



No.DCA(HQ)/SDMC/2020/

Dated: 14.05.2020

REQUEST FOR PROPOSALS

The CA-cum-Financial Advisor, SDMC, 23rd Floor, Dr.SPM Civic Centre, Minto Road, New Delhi on behalf of the Commissioner, SDMC invites sealed proposals/tenders in Two Bid system from all the Public Sector and Private Sector Scheduled Commercial Banks to participate as Service Provider in the SDMC activities of cash/cheque collection, money transfer and other allied services. The details/schedule of the selection process is as under:

1. Date of uploading of Proposal on SDMC website : 14.05.2020
2. Last date for receipt of request for clarifications
by e-mail dcasdmchq@gmail.com(Pre-bid meeting) : 19.05.2020 (upto 3.00 pm)
3. Last Date for Bid submission : 26.05.2020 (upto 3.00 pm)
4. Opening of Technical Bid : 26.05.2020 (3.30 pm)
5. Opening of Financial Bid : 28.05.2020 (11.30 am)

The Request for Proposal may be downloaded from SDMC website or may be obtained from the office of Deputy Controller of Accounts (HQ), SDMC, 23rd Floor, Dr. SPM Civic Centre, New Delhi-11002 on payment of Rs.500/- in the form of DD/PO in favour of Commissioner, SDMC.


Dy. Controller of Accounts (HQ)
SDMC

Director (IT), SDMC with the request to upload on the SDMC website.

VELAYUDHAN E R
Dy. Controller of Accounts (HQ)
SDMC



SOUTH DELHI MUNICIPAL CORPORATION

REQUEST FOR PROPOSAL

FOR


SELECTION OF SERVICE PROVIDER BANK

FOR

CASH COLLECTION, MONEY TRANSFER

&

OTHER ALLIED SERVICES


VELAYUDHAN E R
Dy. Controller of Accounts (HQ)
SDMC

SOUTH DELHI MUNICIPAL CORPORATION

1. DISCLAIMER

- 1.1 Though adequate care has been taken in preparation of this Request for Proposal (RFP) Document, the Bidder should satisfy himself that the Document is complete in all respects/aspects. Intimation of discrepancy, if any, should be given to the below mentioned Office immediately:

Office: **Dy. Controller of Accounts (HQ),**
SOUTH Delhi Municipal Corporation,
J.L.N.Marg, 23rd Floor, S.P.Mukherjee Civic Centre,
New Delhi-110002.

If no intimation is received by this office by the date of pre-bid conference, it shall be deemed that the Bidder is satisfied that the RFP Document is complete in all respects.

- 1.2 Neither SOUTH DMC nor their Employees make any representation of Warranty as to the accuracy, reliability or completeness of the information in this RFP and it is not possible for SOUTH DMC to consider the particular needs of each party who reads or uses this RFP. Each prospective Bidder should conduct his own investigations and analyse and check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice from appropriate sources.
- 1.3 Neither SOUTH DMC nor their Employees will have any liability to any prospective Bidder or any other person under the Law of Contract, Tort, the Principles of Restitution or Unjust Enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP, any matter deemed to form part of this RFP, the award of the Contract, and any other information supplied by or on behalf of SOUTH DMC or their Employees, or otherwise arising in any way from the selection process for the Contract.
- 1.4 SOUTH DMC reserves the right to reject any or all of the proposals submitted in response to this RFP at any stage without assigning any reasons whatsoever.
- 1.5 SOUTH DMC reserves the right to change any or all of the provisions of this RFP prior to Due Date, fixed for submission of Proposal. Such changes would be intimated to all the prospective Bidders.
- 1.6 SOUTH DMC reserves the right to change, modify, add to or alter the Selection Process including inclusion of additional Evaluation Criteria, which in no event be later than the Due Date, fixed for submission of proposal. Any change in the Selection Process shall be intimated to all prospective Bidders.
- 1.7 Each Bidder shall submit only one Bid. A Bidder, who submits or participates in more than one Bid, will be disqualified.
- 1.8 The Bidder is advised to visit and examine the site(s) of works and its surroundings and obtain for himself at his own responsibility all information that may be necessary for preparation of the Bid and entering into the Contract without disturbing the day-to-day office work. The cost of visiting the site shall be at Bidder's own expenses.
- 1.9 SOUTH DMC will have the right to accept any proposal after conducting the Cost Benefit Analysis of such proposals and to negotiate the same.
- 1.10 The Bidder should declare information regarding any Litigation, if any, in which the Bidder is involved regarding the similar nature of work.

2. ABBREVIATIONS

C.R.	:	Cash Receipt.
DD	:	Demand Draft.
ECS	:	Electronic Clearing System.
EFT	:	Electronic Fund Transfer.
EMD	:	Earnest Money Deposit.
EOI	:	Expression of Interest.
L.O.I.	:	Letter of Intent.
SOUTH DMC	:	SOUTH Delhi Municipal Corporation.
RFP	:	Request for Proposal.
PO	:	Pay Order.
CSB	:	Citizen Service Bureau.
ZT	:	Zonal Treasury.
RTGS	:	Real-Time Gross Settlement.
NEFT	:	National Electronic Fund Transfer.

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3. DEFINITIONS

3.1 Anti-Collusion Certificate.

"Anti-Collusion Certificate" shall mean the Certificate that is to be issued by the Bidder as per the format given in Exhibit 4 of Section 8, of this RFP Document.

3.2 Authorized Representative.

Any person who has been authorized on behalf of the prospective Bidder or anyone to whom such powers have been delegated by the authorized person.

3.3 Bid Document.

"Bid Document" shall mean any document issued by SOUTH DMC as part of the Bid Process.

3.4 Bid Process.

"Bid Process" shall mean various activities taken up by SOUTH DMC leading up to the selection of the Successful Bidder.

3.5 Bidder(s).

Bidder(s) shall mean Bidding Bank that has submitted a Detailed Technical and Financial Proposal in response to this RFP Document.

3.6 Bid Validity Period.

"Bid Validity Period" shall mean the period stipulated in Clause 5.11.1 of Section 5 of this RFP Document, for which the Proposal submitted is valid.

3.7 Document.

"Document" shall mean this RFP Document.

3.8 Earnest Money Deposit.

"Earnest Money Deposit" shall have the same meaning as referred in Clause 5.17 of Section 5 of this Document.

3.9 Float.

The Float, if any, would be in terms of number of SOUTH DMC's official working days.

3.10 Letter of Intent (L.O.I).

"Letter of Intent" shall mean the letter issued by SOUTH Delhi Municipal Corporation to the Successful Bidder expressing its intent to appoint the Successful Bidder as Service Provider Bank.


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3.11 SOUTH DMC.

"SOUTH DMC" shall mean the SOUTH Delhi Municipal Corporation.

3.12 Next Day.

"Next Day" shall mean the immediately succeeding working day.

3.13 Proposal.

"Proposal" shall mean the Detailed Technical cum Financial Proposal to be submitted by the Bidders in response to this 'Request of Proposal' (RFP).

3.14 Due Date for submission of Proposal.

"Due Date for submission of Proposal" shall have the same meaning as referred to in Clause 5.11.2 of Section 5 of this Document.

3.15 Prospective Bidder.

Only Scheduled Commercial Banks including State Bank of India and Associated Banks, other Nationalised Banks governed by the Reserve Bank of India are eligible to bid for the job.

3.16 Responsiveness/Non-Responsiveness.

"Responsiveness/Non-Responsiveness" shall mean as referred to in Clause 6.1 of Section 6 of this Document.

3.17 Request for Proposal (RFP).

"Request for Proposal (RFP)" shall mean this Document inviting the submission of Detailed Technical cum Financial Proposal for selection of Service Provider Bank(s) for Collection, Money Transfer & other allied Services for SOUTH Delhi Municipal Corporation.

3.18 Selection Process.

"Selection Process" shall have the same meaning as the 'Bid Process'.

3.19 Successful Bidder/Selected Bank.

"Successful Bidder" shall mean Technically Shortlisted Responsive Bidder whose Financial Quotation is found to be most suitable to the SOUTH DMC.

3.20 Working Day.

"Working Day" means working day as per the calendar of the SOUTH DMC/RBI.

4. This Request for proposal is being floated for selection of service providers, for cash/cheque/Postal Order/other instruments collection from Zonal treasuries/Citizen service bureau as mentioned below and subsequent transfer of funds so collected to designated bank accounts of Commissioner/South DMC maintained in State Bank of India, Chandni Chowk, Delhi-110 006.

- (i) Central Zone Treasury, Lajpat Nagar II
- (ii) CSB Central Zone, Lajpat Nagar II
- (iii) Waste to Wonder Park, Near Nizamuddin Metro
- (iv) South Zone Treasury, Green Park
- (v) CSB South Zone, Green Park
- (vi) West Zone Treasury, Rajouri Garden
- (vii) CSB West Zone, Rajouri Garden
- (viii) Najafgarh Zone Treasury, Kakrola
- (ix) CSB Najafgarh I, Kakrola
- (x) CSB Najafgarh II, Near Suraj Cinema

EXISTING COLLECTION SYSTEM AND EXPECTATIONS OF SOUTH DMC

4.1 SOUTH DMC: Origin.

In pursuance of trifurcation of the erstwhile Municipal Corporation of Delhi into the three Corporations i.e. North DMC, South DMC and East DMC, the SOUTH DMC came into force/existence on 01.05.2012. The SOUTH DMC is responsible for providing basic Civic Amenities in an area of 846 Square Kilometers, comprising of four Zones viz. Central Zone, South Zone, West Zone, Najafgarh Zone and one Head-Quarter, situated/established in the heart of the city, at Civic Centre.

In addition to providing basic Civic Amenities to its residents, SOUTH DMC also ensures various Social, Cultural, Educational and Medical Facilities, especially, to the Government/Municipal Employees and, inter-alia, General Public and the weaker sections of the Society.

The Commissioner, SOUTH Delhi Municipal Corporation, is the Head of the Organization and the Chief Accountant-cum-Financial Advisor is the Head of the Finance Wing. Keeping with its tradition of providing the dedicated services to the Community, MCD and now SOUTH DMC has accepted the challenge of changing times and upgraded facilities in many spheres of Urban Life by establishing prestigious Institutions to tender essential Standard Services to the Citizens.



4.2 Background.

The SOUTH Delhi Municipal Corporation (SOUTH DMC) is responsible for providing Civic Amenities to the Citizens of the SOUTH Delhi area (approximate 846 Square kilometers) and approximately received Annual Revenues to the tune of about Rs.3255 Crores for the financial year 2018-19 from individual Citizens as well as Institutions and Commercial Establishments located within SOUTH DMC area. The various payments & receipts, are as follows:

1. Property Tax.
2. Licence Fees (Rent for Shops, Commercial Units, Lease, Rental from Hotels etc).
3. Road Restoration Charges (RR Cut).
4. Regularization of Building Charges viz. Escrow Charges.
5. Tehbazari (Payment received from Vendors against the Right to Peddle their Wares on Public Property).
6. Fines (Illegal Parking Fines, Fines for encroachment, Fines for throwing garbage on Public Property etc).
7. Earnest Money/Security Deposit by Tenderers for Contracts and Supplies to SOUTH DMC.
8. Payments related to the auctions held by SOUTH DMC to dispose off Impounded Property or Obsolete Assets viz. Stores, Office Equipment and Furniture & Fixtures etc.
9. Miscellaneous Income from other Sources.

At present, SOUTH DMC takes all its Collections under the Heads mentioned above through its existing 10 Collection Centres. Zonal Treasuries are manned by the Employees of SOUTH DMC but CSBs are under the control of IT Department of South DMC and outsourced to Service Provider(Tech Mahindra at present). However, the number of said Collection Centres may increase/decrease in future. The locations of the Collection Centres are as follows:

Sl.No.	Collection Centres
1.	Zonal Treasury Najafgarh Zone
2.	CSB- Kakrola
3.	CSB-Suraj Cinema
4.	Zonal Treasury-West Zone
5.	CSB- Zonal Building (West Zone)
6.	Zonal Treasury-Central Zone
7.	CSB- Lajpat Nagar
8.	Civic Centre Central Treasury-SDMC

9.	Zonal Treasury- South Zone
10.	CSB- Zonal Building-Green Park

SOUTH DMC receives Cash at these Collection Centres upto the amount of Rs.30 Crores on an average. Annual cheque collection in the previous financial year (2018-19) was Rs.432 Crore. Daily Cash Receipts in all these Cash Collection Centres is between Rs.One Lac and Rs.20 Lacs. This RFP is being issued for collection of income from the above collection points except Civic Centre Central Treasury (SDMC) as mentioned at Sl.No.8.

The periodicity of the various types of Bills, raised by the SOUTH DMC, is as under:

Sl.No.	Nature of Collection	Periodicity
1.	License Fee	Yearly.
2.	Property Tax	Yearly.
3.	Fines	As & when raised
4.	Tehbazari	Monthly.
5.	Conversion Charges (Escrow)	
6.	Remunerative Projects Cell	
7.	Earnest Money	
8.	Road Restoration Cut	
9.	Advertisement	

Modes of Collection.

SOUTH DMC accepts cash at the above-said 10 Collection Centres upto the amount of Rs.2000 in each case. Above that amount, only Cheques/DD are accepted. Daily Cash Receipts in all the Collection Centres is in the range of Rs.one Lac to Rs.20 lacs.

5. INFORMATION AND INSTRUCTIONS TO BIDDERS.

5.1 General Provisions.

Intending Banks shall download the bid documents from SDMC website.



5.1.1 Only Scheduled Commercial Banks including State Bank of India and Associated Banks, other Nationalised Banks governed by the Reserve Bank of India are eligible to bid for the job. The bidder bank should have at least three years' experience in handling such job. The intending bank shall submit an experience certificate along with technical bid.

5.1.1 Non-Discriminatory and Transparent Bidding Proceedings.

SOUTH DMC will ensure that the Rules for the Bid Process are applied in a Non-Discriminatory, Transparent and Objective manner. SOUTH DMC will not provide to any Bidder information with regard to the Bidding Process, which may have the effect of restricting Competition.

5.1.2 Prohibition against Collusion with other Bidder.

Each Bidder shall confirm through its Bid that the contents of the Bid have been arrived at independently. Any Bid which has been arrived at through Consultation, Collusion or understanding with any other Prospective Bidder for the purpose of restricting Competition shall be deemed to be invalid and the Bidder's EMD shall be forfeited. The format of the Anti-Collusion Certificate has been given in Exhibit 4 of Section 8.

5.1.3 Inducements.

Any effort by a Bidder to influence processing of Bids or award Decision by SOUTH DMC, or any Officer, Agent or Advisor thereof may result in the rejection of such Bidder's Bid. In such a rejection of Bid, the Bidder's EMD shall be forfeited.

5.1.4 Contract Period.

The initial Contract Period of Services, as per this RFP, would be for two years, which can be extended on yearly basis subject to a maximum period of five years (i.e. 2+1+1+1), depending upon the quality of Service provided by the Selected Bank.

5.2 Confidentiality.

5.2.1 SOUTH DMC shall treat all Bids and other Documents, information and solutions, submitted by Bidders, as confidential, and shall take all reasonable precautions that all those, who have access to such material, treat this in confidence. SOUTH DMC will not divulge any such information unless it is ordered to do so by any Authority, which has the power to require its release.

5.2.2 Each Bidder shall, whether or not it submits a Bid, treat the RFP Documents and other Documents, Information and Solutions, provided by SOUTH DMC in connection with the bidding proceedings, as confidential. The Bidder shall not disclose or utilize any such Documents, Information without the written approval of the SOUTH DMC or as required by Law or any Governmental Authority.

5.2.3 SOUTH DMC shall have the right to release the Bid information, provided by the Bidders, to its Advisors for the purpose of Bid Evaluation and Negotiations. Each Bidder shall have the right to release these RFP Documents and other Documents to its Advisors, for the purpose of Bid preparation and negotiations. Both SOUTH DMC and the Bidder shall ensure that their Advisors treat this information in confidence.

5.2.4 Any information relating to Examination, Clarification, Evaluation and comparison of Bids and recommendations for the award of Contract shall not be disclosed to Bidders or any other person not officially concerned with the Bid Process until the award to the Successful Bidder has been announced.

5.3 Proposal Preparation Cost.

The Bidder shall be responsible for all the costs, associated with the preparation of its Proposal and its participation, in the Bidding Process. SOUTH DMC shall not be responsible or, in any way, liable for such costs, regardless of the conduct or outcome of the Bidding.

5.4 Communication between Bidders and SOUTH DMC.

All communication, unless specified otherwise, on these RFP Documents to SOUTH DMC shall be addressed to **The CA-cum-FA, SOUTH DMC, JLN Marg, 23rd Floor, S.P.Mukherjee Civic Centre, New Delhi-110002.**

All communication to the Bidder shall be sent to the Authorised Representative at the addresses, mentioned in the covering letters of this RFP, unless SOUTH DMC is advised otherwise.

5.5 Right to accept any Bid and to Reject any or all Bids.

5.5.1 Notwithstanding anything contained in this RFP, SOUTH DMC reserves the right to accept or reject any proposal or to annul the bidding process and reject all Proposals, at any time, prior to the issuance of Letter of Intent (LOI), without incurring any liability to the rejected Bidders or any obligation to inform the affected Bidders of the grounds for rejection.

5.5.2 SOUTH DMC reserves to itself the right to accepting the whole or any part of the Tender and the Tenderer shall be bound to perform the same at the rates quoted.

5.6 Interpretation of Documents.

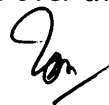
5.6.1 SOUTH DMC will have the sole discretion in relation to:

- a) The interpretation of this RFP, the Proposals and any documentation, provided in support of the Proposals; and
- b) All decisions in relation to the evaluation and ranking of Proposals, whether or not to require any clarification of additional information from Bidder in relation to its Proposal and the selection of the Successful Bidder.
- c) SOUTH DMC will have no obligation to explain its interpretation of this RFP, the Proposals or their supporting documentation and information or to explain the Evaluation Process, ranking process or the selection of the Successful Bidder.

5.6.2 In the event of conflicts of any sort among the Information and Instructions to Bidders and the Contract Agreement, the Documents shall be given the following priority:

- Contract Agreement
- Information and Instructions to Bidders.

5.6.3 Bidders may also see the DMC Act, 1957 and the Bye-Laws framed there under. In case there is any conflict of RFP with the DMC Act, 1957, the DMC Act, 1957 and the Bye-Laws framed there under would prevail over this RFP.



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5.7 Pre-Bid Conference.

- 5.7.1 SOUTH DMC will hold a Pre-Bid Conference in order to clarify and discuss any provision or requirements with respect to RFP Documents or any other related issues.
- 5.7.2 The Pre-Bid Conference will be held on 19.05.2020 at 3.30 pm in the Office of the CA-cum-FA, SOUTH DMC or through video conferencing. If there is any change in the Date/Time of the Conference then the same will be uploaded on SDMC website.
- 5.7.3 Attendance of the Bidder at the Pre-Bid Conference is not mandatory. However, subsequent to the date of the Pre-Bid Conference, SOUTH DMC may not respond to questions or inquiries from any Bidder.
- 5.7.4 The Bidder should indicate whether or not they intend to attend the Pre-Bid Conference and return the "Attendance at Pre-Bid Conference" Exhibit 5 contained in Section 8. The Exhibit should be returned to the SOUTH DMC at least two days in advance of the Pre-Bid Conference.

5.8 Inquiries concerning the RFP/Service Agreement.

- 5.8.1 To make the Pre-Bid Conference more productive, SOUTH DMC encourages a careful review of these RFP Documents and preparation of the Observations/Comments by the Bidder. The Bidder should send their comments in writing at least two days prior to the Date of Pre-Bid Conference. Inquiries/Comments, received after the said time limit, may not be addressed at the Pre-Bid Conference by SOUTH DMC.
- 5.8.2 SOUTH DMC, at its discretion, may respond to inquiries submitted by any Bidder after the date of the Pre-Bid Conference. Such a response will be sent in writing to all the Prospective Bidders, and will qualify as an "Addendum".
- 5.8.3 All inquiries should be submitted to the CA-cum-FA, SOUTH DMC, in writing by letter or Facsimile Transmission.
- 5.8.4 No interpretation, revision or other communication regarding this solicitation is valid unless in writing and is signed by the CA-cum-FA, SOUTH DMC. Written copies of the SOUTH DMC responses, including a description of the Inquiry but without identifying its source, will be sent to the Prospective Bidder and will qualify as an "Addendum".

5.9 Amendment of RFP.

- 5.9.1 On the basis of the Pre-Bid Conference and any further discussion with any/all the Prospective Bidder(s), SOUTH DMC may make changes in the Technical/Financial Parameters, which would be common for all the Bidders. Such changes in the Technical/Financial Parameters will qualify as an "Addendum".
- 5.9.2 At any time prior to the deadline for submission of Proposals, SOUTH DMC may, for any reason, whether at its own initiative or in response to clarifications requested by Prospective Bidder, modify the RFP by the issuance of an "Addendum".



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- 5.9.3 The Addendum will be sent in writing to all the Prospective Bidders and will be binding upon them. Each such Addendum shall become part of the RFP Documents.
- 5.9.4 In order to afford prospective Bidders a reasonable time to incorporate an Addendum into account in preparing their Proposals, or for any other reason, SOUTH DMC may, at its discretion, extend the Proposed Due Date.

5.10 Contents of Bid.

Each Bid shall include:

- * Envelope 1: Covering Letter containing Technical Proposal (Exhibit 2 of Section 8) along with
 - Bid processing fee in the form of DD/PO of Rs.500/
 - Earnest Money Deposit.
 - Anti Collusion Certificate (Exhibit 4 of Section 8).
 - Letter of Authorization (Exhibit 1 of Section 8).
 - List of Centralized Collection Branches available for SOUTH DMC Collection (Exhibit 3 of Section 8).
 - Experience Certificate of handling not less than 10,000 Cheques per month (on an average) in a Financial Year for a continuous period of three Financial Years of a single Organization/Company/Consortium for similar nature of work.
 - Cash Collection Turnover of not less than 10 crores each year for the last three Financial Years viz.2018-19, 2017-18 and 2016-17.
 - Non-litigation Certificate with regard to similar work/activity.
 - A draft Agreement (Exhibit 7 of Section 8) to declare that the Bidder is ready to accept the terms and conditions.
 - An Experience Certificate (Exhibit 8 of Section 8) from the Agency showing the performance of the Bidder.
- * Envelope 2: Financial Proposal
 - Quote(s) for the collection of SOUTH DMC dues in cash, cheque and any other instrument as Exhibit 9 of section 8.
 - South Delhi Municipal Corporation will not reimburse/pay any charges on account of dishonoured instruments or any other bank charges.

Please note that SOUTH DMC retains the right to ask for any further information/clarification during the Bid Process.

All the two small envelopes must be sealed and stamp of the Bidder must be affixed on each Envelope. The two small envelopes must be inserted in a big envelope. The big envelope will also be sealed and must contain the rubber stamp of the Bidder. The envelope containing the Earnest Money and the big envelope must contain the details of the Earnest Money viz.Number of the DD/PO/CR, Date of DD/PO/CR, Name of the Bank and the Amount. In the absence of these details on both the said envelopes, it would be deemed that Bid Document does not contain the requisite EMD and the Bid Documents will not be opened and will be summarily rejected. However, consideration

of any minute errors in submitting the bid documents which does not effect the technical evaluation of bids is within the powers of CA cum FA of SDMC.

5.11 Bid Validity Period.

- 5.11.1 Each Proposal shall indicate that it is a firm Proposal and that the Proposal will remain valid for a period not less than 6 months from the Due Date of the submission of the Proposal ("Proposed Due Date"). SOUTH DMC reserves the right to reject any Proposal, which does not meet this Bid Validity Period requirement.
- 5.11.2 SOUTH DMC may request one or more extensions of the Bid Validity Period for a Bid for a total period of upto 180 days from the Proposed Due Date. To make such request, SOUTH DMC shall give notice in writing to the Bidder(s) at least 14 days prior to expiration of the Bid Validity Period. If any Bidder does not agree to the extension, it may withdraw its Bid without forfeiting its EMD by giving notice in writing to the SOUTH DMC of its decision prior to the expiration of the Bid Validity Period. In case, SOUTH DMC does not receive any written notice of withdrawal prior to expiration of the Bid Validity Period, the requested extension shall be deemed to have been accepted by the Bidder(s).
- 5.11.3 The Bid Validity Period of the Successful Bidder shall be automatically extended till the date on which the Contract Agreement is signed and is in force.
- 5.11.4 When an extension of the Bid Validity Period is requested, Bidders shall not be permitted to change the Terms and Conditions of their Bids.

5.12 Proposed Due Date.

- 5.12.1 SOUTH DMC requires that Proposals responding to this solicitation be submitted to the SOUTH DMC latest by **15.00 Hours on 26.05.2020** in the manner and form as detailed in this RFP. The Proposals should be submitted to **The CA-cum-FA, SOUTH DMC, JLN Marg, Civic Centre, New Delhi**. Proposals submitted by either Facsimile Transmission or Telex will not be acceptable. Any Proposal, received after the Proposed Due Date, will not be considered.
- 5.12.2 SOUTH DMC may, in its absolute discretion and prior to the Proposed Due Date stated above, extend the deadline for submission of the Proposals. Notice of any extension of the Proposed Due Date shall be given promptly to all prospective Bidders individually.

5.13 Language.

The Proposal and all related correspondence and Documents shall be written in English Language. Supporting Documents and printed Literature, furnished by the Bidder with the Proposal, may be in any other Language provided that they are accompanied by an appropriate translation of pertinent passages in the English Language. Supporting materials, which are not translated into English, will not be considered. For the purpose of interpretation and evaluation of the Proposal, the English Language translation shall prevail.

5.14 Format and Signing of Proposal.



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- 5.14.1 The Proposals shall be typed or written in indelible ink and each page shall be initialed by the Authorized Representative & Signatory. All the additions, deletions, overwriting and crossing, made to the Proposal, shall be initialed by the Authorized Representative.
- 5.14.2 If the Proposal consists of more than one Volume, Bidder must clearly number the Volumes constituting the Proposal and provide an indexed Table of Contents for each Volume.
- 5.14.3 All Documents should be bound, either singularly or with several Documents bound together. The Proposal should not include any loose papers.
- 5.14.4 When there is a difference between the prices in figures and words, the amount which corresponds to in words shall prevail.

5.15 Sealing and Marking of Proposal.

- 5.15.1 The Bid would include all the information as provided in the Contents of Bid in these RFP Documents. The Bidder shall use two separate envelopes/packages for the first original copy, which shall contain the following:

Envelope 1: Covering Letter along with Consortium Agreement (if applicable), Earnest Money Deposit, Anti Collusion Certificate, Technical Proposal and other information as per Section 5 and Section 7 of this RFP.

Envelope 2: Financial Proposal.

These two separate sealed envelopes or packages will be clearly marked with the contents of each. These two envelopes/packages and the covering letter shall then be placed together in one sealed package ("Outer Package") marked **"Confidential-Proposal for the CASH COLLECTION, MONEY TRANSFER AND OTHER ALLIED SERVICES"**.

- 5.15.2 All Inner and Outer packages shall indicate the name and address of the Bidder to enable the Proposal to be returned unopened in case it is declared late or is otherwise not accompanied by the other Bid Documents.
- 5.15.3 If the envelopes and the packages are not sealed, marked and addressed, as required above, SOUTH DMC shall assume no responsibility for the Bid's misplacement or premature opening of the Proposal.
- 5.15.4 The second copy of the Bid shall contain only Technical Proposal and the Financial Proposal in separate envelopes and marked and sealed as above.

Note: All the two small envelopes must bear seal and stamp of the Bidder. The two small envelopes must be inserted in a big envelope. The bid envelope will also be sealed and must contain the rubber stamp of the Bidder. The envelope containing the Earnest Money and the big envelope must contain the details of the Earnest Money viz. Number of the DD/PO/CR, Date of the DD/PO/CR, Name of the Bank and the Amount. In the absence of these details on both the said envelopes, it would be deemed that Bid Document does not contain the requisite EMD and the Bid Documents will not be opened and will be summarily rejected.

5.16 Bid Opening.



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All Bids submitted by the prospective Bidders shall be submitted in the office of the Deputy Controller of Accounts(HQ), SOUTH DMC, 23rd Floor, Civic Centre upto 03:00 pm on the Proposed Due Date, referred to in para 5.12 or on the same time on the Extended Proposed Due Date referred to para 5.12.2 of this RFP.

All Bids, received by the SOUTH DMC, as indicated in para 5.16 above, will remain sealed and unopened in possession of the SOUTH DMC till such time these are opened.

The Bids received by 03:00 pm on the Proposed Due Date or extended Proposed Due Date, as the case may be, shall be opened at 03:30 pm on the same day i.e. Proposed Due Date or the Extended Proposed Due Date, as the case may be, in the presence of the Bidders' representatives who may choose to be present on the appointed Date and Hour. The Bidders representatives, attending the Bid opening, shall have evidence to their presence by signing in the Tender Register.

Incomplete Bids, which are not in accordance with the specifications mentioned in para 5.10 to 5.15 of the RFP Document, shall not be opened.

5.17 Earnest Money Deposit and Bid Processing Fee.

5.17.1 The Bidder shall submit an Earnest Money Deposit (EMD) for an amount of Rs.1,00,000/- (Rs.One Lac Only) alongwith its Proposal in the shape of DD/PO.

5.17.2 The Earnest Money Deposit shall be in favour of "*The Commissioner, SOUTH Delhi Municipal Corporation*" payable at New Delhi.

5.17.3 The EMD of the Successful Bidder, on issue of the Letter of Intent (LOI) by the SOUTH DMC, will be released and full Performance Guarantee will be taken.

5.17.4 The EMD of Technically Evaluated Responsive Bidders who are unsuccessful and Bidder(s), who have not pre-qualified, will be returned after execution of the Agreement with the Successful Bidder.

5.17.5 SOUTH DMC shall reject the Proposal, which does not include the Earnest Money Deposit as non-responsive.

5.17.6 In addition to the above, SOUTH DMC will promptly release EMD of all the Bidders in the event SOUTH DMC decides to terminate the Bidding Process.

5.17.7 The EMD shall be forfeited by the SOUTH DMC in the following cases:

- (a) The Bidder withdraws his Bid after the Proposed Due Date.
- (b) As provided in Section of the RFP Document.
- (c) In the case of a Successful Bidder, if the Bidder fails to sign the Agreement; or
- (d) As per the provisions of the Agreement.

5.18 Performance Security.

The Successful Bidder shall for due and faithful performance of its obligations during the Contract Tenure, furnish a Security Deposit of Rs.1,00,00,000/- (Rs.Hundred Lacs Only) or execute a Bank Guarantee of an equal amount with any of the Scheduled/Nationalized Banks before the execution of the Agreement with the SOUTH

DMC. The Performance Security shall be released of the Successful Bidder at the end of the Contract period.

Note:

- The Performance Security will not earn any interest during the tenure of the Contract.
- The Bank Guarantee shall be from a Bank, other than the Successful Bidder.

5.19 Changes in Bank's Constitution to be intimated.

Where the Selected Bank is going to be merged with any other Bank, close its Branch operation at any place where service has been promised, and any other change which can affect the service expected under this Tender, Selected Bank will have to inform immediately and should take No Objection Certificate (NOC) from SOUTH DMC. SOUTH DMC will have right to reject such No Objection Certificate and also will have right to discontinue the entire Service Contract and also will have right to encash the Performance Security.

5.20 Settlement of Disputes.

Except where otherwise provided in the Contract, all questions and disputes relating to the meaning of the instructions, as to the quality of expected services or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the Contract, Instructions, Orders or Conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the Contract or after the cancellation, Termination, Completion or Abandonment thereof shall be dealt with as mentioned hereinafter:

- (i) If the selected Bank consider any work demanded of it to be outside the requirements of the Contract, or disputes any decision given in writing by the SOUTH DMC on any matter in connection with or arising out of the Contract to be unacceptable, selected Bank shall promptly within 15 days shall point out the same to the Commissioner, SOUTH DMC. The Commissioner, SOUTH DMC, shall give his/her decision within 30 days of receipt of such complaint from the Selected Bank.
- (ii) All disputes arising out of the implementation of this scheme shall be subject to the jurisdiction of courts situated in Delhi/New Delhi.

5.21 Compliance of Laws.

The Contractor (which shall include the Contracting Firm/Company) shall be solely liable to obtain and to abide by all necessary licenses from the concerned Authorities as provided under the various Labour Laws Legislations including Labour License from the Competent Authority under the Contract Labour ("Regulation & Abolition") Act, 1970, and Acts made thereafter.



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5.22 Indemnity.

Contractor shall exclusively be liable for non-compliance of the provisions of any Act, Laws, Rules and Regulations having bearing over engagement of workers directly or indirectly for execution of work and the Contractor shall undertake to indemnify the Company against all Actions, Suits, proceedings, claims, damages demands, losses, etc which may arise under the Minimum Wages Act, Payment of Wages Act, Workman's Compensation Act, Personnel Injury (Compensation Insurance) Act, ESI Act, Fatal Accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and Deposit Linked Insurance Scheme or any other Act or Statutes not specifically mentioned herein but having direct or indirect application for the persons engaged under this Contract.

5.23 Force Majeure.

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by it under this Agreement, the relative obligation of the party affected by such Force Majeure shall, after notice under this article be suspended for the period during which such cause lasts.

The term Force Majeure as employed herein shall mean act of God, War/Hostilities, riot/civil commotion, earthquake, fire, flood, tempest, lightning or other natural disaster, restriction imposed by the Government or other statutory bodies, Acts and Regulations or any of its authorized agencies.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing within forty eight (48) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim.

Time for performance of the relative obligation suspended by the Force Majeure shall then stand extended for the period for which such cause lasts.

5.24 Taxes and Duties.

Bidder shall be entirely responsible for scope of work, all taxes, Service Tax, Works Contract Tax(WCT), GST, License Fees, any other duty on services or any other Tax payable and/or other levies etc imposed by Central, State, Municipal and local Law and regulatory agency or authority. The rates are inclusive of all the Taxes/Duties.

5.25 Obligations of the Bidder.

5.25.1 The Selected Service providing Bank should collect the Cash, Money Transfer etc on daily basis, without any default, from all the present 10 Collection Centres and any addition thereof.

5.25.2 The time of collection of the same should be between 03:00 pm to 05:00 pm.

5.25.3 The Selected Bank should provide Daily Customized MIS Report, as required by the Organization.

5.25.4 The Selected Bank should provide Monthly Reconciliation of the same in Soft as well as Hard Copy by 7th of the next month along with necessary supporting Documents/records.



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- 5.25.5 The Selected Bank will be liable for penalty of Base Rate of RBI + 2% in case of any period of delay in deposit of Money/Fund in the Bank Account of the SOUTH DMC in SBI from the accepted/agreed period/terms.
- 5.25.6 The Bidder should provide the complete information of the dishonored cheques, if any, and be refunded to the concerned Municipal Treasury/CSB within 10 days of return of the said Cheque.
- 5.25.7 Various customized MIS Reports to be generated by the Bank. To comply the instructions of the SOUTH DMC, if any changes/modifications/upgradations/ installation of new Software are required by the Service Provider, no cost will be paid by the SOUTH DMC. The expenditure shall be borne by the Service Provider.

6. DESCRIPTION OF THE SELECTION PROCESS.

6.1 Responsiveness of Proposal.

The Proposal, submitted by the Bidders, shall be initially scrutinized to establish "Responsiveness". A Proposal shall be deemed "Responsive" if it satisfies all of the following requirements"

- It is received by the Due date and time specified.
- It includes sufficient information for it to be evaluated and is in the formats specified.
- It is properly signed by the Authorized Representative and sealed in the manner and to the extent indicated in Section 5 of this RFP Document.
- It is accompanied by a valid Earnest Money Deposit & Bid Processing Fee.

A Proposal not satisfying any of the above condition(s) shall be deemed to be Non-Responsive. The "Responsive" Proposal of Bidders shall be evaluated in the following stages.

6.2 Evaluation of Technical Proposal

The evaluation criteria of the Technical Proposal are detailed in Annexure 'A' of this RFP Document. The Technical Proposals, which are found acceptable, shall be deemed technically sufficient, and the Bidders with such Technically Evaluated Responsive Bids, would be eligible for next stage of the Bidding Process, and such Bidders would be called Technically Shortlisted Responsive Bidders.

6.3 Award of Contract.

6.3.1 The Financial Proposal of only technically shortlisted eligible Bidder would be opened. The Financial prospects of other Bidders would be returned unopened to the respective Bidders.

6.3.2 The Financial quotes will be evaluated to find the quote giving maximum benefit.

6.3.3 On completion of the negotiations, if required, the SOUTH DMC shall issue a Letter of Intent to the successful Bidder. Subsequently, the Successful Bidder shall enter into a Contract Agreement within ten days of issuance of LOI.



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- 6.3.4 If Financial Quotes of two or more Banks are exactly same, then the work of collection of cash/cheques will be distributed to those banks who quoted same rates and the decision taken by the SOUTH DMC will be final.

6.4 Schedule of the Selection Process.

SOUTH DMC wishes to establish the following schedule for the Selection Process:

SCHEDULE FOR SELECTION PROCESS	DATE
Last Date for issue of Request for Proposal (RFP) Document.	14.05.2020
Last Date for receipt of request for clarifications to be addressed at the Pre-Bid Meeting.	19.05.2020 3.00 PM
Last Date for Submission of Details Techno-Commercial Proposals.	26.05.2020 3.00 pm
Opening of Envelope 1 & 2 (Technical Bid)	26.05.2020 3.30 pm
Opening of Envelope 3 (Financial Bid)	28.05.2020 11.30 am

- 7 **FORMAT FOR FINANCIAL PROPOSAL:-** Banks are required to submit their proposals of credit date of cash and cheque collections in the format annexed as Exhibit 9 of Section 8. South Delhi Municipal Corporation shall not reimburse/pay any handling charges, bank charges or penalties on any dishonoured instruments to the service provider Bank. In addition, the service provider Bank shall not deduct any return charges and any other bank charges.


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Section - 8

Exhibit -1

Specimen of Letter of Authorization

It is hereby declared by the undersigned that _____ (name of the Authorized Representative) _____ is authorized to represent _____ (name of the Bidder Company) _____ for all activities arising out of and incidental to the Bidding process.

(Signature of the Authorized person of the Company as per its Articles of Association) (Signature of the Authorized Representative)

Name: _____

Name: _____

Date: _____

Date: _____

Seal of the Bidder Company.



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SDMC

Specimen of the Covering Letter

Date: _____

Place: _____

The CA-cum-FA,
SOUTH Delhi Municipal Corporation,
New Delhi.

**Sub: Detailed Techno-Commercial Proposal for selection of Service Providers for
Cash Collection, Money Transfer & other allied Services on Contract basis.**

Dear Sir,

Please find enclosed one(1) original + one (1) copy of the Detailed Techno-Commercial Proposal in respect of Selection of Service Providers for Cash Collection, Money Transfer & other allied Services on Contract basis Request for Proposal ("RFP") Document issued by the SOUTH Delhi Municipal Corporation.

We hereby confirm the following:

1. The Detailed Techno-Commercial Proposal is being submitted by (name of the Bidding Company) who is the Bidding Company in accordance with the conditions stipulated in the RFP.
2. As the Bidding Company, we hereby confirm to abide by the roles and responsibilities assigned to us, as outlined in this RFP.
3. We have examined in detail and have understood the terms and conditions stipulated in the RFP Document issued by the SOUTH DMC and subsequent communication sent by SOUTH DMC. We agree and undertake to abide by all these terms and conditions. Our Proposal is consistent with all the requirements of submission as stated in the RFP and subsequent communications from the SOUTH DMC.
4. The information submitted in our Proposal is complete, is strictly as per the requirements stipulated in the RFP, and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our Proposal.

5. We confirm that we have studied the provisions of the relevant Indian Laws and Regulations required to enable us to prepare this Detailed Technical-cum-Financial Proposal and as required provide the Collection and Disbursement Services as envisaged in the RFP in the event that we are finally selected.
6. We confirm that all the terms and conditions of the Detailed Technical-cum-Financial Proposal are firm and valid for acceptance for a period of six months from the last date of submission of this Proposal.

Thanking you.

Yours Sincerely,

For and on behalf of : (Name of the Bidding)

Signature : (Authorized Representative & Signatory)

Name of the Person and Designation :



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[illegible]

Specimen of Anti-Collusion Certificate

1. We certify that this Bid is made in good faith and that we have not fixed or adjusted the amount of the Bid by or under or in accordance with any Agreement or arrangement with any other person. We also certify that we have not and we undertake that we will not before the award of any Contract for the work
 - (i) a) communicate to any person other than the SOUTH DMC the amount or approximate amount of the Bid or proposed Bid.
 - b) enter into any Agreement or arrangement with any person that they shall refrain from Bidding, that they shall withdraw any Bid once offered or vary the amount of any Bid to be submitted.
 - (ii) pay or give or offer to pay or offer to give any sum of money or other valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Bid or proposed Bid for the work, any act or thing of the sort described at (i)(a) or (b) above.
2. We further certify that the principles described in paragraphs 1(i) and (ii) above have been, or will be, brought to the attention of all Sub-Contractors, Suppliers and Associated Companies providing Services of Materials connected with the Bid and any Contract entered into with such Sub-Contractors, Suppliers or Associated Companies will be made on the basis of compliance with the above principles by all parties.
3. In this Certificate, the work "person" includes any persons and any Body or Association, Corporate or Unincorporated; "any Agreement or arrangement" includes any transaction, formal or informal and whether legally binding or not; and the "the work" means the work in relation to which the Bid is made.

Dated this.....Day of.....2020

.....

Name of the Bidder

.....

Signature of the Authorized Representative & Signatory

.....

Date of receipt of RFP Documents



Specimen of Attendance at pre bid conference

The undersigned hereby confirms that the Bidder will attend the Pre-Bid Conference.

The number of representatives expected to attend Pre-Bid Conference is []. The name(s) of person(s) likely to attend/represent the Bidder are as follows:

1. _____

2. _____

(Not more than two individuals from each Bidder)

.....

Name of the Bidder

.....

Signature of the Authorized Representative

.....

Name of the Authorized Representative

.....

Date of Receipt of RFP Documents

Note:

- (a) This Form should be returned by Letter of Telefax with the original signature to the address for Communication given in the RFP.
- (b) This should be attached with any query that Bidder may have after going through the RFP.



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Specimen of MIS Reports pertaining to receipts to be submitted by the Bank to SOUTH DMC.

Receipt Reports

A 1) Transaction Receipt Report

Sl.No.	Particulars
1.	Bill Number
2.	Due Date
3.	Amount Due
4.	Payment Date
5.	Cheque Realization Date
6.	Amount Received
7.	Mode of Payment
8.	In case of payment through Cheque/DD/PO
	* Instrument Number
	* Bank, Branch
	* Date of the Instrument
9.	Head of Account
10.	Department



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A 2) Report of mode wise receipts

Sl.No.	Particulars	No. of Bills	Amount (INR)
1.	Cash Receipts		
2.	Cheque Receipts		
3.	DD Receipts		
4.	PO Receipts		

A 3) Report of Dishonored Cheques/DD/PO

Sl.No.	Particulars
1.	Bill Number
2.	Due Date
3.	Amount Due
4.	Payment Date
5.	Date of Dishonor
6.	Reason of Dishonor
7.	Amount Received
8.	Mode of Payment
	In case of payment through Cheque/DD/PO
	* Instrument Number
	* Bank, Branch
9.	* Date of the Instrument
10.	Head of Account
11.	Department

DRAFT AGREEMENT

AGREEMENT FOR CASH/CHEQUE COLLECTIONS

This Agreement is made at New Delhi on _____ day of _____, 2020 between:

The SOUTH Delhi Municipal Corporation hereinafter referred to as "SOUTH DMC" (which expression shall unless repugnant to the context a meaning thereof be deemed to mean and include its successors and assigns) of the First part.

AND

_____, a company incorporated under the Companies Act, 1956, and having Registered Office at _____ and Corporate Office at _____ and one of its Zonal Offices at _____ (hereinafter referred to as "the Bank" which expression shall unless repugnant to the context a meaning thereof be deemed to mean and include its successors and assigns) of the Second part.

PREAMBLE:

Whereas SOUTH DMC is a Municipal Corporation which amongst other functions, provides services for the purpose of which, and during the discharge of its functions, collects Fees/Dues as prescribed or entitled.

And whereas the Bank has given an offer to the SOUTH DMC for Banking Services for collection of Cash and Cheques from their Citizen Service Bureaus (CSBs) and Zonal Treasuries (ZTs) and deposit it with the SOUTH DMC and the SOUTH DMC accepted their offer for such Banking Services of collection of Cash and Cheques with condition stipulated hereunder as set out in the Agreement. The collection of Cash and Cheques by the _____ Bank from the CSBs and ZTs has since commenced from _____ and _____ respectively.

CONDITIONS:

- 1.0 That the Bank will arrange to collect earnings from all the _____ CSBs and _____ ZTs of the SOUTH DMC.
- 1.1 Any addition/deletion and alteration to the list of CSBs/ZTs may be done mutually which will also form a part of this Agreement.
- 1.2 The Bank will send their Authorized Officials daily for collection of Cash and Cheques from the CSBs and ZTs, except on Sundays, RBI/Bank Holidays and Public Holidays, which will be mutually agreed upon by both the parties. The photo and signature of the Bank's Authorized Representative will be attested by both the Bank and CSB/ZT for authentication and identification.
- 1.3 Authorized Officials of the CSB/ZT will keep the cash and instruments ready alongwith necessary reports duly filled in and hand over the same to the Authorized Representative of the Bank. The Authorized Official of the CSB/ZT shall keep the entire cash ready duly bundled in packets of 100 each denomination-wise slips duly stamped and signed with date. The Authorized Official of the Bank will collect the Bank's Deposits Slips duly filled up by the Authorized Official of the CSB in triplicate with details of denomination and deliver the slip to the Bank alongwith the relative sealed

envelope. In exchange, the Authorized Official of the Bank will issue a temporary receipt for the amount picked-up. The temporary receipt will specify the number of packets of each denomination received and the actual amount in loose currency received by the Authorized Official of the Bank.

- 1.4 The Bank will prepare a time-table for collection from each CSB/ZT indicating the approximate time when the nominated and Authorized Official's of the Bank will visit the CSB/ZT location.
- 1.5 The Bank will arrange secured transport of such collections to their Dealing Branch at their sole risk and responsibility. SOUTH DMC will not be responsible for any eventuality whatsoever and the Bank will make good any such loss to the SOUTH DMC without demur.
- 1.6 The Bank will transfer the collections received from all the CSBs/ZTs on T+____ basis for the amount collected in Cash and T+____ basis for the amount collected by Cheque/Drafts, to the bank account of Commissioner SDMC maintained at SBI, Chandni Chowk by RTGS/NEFT where "T" denotes the Date of Collection from the CSB/ZT. In case of default, the bank is liable for penalty of Base rate of RBI+2% for the period of delay.
Note: Outstation Cheques will be outside the purview of the above arrangements.
- 1.7 South Delhi Municipal Corporation shall not reimburse/pay any handling charges, bank charges or penalties on any dishonoured instruments to the service provider Bank. In addition, the service provider Bank shall not deduct any return charges and any other bank charges.
- 1.8 The Bank will provide Daily customized MIS Reports in this regard, as requested by the SOUTH DMC, to the SOUTH DMC both in Soft as well as Hard Copy alongwith relevant Documents/Records.
- 1.9 Notwithstanding the above, SOUTH DMC will have the full right to ask for such additional information, as deemed necessary by the SOUTH DMC, from the Bank in respect of the collections.

Validity of the Agreement:

- 2.1 This Agreement will be valid for a period of Two Years from _____ i.e. the date of commencement of the collection of Cash and Cheques by the _____ Bank, which can be extended on yearly basis subject to a maximum period of five years, depending upon the quality of Service provided by the Bank.
- 2.2 Both the parties to the Agreement will have the right to suggest any addition/alteration/modification during operation of this Agreement, as deemed necessary, and such additions/alterations/modifications, as agreed, will form a part of this Agreement.

Force Majeure:

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by it under this Agreement, the relative obligation of the party affected by such Force Majeure shall, after notice under this article be suspended for the period during which such cause lasts.

The term Force Majeure as employed herein shall mean act of God, War/Hostilities, riot/civil commotion, earthquake, fire, flood, tempest, lightning or other natural

disaster, restriction imposed by the Government or other statutory bodies, Acts and Regulations or any of its authorized agencies.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing within forty eight (48) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim.

Time for performance of the relative obligation suspended by the Force Majeure shall then stand extended for the period for which such cause lasts.

Indemnification:

(a) Indemnification by the Bank:

The Bank shall indemnify, defend and hold harmless, the SOUTH DMC against all losses, damages or the expenses of any kind, arising from claims of Third Party including Claims, Assertions, as well as Investigations of a Governmental Agency, which claims arise in whole or part from:

- (i) The negligence or misconduct of the Bank or its Employee or Agents;
- (ii) A breach of an obligation of the Bank to the SOUTH DMC under this Agreement, or
- (iii) Any loss or liability, arising to the SOUTH DMC, in respect of the services, in connection with the facility being offered, under this Agreement

(b) Indemnification by the SOUTH DMC:

The SOUTH DMC shall indemnify, defend and hold harmless the Bank against all losses, damages or expenses of any kind, arising from any and/or all claims of Third Party including Claims, Assertions as well as Investigations of a Governmental Agency, which claims arise in whole or part from:

- (i) The negligence or willful misconduct of the Employees of Agents of the SOUTH DMC.
- (ii) A breach of an obligation of the SOUTH DMC to the Bank under this Agreement, or
- (iii) Any loss or liability arising to the Bank in respect of the services, in connection with the facility being offered, under this Agreement.

Termination:

(a) Termination for breach:

In addition to any other termination rights, granted by this Agreement, any of the parties may terminate this Agreement on thirty days written notice for material breach by the other party of any of its obligations hereunder, unless such breach is cured within such thirty days period.



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Dy. Controller of Accounts (HQ)

(b) Notice:

Any Notice, Direction or Instruction, given under this Agreement, shall be in writing and delivered by hand, post, cable, facsimile or telex to:

(i) For Bank: _____

(ii) For SOUTH DMC: **The CA-cum-FA,**
SOUTH Delhi Municipal Corporation,
JLN Marg, 23rd Floor,
Dr.S.P.Mukherjee Civic Centre,
New Delhi-110002.

In witness whereof the parties hereto set their hands on the _____ Day
of _____, 2020 at New Delhi.

Signature: For and on behalf of the SOUTH DMC	Signature: For and on behalf of the _____ Bank
Witness: 1. Signature: Name: Address: 2. Signature: Name: Address:	Witness: 1. Signature: Name: Address: 2. Signature: Name: Address:



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Dy. Controller of Accounts (HQ)
SDMC

EXPERIENCE CERTIFICATE

Dated: _____

To Whom It May Concern

This is certify that M/s _____ (Name of the Agency) was awarded the job of _____ Contract from _____ to _____. This is to further certify that services and performance of M/s _____ have been found satisfactory and they are giving services in terms of the Contract.

Sl.No.	Financial Year	No. of Instruments collected per annum
1	2018-19	
2	2017-18	
3	2016-17	

This certificate is being issued on their request for submitting to other prospective clients.

For M/s _____ (Name of the Company).


Authorized Signatory
(With Stamp)
Contact No.(Mob.):
Landline:


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Dy. Controller of Accounts (HQ)
SDMC

FINANCIAL BID FORMAT

PARTICULARS	QUOTE (IN DAYS AS APPLICABLE)
After collection, the number of days of float required by the Applicant Bank for transferring the collected Cash to SOUTH DMC's A/c with the SBI by RTGS.	T+_____days
After collection, the number of days of float required by the Applicant Bank for transferring the collected Cheque/DD/PO to the SOUTH DMC's A/c with the SBI. After collection, the number of days of float required by the Applicant Bank for transferring the collected PO/DD to the SOUTH DMC's A/c with the SBI by RTGS/NEFT.	T+_____days
	T+_____days

"T" in the above Format stands for Transaction Date.


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 SDMC

TECHNICAL BID EVALUATION

SL.NO	PARTICULARS	POINTS	REMARKS
1.	Experience of the Bank as Service Provider in Govt. organizations located in Delhi in cash/cheque/IPO collection and subsequent money transfer.		
	a) 3 years or more but less than 5 years	10	
	b) More than 5 Years but less than 7 years	25	
	c) More than 7 years	35	
2	Infrastructure		
	a) Cash vans owned	15	
	b) Cash vans outsourced	5	
3	Number of branches in Delhi and NCR Region		
	a) More than 100	10	
	b) Less than 100	5	
4	Experience of cash collected and deposited		
	a) Up to 10.00 cr. p.a	5	
	b) Up to 20.00 cr p.a	10	
	c) More than 20.00 cr p.a	15	
5	Experience of collection and depositing of cheques		
	a) Upto one lac cheques per annum	5	
	b) Upto 1.5. lacs per annum	10	
	c) More than 1.5 lacs per annum	15	
6	Experience of similar work handling with other organizations as on 01.04.2019		
	a) Up to two work orders	5	
	b) Up to four work orders	7	
	c) More than 4 work orders	10	



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SDMC