

JEEVAN Project

Request for Quotation (RFQ)

for

Selection of Courier Agency

for

**Collection & Preparation of MIS Report for
Instruments (Cheques & Demand Drafts)
from Jeevan Citizen
Service Centers**

Issued By

Intelligent Communication Systems India Ltd.

(A Joint Venture of TCIL India and DSIIDC)

1 Goals of this Request for Quotation (RFQ)

The objective of this RFQ is to solicit quotations from the interested courier agencies for participation in a bid process for collection of cheques/Drafts and other payment instruments from Jeevan Service Centers initially for a period of 6.5 months (i.e. 15th August 2014 to 31st March 2015) which may be extended at mutual consent of parties. This RFQ intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

2 RFQ Issuing Authority

This Request for Quotation (RFQ) is issued by the Intelligent Communications Systems India Ltd. (ICSIL), and is intended to **select a vendor (courier agency)**. ICSIL's decision with regard to the selection of vendor through this RFQ shall be final and ICSIL reserves the right to reject any or all the bids without assigning any reason.

S. No.	Item	Description
1	Project Title	Selection of Courier Agency for Jeevan Project – Collection & Preparation of MIS for Instruments (Cheques & Demand Draft from Jeevan Citizen Service Centers
2	Project Initiator Details	
	Organization	Intelligent Communications System India (ICSIL) Ltd.
	Contact Person	Shri V. K. Bhatia
		GM Finance
		Vk.bhatia@icsil.in
		Intelligent Communication Systems India Ltd. Administrative Building (Above Post Office), Okhla Industrial Estate, Phase – III, New Delhi 110020.
	Contact Person	Mr. Avinash Yadav,
		Manager Finance
		avinash@icsil.in
	Contact Detail	ICSIL (A joint venture of TCIL- Govt. of Indian Enterprise and DSIIDC – An undertaking of Govt. of Delhi)
	Website	www.icsil.in

3 Timelines of RFQ

The following table enlists important milestones and timelines for completion of bidding activities:

S. NO.	Milestone	Date & Time dd-mm-yyyy hh:mm
1	Release of Request for Quotation (RFQ)	01-08-2014
2	Last Date for Submission of RFQ Response	11-08-2014 12:00 noon
3	Opening of RFQ Responses (In the Presence of Representative of venders if they attend)	11-08-2014 12:00 noon

4. Earnest Money Deposit

EMD for a sum of Rs. 35,000/- (Rs. Thirty Five Thousand Only) should be deposited directly to ICSIL Bank account by ECS, bank account details are as below:-

Bank	State Bank of India
Branch	SME Branch, Okhla Industrial Estate
Account No.	32211054245
IFSC Code	SBIN0000727

Bidder who fails to submit EMD will be disqualified from tender. The Earnest Money Deposit (EMD), without any interest will be refunded only to those Bidders who fail in this Tender.

5. Performance Guarantee

Any Bidder Courier-Collection Agency shall deposit Performance Guarantee at the time of signing of the contract / MOU equal to Rs. 35,000/- (Rs. Thirty Five Thousand Only). However this can be adjusted against the EMD submitted in the 4th point above. Later on this Performance Guarantee amount will be refunded after 15 days of the expiry of contract, without any interest.

6. Background

Details of JEEVAN Project

The Government of National Capital Territory of Delhi (GNCTD) took up an ambitious e-Governance initiative with the project "Jeevan" which aimed to redefine public service delivery. Jeevan's focus has been on significantly enhancing the quality of services available to the citizen and to enhance the ability of the citizens to interact with the Government on a regular basis with speed, convenience, transparency, certainty and accountability by leveraging the use of information technology. All services are provided through a 'One-Stop-Shop' concept with 'Any-Time-Any-Where' facility through the **Jeevan Citizen Service Centers (CSCs)**.

7. Scope of Work

1. The Jeevan Project delivers its citizen services through about **75 Citizen Service Centers (CSCs)** all over Delhi. Citizens avail these services centers for various government and private services. The Jeevan CSCs collect payment in Cheque/Demand Draft and other instruments e.g. cheques in all the Jeevan CSCs. The transactional details and the payment details are entered in an online system and reconciled with the payments received by the Jeevan Service provider (ICSIL). The list of **all Jeevan CSCs is provided in Annexure I.**
2. The prospective vendor may note that the number of Jeevan centers may increase / decrease over time and the list is current and may not be considered as final.
3. The courier agency shall be responsible for collection of cheques/demand draft, and other instruments from all (75) centers and account the same. Number of Jeevan CSCs may increase/decrease.
4. Courier-Collection Agency collection executive have to visit Jeevan CSCs to collect Cheques/ DD/ Stubs/Application forms on the following criteria.
5. The current list consists of centers from where Courier-Collection Agency has to collect instruments and deposit the same on to the mapped centers.
6. Once Courier-Collection Agency collection executive reaches Jeevan CSC, it is mandatory that he has to show his Courier-Collection Agency employee identity card to the CSC operator.
7. 24 Hrs prior to the replacement of any collection executive Courier-Collection Agency has to inform the same to the Area Manager/DM/Accounts Team.
8. Courier-Collection Agency collection executive collects Cheques/ DD/ Stubs/ Application forms from Jeevan CSC operator along with system generated MIS Report and gives proper receiving to CSC Operator. The receipt should contain the following details:
 - a) No. of cheques received. (Cheque no. to be captured on the receipt)
 - b) No. of Demand drafts received. (DD no. to be captured on the receipt)
 - c) No. of Stubs received.
 - d) No. of application forms received.
 - e) Receipt issued by Courier-Collection Agency should be in triplicate. (Original for nodal centre/duplicate for ICSIL Accounts Team and the third copy for Courier-Collection Agency).
 - f) MIS Report given by ICSIL Nodal person should be in triplicate. (Original for nodal centre /duplicate for ICSIL Accounts Team and the third copy for Courier- Collection Agency).
 - g) On daily basis Instruments collected at CSC are reconciled at cut off time i.e. 1.30 pm to 2:00 PM (Monday to Friday) & 1.00 pm on Saturday.
 - h) Courier-Collection Agency will collect all the Cheques/DDs and deliver the same at Courier Collection Agency HUB/main office for reconciliation. All Collected Cheques/DDs by Courier-Collection Agency will be reconciled at Courier- Collection Agency's HUB/main office and will be deposited on to the given SBI Branch by 10:00 am the next day as per SLA.

- i) Courier-Collection Agency head office will send Cheque collection report everyday by 6.00 pm to ICSIL for reconciliation.

10 Courier-Collection Agency will observe due diligence in the matters relating to financial transaction & instruments management. In case any case of embezzlement, fraud or mishandling is reported, necessary action will be taken as per Law.

11 **In case of increase/decrease of any nodal or CSC Jeevan Center, charges for the same will be applicable accordingly.**

8. Conditions under which this RFQ is issued

- a) This RFQ is not an offer and is issued with no commitment. ICSIL reserves the right to withdraw the RFQ and change or vary any part thereof at any stage. ICSIL also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- b) Though best effort has been made by ICSIL to provide the current data of the Jeevan project in the annexure provided. **However the data provided may be taken as 'Indicative' only. ICSIL does not guarantee any of the data provided and shall not be held liable for the data provided under any circumstance.**
- c) ICSIL reserves the right to withdraw this RFQ if ICSIL determines that such action is in its best interest.
- d) Timing and sequence of events resulting from this RFQ shall ultimately be determined by ICSIL.
- e) No oral conversations or agreements with any official, agent, or employee of ICSIL shall affect or modify any terms of this RFQ and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of ICSIL shall be superseded by the definitive agreement that results from this RFQ process. Oral communications by ICSIL to bidders shall not be considered binding on ICSIL, nor shall any written materials provided by any person other than ICSIL.
- f) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against ICSIL or any of their respective officials, agents, or employees arising out of, or relating to this RFQ or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- g) Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- h) Each applicant shall submit only one Qualification requirements proposal.

9. Evaluation of Qualification proposal

The bidders' Qualification Proposal in the bid document will be evaluated as per the requirements specified in the RFQ and adopting the qualification criteria spelt out in this RFQ. The Bidders are required to submit all required documentation in support of the qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

10. Language of Proposals

The proposal and all correspondence and documents shall be written in English.

11. Qualification Criteria

The invitation for bids is open to all entities who fulfil the qualification criteria as specified below.

Qualification criteria for the participating bidders are as given below:

- a) The bidder should be in the business of courier for a period of 3 years as on 31-05-2014.
- b) The Bidder must have valid registration under the Service Tax, and Income Tax Registration (PAN).
- c) The Bidder should not have been blacklisted as on the bid submission date for this RFQ.
- d) The **Bidder** should have had an average annual turnover of Rs. 25 Lac during the last 2 financial years. The bidder shall submit necessary documentation.
- e) The Bidder shall provide proof of number of field service staff in Delhi/NCR which should not be less than 50.

12. Commercial Quote

- a) The Bidder is expected to price all the items and services proposed in the Technical Proposal. The Commercial Proposal submitted by the Bidder should be inclusive of all items including insurance and other taxes except service tax.
- b) Commercial Quote – The bidder shall quote as follows:

S.No.	Description	Amount in Figures
1.	Charges for collection of Instruments per center per month inclusive of all charges/ taxes except Service Tax.	
2.	<Amount in Words>	

13. Award of Contract

1. Award Criteria

ICSIL will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal

2. ICSIL 's Right To Accept Any Proposal and To Reject Any Or All Proposals

ICSIL reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for ICSIL's action

3. Notification of Award

Prior to the expiration of the validity period, ICSIL will notify the successful bidder in writing or by email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, ICSIL will promptly notify each unsuccessful bidder and return their Bid Security (EMD).

4. Signing of Contract

At the same time as ICSIL notifies the successful bidder that its proposal has been accepted, ICSIL shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between ICSIL and the successful bidder. ICSIL shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

14. Response Requirements

1. The Response to the Qualification Requirements shall be prepared in accordance with the requirements specified in this RFQ and in the format prescribed in this document for each of the above mentioned qualifying criteria as proof of having the minimum requirements.
2. Proposals must be direct, concise, and complete. All information not directly relevant to this RFQ should be omitted.
3. The Qualification Proposal shall be submitted to ICSIL with GM Finance directly. Following 2 envelops needs to be submitted (after signature of authorized signatory):-
 - a) Technical Quote with all relevant documents.
 - b) Commercial Quote in the same format provided in this tender.
4. The proposal should contain the copies of references and other documents as specified in the RFQ.
5. ICSIL will not accept delivery of proposal in any manner other than that specified in this RFQ. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

15. Form I: Covering Letter

(Company letterhead)

[Date]

To,

Shri. R S Kaushik

Managing Director, ICSIL
Administrative Building
Okhla Industrial estate
Phase – III, New Delhi 110020

Dear Sir,

Ref: Request for Quotation (RFQ) for Selection of Courier Agency for Collection & Preparation of MIS for Instruments from Jeevan Citizen Service Centers

Having examined the Request for Quotation (RFQ), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit Qualification requirement proposal in response to the Request for Quotation (RFQ).

We attach hereto the response as required by the RFQ, which constitutes our proposal. Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
me:		
Title:		

Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

16. Form II: General Details of the Organization

Details of the Organization	
Name of organization	
Nature of the legal status in India	
Legal status reference details	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	
Mandatory Supporting Documents: a) Certificate of Incorporation from Registrar Of Companies(ROC) b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company	

17. FORM IV: Undertaking on Blacklisting

(Company letterhead)

[Date]

To

The Managing Director,
ICSIL,
Okla Industrial Estate, Phase III

Sub: Undertaking on Blacklisting

Sir,

I/We as potential bidders do hereby state that our company/ organization are not blacklisted by any Government or Public Sector Enterprises.

Yours faithfully,

Authorized Signatory

Designation

ANNEXURE-I

18. List of All Operational Citizen Service Centers of Jeevan

Sr. No	CSC Code	Location
1	'0700002	Krishnanagar
2	'0700010	Shahdara
3	'0700014	Moti Nagar
4	'0700015	Ramesh Nagar
5	'0700021	Model Town
6	'0700023	Timar Pur
7	'0700032	Shalimar Bagh
8	'0700035	Azadpur
9	'0700038	Vasant Vihar
10	'0700039	Yamuna Vihar
11	'0700040	Basaidhara Pur
12	'0700041	Shakti Nagar
13	'0700042	Shahdara
14	'0700177	Defence Colony
15	'0700203	Desu colony
16	'0700204	Kidwainagar
17	'0700205	Anand Vihar
18	'0700206	Vishwas Nagar
19	'0700208	Pusa Road
20	'0700209	Cantt
21	'0700210	Sec-4 Rk Puram
22	'0700214	Preet Vihar
23	'0700218	Naraina
24	'0700255	Acharya Bhashu Hospital
25	'0700262	Madan Gir
26	'0700264	Nand Nagari
27	'0700265	Alipur
28	'0700267	Netaji Subhash Place
29	'0700278	Kanhaiya Nagar
30	'0700280	Sarita Vihar
31	'0700281	Narela
32	'0700283	Sagarpur
33	'0700284	Mangla Puri
34	'0700285	East Patel Nagar
35	'0700316	Janakpuri
36	'0700317	Uttam Nagar
37	'0700318	Tilak Nagar
38	'0700320	Mukherjee Nagar
39	'0700321	Gulabi Bagh
40	'0700322	Karampura
41	'0700323	Jafharabad
42	'0700324	Bhajanpura
43	'0700325	Sultanpuri
44	'0700326	Mangolpuri
45	'0700342	Seelampur
46	'0700357	Sultanpuri
47	'0700359	Badarpur
48	'0700360	Trilok Puri
49	'0700370	Shahdara
50	'0700382	Adhyapak Nagar
51	'0700387	Shakur Pur

52	'0700488	Kashmiri Gate
53	'0700490	Kalkaji
54	'0700491	Mayur Vihar – I
55	'0700501	Kanjawala - Delhi
56	'0700525	Nangal Rai
57	'0700755	Ashok Vihar Phase-1
58	'0700759	Ashok Vihar
59	'0700761	Nangloi
60	'0700771	Saket
61	'0700001	Geeta Colony
62	'0700024	Delhi Secretariat Ip Estate
63	'0700033	Jhandewalan
64	'0700034	Mahila College – Jhandewalan
65	'0700036	RK Puram - SEC-5
66	'0700037	Greater Kailash
67	'0700070	Vyapar Bhawan Ip Estate
68	'0700201	Paschim Vihar
69	'0700259	Raghuvir Nagar
70	'0700319	Beriwala Bagh
71	'0700383	Palam
72	'0700492	Nangloi Metro
73	'0700693	Subash Nagar
74	'0700694	Najafgarh
75	'0700202	Rohini-Sector 3