

# **CHANDIGARH INDUSTRIAL & TOURISM DEVELOPMENT CORPORATION LTD.**

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## **Acronyms**

| <b>Term</b> | <b>Explanation</b>                                           |
|-------------|--------------------------------------------------------------|
| AMC         | Annual Maintenance Cost                                      |
| BACS        | Bankers' Automated Clearing Services                         |
| BBPS        | Bharat Bill Payment System                                   |
| CA          | Chandigarh Administration                                    |
| CMS         | Cash Management System                                       |
| CV          | Curriculum Vitae                                             |
| DD          | Demand Draft                                                 |
| DDI         | Direct Debit Instruction                                     |
| CITCO       | Chandigarh Industrial & Tourism Development Corporation Ltd. |
| EMD         | Earnest Money Deposit                                        |
| EOI         | Expression of Interest                                       |
| GBPS        | Giga Bits Per Second                                         |
| GST         | Goods and Service Tax                                        |
| H/W         | Hardware                                                     |
| INR         | Indian Rupees                                                |
| ISO         | International Organization for Standards                     |
| ITSM        | IT Service Management                                        |
| IVR         | Interactive Voice Recording                                  |
| MDR         | Merchant Discount Rate                                       |
| PBG         | Performance Bank Guarantee                                   |
| SLA         | Service Level Agreement                                      |
| SMS         | Short Service Messaging                                      |
| SSL         | Secure Sockets Layer                                         |
| Tricity     | Chandigarh, Mohali and Panchkula                             |
| UDIN        | Unique Document Identification Number                        |
| VAT         | Value Added Tax                                              |

## 2. Bid Data Sheet

| Event                                                      | Target Date                                                                    |
|------------------------------------------------------------|--------------------------------------------------------------------------------|
| EMD                                                        | INR Rs.10.00 Lakh (Rupees Ten Lakh Only)                                       |
| Availability of Request for Proposal                       | Website <a href="https://etenders.chd.nic.in">https://etenders.chd.nic.in</a>  |
| Last Date to send in requests for clarification on the RFP | <b>18.07.2025</b>                                                              |
| Date and time for Pre-Bid Conference                       | <b>22.07.2025 at 11:00 A.M.</b>                                                |
| Venue for Pre-Bid Conference                               | O/o Chief General Manager, CITCO<br>SCO NO.121-122 Sector-17 B,<br>Chandigarh. |
| Issue of Clarifications                                    | <b>11.07.2025</b>                                                              |
| Last Date for Submission of Bids Online                    | <b>11.08.2025 upto 4:00 PM</b>                                                 |
| Opening of Technical Bids                                  | <b>12.08.2025 at 10.00 AM</b>                                                  |
| Contact Person                                             | Dy. General<br>Manager(Tech.)/Manager(EDP)                                     |
| Contact Address and numbers                                | SCO No. 121-122, Sector-17 B,<br>Chandigarh.<br><b>0172 4644430-39</b>         |
| Website                                                    | <a href="mailto:info@citcochandigarh.com">info@citcochandigarh.com</a>         |
| e-Tendering Website                                        | <a href="http://etenders.chd.nic.in">http://etenders.chd.nic.in</a>            |

### **3. INTRODUCTION**

The Chandigarh Industrial and Tourism Development Corporation Limited (CITCO) was incorporated as a Company under the Companies Act 1956 on 28.03.1974. It was originally known as Chandigarh Small Industries Development Corporation (CSIDC) and started functioning as such from 20.09.1974. The Corporation was given additional functions of promotion of Tourism and other related activities in the year 1982. As a result of which, its name was changed to Chandigarh Industries and General Development Corporation Limited.(CIGDC). CITCO Chandigarh is the list of Luxury hotels around Chandigarh. Explore the best hotels in Chandigarh and get the best deals.

In 1992, the Corporation was allotted land in Sector 9, Chandigarh for setting up a Petrol Pump for which CITCO tied up with BPCL. The Petrol Pump is running as one of the most preferred outlets in the City.

In 2000, Baithak Restaurant/ Banquet at Kalagram, Manimajra was set-up by CITCO. The unit is designed as an ethnic Punjabi outlet. Thereafter, the space for fast-food outlet “Stop-n-Stare” in the hub of the Sub-city Centre, Sector 10, Chandigarh was allotted.

In 2009, Indian Oil Corporation Limited offered its Sector 56 Petrol Station to CITCO for managing its operations w.e.f. 18<sup>th</sup> December, 2009. Later, in 2011, U.T Administration allotted space for setting up of Petrol Pump in Sector 38 West. CITCO had set-up a Petrol Station and LPG outlet in collaboration with Indian Oil Corporation Limited.

#### **UNITS/OUTLETS OF CITCO**

1. Head Office, Sector-17 B, Chandigarh.
2. Hotel Mountview, Sector 10, Chandigarh,
3. Hotel Shivalikview, Sector 17, Chandigarh,
4. Hotel Parkview, Sector 24, Chandigarh
5. Mermaid Restaurant, Sukhna Lake, Chandigarh.
6. Chef Lakeview Cafeteria & Boating at Sukhna Lake, Chandigarh.
7. Boat House Cafe, Sukhna Lake, Chandigarh.
8. The Chef Restaurants and Transit Lodge at ISBT, Sector 17, Chandigarh
9. Baithak Restaurant & Banquet at Kalagram, Manimajra, Chandigarh
10. Petrol Pumps at Sector 9, 56, 38(W), 17, Raipur Kalan, Hallomajra & Dhanas
11. Steel Depot – Distribution of Iron and Steel to SSI units
12. Managing SAIL's stockyard as Consignment Agent
13. Industrial Development Cum Facility Centre (IDFC) to provide Testing facilities SSI Units

#### **4.Scope of Work**

Scope of work for a Bank can be described as follows:-

- Collection of cash/cheques/Demand draft etc. received at functional units of CITCO.
- Handling of such cash/cheques/drafts/online/digital receipts etc.
- Timely encashment of cheques/drafts/online/digital receipts etc.
- Supply, Commissioning and maintenance of point of sale swipe machines (latest features) at each sole unit of CITCO.
- Providing Stand along dynamic QR Codes (as per site requirement).
- Handling the receipt of payment through debit and credit cards using swipe machines at the sole unit /pumps of CITCO, and also the swipe machines should be compatible with all kind of cards(VISA, MasterCard, RuPay, American Express etc)
- Rendering of online payment facility to customers/ depositor with option of paying through Internet banking, debit cards, credit card, digital wallets, etc. Selected bank would be required to provide online payment gateway on non-exclusive basis.
- Timely reporting about the success and dishonored and bounced cheques/Demand Drafts to the concerned CITCO Unit and cheque/demand draft holder. If any delay in clearing of cheque/DD due to banking reason, the bank will deposit the same amount within time.
- Timely transfer of funds to the specific bank accounts of CITCO and private entities.
- Maintain separate accounts under separate receipts/heads/accounts and providing its online access to all participating agencies for greater transparency.
- Establishment of ATMs at designated Units of CITCO for ensuring Banking Services. The selected banking partner will have to pay rent @INR 15,000 per month for each ATM, with an annual rental increment @10% on previous year Rent. The space may be allotted to some other bank to set up ATMs, however selected banking partner will have first right of refusal.
- Deployment of dedicated team for timely interaction with CITCO.
- Timely Reconciliation of all financial transactions with CITCO.
- The Bank has to provide a certificate of settlement of reconciliation for all types of transactions by 5th of every month. The Bank to circulate the report of settlement of reconciliation and conduct a monthly meeting by 10th of every month with all stakeholders and resolve any grievances if any.
- The Bank has to nominate a Single Point Contact for coordination with CITCO for all matters- admin, accounting, technical, etc.

- CITCO will not pay any charges to selected Banking partner for online and off-line transaction/services to be offered by the Bank. Selected Banking partner has to provide payment gateway services (for online payment services) without any MDR or any kind of charges.
- The selected Banker needs to provide integration/implementation/maintenance support for Bharat Bill Payment System Agent Institution services for all CITCO web portal/Mobile App without any cost (CITCO will not pay any cost).
- Bank to provide what percentage of commission it would offer to CITCO for payment collection under BBPS Agent Institution services/ any other platform. Preference will be given to banker, offering maximum revenue/commission sharing % to CITCO under BBPS Agent Institution/any other platform.
- Preference will be given to banker, offering maximum revenue/commission sharing % to CITCO under Bank Agent commission paid by RBI per transaction.

#### **4.1 Proposed Procedure**

Based on the As Is process and requirements of CMS Project the following process could be followed for Money Collection, Online Collection, Transfer and Bank Reconciliation.

##### **Money Collection Process**

- Customers avail services at CITCO Hotels, Restaurants, Petrol Pumps etc. and make the payment for the services.
- Modes of payment-Cash/Cheque/DD/PO/Debit & Credit card payment using swipe machines.
- The operator collects the payments and acknowledgement receipt is given to the customers. This acknowledgement receipt/cash memo/Bill records the department/organization name and the purpose (i.e. the service availed etc.). The receipt for acceptance of Cheque shall be issued as 'subject to realization'.
- The selected Bank shall collect all the cash/cheques/DD accumulated at the Units of CITCO on the same day. This is to be done once a day, starting from 10 AM from each Unit of CITCO along with the MIS reports(which includes debit and credit card transactions) to be prepared and generated by Accounts Clerk at each Unit of CITCO.

##### **Online Collection Process**

- Depositors will login to CITCO (<http://citcochandigarh.com/>) and will choose the option that he/she wishes to apply pay for and fill in certain personal information like name, address, etc. as required by CITCO for initiating the payment. On completion of the details, Customers shall be provided with options to make payment for the requisite amount

through Payment Gateway Services provided by the selected banking partner.

- The depositor should be provided e-Receipt for the amount deposited by him/her.

### **Money Transfer Process**

- The Bank will transfer the total amount of successful transactions (as per the MIS) to the designated bank accounts, alongwith requisite MIS reports.
- All the Cash is to be deposited by the Bank in the bank account as the case may be and cheques/DD/other sent for realization.
- The Bank to transfer the money collected in to the respective bank accounts of other Organizations Institutes as follows:
  - Cash & Debit Card: T+1 (T is date of transaction / settlement)
  - Cheque & Credit Card:T+3 (T is date of transaction/settlement)
- The Bank to automatically segregate the Cash as well as money collected through debit and credit cards.
- A copy of the receipt scrolls shall also be sent to the CITCO Units and a copy also to be retained by the Bank. The scrolls will contain the details of the transactions including the CITCO Units name, the service availed and all other details as per prescribed challan.
- Details of the transactions for which the cheque/DD etc. has been bounced is to be updated to concerned CITCO unit.

### **Reconciliation Procedure (VDMS)**

- The Bank to send report for collection and deposits to the concerned CITCO unit on a daily basis.
- In case of bounced cheques, intimation is to be sent to the respective concerned CITCO unit for updating the payment status and for taking necessary actions.
- An intimation about success/ bounced cheques to be send to the respective cheque holder.

## **4.2 Features of the Payment Service (online, manually and via Swipe machines)**

The payment Service should have the following features -

### **4.2.1 Authorization**

Any transaction made with a debit or credit card via swipe machines and online must first be authorized by the card issuing authority. The service must afford a secure link between CITCO and card processor to avoid fraudulent transactions. The secure line should also ensure fast and Customer efficient transaction processing.

#### **4.2.2 MIS and other reports**

The MIS provided to CITCO Units should include customer Account no., amount paid, transaction ID, date, time and payment mode(e.g. debit card and credit card). The MIS reports to be submitted by the Bank shall be finalized with the CITCO on fortnightly basis.

#### **4.2.3 Availability**

The payment Service via swipe machines and online payment gateway should facilitate multiple users making transactions from various locations at a single point of time. Hence, the Service must support unlimited or a reasonably large number of user access. Service unavailability resulting from loss of network availability can be excluded from service availability calculations if the network availability loss is caused by any factors beyond the Bank's control, such as natural disasters or end user's portion of the network failure.

#### **4.2.4 Data Backup**

The Bank shall make regular backups of payment transactions related data via swipe machines. The Bank shall make backups available to authorized personnel of the CITCO.

#### **4.2.5 Maintenance**

**Scheduled Maintenance:** The Bank shall specify the basis for scheduled maintenance causing/or not causing disruption to provided electronic payment service via swipe machines and online payment gateway. Disruption of service due to scheduled maintenance is to be excluded from service up time (availability) calculations provided that CITCO is notified. Maintenance shall be performed during off-peak hours and the Bank shall always provide advanced notice of scheduled maintenance to CITCO.

**Emergency Maintenance:** The Bank shall specify the reasons for performing emergency maintenance (Example: security related issues). The Bank shall notify immediately the CITCO regarding the emergency maintenance. Un-notified service unavailability due to emergency maintenance will be included in the service downtime calculations.

#### **4.2.6 Auditing**

All Bank records related to payments with respect to consumer shall be available for inspection and auditing by CITCO or other authorized representatives. The Bank shall be acting to correct or remedy any audit results within a time period agreed upon with the CITCO.

During the course of financial audit and at any time after the completion of the transaction, in case of any discrepancies, the Bank will be liable to pay CITCO the principal amount along with interest to be calculated at



prevailing rate of PLR+2% from the date of the transaction till the date of payment.

#### **4.2.7 Information Accessibility**

- The Bank shall provide access to payment information to specified users and administrators authorized by the CITCO and CITCO using the service on a timely basis in an accurate, understandable and logical format.
- The Bank shall provide real time access to transaction data and MIS support.
- The Bank shall not provide access of payment information to "any third party" unless mutually agreed to with the CITCO or requested by legal authority.

### **5. Roles and Responsibilities**

#### **5.1 Bank**

1. Collection of cash/cheques/drafts from CITCO Units once daily from 10.00 AM onwards OR as mutually agreed upon.
2. Collection & Deposit of cash/money from any temporary CITCO Unit.
3. Provide information online on bounced cheques to customer as well as to CITCO Units.
4. Provide minimum two dynamic swipe machines at each CITCO Units along with required telephone lines for debit and credit card transactions. The cost of telephone connectivity, consumables and infrastructure will be borne by the Bank. The Bank also needs to take care of the uptime and connectivity of the swipe machines and also the swipe machines should be compatible with all kind of cards (VISA, Master Card, RuPay, American Express etc)
5. Provide online payment services. Selected bank would be required to provide online payment gateway on non-exclusive basis.
6. To setup ATMs at designated CITCO Units to facilitate the provision of the Banking Services. The installation, operations, maintenance (including energy charges), security etc. will be sole responsibility of the Bank. The selected banking partner will have to pay rent @INR 15,000per month for each ATM, with annual rental increment @ 10% of previous rate. The space can also be allotted to some other bank to set up ATMs however, selected banking partner will have first right of refusal.
7. To set up a mechanism for the resolution of failed online transactions and transactions using swipe machines.
8. Provide centralized application Software for Accounting & Data Management for all the collections & provide related IT Hardware.
9. Provide at least one Currency counting and Fake note detection machine at each CITCO Unit.

10. The Bank would be responsible for reconciliation of funds collected during a day through Online Transactions, Cash Collections and through Swipe Machines at the CITCO Units and will further transfer the funds to the Respective Bank account of CITCO Units. MIS for the same will also be submitted by the Bank to the respective CITCO Units and Head Office. Bank shall also highlight the discrepancies in case of mismatch between funds collected and the number of transactions done. Bank shall be responsible for transferring the funds through online transactions made via the Payment Aggregator to the Bank (in cases where payment aggregator services are being provided by entity other than selected banking partner).
11. The Bank shall ensure compliance with latest international information security standards like ISO 27001.
12. The Bank shall ensure that all the information and/or data obtained by it from client/customers are stored securely and equipped with reasonable precautions against damage.
13. Provide online access to the CITCO with respect to all transactions done by the Bank on CITCO's behalf.
14. The Bank shall be responsible for maintaining the confidentiality of all the transactions conducted on behalf of the CITCO.
15. The Bank shall preserve all the records pertaining to money collection & deposit and be able to produce the same whenever required.
16. Application Development (this would include either upgrading the existing application or developing a new one) & Implementation (Digital Signature Certificates, Touch Screen Panels, Mobile, Electronic Token System). This should be compliant with its respective standards.
  - Generate MIS for stakeholders
  - Portal Design and Development
  - Integration of new e-Go initiatives with the CITCO Units.
17. Bank should take a complete backup of all the data and transactions on a monthly basis and submit to Manager Accounts, CITCO Head Office.
18. Bank to tie up with Payment Aggregator for payment gateway to manage the financial transactions that occur at the portal through Direct Debit, Debit Cards, Credit Cards, Cash Cards, digital wallets, etc.
19. Provide reporting and MIS (including information and details regarding bounced cheques on the same day) to the CITCO Units on a daily basis.

## **5.2 ROLES & RESPONSIBILITIES OF CITCO**

As owner of the Project, the role of CITCO includes discharging the following responsibilities:

1. Signing MoU/Agreements with the Bank for creating legal framework.

2. Ensuring that the different CITCO Units are responsive to the needs of the Banks.
3. Opening of new CITCO Unit/ Outlets and adding on more services.
4. Facilitating to set up ATMs at CITCO Units.
5. Provide physical space at the CITCO Units for swipe machines (provided by the bank) for debit and credit card transactions and ensure the application is integrated with the swipe machines.
6. Respective Head of CITCO/Unit shall coordinate with a Bank selected by CITCO for collections at the CITCO Units (Cash, Swipe machines) and complete reconciliation of all the transactions either through Units or through Portal via Payment Aggregator. To handover cash/cheque/drafts once a day at each CITCO Unit, between 10:00 AM to 4:00 PM everyday to the Bank from every centre.
7. Provide physical space at the CITCO Units for swipe machines (provided by the bank) for debit and credit card transactions and ensure the application is integrated with the swipe machines.
8. Manager Accounts (H.O.)/H.M.V, H.S.V, H.P.V is the authorized representative of CITCO for financial transactions and is responsible for reconciliation of transactions conducted through CITCO Units.
9. To conduct bipartite reconciliation of receipts with the Head Office CITCO (at the CITCO Units and online portal) and with the bank (with respect to the collection deposits in the Bank) on a daily basis.
10. To conduct financial audit with respect to financial transactions from the CITCO Units.
11. To conduct reconciliation of bounced/dishonoured Cheques as well as charge back transactions in case of refund transactions at CITCO Units.
12. To keep record of transaction backup submitted by CITCO on daily basis.
13. Manager Accounts, Head Office, Shall be responsible for maintain the confidentiality of all the transactions conducted by it on behalf of CITCO

## **6. Eligibility Criteria for Bidders**

This invitation for bids is open to all Indian scheduled Commercial banks that fulfill all the qualification criteria as specified in this section. The Bidder shall be responsible to CITCO & for discharging of all responsibilities related to the Bid finalization and implementation of project.

**Qualification criteria for the participating bidders are as given below:**

Bidder shall comply with the following qualification eligibility criteria for getting short-listed in the Qualification round:

- i. The Bidder should be a scheduled commercial bank having operations for the previous 10 financial years in the tricity comprising of Chandigarh, Mohali and Panchkula cities.
- ii. The Bidder should be a profit-making bank with net profits after tax of at least INR 700 Crores in each of the last 5 financial years preceding the current financial year i.e. financial year ending 31.3.2024.
- iii. The Bidder should be handling cash collection services on behalf Central Government/State Governments/Autonomous bodies/Board, Corporation.
- iv. The Bidder shall have atleast 5 branches (excluding extension counters) operational in U.T. Chandigarh as on 31.03.2024.
- v. The Bidder should have implemented core-banking solutions for their internal operations.
- vi. The Bidder should be authorized by RBI for offering debit, credit & other card transactions through swipe machines and also online payment services.

## Requirement of Documents

The Table below gives the detail of the Documents that the bidder needs to submit for its Qualification against each criteria on for qualifying for the opening of Technical Bids.

**Table-1**

| <b>Sr. No.</b> | <b>Criteria</b>                                                                                                                                                                                                   | <b>Reference Document</b>                                                                                   |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| 1.             | The Bidder should be a scheduled commercial bank having operations for the last 10 financial years in the tricity (defined as Chandigarh, Mohali & Panchkula cities)                                              | Self Certification by the Bidder                                                                            |
| 2.             | The Bidder should be a profit-making bank with net profits after tax of at least INR 700 crores in each of the last 5 financial years preceding the current Financial year i.e., ending 31.3.2024                 | Relevant extract of Profit and Loss certified/statements attested duly by Chartered Accountant having UDIN, |
| 3.             | The Bidder should be handling Cash Collection Services on Central Government/belief of State Governments/ Autonomous bodies/Board/Corporation or any other Undertaking of either the Central or State Government. | Copy of Authorization/work order by relevant organisation.                                                  |
| 4.             | Shall have at least 5 branches (excluding extension counters) operational in the Chandigarh as on 31.03.2024                                                                                                      | Self Certification by the Bidder                                                                            |
| 5.             | The Bank should have implemented core banking solutions for their internal Operations                                                                                                                             | Self Certification by the Bidder                                                                            |
| 6.             | The Bidder should be authorized by RBI for offering debit, credit & other card transactions through swipe machines and also online payment services.                                                              | Copy of authorization issued by RBI.                                                                        |

## **7. General Instructions for Bid Process**

### **7.1 Pre-Bid Conference**

CITCO will host a Pre-Bid Conference as per schedule given in Bid Data Sheet. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed Project solution requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project. The bidders are requested to submit any questions by email before the pre-bid conference at the email id as mentioned in the Bid Data Sheet. The subject line of the mail should be: Pre Bid Clarification Question for Selection of Banking partner for Bidder's Company Name. CITCO will endeavor to provide a complete, accurate, and timely response to all questions. However, CITCO makes no representation or warranty as to the completeness or accuracy of any response, nor does the CITCO undertake to answer all the queries that have been posed by the bidders. All responses will be made available to all the bidders.

### **7.2 Site Visits**

The Bidder at its own responsibility may visit any of the CITCO Unit for reconnaissance and obtain information regarding the functioning of the CITCO, services provided at these Units, IT infrastructure available, functionality of the applications deployed etc. The costs of visiting the CITCO Units or shall be at the bidder's own expense.

### **7.3 Supplemental Information to the Request for proposals**

If CITCO seems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such supplement shall be deemed to be incorporated by this reference into this RFP which will be in the form of an addendum hosted on our website. It would be the sole responsibility of the bidders to regularly check the website for any such addendums as no advertisement, written communication etc. will be issued in this regard. Any change decided shall be uploaded on the e-Tendering system as corrigendum (<http://etenders.chd.nic.in>)

### **7.4 Bid Preparation Costs**

The bidder is responsible for all costs incurred in connection with participation in the bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by CITCO to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP does not commit CITCO to

award a contract or to engage in negotiations with any bidder. Further, no reimbursable cost may be incurred in anticipation of award.

#### **7.5 CITCO's right to terminate the Process**

- i. CITCO reserves the right to expand, alter, rescind, modify or annul the terms of this RFP at any time without as signing any reason CITCO makes no commitments, express or implied, that the bid process will result in a business transaction with bidder.
- ii. This RFP does not constitute an offer by CITCO.

#### **7.6 Earnest Money Deposit (EMD)**

- i. The Bidders shall submit, alongwith their Bids, Earnest Money Deposit of Rs. 10 lakh (Rupees Ten Lakh Only) in the shape of DD in favour of MD CITCO payable at Chandigarh as per details mentioned in Bid Data Sheet with validity of 180 days. The EMD in any other form shall not be entertained. The EMD amount should be submitted along with the qualification bid.
- ii. The EMD of all unsuccessful bidders would be refunded by CITCO within 60 days after the bid process is completed. The EMD of the successful bidder would be adjusted towards partial fulfillment of the Performance Guarantee.
- iii. The bid without adequate EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- iv. The EMD can be forfeited if a Bidder:
  1. Withdraws its bid during the period of bid validity as specified in the RFP.
  2. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation.
  3. Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of the client. The decision of the client regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances.

#### **7.7 Venue & Deadline for submission of bids**

Bids must be submitted at the address and as per the schedule specified in Bid Data Sheet.

CITCO may, in exceptional circumstances and at its discretion, extend the deadline for submission of bids by issuing an Addendum which shall be hosted on the website mentioned in the Bid Data Sheet, in which case all rights and obligations of the proposed Project and the bidders previously

subject to the original deadline will hereafter be subject to the deadline as extended.

### **7.8 Late Bids**

Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.

### **7.9 Bid Opening**

Total transparency will be observed while opening of bids. CITCO reserves the right at all times to postpone or cancel scheduled Bid opening. The venue and date and timing for the opening of bid is specified in Bid Data Sheet of RFP. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and location on the next working day.

### **7.10 General Guidelines for bid opening**

- i. Bids will be in two parts (qualification and technical) as indicated in the RFP through e-Tendering process. There will be two bid-opening events (a) for the qualifications and (b) for the Technical Bids.
- ii. CITCO will open the qualification bids and list them for further evaluation. The 'Technical Bid' covers shall not be opened until the evaluation of the qualification bid is complete.
- iii. The technical bids of only those bidders who qualify in the qualification evaluation will be opened.
- iv. All the bids will be opened in presence of the bidder's representatives, if present at the time of bid opening. However, if there is no representative of any bidder, CITCO is entitled to still go ahead and open the bid of the qualified representative.



## **8. Bid Instructions and Conditions**

**For the bidding process, the bidders shall upload bids at the e-Tendering website (<http://etenders.chd.nic.in>). For further details about the e Tendering procedure and its requirements, refer Annexure VII.**

Tender offers shall be received by the Managing Director, CITCO through the e- Tendering system before the time and date specified in the schedule of the tender notice. In the event of the specified date for the submission of tender offers being declared a holiday, the offers will be received upto the appointed time on the next working day.

CITCO, at its discretion, extend this deadline for submission of offers by issuing corrigendum and uploading the same on e-Tendering system.

**Check List for the Pre-Qualification cum Technical Bid is placed at Annexure- VIII**

### **8.1 Documents comprising the bidder's bid**

**Bids submitted by the bidders shall comprise the following:**

- i. Qualification bid alongwith the EMD
- ii. Technical bid

**\* The bids must be complete in all respects.**

### **Qualification Bid**

The qualification bid should contain document to evaluate that the bidder's technical skill base and financial capacity are consistent with the needs of the project and meets the qualification criteria as mentioned. The bid should contain following:-

- a. Cover letter, as per template in Annexure of the RFP
- b. EMD
- c. Compliance and Required documents as per the RFP
- d. Citations are to be provided as per format given in Annexure.

### **8.2 Technical Bid**

- a. The technical bid should contain a copy of the presentation.
- b. The presentation should address the following at the minimum:
  - i. Implementation methodology, project plan and implementation schedule
  - ii. Project Management, reporting and review methodology
  - iii. Problem escalation methodology

- iv. Scalability & Performance
  - v. Operational environment
  - vi. On-site Post Implementation Support Strategy
  - vii. Key Deliverables(alongwith sample deliverables, wherever possible)
- c. CITCO is also open to any suggestions that the bidder may want to render with respect to the approach adopted for the assignment in the light of their expertise or experience from similar assignments. However, this should not lead to the submission date being missed or extended

**\* The Technical bid shall address the following:**

- i. Cover letter, as per template in Annexure of the RFP
- ii. Compliance and Required documents as per the RFP
- iii. Understanding of the Project
  - Operations and their Challenges.
  - Understanding of the Scope of the Work
- iv. Approach and Methodology
- v. Project Plan
- vi. Key Deliverables(alongwith sample deliverables, wherever possible)

### **8.3 Validity of Bid**

The bid as submitted must be valid for acceptance for at least 180days from the date of opening of bid, unless specified otherwise.

### **8.4 Amendment of Bidding Document**

The requirements specified in this RFP reflect those presently known. CITCO reserves the right to modify bidding documents by issuing addenda at any time prior to the deadline for submission of bids, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder.

### **8.5 Disqualification**

- a. The bid is liable to be disqualified in the following cases or incase bidder fails to meet the bidding requirements as indicated in this RFP:
  - i. Bid not submitted in accordance with this document.
  - ii. The Bidder submits the bid with its own conditions.
  - iii. Bid is received in incomplete form.
  - iv. Bid is received after due date and time.
  - v. Bid is not accompanied by all requisite documents.
  - vi. Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at anytime

- during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- vii. The Bidder tries to influence the bid evaluation process by unlawful means at any point of time during the bid process.
  - viii. In case anyone party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
  - ix. In case the selected Bidder fails to deposit the Performance Bank Guarantee (PBG) within 15 working days of the issue of the Work Order or within such extended period by CITCO but before the execution of the contract. The EMD shall be forfeited, bidder shall be blacklisted.
- b. Bidders may specifically note that while evaluating the bids, if it comes to CITCO's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bid then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the bids floated by CITCO. It is also clarified that if need arises CITCO would go in for appointment of outside party(s) to undertake the work under the captioned bid.

#### **8.6 Modification and Withdrawal of Bids**

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the validity period specified by the bidder on the bid form. In case any Bidder withdraws its bid before the completion of the evaluation process, the EMD submitted alongwith the bid will be liable to be forfeited.

#### **8.7 Conflict of Interest**

CITCO requires that the bidder must provide professional, objective, and impartial advice and at all times hold CITCO's interests paramount, strictly avoid conflicts with other assignments/ jobs or their own corporate interests and act without any consideration for future work. In case the bidders have any subsisting interest, either by themselves or through their partners, that is likely to conflict the work specified in the Scope of Work, they shall declare such interests as part of their proposal.

#### **8.8 Acknowledgement of Understanding of Terms**

By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully inform edit self as to all existing conditions and limitations.

## **8.9 Conditions**

The following terms are applicable to the RFP and the bidder's bid.

- i. Any work product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of CITCO unless stated otherwise in the definitive service agreement.
- ii. Timing and sequence of events resulting from this RFP shall ultimately be determined by CITCO.
- iii. No oral conversations or agreements with any official, agent, or employee of CITCO shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of CITCO shall be superseded by the definitive service agreement that results from this RFP process. Oral communications by CITCO to bidders shall not be considered binding on CITCO, nor shall any written materials provided by any person other than CITCO.
- iv. Bids are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.
- v. By responding, the bidder shall be deemed to have represented and warranted: that its bid is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of CITCO participated directly or indirectly in the bidder's bid preparation.
- vi. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against CITCO or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- vii. Until the contract is awarded, bidders shall not, directly or indirectly, solicit any employee of CITCO to leave CITCO or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective consortium members, or any person acting in concert with the bidder, without prior written approval of CITCO.

## **9. Bid Evaluation Process**

Bids will be reviewed by the Bid Evaluation Committee appointed by CITCO.

Evaluation of the bids will be done in two stages and at the end of first stage shortlisted bidders will be informed of the result to have a fair and healthy competition. The following is the procedure for evaluation.

### **9.1 Evaluation of Qualification Bids**

- a. The documentation furnished by the bidder will be examined to see if they are consistent with the requirements of this project and meet the qualification criteria as specified above in this RFP.
- b. The Bid Evaluation committee may ask bidder(s) for additional information and/or arrange discussions to verify the claims made in bid documentation.
- c. Any bid not complying with the requirements of the qualification criteria will not be processed further.

### **9.2 Evaluation of Technical Bids**

The technical bids of only those bidders, who qualify in the evaluation of the qualification bids, shall be opened.

1. The technical bids are evaluated as per the requirements specified in the RFP and adopting the evaluation criteria given below. The Bidders are required to submit all required documentation in support of the evaluation criteria and as mentioned in this RFP.
2. The Bid Evaluation committee may ask bidder(s) for additional information and/or arrange discussions to verify the claims made in bid documentation.
3. Based on the evaluation methodology mentioned below, each Technical Bid will be evaluated on a score of a maximum of 100 marks and only those bids whose score is more than 70 (Seventy) marks shall be considered.
4. The Bidder scoring maximum marks out of a total of 100 marks (after crossing the threshold of 70 marks) shall qualify for the award of the project by CITCO. In case of more than one bidder scoring same maximum marks CITCO reserves the right to choose the successful bidder by draw of lots.

### Technical Evaluation

| Sr.No. | Evaluation Criteria                                                                                                                                                                                                            | Numbers       | Marks | Compliance |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------|------------|
| 1.1    | <b>Relevant Experience</b>                                                                                                                                                                                                     |               | 100   |            |
| 1.2    | The Bidder should be handling Cash Collection Services on behalf of State Governments/Autonomous Bodies /Board/Corporation or any other Undertaking of either the Central or State Government at the time of last date of bid. | None          | 0     |            |
|        |                                                                                                                                                                                                                                | 1-2 projects  | 5     |            |
|        |                                                                                                                                                                                                                                | 3-4 projects  | 10    |            |
|        |                                                                                                                                                                                                                                | >=5 projects  | 20    |            |
|        |                                                                                                                                                                                                                                | Max.Marks     | 20    |            |
| 1.3    | Number of branches of the Bank in Tricity (defined as Chandigarh, Mohali & Panchkula cities) (self Declaration to be provided).                                                                                                | 0-4 branches  | 0     |            |
|        |                                                                                                                                                                                                                                | 5             | 5     |            |
|        |                                                                                                                                                                                                                                | 6-10          | 10    |            |
|        |                                                                                                                                                                                                                                | >=10          | 20    |            |
|        |                                                                                                                                                                                                                                | Max.Marks     | 20    |            |
| 1.4    | Experience of providing online payment gateway services along with success rate self certified report (Bank has to provide work order(s) in support of each Project).                                                          | 0             | 0     |            |
|        |                                                                                                                                                                                                                                | 1-3 projects  | 5     |            |
|        |                                                                                                                                                                                                                                | 3-5           | 10    |            |
|        |                                                                                                                                                                                                                                | >=5           | 20    |            |
|        |                                                                                                                                                                                                                                | Max.Marks     | 20    |            |
| 1.5    | Providing of Application Software and Hardware for any Govt./State Govt./Board/Autonomous Corporation etc. (self certification by bidder)                                                                                      | 0             | 0     |            |
|        |                                                                                                                                                                                                                                | 1-2 projects  | 5     |            |
|        |                                                                                                                                                                                                                                | 3-4           | 10    |            |
|        |                                                                                                                                                                                                                                | >=4           | 20    |            |
|        |                                                                                                                                                                                                                                | Max.Marks     | 20    |            |
| 1.6    | Financial Cost involved in implementation of Project(s) as mentioned at 1.5 (self certified by bidder)                                                                                                                         | 10-50 lacs    | 0     |            |
|        |                                                                                                                                                                                                                                | 51-1.00 cr.   | 5     |            |
|        |                                                                                                                                                                                                                                | 1.01-5.00 cr. | 10    |            |
|        |                                                                                                                                                                                                                                | >=5.01 cr.    | 20    |            |
|        |                                                                                                                                                                                                                                | Max.Marks     | 20    |            |
|        |                                                                                                                                                                                                                                |               |       |            |

### **9.3 Contract Finalization and Award**

If CITCO is unable to finalize a service agreement with the bidder ranked first, CITCO may proceed to the next ranked bidder, and so on until a contract is awarded. The Managing Director, CITCO reserves the right to present a contract to the bidder selected for negotiations or not to award the contract at all. The contract will be awarded to the responsible, responsive bidder whose bid conforms to the RFP and is, in the opinion of CITCO, the most advantageous.

Evaluations will be based on the bids, and any additional information requested by CITCO.

### **9.4 Awarding of Contract**

CITCO will award the Contract to the successful bidder for a period 10 years. The period of 10 years will start from date of signing of the agreement.

### **9.5 Notification of Award**

Before the expiry of the period of bid validity period prescribed in the RFP, CITCO will notify the successful bidder/bank, in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. Upon the successful bidder's furnishing of performance guarantee deposit, and signing of contract, CITCO will notify the other banks that their bids have been unsuccessful.

### **9.6 Signing of Contract**

When CITCO notifies the successful bank that its bid has been accepted, CITCO will send the bank the Form of Contract Agreement incorporating all agreeable terms between the parties. The successful bank shall sign and execute the contract agreement failing which acceptance of his bid shall be cancelled and his earnest money will be forfeited.

### **9.7 Performance Bank Guarantee**

- a) The successful bidder shall at his own expense deposit with CITCO, within fifteen (15) working days of the issue of work order or prior to signing of the contract whichever is earlier, a confirmed unconditional and irrevocable Performance Bank Guarantee (PBG) for the due performance and fulfilment of its contractual obligations by the bidder.
- b) This Performance Bank Guarantee of Rs.5.00 Crore (Rupees Five Crore Only) should be provided by the successful bidder. This PBG shall be sourced from other scheduled Bank i.e. Bank who is successful shall not provide PBG from its own Bank. All incidental charges whatsoever such as premium, commission etc. with respect to the issuance of the performance bank guarantee shall be

borne by the bidder. The performance bank guarantee shall be valid for 123 months from signing of the agreement. The performance bank guarantee may be discharged/returned by CITCO upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

- c) In the event of the bidder being unable to service the contract for whatever reason, CITCO would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of CITCO under the contract in the matter, CITCO shall invoke the PBG by giving notice to the bank issuing the PBG for invoking the same, the proceeds of the PBG shall be paid to CITCO as compensation for any loss resulting from the bidder's failure to perform/comply with its obligations under the contract. CITCO shall notify the bidder in writing of the exercise of its right to invoke the PBG within 14 days of the invocation thereof, indicating the contractual obligation(s) for which the bidder is in default.

#### **9.8 CITCO's Right to Accept any bid**

CITCO reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior to award of Contract without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder of the reasons for its action.

#### **9.9 Special Powers of termination**

If at any time after the acceptance of the bid, CITCO shall for any reason whatsoever not require the whole or any part of the work, to be carried out, CITCO shall give notice in writing to the fact to the Bank who shall have no claim to any payment of compensation or otherwise howsoever on account of any profit or advantage which he might have derived from the execution of the work in full but which he did not derive in consequence of the for closing of the work.

#### **9.10 Indemnity of CITCO against any fraud or failed transaction**

CITCO stands indemnified against any fraud or failed transactions. The bank must take care and rectify consumer complaints regarding fraud or money being debited inspite of unsuccessful transaction.

#### **9.11 Force Majeure**

If at any time during the continuance of the work the performance in whole or in part by either party of any obligation under this contract, shall be prevented or delayed by reasons, of any war, hostility, acts of public enemy, Civil Commotion, sabotage, floods, explosion, epidemics, fires or other acts of God, strikes and lockout (hereinafter referred to as 'eventualities') then,



provided notice of the happening of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such eventuality be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and construction of work under this contract shall be resumed as soon as practicable after such eventuality has ceased. Appropriate extension in time of completion shall be granted.

#### **9.12 Completion of contract**

The contract shall be considered as successfully completed on fulfillment of following conditions:

- a) Successful running & operation of the project for specified period of 10 years.
- b) Money & required data have been transferred to CITCO.

#### **9.13 Action where no explicit specifications mentioned in the RFP.**

In the case of any class of work for which there is no such specification mentioned in the contract, such work shall be carried out in accordance to specifications as decided by CITCO

In case of any conditions not covered specifically under this contract, the standard terms and conditions of the Regulation of CITCO governing such contracts will be applicable.

#### **9.14 Termination**

Either party can terminate the agreement by giving 12 months written notice to the opposite party. The notice period would begin from receipt of the notice.

#### **9.15 Exit Options**

The bidder's tenure ends after 10 year from acceptance of contract.

- If CITCO chooses to discontinue with the existing bank after the end of his tenure-
  - The bid process for the selection of new bank will commence before the end of his tenure.
- If CITCO chooses to continue with the existing bank after the end of its tenure-
  - CITCO can choose to extend the contract with the same bank for a period mutually agreed. The bank must continue on the same Terms & Conditions as mutually agreed upon in this contract.
  - CITCO can initiate fresh RFP for the selection of bank.

**9.16 Mediation Clause**

If at any time any question, dispute or difference, whatsoever, shall arise between CITCO and the selected banking partner, upon or in relation to, or in connection with the Contract, either party may forthwith give to the other party, notice in writing of the existence of such question, dispute or difference and the same shall be referred to Chairperson, CITCO for mediation. Any statutory amendment, modification or re-enactment thereof for the time being in force shall be deemed to apply to and be incorporated in the Contract. The work under the Contract shall, if reasonably possible, continue during the mediation proceedings and no payment due or payable to CITCO shall be withheld on account of such proceedings.

**9.17 Jurisdiction**

Jurisdiction for filing any suit in case of any dispute shall be Chandigarh only.

## 10. Service Level Agreements

| Sr. No. | Parameters                                                                                                                | Norms                                                                              | Penalty                                                                                                            |
|---------|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 1.      | <b>Money Collection Process</b><br>The collection time punching at the CITCO Units will be the responsibility of the Bank | 10:00 AM to 4:00 PM                                                                | INR 1.00 Lakh Rupees One Lakh Only) per unit for first hour and INR 1.00 Lakh per unit for every next half an hour |
| 2.      | <b>Money Deposit Process</b>                                                                                              | i. Debit Card & Cash = Day T+1<br>ii. Credit Card & Cheque/D.D.= Day T+3           | Transaction amount+ Per day 2% of the transaction amount                                                           |
| 3.      | <b>Reconciliation Process</b> -Transactions should be reconciled by Bank with and CITCO                                   | i. Day T (for transactions at CITCO Units)<br>ii. Day T+1(for online transactions) | INR10,000/- transaction/day                                                                                        |
| 4.      | <b>Bounced Cheque</b><br>Information and return of instrument to the concerned Department as well as Cheque holder        | Day T+ 4                                                                           | Value of each bounced cheque per day                                                                               |
| 5.      | <b>Transaction settlement via swipe machines</b>                                                                          | i. Debit Card = Day T+1<br>ii. Credit Card = Day T+3                               | Transaction amount + Per day 2% of the Transaction amount                                                          |
|         | <b>Miscellaneous</b>                                                                                                      |                                                                                    |                                                                                                                    |
| 7.      | <b>Any mis-reporting on the part of Bank</b>                                                                              | 24 hours after pick up                                                             | Transaction amount+ Per day 2% of the transaction amount                                                           |
| 8.      | <b>Downtime of Fake currency detector</b>                                                                                 | At the point of pick up                                                            | Face value of currency after pick up from CITCO unit                                                               |
| 9.      | <b>Downtime of swipe machines</b>                                                                                         | 24 hours                                                                           | INR 1000 per hour after 1 day                                                                                      |

## **11. Annexures**

### **11.1 Annexure I- List of CITCO Units**

| <b>S.No</b> | <b>Name of Unit</b>                    | <b>Address</b>                          |
|-------------|----------------------------------------|-----------------------------------------|
| 1.          | Hotel Mountview,                       | Sector 10, Chandigarh                   |
| 2.          | Hotel Shivalikview,                    | Sector 17, Chandigarh                   |
| 3.          | Hotel Parkview,                        | Sector 24, Chandigarh                   |
| 4.          | Chef Lakeview Cafeteria & Boating      | Sukhna Lake,<br>Chandigarh              |
| 5.          | The Chef Restaurants and Transit Lodge | ISBT, Sector 17,<br>Chandigarh          |
| 6.          | Petrol Station,                        | Sector-17, Chandigarh.                  |
| 7.          | Petrol Station,                        | Sector-9, Chandigarh                    |
| 7.          | Petrol Station,                        | Sector-38 W,<br>Chandigarh.             |
| 8.          | Petrol Station,                        | Sector-56, Chandigarh.                  |
| 9.          | Petrol Station,                        | Raipur Kalan, Indl.Area,<br>Chandigarh. |
| 10.         | Petrol Station,                        | Dhanas, Chandigarh.                     |
| 11.         | Petrol Station,                        | Hallomajra, Chandigarh                  |

## 11.2 Annexure II – Reconciliation Reports.

### RECEIPTS

| Date | Cash received | Demand Draft | Cheques received / cleared | Amount received through POS Machine or QR Code | Amount received through Debit/Credit Card | Amount received online | Total | Transactional Amount at the counters | Transactional Amount through swipe machines and portal | Total Transactional Amount | Variation |
|------|---------------|--------------|----------------------------|------------------------------------------------|-------------------------------------------|------------------------|-------|--------------------------------------|--------------------------------------------------------|----------------------------|-----------|
|      |               |              |                            |                                                |                                           |                        |       |                                      |                                                        |                            |           |
|      |               |              |                            |                                                |                                           |                        |       |                                      |                                                        |                            |           |
|      |               |              |                            |                                                |                                           |                        |       |                                      |                                                        |                            |           |

**NOTE : POS Machine details as per TID/MID Nos.**

### PAYMENTS

| S.No. | Date of Payment | Party Name | UTR No. | Amount paid |
|-------|-----------------|------------|---------|-------------|
|       |                 |            |         |             |
|       |                 |            |         |             |
|       |                 |            |         |             |

### **11.3 Annexure III – Format for Qualification Bid Letter**

To

Managing Director

CITCO

Respected Sir/Madam,

**Ref: Request for Proposal (RFP): Selection of Banking Partner for CITCO Units.**

We, the undersigned, apply to be qualified for the above referred Project and declare the following:-

- a) We have examined and have no reservations to the Qualification Document.
- b) We understand that you may cancel the qualification process at anytime and that you are not bound either to accept any application that you may receive or to invite the qualified applicants to bid for the contract(s) subject of this qualification, without incurring any liability to the Applicants.

Dated (Signature)

(In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Bank) (Seal/Stamp of bidder)

#### **11.4 Annexure IV-Format for Technical Bid Letter**

To

Managing Director,  
CITCO

Respected Sir/Madam,

**Ref: Request for Proposal (RFP) for selection of Banking Partner for  
CITCO Units**

Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the RFP for selection of Banking partner for CITCO Units Project.

We attach here to our response to the RFP document, which constitutes our bid for being considered for appointment as Bank

If our bid is accepted, we will submit a Performance Bank Guarantee issued by a Nationalized/ Scheduled bank in India, acceptable to CITCO, as per the details specified in the RFP documents for due performance of the contract.

We agree to abide by our offer for a period of 180 days from the last date of submission of bid prescribed by CITCO and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the bid and the conditions of the contract applicable to the bid. We agree to unconditional acceptance of all the terms and conditions set out in the RFP documents.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the CITCO is true, accurate, and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead CITCO as to any material fact."

It is here by confirmed that I/We are entitled to act on behalf of our bank and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated  
(Signature)

(In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Bank)

(Seal/Stamp of bidder)

### 11.5 Annexure V- Format for Citations

For each of the projects, please provide a profile based on the following template.

| S.No.                       | Information Sought                                                                                                                                                                                                                                                            | Details |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| <b>Customer Information</b> |                                                                                                                                                                                                                                                                               |         |
| 1.                          | Customer Name                                                                                                                                                                                                                                                                 |         |
| 2.                          | Name of the contact person from the client organization who can act as a reference with contact coordinates: <ul style="list-style-type: none"><li>• Name</li><li>• Designation</li><li>• Address</li><li>• Phone Number</li><li>• Mobile Number</li><li>• Email ID</li></ul> |         |
| <b>Project Details</b>      |                                                                                                                                                                                                                                                                               |         |
| 3.                          | Project Title                                                                                                                                                                                                                                                                 |         |
| 4.                          | State Date/End Date                                                                                                                                                                                                                                                           |         |
| 5.                          | Current Status (In Progress/Completed)                                                                                                                                                                                                                                        |         |
| 6.                          | Number of responding firm's staff Deployed on this project (peaktime)                                                                                                                                                                                                         |         |
| <b>Value of the Project</b> |                                                                                                                                                                                                                                                                               |         |
| 7.                          | Order value of the project (in rupees lacs)                                                                                                                                                                                                                                   |         |
| 8.                          | Narrative description of project: Highlight the components/services involved in the project that are of similar nature to the project for which this RFP is floated.                                                                                                          |         |
| 9.                          | Description of actual services provided by the responding firm within the project and their relevance to the envisaged components/services involved in the project for which this RFP is floated.                                                                             |         |
| 10.                         | Description of the key areas where significant contributions are made for the success of the project.                                                                                                                                                                         |         |



### **11.6 Annexure VI-e-Tendering Guidelines**

The Agencies shall submit their tenders online in electronic format and with digital signatures for participation in the e-tendering process. The Agencies need to register themselves on the website <http://etenders.chd.nic.in>.

For clarification and necessary information on the process to obtain digital signatures, the Agencies are required to visit [www.cca.gov.in](http://www.cca.gov.in) and website <http://etenders.chd.nic.in>

Instructions to the Agencies regarding e-tendering process:-

- a. The tenders shall be received electronically through the website <http://etenders.chd.nic.in> with digital signatures. Tenders without digital signatures will not be accepted by the Electronic Tendering System.
- b. Before submission of online tenders, Agencies must ensure that scanned copies of all the necessary documents including Tender Security (EMD) have been uploaded with the Tender within the time limit as specified in the tender document. The documents to be submitted by the Agencies, as specified in the tender document, could be scanned in low resolution (75-100DPI), and in gray scale. The PDF so prepared by the Agencies could be shrunk in size and then uploaded by the Agencies. In case of any technical problem, the Agencies are required to contact the Sh.Neeraj Raheja, Manager(EDP), 2nd Floor, CITCO Building, SCO No.121-122, Sector-17 B, Chandigarh on -0172-4644439
- c. It will be mandatory for all the Agencies to upload all the documents as required in this tender document.
- d. The tender shall be uploaded in 2 covers:-
  - i. Cover1:-Pre-Qualification details at section 8: Bid Instructions & Condition, otherwise the bid will be rejected summarily. It shall also contain all the detailed documents as specified in the tender document.
  - II. II. Cover2:-Technical Bid. As specified in the tender document, the cover 2 of those Agencies shall only be opened whose cover No.1 is found to be order and qualify for technical evaluation as per evaluation criteria mentioned in the RFP.
- e. CITCO will not be responsible for any delay in online submission of the tenders due to any reason whatsoever.
- f. Tenders will be opened online as per the time schedule as stated in this tender document.
- g. CITCO reserves the right to verify the particulars furnished by the Agency independently. If any information furnished by the Agency is found incorrect at a later stage, the Agency shall liable to be debarred for future bidding in CITCO.

- h. All disputes concerning in any way with this project are subjected to Chandigarh Jurisdiction only.
- i. Corrigendum/Addendum to this tender, if any, will be uploaded on the website <http://etenders.chd.nic.in>. This may be noted by the Agency.
- j. Conditional bids, bids without processing fee will be rejected without assigning any reason.
- k. In case, the date of receipt/opening of bid is declared or happens to be a public holiday. The bids will be received/ opened on the next working day at the stipulated time.
- l. For any Technical issue related to Electronic Tendering Portal Bidders may contact Sh.Neeraj Raheja, Manager(EDP), 2nd Floor, CITCO Building, SCO No.121-122, Sector-17 B, Chandigarh on 0172-4644439

#### **11.7 Annexures VII- Indicative checklist**

| <b>Document Name</b>                                  | <b>Document Attached (Yes/No)</b> |
|-------------------------------------------------------|-----------------------------------|
| Earnest Money Deposited                               | Scanned Copy                      |
| Covering letter-Qualification Bid letter-Annexure III | Scanned Copy                      |
| Covering letter- Technical Bid Letter- Annexure IV    | Scanned Copy                      |

## 11.8 Pre-Qualification Assessment

| Sr. No. | Criteria                                                                                                                                                                                                                                                                                | Reference document                                                                              | Document Attached (Yes/No)& Page No. |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------------|
| 1.      | The Bidder should be as scheduled commercial bank having operations for the last 10 financial years in the tricity (defined as Chandigarh, Mohali & Panchkula cities)                                                                                                                   | Self Certification by the Bidder                                                                |                                      |
| 2.      | The Bidder should be a profit making bank with net profits after tax of atleast INR 700 crores in each of the last 5 financial years preceding the current financial year i.e. for yearly ending 31.03.2024.                                                                            | Relevant extract of Profit and Loss statements(Duly certified/attested by Chartered Accountant) |                                      |
| 3.      | The Bidder should be undertaking Treasury banking operations on behalf of either the Central Government or any of the State Governments. This shall not include the management of account of any Board, Corporation or any other Undertaking of either the Central or State Government. | Copy of Authorization                                                                           |                                      |
| 4.      | Shall have atleast 5 branches (excluding extension counters) Operational in Chandigarh as on 31.03.2024                                                                                                                                                                                 | Self-Certification by the Bidder                                                                |                                      |
| 5.      | The Bank should have implemented core banking solutions for their internal Operations                                                                                                                                                                                                   | Self-Certification by the Bidder                                                                |                                      |
| 6.      | The Bidder should be authorized by RBI for offering debit, credit & other card transactions through swipe machines and Also online payment services.                                                                                                                                    | Copy of Authorization                                                                           |                                      |

### **11.9 Technical Criteria**

| <b>Sr. No.</b> | <b>Evaluation Criteria</b>                                                                                                                                                                                                    | <b>Document Attached (Yes/No)&amp; Page No.</b> |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| <b>1.</b>      | <b>Relevant Experience</b>                                                                                                                                                                                                    |                                                 |
| 1.1            | Experience in providing similar services (Bank has to provide work order(s) in support of each project)                                                                                                                       |                                                 |
| 1.2            | The Bidder should be handling Cash Collection Services on behalf of State Governments/Autonomous Bodies/Board/Corporation or any other Undertaking of either the Central or State Government at the time of last date of bid. |                                                 |
| 1.3            | Number of Branches of the Bank in the Tricity (defined as Chandigarh, Mohali & Panchkula cities) (self Declaration to be provided)                                                                                            |                                                 |
| 1.4            | Number of ATMs in the Tricity(defined as Chandigarh, Mohali & Panchkula cities) (self Declaration to be provided)                                                                                                             |                                                 |
| 1.5            | Experience of providing online payment gateway services along with success rate self certified report (Bank has to provide work order(s) in support of each project)                                                          |                                                 |
| 1.6            | Providing of Application Software and hardware for any Government/ State Government./Board/Autonomous Corporation etc.                                                                                                        |                                                 |