawn in favour of State Bank of India payable at Hyderabad. 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 providing Cash Pickup Services in the Bank and other for Commercial Bid (super scribed as “Commercial bid for Implementation of Transaction Banking initiatives in the Bank

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

- a. Forwarding letter – Annexure A
- b. Bid fee of Rs. 50,000/- by way of Draft / Pay order in favour of State Bank of India payable in Hyderabad
- 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 for preceding three years. Provisional Financial Statement as on 31.03.2021 duly certified by Chartered Accountant.
- h. Letter from clients / copy of engagement letter / contracts.
- i. Letter of declaration on black listing / 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 and centers - Separate File attached.**

**Annexure-K**

**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. Hyderabad Central University Main gate,  
Gachibowli, Hyderabad – 500019

Dear Sir,

**RFP REFERENCE NO. SBI/CMPRFP/2021-22 /01**

**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 L: 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 than 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 Department for Promotion of Industry and Internal Trade (DPIIT).

**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**

Data mentioned in latest audited balance sheet will be considered for arriving at the score.

Sr. No.	Criteria	Indicative Criteria	Maximum Marks	Marks awarded
1	Net-worth of the agency	Based on total tangible net worth Rs. 100 crores – 6 marks Rs. 101-125 crores – 8 Rs. 126-150 crores - 10 above Rs. 150 crores - 12	12	
2	Experience of the company during immediate past 3 years for cash pickup facility for Banks and Commercial Institutions in India.	3 years - 2 marks More than 3 years each year will get 2 marks maximum 10	10	
3	No of Specially fabricated cash vans	300 - 1 mark 301-350 - 2 marks > 351 - 3 marks	3	
4	No. of SBI Branches presently covered by agency	#According to number of centers as per the matrix in exhibit	20	
5	Liquidity	Quick Ratio 0.75 to 1.00 - 2 marks 1.01 to 1.10 - 4 marks 1.11 to 1.20 - 6 marks Above 1.20 - 8 marks	8	
6	Number of engagements with SBI in the past 5 years.  Write up from Bidders + Bank's own experience	Cash Pick up – 1 mark Cheque Pick up – 1 mark ATM – 1 mark Any other engagement – 1 mark	4	
7	Facility for note counting and verification	Ensuring note counting by using Note counting machines (Adequate number for each centre including mobile counting machines) Min 50 – 2 marks 51-100 – 4 marks 101-150 – 6 marks above 150 – 8 marks	8	

8	Evening Pick up and Overnight cash handing with vaulting facility	Overnight storage of cash in vault in number of Centres. 5 – 1 mark 6-10 – 2 marks 11-15 – 3 marks 16-20 – 4 marks Above 20 – 5 marks	5	
9	Average Number of employees per centre (only Pickup executives and Armed Guards) Number rounded off to nearest integer.	5 persons – 2 6 persons - 4 7 persons – 6 8 persons – 8 9 & above – 10	10	
10	No. of centres presently covered by the Agency	Number of Cities mentioned 100-200 – 5 marks 201- 300 - 10 marks 301- 400 - 16 marks >400 - 20 marks	20	
		<b>TOTAL</b>	<b>100</b>	
	<b>NORMALISED TO</b>		<b>50 (A)</b>	

# 1a). MARKS for No of SBI Branches presently being covered by the Agency

**251-500 = 4; 501-750= 6; 751-1000 = 8; 1001-1250 = 10; 1251-1500 = 12, 1501-1750 = 14, 1751-2000 = 16, >2001 = 18,**

**1 b). Coverage for more than 20 Branches in North East states – 2 marks;**

\* 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.

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

(Not to be filled by the bidder).

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

S.No.	Rate Category	For Beat/ on call per slab	Excess pickup charges
1	L1	2	4
2	L2	1.5	3
3	L3	1	2
4	L4	0.5	1
5	Others	0	0

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

S.No.	Cash Carrying Slab (Rs. in lacs)	TIER “A”		TIER “B”		TOTAL
		Max marks=2 (Monthly charge)	Max marks=2 (Per call charge)	Max marks=2 (Monthly charge)	Max marks=2 (Per call charge)	
1	Up to 0.50					
2	0.51 to 1.00					
3	1.01 to 2.00					
4	2.01 to 4.00					
5	4.01 to 6.00					
6	6.01 to 8.00					
7	8.01 to 10.00					
8	10.01 to 20.00					
9	20.01 to 50.00					
10	50.01 to 100.00					
11	101.00 to 200.00					
12	201.00 to 500.00					
13	Excess pickup charges (rate @ Rs. /1000/-)					
Total						100
Normalised to						50 (B)
TOTAL SCORE(A+B)						100

TIER "A" and TIER" B" Centres : As per the list in Annexure J