

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/12/19-20/1707

Date of Issue: 12-02-2020

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.

(Rajesh Kumar)
General Manager

SCHEDULE OF EVENTS

S.No	Particulars	
1.	Tender Reference :	HO/GAD/12/19-20/ 1707
2.	Date of commencement of issue of RFP	12 February 2020
3.	For receipt of queries on RFP	17 February 2020
4.	Date for Pre-Bid Meeting	18 February 2020
5.	Last date for Bid Submission of RFP	21 February 2020at 3:00pm
6.	Opening of Tender	21 February 2020at 3:30 pm
9.	Address of Communication	Uttar Bihar Gramin Bank Head Office, GAD Department, Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001
10	Place of Opening of Bid	Uttar Bihar Gramin Bank Head Office, GAD Department, 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

- i. To provide Cash management solution for picking and remitting the cash for different 1032 Branches of Uttar Bihar Gramin Bank which is extended in North Bihar and controlled by our 14 Regional Offices.
- ii. 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.
- iii. Agency Bank/ Service Provider will provide on line system for request indent for collecting /remitting fund to/from Branches .
- iv. Agency Bank/ Service Provider provide MIS and their robust process flow through demonstration.
- v. 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 guidelines issued by Ministry of Home affairs notification number 553 dated 08 August 2018.**

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.	
2.	No. of Branches in North Bihar	Any relevant proof/ certificate
3.	No. of currency chest in Bihar/ adjacent state(Bengal/UP)	Any relevant proof/ certificate
4.	Cash pick up tie-up details	Any relevant proof/ certificate
5.	Whether RBI and MHA guidelines followed.	Any relevant proof/ certificate

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. The Bank reserves the right to discontinue/ break the agreement in view of any deficiencies occurred during the year.

4. **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.

5. **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.

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, which 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

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

12.2 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. PRICE VARIATION

- i. The commercial offer shall be fixed as per Financial Bid only. Post finalisation of commercial, no upward revision in the price would be considered during the agreement period, except any change in the GST or any statutory taxes and or any such type of tax, that will be charged to the nodal account of the Bank.
- ii. The Job order will be allotted by Bank based on services and their committee member's decision. The bidders have no rights on it to ask work order/ raise objection on committee or Bank's decision.

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 **21 February 2020**. 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. Final Scoring: Final scoring for selection of the Bidder will be as follows:

Sr. No.	Bids/Parameters	Weightage %
1.	Technical Bid	50
2.	Commercial Bid	50
	Total	100

For example: Three bidders namely A, B and C participated in the bid process and their technical score are as under:

A=490, B=630 C=560

After converting them into percentile, we get

$$A = (490/630) * 100 = 77.77$$

$$B = (630/630) * 100 = 100$$

$$C = (560/630) * 100 = 88.89$$

The quoted prices i.e. commercial bid of Bidders are as under:

A = Rs.8000/-, B = Rs.9000/-, C = Rs10000/-

The final cost (lower cost quoted in price bid, in this case it Rs.8000/-) quoted by the bidders, shall be converted into percentile score as under:

$$A = (8000/8000) * 100 = 100.00$$

$$B = (8000/9000) * 100 = 88.89$$

$$C = (8000/10000) * 100 = 80.00$$

As the weight age for technical parameter and commercial parameters are 50% and 50% respectively, the final scores shall be calculated as under:

$$A = (77.77 * 50\%) + (100.00 * 50\%) = 88.89$$

$$B = (100 * 50\%) + (88.89 * 50\%) = 94.44$$

$$C = (88.89 * 50\%) + (80.00 * 50\%) = 84.44$$

Hence, the offer of "B" (being highest score) would be considered as (H1) Bidder and will be called for the negotiation before awarding the final contract. The Bank Reserves the right to reject even H1 Bid without assigning any reason whatsoever.

19. LANGUAGE AND CURRENCY OF BID

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

20. SUBMISSION OF BID

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

The General Manager (GAD),
Uttar Bihar Gramin Bank,
Head Office
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 (GAD),
Uttar Bihar Gramin Bank,
Head Office
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 Annexures.

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

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 _____ 20.....

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.		
2.	Number of Branches in North Bihar		Any relevant proof/ certificate
3.	No. of currency chest in Bihar/ adjacent state(Bengal/UP)		Any relevant proof/ certificate
4.	Cash pick up tie-up details		Any relevant proof/ certificate
5.	Whether RBI and MHA guidelines followed.		Any relevant proof/ certificate

Signature

Authorized Signatory

Seal of Company

UNDERTAKING

(LETTER OF UNDERTAKING ON COMPANY LETTER HEAD)

To
The General Manager (GAD),
Uttar Bihar Gramin Bank,
Head Office
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 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.....20....

Yours faithfully,

Name:

Signature:

Seal of Company:

TECHNICAL BID

ANNEXURE-IV

Name of the Service Provider:

S. No.	Information to be provided	Remarks	Evaluation marks	Marks	Total marks
	Name of the Service Provider				
	Address				
	Contact				
	Email Id				
1	Number of Branches in North Bihar	Mention no. of Branches in North Bihar	i. More than 50 Branches ii. 40 to 50 Branches iii. Below 40 Branches	10 Marks 07 Marks 05 Marks	
2	Number of currency chest in Bihar/ adjacent state(Bengal/UP)	Mention no. of Currency chest in Bihar/ adjacent state(Bengal/UP)	i. More than 1 currency chest ii. 1 currency chest	10 Marks 07 Marks	
3	Cash pickup tie-up details	Mention no. of Cash pickup tie-up details in Bihar	i. More than 20 ii. More than 15 iii. More than 10	10 Marks 07 Marks 05 Marks	
4	Doing CMS (Cash pickup and delivery) in Regional Rural Bank(RRB)/ other banks in all over India where the Bidder is successfully implementing/ implemented the relevant CMS module	(i) Mention no. of RRB (ii) Mention no. of banks (other than RRBs)	i. If exposure in RRB in India ii. If exposure other than RRB	15 Marks 10 Marks	
5	Presentation (Through PPT with complete details and process flow. Full secures online platform for i) Cash delivery ii) Cash collection		i. Very good ii. Good- iii. Satisfactory	30 Marks 20 Marks 10 Marks	
6	MIS for cash delivery and cash collection process		i. Real time cash pick-up and delivery process ii. MIS on same day	10 Marks 05 Marks	
7	Agreed for picking up all denomination notes, mutilated, soil notes, non issuable notes as per requirement	Yes/No	i. Yes ii. No	10 Marks 05 Marks	
8	Total cash volume handled in currency chest per month		i. More than 500 cr ii. Less than 500 cr	05 Marks 03 Marks	

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)

**FINANCIAL BID
(On Outsourced Agency's letterhead)**

Fixed Float basis:

S. No.	Item description	Charges in Rs.
1	Only Fixed Float (Cash pick-up/ delivery upto 10 lakh as per MHA Guidelines)	
2	Additional charges per lakh above 10 lakh	

3	Any additional charges	
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Terms & Conditions as per Service Provider

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	10	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	220		1032