

Request for Proposal for Cash Management Services



**Uttar Bihar Gramin Bank,
Head Office,
Kalambagh Chowk,
Muzaffarpur-842001**

REQUEST FOR PROPOSAL

Uttar Bihar Gramin Bank, Muzaffarpur(UBGB) intends to invite offers, from reputed Agency Bank/ Service Providers to provide cash management solutions. The Service Provider is engaged in the business of pick up & delivery of cash.

For other details, specifications, format of Application & Quotation, terms and conditions please check the attachments/annexure.

Ref. No. HO/GAD/12/19-20/277

Date of Issue: 29-06-2019

Issued by

Uttar Bihar Gramin Bank
Kalambagh Chowk, Muzaffarpur,
Bihar Pincode -842001

The Bidding Document may be obtained from the Bank as under or downloaded from Bank's

Website <http://www.ubgb.in> and the bid should be submitted to the office of:

General Manager (GAD),
Uttar Bihar Gramin Bank,
Sharma Complex,
Kalambagh Chowk,
Muzaffarpur
Pincode:842001

Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.

Bank reserves the right to change the dates mentioned in this RFP document, which will be published on the website of the Bank.

The information provided by the bidders in response to this RFP document will become the property of Uttar Bihar Gramin Bank (UBGB) and will not be returned. UBGB reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders or published on the Bank's website and such amendments will be binding on them.

SCHEDULE OF EVENTS

S.No	Particulars	
1.	Tender Reference :	HO/GAD/12/19-20/277
2.	Date of commencement of issue of RFP	29 June 2019
3.	For receipt of queries on RFP	04 July 2019
4.	Date for Pre-Bid Meeting	05 July 2019
5.	Last date for Bid Submission of RFP	10 July 2019 at 3:00pm
6.	Opening of Tender	10 July 2019 at 3:30 pm
9.	Address of Communication	Uttar Bihar Gramin Bank Head Office, GAD Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001
10	Place of Opening of Bid	Uttar Bihar Gramin Bank Head Office, GAD Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001
11..	Contact Details	Interested Bidders are requested to send the email smgad@ubgb.in , smopr@ubgb.in cmopr@ubgb.in

Definitions

In this Contract, the following terms shall be interpreted as indicated:

- 1 "The Bank" means Uttar Bihar Gramin Bank.
- 2 "The Contract" means the agreement entered into between the Bank and the Agency Bank/ Service Provider, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein and / or under this RFP document forming part of the contract.
3. "The Bidders" means the Agency Bank/ Service Provider participating in the tender process and submitting Bid;
- 4 "Vendor" is the successful Bidder(s) and to whom notification of award has been given by Bank.
- 5 "The Contract Price" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Uttar Bihar Gramin Bank (hereinafter referred to as Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

1. INTRODUCTION

Uttar Bihar Gramin Bank, a Regional Rural Bank (hereinafter referred to as Bank) having its Head Office at Sharma Complex, Kalambagh Chowk, Muzaffarpur (Bihar). The Bank has 1032 branches and 14 Regional Offices spread in 18 districts of Bihar.

2. SCOPE OF WORK

1. To provide Cash management solution for picking and remitting the cash for different 1032 Branches of Uttar Bihar Gramin Bank which are extended in North Bihar and controlled by our 14 Regional Offices.
2. Cash management solution means cash funding/collecting by Agency Bank/ Service Provider and all transactions will be routed through account of UBGB in Agency Bank/ Service Provider. UBGB will maintain credit balance in their account.
3. Agency Bank/ Service Provider will provide on line system for request indent for collecting /remitting fund to/from Branches.
4. Agency Bank/ Service Provider will provide MIS and their robust process flow through demonstration.
5. The vehicles used for cash van services must be as per the standard set by the RBI vide circular 152 dated 06 April 2018 and MHA guidelines, GoI gazette dated 08 August 2018.

RBI Standards for engaging the Service Provider and its sub-contractors

A. Eligibility Criteria

1. Minimum net worth¹ requirement of ₹ 1 billion. The net worth of at least ₹ 1 billion should be maintained at all times.
2. The net worth requirement will come into force with immediate effect for all future outsourcing agreements of the banks. In case of existing agreements, the banks shall ensure that the net worth criteria is met as on March 31, 2019 (audited balance sheet to be submitted to the bank concerned by June 30, 2019) or at the time of renewal of agreement, whichever is earlier].

B. Physical / Security Infrastructure

1. Minimum fleet size of 300 specifically fabricated cash vans (owned / leased/ on called services).
2. 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.
3. The passenger compartment should accommodate two custodians and two armed security guards (gunmen) besides the driver.

4. 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.
5. 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.
6. 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.
7. Night movement of cash vans should be discouraged. All cash movements should be carried out during daylight. There can be some relaxation in metro and urban areas though depending on the law and order situation specific to the place or the guidelines issued by the local police. If the cash van has to make a night halt, it necessarily has to be in a police station. In case of inter-state movement, changeover of security personnel at the border crossing must be pre-arranged.
8. Proper documentation including a letter from the remitting bank should be carried invariably in the cash van, at all times, particularly for inter-state movement of currency.
9. 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.
10. All fire safety gadgets should be available and 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.
11. Critical information like customer account data should be kept highly secure. Access to the switch server should be restricted to banks. Interfaces where a bank gives access to the service provider or its sub-contractor to the bank's internal server should be limited to relevant information and secured.

3 Eligibility Criteria

S. No.	Criteria	Valid Supporting Documents to be submitted along with the proposal
1.	Bidder should be a Bank registered in India since last 5 (Five) years.	Incorporation/ Registration certificate should be furnished as documentary proof or any relevant proof
2.	No. of Branches in North Bihar	Relevant certificate needs to be attached which is valid on date of submission or any relevant proof.
3.	No. of currency chest in North Bihar	Relevant certificate needs to be attached which is valid on date of submission or any relevant proof
4.	CDP tie-up	Copy of work order/ PO / Letter from client should be enclosed with proposal or any relevant proof
5.	Doing CMS in Bihar where the Bidder is successfully implementing/implemented the relevant CMS module	Copy of work order/ PO / Letter from client should be enclosed with proposal or any relevant proof
6.	Whether RBI and MHA guidelines followed.	Relevant certificate needs to be attached which is valid on date of submission or any relevant proof

Note: All eligibility criteria compliance by bidder must be supported by documentary evidence in technical response of the bidder.

Vendor must comply with the above mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above mentioned criteria. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

TERMS & CONDITIONS:

1. The initial term of this Agreement shall be for a period of 12 months for cash management services commencing from the date hereafter termed as "Commencement Date" as mentioned above.
2. This Agreement shall stand automatically renewed for further terms of 12 months each, unless either Party notifies the other Party in writing its intention not to renew the Agreement at least 60 Business days prior to end of each 6 months term.

3. INSURANCE:

The Service provide shall cover all the following insurance

- Cash in transit
- Cash In service provider's premises
- Cash On Service Provider and Bank Table / Counter
- Inter / Intra City transits

Whereas the service provider shall cover the Fidelity insurance covering all its employees of all designations. The Service provider shall provide a copy of such policy to the Bank. The service provider shall be responsible for claims under fidelity and the claims covered under the cash in transit, errors and omissions etc. The Service provider shall cover all the required comprehensive Insurance covering all the different types of service provided by Service Provider termed under "Currency Management Services ". All the services being provided by Service provider and any new activity to be started shall be covered by the service provider. Bank shall assume that all the required insurance are in place at all times.

4. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

5. SPLITTING OF ORDER

The Bank reserves its right for splitting the number of Regions between the two service providers. The splitting of the order will be in any ratios, provided the L2 service provider agrees to match the prices quoted by L1 service provider and agrees for all the terms and conditions. In case L2 service provider is not willing to match L1 price, Bank will call L3, L4 service providers etc., in that order to step into the shoes of L2 service provider. In the event of L3, L4 etc., service provider not matching the L1 price the entire number of cash vans will be awarded to L1

6. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms & conditions and functional & technical specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

7. AMMENDMENT IN BIDDING DOCUMENT

- 7.1 At any time prior to the date for submission of bids, the bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP documents by amendments.
- 7.2 Amendments, if any will be notified through Bank's web site to all prospective Bidders, who have received the RFP documents and will be binding on them.
- 7.3 In order to provide, prospective Bidders, reasonable time to take the amendment into account for preparing their bid, the Bank may, at its discretion, extend the last date of submission of bids

8. BIDDING PROCESS (TWO PART OFFER)

1. Quotations are invited under two bid systems i.e. Technical Bid and Financial Bid, to be submitted as per the format enclosed in **Annexure IV and V** of this document. These will be put in separate sealed covers super scribed respectively as "Technical Bid for Cash Management Services" and "Financial Bid for Cash Management Services". Both sealed envelopes should be put in another sealed cover super scribed as "Quotation for providing Cash Management Services on Contract". These covers should also indicate name, address and contacts of the bidder submitting the offers. Regionwise Branch and other details are given in **Annexure-VI**.
2. **TECHNICAL BID** will also contain the Bidders information in the format as given in bid document. TECHNICAL BID will NOT contain any pricing or commercial information at all.
3. In the first stage, only TECHNICAL BID will be opened and evaluated. Those bidders satisfying the eligibility criteria and the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed.
4. After completion of technical evaluation, the Indicative Commercial Bid of only eligible bidders, whose bids are short-listed, will be opened for further process.
5. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor (to be filed in a separate file.)

9. LATE BIDS

Any bid received by the Bank after last date and time of submission of bid prescribed by the Bank, may be rejected and/or returned unopened to the Bidder. Bank reserves right to accept (or) reject any such bids without assigning any reason thereof.

10. ERASURE OR ALTERATIONS

Technical details and commercial quotes must be completely filled up. The corrections or alterations, if any should be authenticated. In case of the corrections/alteration not properly authenticated, the offer will be liable for rejection.

11. MODIFICATION OR WITHDRAWAL OF BID

- 11.1 The bidder may modify or withdraw its bid's submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the deadline prescribed for submission of bids.
- 11.2 The Bidders' modification or withdrawal notice shall be prepared, sealed, marked and delivered in accordance to the provision of Para "Submission of Bids", with the envelope additionally marked "MODIFICATION" or "WITHDRAWAL" as appropriate. The withdrawal notice may also be sent by mail but followed by a signed confirmation copy, post marked not later than the deadline for submission of bids.
- 11.3 No bid will be modified after the deadline for submission of bids.

11.4 No bid may be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by the bidder in the submitted bid.

11.5 No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

12. PRICE COMPOSITION

12.2 The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees.

12.3 The prices should be inclusive of all costs including taxes to be charged.

13. PRICE FREEZING

The prices finalized shall remain valid for 1 year from the date of P0.

14. NO PRICE VARIATION

The commercial offer shall be on a fixed price basis. No upward revision in the price would be considered. Any Change in the service tax and or any such type of tax will be to the account of Bank.

15. TENDER/ RFP CANCELLATION

The Bank reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever.

16. OPENING OF OFFERS

Technical Offers will be opened on 10 July 2019. The representative of the Bidder can be present for the opening of the Technical Offers. No separate intimation will be given in this regard to the Bidders, for deputing their representative. In case designated date of bid submission is declared to be public holiday, the same may be extended to next working day.

17. Commercial Bids:

Commercial bids of only technically qualified short listed bidders will be opened and evaluated.

18. LANGUAGE AND CURRENCY OF BID

The bid shall be in English Language and all prices shall be expressed in Indian Rupees.

19. SUBMISSION OF BID

The bidders shall duly seal each envelope. The bid should be addressed to purchaser at the following address:

The General Manager,
Uttar Bihar Gramin Bank,
Head Office (GAD)
Sharma Complex, Kalambagh Chowk
Muzaffarpur-842001

ACCEPTANCE OF TERMS AND CONDITIONS

(LETTER TO THE BANK ON THE VENDOR'S LETTER HEAD)

To
The General Manager,
Uttar Bihar Gramin Bank,
Head Office (GAD)
Sharma Complex, Kalambagh Chowk
Muzaffarpur-842001

Sir / Madam,

Subject: Your RFP for implementation of Cash Management Services

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the supply of the software as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexure-I and Annexure- III to Annexure-XIV and also copy of unpriced commercial bid is enclosed.

We also confirm that the offer shall remain valid for 180 days from the date of the offer.

We hereby undertake that the software to be delivered to the Bank will be licensed and legally obtained.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Dated at _____ this _____ day of _____ 2019.

Yours faithfully,

Signature

Authorized Signatory

Seal of company

PRE-QUALIFICATION CRITERIA (ELIGIBILITY COMPLIANCE)

S. No.	Criteria	Compliance(Yes/No)	Valid Supporting Documents to be submitted along with the proposal
1.	Bidder should be a Bank registered in India since last 5 (Five) years.		Incorporation/ Registration certificate should be furnished as documentary proof or any relevant proof.
2.	Number of Branches in North Bihar		Relevant certificate needs to be attached which is valid on date of submission or any relevant proof.
3.	Number of currency chest in North Bihar		Relevant certificate needs to be attached which is valid on date of submission or any relevant proof.
4.	CDP tie-up		Copy of work order/ PO / Letter from client should be enclosed with proposal or any relevant proof.
5.	Doing CMS in Bihar where the Bidder is successfully implementing/ implemented the relevant CMS module		Copy of work order/ PO / Letter from client should be enclosed with proposal or any relevant proof.
6.	Whether RBI and MHA guidelines followed.		Relevant certificate needs to be attached which is valid on date of submission or any relevant proof.

Signature

Authorized Signatory

Seal of Company

UNDERTAKING

(LETTER OF UNDERTAKING ON COMPANY LETTER HEAD)

To
The General Manager,
Uttar Bihar Gramin Bank,
Head Office (GAD)
Sharma Complex, Kalambagh Chowk
Muzaffarpur-842001

Sir,

Subject: Your RFP for Implementation of Cash Management Services for Bank

- We submit our Bid Document herewith. We understand that
- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job 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. Until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- You may accept or entrust the entire work to one vendor or divide the work to more than
- One vendor without assigning any reason or giving any explanation whatsoever.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- Vendor means the bidder who is decided and declared so after examination of commercial bids through process of reverse auction.

Dated at.....this..... day of.....2019

Yours faithfully,

Name:

Signature:

Seal of Company:

Name of the Service Provider:**Outsourced Agency Bank/ Service Provider Profile & Technical Bid**

S. No.	Information to be provided	Remarks	Evaluation marks	Total marks
1	Name of the outsourced Agency			
2	Address			
3	Contact			
4	Email Id			
5	Number of Branches in North Bihar	Mention no. of Branches in North Bihar	i. More than 50 Branches- 10 marks ii. 40 to 50 Branches- 7 marks iii. Below 40 Branches - 5 marks	10
6	Number of currency chest in North Bihar	Mention no. of Currency chest in North Bihar	i. More than 1 currency chest- 20 marks ii. 1 currency chest- 15 marks	20
7	CDP tie-up	Mention no. of CDP tie-up in North Bihar	i. More than 20 - 10 marks ii. More than 15 - 7 marks iii. More than 10 - 5 marks	10
8	Doing CMS in Bihar where the Bidder is successfully implementing/ implemented the relevant CMS module	Mention name of client in North Bihar	i. If exposure in this field in Bihar - 30 marks ii. If no exposure- 0 marks	30
9	Presentation		i. Outstanding- 30 marks ii. Very good- 25 marks iii. Good- 20 marks iv. Satisfactory- 10 marks v. Not satisfactory- 0 marks	30
10	Whether RBI & MHA guidelines followed	Yes/No		

Note: 1. RBI guidelines and MHA guidelines must be followed otherwise technical bid will be rejected.

2. Qualifying marks will be 70% of total marks.

Authorised Signatory
(Name & Designation, seal of the firm)

Date:

FINANCIAL BID
(On Outsourced Agency's letterhead)

Option 1: Dedicated Cash Vans

S. No.	Item description	Charges in Rs.
1	Per dedicated cash van	

Option 2 (Call basis):

S. No.	Item description	Charges in Rs.
1	Per cash pick-up/ delivery upto 10 lakh	
2	Additional charges per lakh above 10 lakh	

Option 3(A) Float basis:

S. No.	Item description	Charges in Rs.
1	Only Float	

Option 3(B) Fixed Float basis:

S. No.	Item description	Charges in Rs.
1	Only Fixed Float	

S. No.	Item description	Charges in Rs.
1	Cash handling, counting & verification (per 1000 rupees)	

Authorised Signatory
(Name & Designation, seal of the firm)

Date:

Annexure VI

S. No.	Region	Avg. monthly remittance (in crore)	Avg no. of branches remittance on daily basis	District	No. of Branch
1	Araria	16	13	Araria	30
				Kishanganj	23
2	Bettiah	17	18	West Champaran	74
3	Darbhanga	12	9	Darbhanga	89
4	Chapra	21	19	Saran	80
5	Gopalganj	10	10	Gopalganj	64
6	Hajipur	18	20	Vaishali	67
7	Jhanjharpur	10	20	Madhubani	48
8	Madhubani	6	12		67
9	Motihari	15	24	East Champaran	86
10	Muzaffarpur	20	16	Muzaffarpur	90
11	Purnea	18	14	Purnea	46
				Katihar	32
12	Saharsa	27	15	Madhepura	34
				Saharsa	25
				Supaul	31
13	Sitamarhi	40	13	Sitamarhi	47
				Sheohar	15
14	Siwan East	20	16	Siwan	84
	Total	250	219		1032