



STATE BANK OF INDIA
BR & CPR DEPARTMENT
LOCAL HEAD OFFICE, SAMRIDDHI BHAVAN,
BLOCK-D (7TH FLOOR), 1, STRAND ROAD,
KOLKATA, 700001

NOTICE INVITING e-TENDER
FOR
EMPANELMENT & FINALIZATION OF SERVICE PROVIDERS
FOR DOMESTIC COURIER SERVICES

FOR COLLECTION/PICK-UP OF PACKETS CONTAINING VALUABLE DOCUMENTS FROM OUR VARIOUS
BRANCHES / OFFICES OF ALL OVER WEST BENGAL, SIKKIM & UNION TERRITORY OF ANDAMAN &
NICOBAR ISLANDS

TENDER SUBMITTED BY:

NAME OF CONTRACTOR:

ADDRESS:

GSTIN: DATE:

Note:

1. Contractor should possess valid Digital Signature for this e-Tender.
2. Contractor should submit Tender Processing Fee (TPF) through Online Mode only as mentioned in this NIT. TPF in the form of Demand Draft (DD) will not be accepted. Such tenders without Online Payment Receipt will be rejected.

For amendments/corrigendum if any, interested vendors are requested to keep monitoring Bank's e-tendering website <https://www.tenderwizard.com/SBIETENDER> as **further amendments/corrigendum will not be published in newspaper.**

For any clarifications, please e-mail to bprit.kolkata@sbi.co.in

NOTICE INVITING e-TENDER

State Bank of India having BR & CPR Department, Local Head Office, Samriddhi Bhavan, Block-D (7th Floor), 1, Strand Road, Kolkata-700001, invite two-bid online tenders for “Empanelment & finalization of service providers for Domestic Courier services for Collection/Pick-up of packets containing valuable documents from our various branches / offices of all over West Bengal , Sikkim & Union Territory of Andaman & Nicobar Islands for eventual delivery to the addressee (i.e. Branches/Offices/Customers/Others) with in India”. The Empanelment will be for a period of three (03) Years. For eligible Criteria Refer to Page- No-9

2. The other details of the tender are as under:

1.	Name of the Work		Empanelment & finalization of service providers for Domestic Courier services for Collection/Pick-up of packets containing valuable documents from our various branches / offices of all over West Bengal , Sikkim & Union Territory of Andaman & Nicobar Islands
2.	Tender Processing Fee (TPF)/ Tender fee	:	Rs.5,000/- (Rupees Five Thousand only) - A Non-Refundable Tender & Processing Fee TPF is to be credited through State Bank Collect (SB Collect, an efficient MIS report generation tool) only. The steps involved in making the payment is provided in Annexure II. The receipt generated with reference number is to be submitted along with Technical Bid (Cover - I). GSTIN of contractor is to be mentioned on it. Please submit TPF through Online Mode only as mentioned in this NIT. TP Fin the form of DD will not be accepted. Such tenders without Online Payment Receipt will be rejected.
3.	Date for downloading of Tender	:	18.07.2023 to 31.07.2023
4.	Tender Downloading websites	:	Bank's website https://www.sbi.co.in/portal/web/home/procurement-news or SBI e-tender portal & https://www.tenderwizard.com/SBIETENDER w.e.f 18.07.2023 to 31.07.2023 (up to 3.00 PM). Tender to be submitted in the tender box at VENU: BR & CPR Department, Local Head Office, Samriddhi Bhavan, Block-D (7th Floor), 1, Strand Road, Kolkata-700001
5.	Last Date and Time of Submission of Tender (Technical bid in hard copy & soft copy as well as price bid in online mode)	:	Up to 3:00 PM on 31.07.2023
6.	Date and Time of Opening of the Tender	:	Date & Time for opening of price bid will be informed in due course In case the tender opening date is declared as holiday,

		<p>the tender will be opened in the next working day at the same time.</p> <p>The Technical Bid (Hard copy) with all supporting documents should be submitted in a sealed cover containing the name and complete address/contract number of the vendor on the cover and bear the title “TECHNICAL BID FOR EMPANELMENT & FINALIZATION OF SERVICE PROVIDERS FOR DOMESTIC COURIER SERVICES FOR COLLECTION/PICK-UP OF PACKETS CONTAINING VALUABLE DOCUMENTS FROM OUR VARIOUS BRANCHES / OFFICES OF ALL OVER WEST BENGAL , SIKKIM & UNION TERRITORY OF ANDAMAN & NICOBAR ISLANDS ” addressed to the The Assistant General Manager, BR & CPR Department, Local Head Office, Samriddhi Bhavan, Block-D (7th Floor), 1,Strand Road, Kolkata-700001in the “TENDER BOX” kept at -the dept on or before 31.07.2023 up-to 03:00 PM along with the followings:-</p> <p><u>(i) Online receipt copy of Tender Processing Fee amounting to Rs. 5000.00 (Rupees Five thousand only)(Non-Refundable)</u></p> <p>TPF is to be credited through State Bank Collect (SB Collect, an efficient MIS report generation tool) only. The steps involved in making the payment is provided in Annexure III. The receipt generated with reference number is to be submitted along with Technical Bid (Cover - I). GSTIN of contractor is to be mentioned on it.Please submit TPF through Online Mode only as mentioned in this NIT. TPF in the form of DD will not be accepted. Such tenders without Online Payment Receipt will be rejected.</p> <p><u>(ii) Earnest Money Deposit (EMD)</u> amounting to Rs.1,00,000.00 (Rupees One Lacs only) By crossed Bank Draft/ Banker’s Cheque drawn in favour of State Bank of India, Payable at Kolkata(To be enclosed in sealed envelope as a part of Technical Bid).Authorized representatives of vendors may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all the vendors representatives.</p> <p><u>iii) Process compliance from duly signed by authorised person of service provider.</u> <u>&</u> <u>(iii) Other documents related to the eligibility criteria.</u></p> <p>After opening, the Technical Bids will be evaluated on</p>
7.	Technical Bid	

		the basis of the minimum eligibility criteria specified in this Tender including deposit of specified amounts for the Tender Processing Fee and Earnest Money as mentioned above.
8.	Price bid	: The Price Bid is to be submitted through e-tendering portal https://www.tenderwizard.com/SBIETENDER site only on or before 31.07.2023 up to 3.00 P.M. Price bid of technically qualified bidders will only be evaluated. A. The accepted tendered rate will be valid for 3 (Three) year for placing the work order. The bidder should have valid digital signature for participation in e-Tendering. Price bid in offline mode will not be accepted.
9.	Place & Address for submission of Tender Note: For eligible criteria for participating in the tendering process, kindly refer to Page no.-9 of this Notice	Up to 31.07.2023 upto 15:00Hrs at the office of The Assistant General Manager, BR & CPR Department, Local Head Office, Samriddhi Bhavan, Block-D (7th Floor), 1, Strand Road, Kolkata-700001 e-Mail ID:bprit.kolkata@sbi.co.in Note: 1. It is sole responsibility of the bidder to ensure submission of their Tender by stipulated date and time at specified address. The SBI shall not entertain bids received late due to any delay on account of delivery by the courier agency/speed post or any other mode for the reasons whatsoever. 2. Tender received without Tender Processing Fee/Tender fee shall be summarily rejected.
10.	Income Tax and GST	A) Income Tax/GST will be deducted at source as per Govt. Guidelines. B) Reimbursement of GST on work contract will be made only on submission of proper GST invoice as per applicable GST provision. The Bidder should comply with the following. i. Bidder should have GST Registration Number ii. Invoice should specifically/separately disclose the amount of GST levied at applicable rate as per GST provision Bidder should timely file his GST return in accordance with GST provisions to enable the bank to claim the credit of GST paid to the Bidder.
11.	For any details, please contact	: The Assistant General Manager, BR & CPR Department, Local Head Office, Samriddhi Bhavan, Block-D (7th Floor), 1, Strand Road, Kolkata-700001 e-Mail ID:bprit.kolkata@sbi.co.in

12.	For e-Tender related queries	<p>Service provider:</p> <p>M/s. Antares Systems Limited Registered Office: # 137/3, 'Honganasu' Kengeri, Bangalore Mysore Road, Bangalore – 560 060, India</p> <p>Help Desk: 9073677150 / 9073677151 / 9073677152 / 033 4604 6611</p> <p>Contact Persons: <i>(On working days 9 AM to 6 PM)</i></p> <p>1. Mr. Kushal Bose Mobile No.: +91 96747 58719 e-Mail: kushal.b@antaressystems.com</p> <p>2. Mr. Biswajit Chakraborty Mobile No.: +91 96747 58723 e-Mail: biswajit.c@antaressystems.com</p>
13.	Corrigendum	Corrigenda, if any, is to be followed as published in https://www.tenderwizard.com/SBIETENDER portal only.
14.	Notes:	
a)	In case the date of submission of Tender Processing Fee, EMD, e-Tendering is declared as a holiday, the respective date will be considered on the next working day at the same time. The bidder, who is the authorized representative and participating on behalf of company/ Dealer/vendor, should have a valid digital signature certificate (DSC) for this tender.	
b)	The SBI reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.	
c)	Vendors who do not fulfill the minimum eligibility criteria need not apply. Any incomplete application and / or not fulfilling the minimum eligibility criteria will be summarily rejected. Moreover, the conditional tenders are liable for rejection and will not be allowed to participate in e-tendering.	
d)	The EMD of the unsuccessful Bidders in Technical Bid shall be returned within two weeks from the date of Tender finalization.	
e)	All pages of the Technical Bid documents should be serially numbered and shall be signed by the authorized person(s) of the applicant only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page.	
	<p>The Assistant General Manager BR & CPR Department State Bank of India LHO Kolkata</p>	

Tender no: KOL202307001

MODE OF SUBMISSION OF TENDER:

The tender shall be submitted in both physical and online in two cover system in accordance with the procedure detailed herein below. Specified documents shall be sealed in envelopes of appropriate size each of which shall be sealed.

1. First Envelope marked **Cover 1** shall contain Earnest Money Deposit along with Covering Letter and Online receipt of Processing Fee of the Tender Document.

2. Envelope marked **Cover 2** shall be of adequate size and shall contain envelopes marked **Covers 1 & tender document related to the eligibly criteria & others** should be properly sealed & signed. This envelope shall be endorsed on the outside face asunder:

“TECHNICAL BID FOREMPANELMENT & FINALIZATION OF SERVICE PROVIDERS FOR DOMESTIC COURIER SERVICES FOR COLLECTION/PICK-UP OF PACKETS CONTAINING VALUABLE DOCUMENTS FROM OUR VARIOUS BRANCHES / OFFICES OF ALL OVER WEST BENGAL, SIKKIM & UNION TERRITORY OF ANDAMAN & NICOBAR ISLANDS”

Only the envelope marked Cover 2 containing the tender documents & COVER -1 as per instructions mentioned above **shall be submitted in the office** of

The Assistant General Manager,

BR & CPR Department, State Bank of India, Local Head Office, Samriddhi Bhavan, Block-D (7th Floor), 1, Strand Road, Kolkata-700001

Envelope marked Cover 1 & Cover 2 containing Earnest Money Deposit along with Covering Letter and online receipt of the Processing Fee of Tender Document, tender document will be opened if the Earnest Money Deposit, Processing Fee of Tender Document, tender document is not found as prescribed, the tender shall be rejected.

1. Conditional Tender or Incomplete Tender Shall Be Summarily Rejected.

2. Corrigendum if any will be published on SBI e-tender portal <https://www.tenderwizard.com/SBIETENDER>

3. Online price bid will be opened for only technically qualified vendor date of which shall be intimated in due course.

4. **Price bid in offline mode will not be accepted** which can be submitted online through <https://www.tenderwizard.com/SBIETENDER> only.

The Assistant General Manager
BR & CPR Department
State Bank of India
LHO Kolkata

PROCEDURE OF E-TENDERING

Online Tendering:

- (a) The soft copy of the Technical as well as Price Bid is available on the Bank's website during the period specified in the NIT.
- (b) Online e-Tendering is open to the empanelled bidders in the respective category.
- (c) The PriceBid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item.
- (d) The Contractors are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.

It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item. In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as **"Incomplete Tender"** and shall be liable for rejection.

1. LOG-IN NAME & PASSWORD: Each Bidder is assigned a Unique Username& Password by M/s. e-Procurement Technology Limited. All bids made from the Login ID given to the bidder will be deemed to have been made by the Bidder.
2. BIDS PLACED BY BIDDER: Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as per the rates quoted, SBI shall at liberty to take action as deemed necessary including depaneling such contractors and forfeiting their EMD.
3. At the end of the e-Tendering, SBI will decide upon the successful bidder. The decision of SBIIMS on Award of Contract shall be final and binding on all the Bidders.
4. SBI shall be at liberty to cancel the e-Tendering process/tender at any time, before ordering, without assigning any reason whatsoever.
5. SBI shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
6. Other terms and conditions shall be as per the Techno-Commercial Bids and other correspondences till date.
7. OTHER TERMS & CONDITIONS:
 - The Bidders shall not involve themselves or any of their representatives in Price Manipulation of any kind, directly or indirectly, by communicating with other suppliers/bidders.
 - The Bidder shall not divulge either his Bids or any other exclusive details of SBI to any other party.
 - The decision of SBI on Award of Contract shall be final and binding on all the Bidders.
 - SBI reserve their rights to extend, re-schedule or cancel any e-Tendering within its sole discretion.

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- SBI or its authorized service provider shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- SBI or its authorized service provider is not responsible for any damages, including damages that result from their works, but are not limited to negligence.

SBI or its authorized service provider will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information, etc.

N.B.: All the Bidders are required to submit the Process Compliance Statement (Annexure - I), duly signed, to the Service Provider.

All the bidders are requested to ensure that they have a valid Digital Signature Certificate (DSC) well in advance to participate in the online event.

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PROCESS COMPLIANCE STATEMENT (Annexure I)

(The bidders are required to print this on their company's letter head and sign, stamp and submit with technical Bid)

To,

M/s. Antares Systems Limited
137/3 , 'Honganasu' Kengeri, Bangalore Mysore Road,
Bangalore - 560 060, India
Mail: kushal.b@antaressystems.com

**AGREEMENT TO THE PROCESS RELATED TERMS AND CONDITIONS
FOR THE ONLINE e-TENDERING FOR THE WORK**

Tender No.:KOL202307001

Dear Sir,

This has reference to the Terms & Conditions for the e-Tendering mentioned in the Tender Document.

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business Rules governing the e-Tendering as mentioned in NIT / RFP / GCC of SBI as well as this document and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the e-Tendering Tool and have understood the functionality of the same thoroughly.
- 4) We confirm that SBI and M/s. Antares Systems Limited shall not be liable and responsible in any manner whatsoever for my/our failure to access and bid on the e-Tendering Platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC or any other unforeseen circumstances, etc., before or during the e-Tendering event.
- 5) We confirm that we have a valid Digital Signature Certificate (DSC) issued by a valid Certifying Authority.
- 6) We hereby confirm that we will honour the bids placed by us during the e-Tendering process.

With regards,

Date:

Signature with company seal Name:
Company / Organization:
Designation within Company / Organization:
Address of Company / Organization:
e-Mail ID:
Phone No.:

ELIGIBILITY CRITERIA

e-TENDER FOR EMPANELMENT AS VENDORS FOR DOMESTIC COURIER SERVICES

The Asst. General Manager, BR& CPR Department of State Bank of India, Local Head Office, Kolkata invites e-Tender from reputed vendors into Single cover system (for the following jobs:

Collection/picking of packets containing valuable documents from our various branches/offices of all over West Bengal, Sikkim & Union Territory of Andaman & Nicobar Islands for eventual delivery to the addressee (i.e., branches/offices/customers/others) within India.

2. The minimum criteria for prequalification will be as under:

A)i) The Vendor should have all the required statutory licenses to carry on the business of domestic courier services which should be the primary activity of the vendor. The vendor should comply at its own cost with all applicable laws, rules and regulations of State, Central Government or local body for time being in force and as applicable to it or to this contract without any liability and responsibility on the Bank whatsoever.

ii) The Vendor should have the collection/Service Centers/ Offices in Kolkata and other major Centers of West Bengal/Sikkim/A & N Islands. **[please enclose copy of same].**

iii) The applicant should have valid Trade License. **[please enclose copy of same].**

iv) The applicant courier agency should be an Income Tax assessed with valid Pan. **Please enclose Income Tax return for the last three (03 years).**

v) The applicant should have valid GST Registration as applicable **[please enclose copy of same].** GST must be up to date (please enclose the copy of same).

vi) The Vendor must have an excellent track record as proven from records in servicing reputed Corporate Customers, Commercial Banks, Central and State Govt. Departments etc.. The contract of the Courier Agency must not have been terminated by said reputed Corporate Customers, Commercial Banks and State Govt. Departments for improper service on the part of courier agency.

vii) The Courier agency should have average **annual turnover of 30.00 lacs** for last preceding three financial years, from courier activity and not incurred any losses during the last three financial years (copy of last 3 years Audited Financial Statement to be attached with the Tender). **[please enclose copy of same].**

viii) Experience of having successfully completed similar works in Public Sector Undertakings / Govt Organizations /reputed Private Sector/ IT Companies/ Banks/ Reputed national/ Multi-National Companies during last 3 years ending last day of months with uninterrupted service. **[please enclose copy of same].**

B) Vendors submitting Technical Bid should enclose the photocopy of documents as proof of their qualification as mentioned above. The Bank will have the right to relax the minimum pre-qualification criterion in exceptional circumstances.

3. Interested vendors will have to submit

i. the technical bid viz; Tender for EOI for the job mentioned above in above mentioned mode.

ii. e-Tenders will be called from eligible/qualified bidders in due course.

4. Tenders complete in all respect should reach the office of **The Assistant General Manager, BR & CPCR Department, State Bank of India, Local Head Office, Samriddhi Bhavan, Block-D (7th Floor), 1, Strand Road, Kolkata-700001** by **3.00 P.Mon 31.07.2023**. Tenders received after 3.00 P.m. on **31.07.2023** will not be entertained.

5. Mere fulfilment of the criteria does not necessarily ensure short listing / empanelment. The Bank reserves the right to accept or reject any or all Tenders without assigning any reason whatsoever.

6. Considering the geographical dispersion of the Circle the Bank will be within its rights to empanel and distribute the work under the above tender to more than one vendor in the interest of the Bank. For this purpose, the entire Circle will be allocated among **six service** areas, for picking up of packets for onward transmission to the addressee branches/other offices / customers with a view to have near equitable distribution of the entire work. Estimated turnover for the job in each service area will be around Rs. 20 lakhs per annum. Separate rate for each area is to be submitted.

7. The empanelment will be valid for a period of **three (03) years**.

8. The Bank may, for any reasons whatsoever, discontinue the arrangement earlier in respect of one or more or all offices / branches covered by this arrangement by issuing a notice of 30 days to the Couriers at their address as recorded with the Bank. The Couriers may also terminate this agreement after completing the minimum tenure of 2 (two) years from the date of the empanelment by giving 30 days' previous notice delivered to the Local Head Office, Kolkata of the Bank. The termination of the agreement, as aforesaid, shall not absolve the Couriers' liability regarding delivery of the covers, packets, documents etc. already entrusted to them prior to the date of termination of the Agreement in accordance with the directions as to delivery and / or any other claims lodged in terms of paragraphs 11, 12 & 14 above. Further vendor has to continue their services till selection of the new vendor start of services by themselves. Pre termination of this agreement by the Couriers will attract invocation and forfeiture of the Bank Guarantee amount.

9. THE SERVICE AREA WILL BE DIVIDED AS UNDER:**SERVICE AREA NO.'A'**

		To be Originated from	<i>Destination</i>
(a)	i)	Howrah A.O., RBO, Branches and BPR outfits under Howrah A.O.	Howrah A.O., Branches, all other offices and BPR outfits/individuals etc. Under Howrah A.O.area.
	ii)	Howrah A.O., RBO, Branches and BPR outfits under Howrah A.O.	Letters/Parcels addressed to Branches/AOs/BPR Outfits and other offices and individuals within West Bengal excepting the destinations mentioned under a(i) above
	iii)	Howrah A.O., RBO, Branches and BPR outfits under Howrah A.O.	Letters/Parcels addressed to Branches/AOs/BPR Outfits and other offices/individuals etc. outside West Bengal (within India)

SERVICE AREA NO.'B'

		To be Originated from	<i>Destination</i>
(a)	i)	Bidhannagar A.O., RBO, Branches and BPR outfits under BidhannagarA.O. and SBLC, Salt Lake.	Bidhannagar A.O., Branches, all other offices and BPR Outfits/individuals etc. under Bidhannagar A.O. area and SBLC, Salt Lake.
	ii)	Bidhannagar A.O., RBO, Branches and BPR outfits under BidhannagarA.O. and SBLC, Salt Lake.	Letters/Parcels addressed to Branches/AOs/BPR Outfits and other offices and individuals within West Bengal excepting the destinations mentioned under a(i) above.
	iii)	Bidhannagar A.O., RBO, Branches and BPR outfits under BidhannagarA.O. and SBLC, Salt Lake.	Letters/Parcels addressed to Branches/AOs/other offices/individuals etc. outside West Bengal (within India).

SERVICE AREA NO.'C'

		To be Originated from	Destination
(a)	i)	Kolkata A.O., RBO, Branches and BPR outfits under Kolkata A.O.	Kolkata A.O., Branches and BPR Outfits/individuals under Kolkata A.O. and all other offices within Kolkata Postal Zone area.
	ii)	Kolkata A.O., RBO, Branches and BPR outfits under Kolkata A.O.	Letters/Parcels addressed to Branches/AOs/other offices and individuals within West Bengal excepting the destinations mentioned under a(i) above.
	iii)	Kolkata A.O., RBO, Branches and BPR outfits under Kolkata A.O.	Letters/Parcels addressed to Branches/AOs/other offices/individuals outside West Bengal (within India)
(b)	i)	Kolkata Main Branch and Service Branch Kolkata	All Branches/Offices/BPR outfits in Kolkata Postal Zone
	ii)	Kolkata Main Branch and Service Branch Kolkata	Letters/Parcels addressed to Branches/AOs/BPR Outfits and other offices/individuals etc. within West Bengal excepting the destinations mentioned under b(i) above
	iii)	Kolkata Main Branch and Service Branch Kolkata	Letters/Parcels addressed to Branches/AOs/BPR Outfits and other offices outside West Bengal (within India)
(c)	i)	LHO Kolkata, MCGRO & its own branches, CAG & all Central Office, Establishments & Subsidiaries in Kolkata VIZ. SBICAPs, SBI Life, SBICPSL, SBIFM etc.	All Branches/Offices/BPR outfits in Kolkata Postal Zone.
	ii)	LHO, Kolkata, MCGRO & its own branches, CAG & all Central Office, Establishments & Subsidiaries in Kolkata VIZ. SBICAPs, SBI Life, SBICPSL, SBIFM etc.	Letters/Parcels addressed to Branches/AOs/other offices within West Bengal excepting the destinations mentioned under c(i) above.
	iii)	LHO, Kolkata, MCGRO & its own branches, CAG & all Central Office, Establishments & Subsidiaries in Kolkata VIZ. SBICAPs, SBI Life, SBICPSL, SBIFM etc.	Letters/Parcels addressed to Branches/AOs/other offices outside West Bengal (within India).

SERVICE AREA NO.'D'

(a)	i)	South 24-Pgs A.O., RBO, Branches and BPR outfits under South 24 Pgs A.O.	South 24 Pgs A.O., Branches and BPR Outfits/individuals etc. under South 24 Pgs A.O. and all other offices within Kolkata Postal Zone.
	ii)	South 24-Pgs A.O., RBO, Branches and BPR outfits under South 24 Pgs A.O.	Letters/Parcels addressed to Branches/AOs/other offices and individuals within West Bengal excepting the destinations mentioned under b(i) above.
	iii)	South 24-Pgs A.O., RBO, Branches and BPR outfits under South 24 Pgs A.O.	Letters/Parcels addressed to Branches/AOs/other offices and individuals etc. outside West Bengal (within India).
(b)	i)	Port Blair RBO, and Branches/ Offices of Andaman&Nicobar Bay Islands;	Port Blair RBO, and Branches/ Offices, BPR Outfits/individuals etc. of Andaman & Nicobar Bay Islands;
	ii)	Port Blair RBO, and Branches/ Offices of Andaman&Nicobar Bay Islands;	Letters/Parcels addressed to Branches/AOs/BPR Outfits/other offices and individuals etc. within West Bengal excepting the destinations mentioned under b(i) above.
	iii)	Port Blair RBO, and Branches/ Offices of Andaman&Nicobar Bay Islands;	Letters/Parcels addressed to Branches/AOs/other offices/individuals etc. outside West Bengal (within India).

SERVICE AREA NO.'E'

		To be Originated from	Destination
(a)	i)	Siliguri A.O., Branches and BPR Outfits under Siliguri A.O. including Gangtok RBO, branches located in the State of Sikkim, SBLC Siliguri,	Siliguri A.O., Branches and BPR Outfits/individuals under Siliguri A.O. including Gangtok RBO, branches located in the State of Sikkim, SBLC Siliguri etc.
	ii)	Siliguri A.O., Branches and BPR Outfits under Siliguri A.O. including Gangtok RBO, branches located in the State of Sikkim, SBLC Siliguri,	Letters/Parcels addressed to Branches/AOs/other offices and individuals etc. within West Bengal excepting the destinations mentioned under a(i) above.
	iii)	Siliguri A.O., Branches and BPR Outfits under Siliguri A.O. including Gangtok RBO, branches located in the State of Sikkim, SBLC Siliguri,	Letters/Parcels addressed to Branches/AOs/other offices/individuals etc. outside West Bengal (within India).

SERVICE AREA NO.'F'

		To be Originated from	Destination
(a)	i)	Burdwan A.O., Branches and BPR Outfits under Burdwan A.O., S.B.L.C. Durgapur.	Burdwan A.O., Branches and BPR Outfits/individuals etc. under Burdwan A.O., S.B.L.C. Durgapur.
	ii)	Burdwan A.O., Branches and BPR Outfits under Burdwan A.O., S.B.L.C. Durgapur.	Letters/Parcels addressed to Branches/AOs/other offices and individuals etc. within West Bengal excepting the destinations mentioned under a (i) above
	iii)	Burdwan A.O., Branches and BPR Outfits under Burdwan A.O., S.B.L.C. Durgapur.	Letters/Parcels addressed to Branches/AOs/other offices/individuals etc. outside West Bengal (within India)

Average of the rates quoted for the first 250 grams i.e. average of the rates quoted in a(i), a(ii) & a(iii), or a(i), a(ii) & a(iii) and b(i), b(ii) & b(iii) of each Service Areas, as the case may be, for letters/packets weighing up to 250 grams will be taken into account to arrive at L1 vendor for a particular service area, though the rates quoted for each destination will be applicable for payment of bills. The rate should be quoted according to the weight of the letter/packet.

ANNEXURE - 'II'TENDER FORMPlease strike-off which is not applicable

1. a. Name of the Courier Agency	
b. Constitution	
c. Name of Directors	
2. Registered Office / Address for Communication / E-mail address / Telephone Nos.	
a. Registered Office	
b. City Office	
3. a. Date of incorporation / Registration	
b. Date of commencement of Business (Copy of Statutory license to be enclosed) Annexure- A	
4. List of major customers Annexure - B	
5. a. Number of branches / offices all over India (State-wise list of centres should be given as Annexure C)	
b. No. of locations serviced	
c. No. of vehicles deployed	
d. No. of pick up/delivery staff	
e. Arrangement for delivery from/to centres other than home centres	
f. Whether the Company provides Tracking facility	
If Yes Website address	
6. Delivery time (please indicate the approximate time taken (in hours) for delivery)	
a. For Intra City consignments	
b. For places within W.B. but outside Kolkata *Sundays/Holidays Excluded	

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c. For places outside W.B. but within India	
7. Audited Financial Statement of Accounts of the Courier Agency for the last 3 years (for the financial year 2019-20, 2020-21 and 2021-22) along with the annual reports Annexure-D	2019-20 2020-21 2021-22 2022-23 (If filed) Average
8. PAN No. (Income tax) Enclose certified copies of document as evidence (Annexure E)	
8. Status of payment of statutory dues, if any, (Copy of Income Tax Clearance Certificate (latest) should, among others, be enclosed)	
9. GST Registration No. with proof: Enclose certified copies of document as evidence (Annexure F)	
10. Whether in the approved panel of a. SBI b. RBI/Other Financial Institutions	
10. Whether the Courier Agency has any banking relations with SBI or Associates, Present or past	
11. a. Name of the Company's present Banker and the name of the dealing branch b. Borrowing facilities enjoyed with the Bank if any	
12. Complaint redressal system prevailing, if any	
13. Any other relevant information	

We have read the terms and conditions (Annexure-2) enclosed with the Tender form and undertake to abide by them in case of my empanelment as authorized courier agency by the SBI, Kolkata LHO for their branches and other offices in Bengal Circle. We undertake to furnish required Bank Guarantee of Rs.08 lacs for each service area at the time of execution of the Agreement with the Bank.

Seal Of the Firm

Signature Of Authorized Signatory

Name:

Designation:

Place:

Date:

Note: Please enclose all the Annexure with relevant supporting documents.

**TERMS & CONDITIONS FOR e-TENDER FOR EMPANELMENT& FINALIZATION SERVICE PROVIDER
FOR DOMESTIC COURIER SERVICE**

1. Supply of Blank Consignment Notes:

The Couriers shall supply to each of the offices of the Bank covered under the Scheme as many books of their consignment notes as may be required with the name and address of the centre duly printed thereon.

2. Identity Card of the Couriers' Representative:

On all working days and any other days, as may be specifically intimated by each office of the Bank covered by our Circle, the Couriers shall, at the timings stipulated by each office, arrange through their accredited representative(s) who will be provided with a suitable letter of authority or identity card by the Couriers for taking delivery of the packets containing documents of the Bank for delivery to any other office of the Bank. Delivery of covers, packets, documents etc. made to the representatives of the Couriers shall be deemed to be delivered to the Couriers themselves as named herein.

3. Preparation of Consignment Notes:

The delivering office of the Bank shall prepare the consignment note (to be supplied by the Courier Agencies) in sets of five and the Couriers shall acknowledge the same. One copy of the same shall be retained at the delivering office of the Bank and four copies of each consignment note along with the packets will be handed over to Couriers' representative calling at the office for taking delivery of the packets.

4. Expeditious Despatch of the Documents:

Time being the essence of this contract, the Couriers shall, carry the packets handed over to them by the office / branch of the Bank, by Air flight / surface transport in the order of priority having due regard to the expeditious despatch of the documents and deliver the same to the addressee office within 24 to 48 hours from its receipt except due to circumstances beyond their control. In case of any strike of Surface Transport, the Couriers shall make its own arrangement for transportation/ carrying / delivery of the documents.

5. Delivery of Packets/Submission of POD:

The Couriers shall obtain the acknowledgement of the addressee office of the Bank in one of the consignment notes and deliver the packets along with one copy of the consignment note. The Couriers shall deliver to the Bank, proof of acknowledgement by the addressee office. It should be ensured by the Couriers that the couriers' packets are delivered against full signatures, designation and stamp or telephone numbers of the consignee's or his/their authorised representatives only. This will make it easier for identification of the person receiving the packets in case of doubt. For the purpose of ensuring good conduct on the part of the Couriers, submitting Proof of Delivery (POD) by the courier agency along with their bills on an on-going basis will be a pre-requisite before processing of the bills for payment at all the Banks' establishments. In all cases, the Couriers shall advise to the dispatching Office the date of delivery to the addressee office.

6. Addition/Deletion of the Names of Branches:

The Bank shall be entitled to add or delete the names of Branches/ Offices and intimate the Couriers accordingly, which shall be binding on the Couriers from the date of such intimation by the Bank to them.

7. Security / Safety of the Documents:

The Couriers shall ensure absolute security, safety, secrecy and confidential nature of the documents while rendering their services and ensure that these are not misplaced or stolen and shall so arrange that the packets are delivered in the same condition, untampered and duly closed and sealed, as given by the issuing office / branch of the Bank.

8. Schedule of Charges:

The Bank will pay to the Couriers service charge for the above service at the rate as specified in the schedule of charges to be incorporated in the Agreement after opening of financial bids and finalisation of rates.

9. Revision of Rate:

The contracted rates are firm and no upward revision will be considered during the currency of this agreement unless special rates are considered by the Bank for special courier arrangements for which separate rate contract will be made by the Bank in deserving circumstances.

10. Bill on Monthly Basis:

The Couriers shall submit their bills along with the Proof of delivery (POD) at the office / branch of collection of the packets on a **monthly basis within 15th** of the following month, which will ordinarily be settled within a week from the date of receipt.

11. Penalty:

In respect of each case of delay beyond 48 hours excluding Sundays and holidays excepting on account of circumstances beyond their control like acts of God, perils of air, public enemies, war, civil commotion or acts of commission by Public Authorities, actual or apparent, the Bank may, without prejudice to any other steps it may take in this regard, impose penalty, as under:

- a) Delay of one day i.e. delay beyond 48 hours & upto 72 hours - 25% of the charges payable on such delayed consignment(s) will be deducted.
- b) Delay of more than one day i.e. delay beyond 72 hours - 50% of the charges payable on such delayed consignment(s) will be deducted.
- c) Delay of more than two days i.e. delay beyond 96 hours - 100% of the charges payable on such delayed consignment(s) will be deducted.

12. Compensation for Damages:

The Couriers shall be liable for damages due to mis-delivery, wrong delivery, non-delivery, partial / complete loss of or damage to the Bank's covers, packets and documents and / or the contents thereof. The Bank's decision as to any such acts as mentioned above shall be final and binding on the Couriers. The Couriers shall immediately on demand pay to the Bank the amount quantified by the Bank. The Bank, at its option, can also deduct the said amount from any amount payable to the Couriers.

13. Loss of Documents:

In case of loss of documents Couriers shall lodge FIR, claim insurance compensation and fulfill other formalities as deemed necessary for recovering the documents and making good the loss suffered by the Bank.

14. Time limit for Claim Settlement:

The Bank shall make claims, if any, in writing (a) within 30 days from the date of delivery of the packet, if it relates to shortage, damage or delay and (b) within 45 days from the date of acceptance of the packet by the Couriers, if it relates to non-delivery of the packet by the Couriers. Any such claims lodged by the Bank will be settled by the Couriers within a period of 30 days from the date of the receipt of the claim by the Couriers.

15. Recovery of Penalty:

The penalty shall be recovered by the office(s) of the Bank to whom the bills are to be submitted by the Couriers for settlement, under the arrangement.

16. Undertaking by the Courier:

The Couriers hereby undertake and agree to indemnify the Bank and shall always keep the Bank indemnified, saved, defended, harmless against any loss, damage, cost, claims demand, risks, charge and expenses as the Bank may be put to or incurred by the Bank due to delay, non-performance, mal-performance, mis-performance, non-delivery, shortage or damage etc. to any of the Bank's covers, packets or documents whatsoever handled by the Couriers.

17. Maintenance of Transaction Record & Electronic Tracking System:

The Couriers will maintain full, clear and upto-date records of transactions evidencing the receipt of each collection of packets, cover, documents etc. and delivery thereof to the respective addresses, in a fully computerized system. The Couriers will provide a copy of the same as and when required by the Bank without any cost both during the currency of the agreement or even thereafter. The Couriers shall introduce computerized tracking system to know the status of documents accepted for delivery at a particular time.

18. Security Deposit:

The Couriers shall provide a **Bank Guarantee of Rs.08 lacs (Rupees eight lacs only) for each service area in favour of State Bank of India, Local Head Office, Kolkata** issued by a Public Sector Bank other than the State Bank of India for performance of its obligation under this agreement and in default or breach of the conditions mentioned in paragraphs 11,12,13,15,16,17,20 and 22 hereof, Bank will be entitled to invoke the Bank Guarantee and forfeit the amount and/or take any other step for recovering its losses, dues or costs payable by the Couriers.

19. Non-assignment of Obligation etc.:

The Couriers shall not assign its obligations, duties, rights, privileges etc. herein to any other person without prior written consent of the Bank.

20. Responsibility of Courier Agency:

It shall be the sole responsibility of the Couriers to discharge all its liabilities relating to its personnel and other representatives carrying out the Couriers' obligations hereunder and shall comply with the provisions of various statutes, Rules and Regulations as may be applicable to them or to their employees including Labour Laws under this agreement.

21. Rules governing Despatch of Consignments:

This agreement will be subject to Govt. Laws and Rules regarding despatch of consignments through courier agencies.

22. Duration /Termination of Agreement:

The Bank may, for any reasons whatsoever, discontinue the arrangement earlier in respect of one or more or all offices / branches covered by this arrangement by issuing a notice of 30 days to the Couriers at their address as recorded with the Bank. The Couriers may also terminate this agreement after completing the minimum tenure of 2 (two) years from the date of the empanelment by giving 60 days' previous notice delivered to the Local Head Office, Kolkata of the Bank. The termination of the agreement, as aforesaid, shall not absolve the Couriers' liability regarding delivery of the covers, packets, documents etc. already entrusted to them prior to the date of termination of the Agreement in accordance with the directions as to delivery and / or any other claims lodged in terms of paragraphs 11, 12 & 14 above. Pre termination of this agreement by the Couriers will attract invocation and forfeiture of the Bank Guarantee amount.

23. Bank's Discretionary Powers:

Notwithstanding anything contained in this agreement, the Bank shall, always have the discretion and liberty to send any letters, packets, covers, documents etc. directly to any of its Branches, Offices through its own representatives or by any other means without taking the services of the Couriers.

24. Execution of Documents:

The couriers hereby agree to execute any further document(s) as may be required by the Bank in this regard.

25. Settlement of Dispute:

All disputes and differences of any kind whatever arising out of or in connection with the instant agreement shall be referred to the sole arbitration of the Dy. General Manager & Circle Development Officer, State Bank of India, LHO, Kolkata and the decision of the arbitrator shall be final and binding. The arbitration is to be governed by the provisions of Indian Arbitration and Conciliation Act, 1996.

INSTRUCTIONS TO ALL THE APPLICANTS

EMPANELMENT&FINALIZATION OF VENDORS FOR DOMESTIC COURIER SERVICES

1. Each page of the Tender shall be signed. The Tender shall be signed by persons/ persons on behalf of the organization having necessary authorization/ Power of Attorney to do so (Certified copies to be enclosed).
2. If the space in the Performa is insufficient for furnishing full details, such information may be supplemented on separate sheets of paper, stating therein the part of the Performa and serial number. Separate sheets shall be used for each part. **However, the format shall be as perperform.**
3. Tender s containing false, incomplete and/or inadequate information are liable to be rejected. Also, mere fulfillment of eligibility criteria does not guarantee selection.
4. While filling up the Tender, clarification, if any, may be obtained from the office of AGM (BR& CPR), State Bank of India, 7th Floor, Block-D, Local Head Office,1, Strand Road, Kolkata-700001.
5. Canvassing in any form in connection with selection is strictly prohibited and the Tender of such persons/organizations who resort to canvassing will be liable to rejection.
6. Incomplete/partly filled Tender s **without relevant enclosures** may not be considered for evaluation. Disputes, if any, regarding the empanelment shall be within the jurisdiction of Court in Kolkata.
7. Bank is not responsible for the late receipt/ non receipt due to postal delay, strikes or any other reasons.

Signature of the Applicant with address & seal as acknowledgment