

**“OFFER DOCUMENT”**

**EMPANELMENT OF FIELD VERIFICATION AGENCIES & DOCUMENT COLLECTION AGENCIES FOR INDIAN BANK**

**1. Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600014 invites applications from reputed verification agencies / Document collection Agencies**

a) For physical verification of residence / office addresses, residential / office phones and income certification in connection with retail loan proposals received at our Branches in and around the following Metropolitan / cities - Bangalore, Pune, Mumbai, New Delhi, Kolkata, Ghaziabad, Hyderabad and Chennai.

b) For collection of copies of the documents on the retail loan proposals from the customers situated in and around the following Metropolitan / cities – at Bangalore, Pune, Mumbai, New Delhi, Kolkata, Ghaziabad, Hyderabad and Chennai.

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

- I. The Verification / collection Agency should have all the required statutory licenses to carry on their business.
- II. The Verification / collection Agency should have their centres / offices in any / all the following cities: Bangalore, Pune, Mumbai, New Delhi, Kolkata, Ghaziabad, Hyderabad and Chennai.
- III. The Verification / collection agency should be an Income Tax Assessee with a PAN number and its Tax returns must be up-to-date.
- IV. The Verification / Collection agency should have prior satisfactory work experience in conducting necessary customer point verification for a Bank / Financial Institution anywhere in India for at least one year, and must provide at least two references from existing clientele, acceptable to the Bank.
- V. The Verification / Collection agency must have an excellent track record of dealing with reputed Corporate Customers, Commercial Banks, Central and State Govt. Departments; they should not have incurred losses during the last three years.

**2.A. SCOPE OF WORKS:-**

Verification :

- a) Conducting Residence Address verification by actually visiting the applicant's residence,
- b) Conducting Business Address verification by actually visiting the applicant's place of business / office
- c) Conducting Business Phone verification by making phone call to the applicant's place of business/office
- d) Conducting Residence Phone verification by making phone call to the applicant's residence
- e) Conducting verification of income such as Salary Slip, Form 16, IT Returns etc
- f) Collection of information as per check list , if any provided by the bank.

## **Document collection :**

- a) Receiving instructions from the Bank about the details of the customer and also the check list on collection of documents
- b) Visiting the place of residence / office of the customer (multiple times also , if required)
- c) Verifying the available documents (copies only – not originals) with the customer , confirming that all the documents as listed in the check list are available
- d) Providing acknowledgement to the customer under the seal of the company/firm
- e) Delivering the documents to the Ind Retail Branch on the same day of collection
- f) Collecting acknowledgement from the Bank for such delivery

## **TERMS AND CONDITIONS:**

### **Applicability:-**

The Agency(ies) should have a prior satisfactory work experience in conducting necessary Field Verification / Document collection for a Bank / Financial Institution anywhere in India for at least 1 year and they must provide at least two references from their clientele, acceptable to the Deputy General Manager (PBD)

### **Service Level Agreement-**

A Service Level Agreement (SLA) will be entered between the Bank and the verification agency and the agreement shall be valid for a period of one year from the date of execution of document and will need to be renewed on a yearly basis subject to compliance of terms and conditions and guidelines of the outsourcing policy of the bank.

### **Turnaround time:-**

The Reports are to be submitted within 48 hours from the time of receipt of communication from the Bank. However for the income verification of the borrowers in rural / semi –urban areas, an additional 24 hours will be allowed. For each day of delay beyond the prescribed TAT of 48 hours / 72 hours, the agencies will be charged 25% of its fees per day of delay per case.

### **Audit:-**

Bank reserves the right to conduct audits on the verification agencies, by its internal or external auditors or by agents appointed to act on its behalf as per bank's outsourcing policy 2016-17.

## **3. Important Dates**

Tender Issuance Date	:	05-05-2016
Last Date of Submission of bids	:	19-05-2016
Technical Bid opening Time	:	20-05-2016

(In case, dates of submission of tender or bid opening dates, given above, is declared holiday, then the bids shall be submitted & opened on next working day)

Interested Verification Agencies / Document Collection Agencies may download Offer Documents from Bank's website [www.indianbank.in](http://www.indianbank.in) or obtain Offer Documents free of cost from the Deputy General Manager (PBD), Indian Bank, 254-260, Corporate Office, Avvai Shanmugam Salai, Royapettah, Chennai 600014 (from 10.00 a.m. to 5.00 p.m.) and may submit fully completed tender as per process detailed below. They can also participate in the technical Bid opening process as advised above.

#### **4. Submission of Tender**

The tender will be processed under Two-Bid Tender System. Therefore, separate TECHNICAL and PRICE BIDS are to be submitted as per the following procedure:

- I. Technical Bid as per Annexure I should be furnished in sealed envelope and the envelope should be super scribed as "Envelope A: Technical Bid"
- II. Details of documents asked for should also be enclosed with the Technical Bid and be kept in envelope for Technical Bid. Price Bid (Annexure II) and other rates/details must not be included in the technical bid envelope.
- III. Price Bid as per Annexure II should be furnished in a separate sealed envelope and the envelope should be super scribed as "Envelope B: Price Bid".
- IV. The Bids should be as per formats uploaded on Bank's website. Bids on any other format shall be summarily rejected.
- V. Both envelopes, namely "Envelope A: Technical Bid" & "Envelope B: Price Bid", should be sealed and kept in one Big Envelope and which also should be sealed. The big envelope should be super scribed with full Name & Address of the agency along with name, designation and mobile number of contact person from the agency.
- VI. All the three envelopes should be super-scribed with "Deputy General Manager (PBD), Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600014 – EMPANELMENT OF FIELD VERIFICATION AGENCIES- 2016 / EMPANELMENT OF DOCUMENT COLLECTION AGENCY – REF. TO ADVERTISEMENT DATED 04.05.2016 and sender's name and address with contact details should be invariably written on the envelope.

The Tenderer should submit the tender in a sealed envelope by registered post / speed post / courier on the following address to reach on or before 19 May 2016. Tenders NOT submitted in sealed cover shall be summarily rejected. One Tenderer shall submit only one Tender.

#### **Tender should be addressed to:**

The Deputy General Manager (PBD),  
Indian Bank, Corporate Office,  
254-260, Avvai Shanmugam Salai,  
Chennai - 600014

#### **5. Earnest Money & Bank Guarantee**

Bidder has to enclose a Demand Draft/Banker's Cheque of Rs. 50,000/- (Rupees Fifty thousand only) in favour of "INDIAN BANK -EMPANELMENT OF FIELD VERIFICATION AGENCIES / DOCUMENT COLLECTION AGENCIES " payable at Chennai as earnest money for participation in the bidding process. The earnest money is refundable after 7 days from the date of the bidding process. The DD of Rs.50,000/- towards earnest money should be kept separately in the Big Envelope (as described in para 4 (v) above).

The EMD can be appropriated / encashed in the following events:

- a. If the tenderer withdraws or amends, impairs or derogates from the tender in any aspect within the period of validity of this tender
- b. If the tenderer fails to furnish the performance security for the due performance of the contract
- c. Fails or refuses to execute the contract.

On empanelment, the successful agency shall be required to keep a Bank Guarantee Rs.5,00,000/- (Rupees Five Lakh Only) with the Bank, on or before date of empanelment. Bank may review the Bank Guarantee amount on a yearly basis, depending on the volume of business handled by the agency.

The guarantee is towards indemnifying the Bank against all costs, claims, damages etc., arising on account of breach / infringement etc. by the service provider. The Bank will promptly notify the service provider in writing of such breach / infringement as and when observed.

## 6. Evaluation of Bids

The bids received by the Bank within the timelines stipulated in this offer document, will be evaluated as per criteria set below:

### 6.1. Technical Bid - Scoring Model (Annexure I)

S.N o.	Eligibility Criteria	Max. Marks For the Criteria	Marks assigned to sub- criteria
1.	Past experience of verification work of the company/ firm (minimum two year as at 31.03.2016)	20	
	> 10 years		20
	> 5 years but < 10 years		15
	> 2 years but < 5 years		10
	< 2 years		0
2.	Existing Clientele (Presently Approved by Nationalized Banks)	20	
	Approved by more than 5 Banks		20
	Approved by 2-5 Banks		15
	Approved by less than 2 Banks		0
3.	Financial Strength of the Agency (Average turnover for last 3 financial year or since date of Establishment)	10	
	Above Rs. 5.00 crs		10
	Above Rs. 3.00 crs & upto Rs. 5.00 crs		8
	Above Rs. 1.00 crs & upto Rs. 2.00 crs		5
	Below Rs. 1.00 crs		1
4.	Constitution of the Company/firm	10	
	Company (Public/Pvt. Ltd.)		10
	Partnership firm		6
	Proprietary Concern		4
	Any other		2
5.	Agency's Staff Strength (Only Field & Supervisory staff on company's/firm's roll shall be considered)	5	
	>100		5
	>50 & <100		4
	>25 & <50		3
	<25		2

6.	Area of Operation	10	
	Pan India		10
	Entire State of covering any / all the cities		8
	At all centres		6
	Few centres		4
	States/Cities other than those mentioned above		2
7.	Operational Efficiency with present Banking clientele (Average Turn Around Time (TAT) of final submission of verification reports from anywhere in India since empanelment at existing clients – should be verifiable through Data/MIS of agency or existing Banking client) / Document collection efficiency	10	
	Less than 24 hours		10
	Between 24 hours & 48 hours		7
	More than 48 hours		1
8.	Volume of work with present Banking clientele (Avg. no. of verifications / collections done per month since empanelment)	5	
	More than 2000		5
	>1000 to <2000		3
	>500 to < 250		2
	<250		1
9.	Technical Capability (minimum norms of infrastructure proportional to no.of offices) a. Computer Systems/Nodes to office - 5:1 b. Scanners to office - 2:1 c. Geo-tagging Cameras to office - 2:1	10	
	Availability of all three infrastructure greater than or equal to above defined ratios		10
	Availability of any two infrastructure greater than or equal to above defined ratios		7
	Availability of any one infrastructure greater than or equal to above defined ratios		3
	Availability of all infrastructure less than above defined ratios		0
	Maximum Marks	100	

#### 6.2.1. Price Bid - Scoring Model (Annexure II)- For Verification Agencies- Annexure II

S.No	Eligibility Criteria	Max. Marks For the Criteria	Marks assigned to sub-criteria
1.	Price Bid (Total amount of 5 services per survey)	100	
	L1 Bidder		100

	L2 Bidder		90
	L3 Bidder		80
	L4 Bidder		70
	L5 Bidder		60
	Others		0
	Maximum Marks	100	

#### **6.2.2. Price Bid - Scoring Model (Annexure II)- For Document Collection agencies -Annexure II**

S.No	Eligibility Criteria	Max. Marks for the Criteria	Marks assigned to sub-criteria
1.	Price Bid (Total amount of 5 services per survey)	100	
	L1 Bidder		100
	L2 Bidder		90
	L3 Bidder		80
	L4 Bidder		70
	L5 Bidder		60
	Others		0
	Maximum Marks	100	

Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the empanelment of agencies, not limited to selection criteria set out in above scoring models or this offer document.

6.3. Only the Agencies, who are having the infrastructure / skill sets available for both the assignments, may bid for both the empanelment.

### **7. Award of Contract**

Only those agencies scoring minimum 60 marks or above in the technical bid (as per Technical Bid Scoring Model at para 6.1 above) shall be considered eligible for empanelment.

Price Bid of only eligible agencies (scoring 60 marks & above in technical bid) shall be opened and they shall be awarded marks as per price bid scoring model given at para 6.2 above.

Final marks will be arrived after adding the marks of both technical & price bid. Final marks will be declared only after Bank verify the information furnished by the bidder and is satisfied with the capability of bidder to deliver services as per Bank's stipulated policy norms and timeframe.

H1 bidder i.e. highest scorer (i.e. technical bid marks plus price bid marks) out of total 200 marks, arrived after awarding final marks shall be offered the empanelment contract.

In case parallel empanelment of more than one service provider is required by the Bank, the Bank at its discretion, may empanel two or more agencies, out of eligible agencies, provided they accept to provide their services at the rates quoted by them or rates quoted by H1 bidder, whichever is lower.

The Bank reserves its right to accept / reject any or all the offers without assigning any reason(s).

The empanelled verification agency (ies)/ Document collection agency (ies) will have to maintain account with Indian Bank and have to quote their Indian Bank account number, PAN No., Service Tax No. on the bill, while submitting the monthly bill and all the payments shall be made through such account. The bill must be on the letter head of verification Agency of whom the empanelment is done.

## **8. Important Instructions**

- I. Tenders sent through mode/manner other than as described at para 4, say by way of Telegraphic or telex and fax quotations etc. will be summarily rejected.
- II. Tender should be free from corrections / erasures; erasing, over-writing of any information including quoted rates, shall render the tender void unless all corrections / erasures should be clear, legible and signed in full by the authorized signatory.
- III. Tenderers are advised to carefully read and understand the complete scope / value and volume of the contract involved before submitting their bids. No clarifications will be entertained after submitting the bids.
- IV. Tenderers are advised in their own interest to study the terms and conditions of the tender carefully and then only submit bids accordingly. Any tender/quotation received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the offer document and the tenderers quoting against this tender shall be deemed to have read, understood and accepted the same.
- V. The tenderer should sign all the pages of the tender documents before submission, in token of having read and accepted the terms and conditions.
- VI. The tender document shall be issued to the bidder complying with the norms as specified herein above however; it does not mean that they have been awarded the contract.
- VII. The agency which is not operating from any of the centres mentioned above should furnish a detailed write up about the manner in which contract will be operated on day to day basis failing which such bids will be rejected at the sole discretion of Indian Bank without any reference to such bidder. In case Indian Bank is not satisfied with the details furnished by the tenderer, such tenders will also be rejected without any reference to the bidder.
- VIII. The bidder should furnish comprehensive company / firm's profile, list of directors (along with their PAN copy), copies of licenses, copy of PAN, copy of TAN, one year account statement, registration of service tax / sales tax / VAT etc. with a copy of audited annual accounts for the last three years and copy of latest return filed for service tax and income tax.

## **9. Disclaimer**

Each participant agency acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the empanelment of agencies, not limited to those selection criteria set out in this "Offer Document". The issuance of offer document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a review agency. The agency unconditionally acknowledges by submitting its response to this offer document that it has not relied on any idea, information, statement, representation, or warranty given in this offer document.

## **10. UNDERTAKING BY THE CONTRACTOR :**

I / We hereby declare having read the terms and conditions contained in this offer document and note to abide by the covenants of the terms and conditions.

Authorized Signatory

(Company/Firm Seal)

Name of Authorized Signatory

:

Designation

:

Date

## 11. APPLICATION FOR EMPANELMENT

From

(In the letterhead of applicant)

M/S \_\_\_\_\_

Address : \_\_\_\_\_

Tele No.(s) \_\_\_\_\_

Mobile No. \_\_\_\_\_

E-Mail : \_\_\_\_\_

Date: \_\_\_\_\_

To:

Deputy General Manager (PBD)  
Corporate Office,  
Indian Bank  
254-260, Avvai Shanmugam Salai,  
Royapettah – Chennai 14.

Dear Sir,

### **APPLICATION FOR EMPANELMENT OF VERIFICATION AGENCY / DOCUMENT COLLECTION AGENCY**

1. Please refer to your newspaper advertisement dated \_\_\_\_\_ May 2016 for empanelment of verification agency(ies) / Document Collection Agency(ies) and the RFQ published on the Bank's website for the said empanelment.
2. We enclose Annexure "B" duly **SIGNED & SEALED** by the authorized signatory of our firm/company along with all the required testimonials. We hereby undertake and confirm that the details submitted are true and correct. We further undertake to produce, on demand, the "ORIGINALS" of the enclosed testimonials /papers/documents and assist the Bank authorities for the purpose of the empanelment.
3. We have read the terms and conditions of the empanelment procedure mentioned in the RFQ and confirm that these are acceptable to us. We confirm, declare and undertake that:
  - i. We have not made any misleading or false representations in the forms, statements and attachments submitted;
  - ii. Our bid, including the price for services, is unconditional;
  - iii. We are not declared as insolvent or any insolvency petition is pending against us in any Court;
  - iv. No criminal proceedings are pending or have ended up in conviction against us, including our directors/promoters/partners, in Court.
  - v. We are not blacklisted by Central Government, any State Government, Reserve Bank of India, IBA, SEBI, Bank or any Regulatory body/ authority, Government Dept., Public Sector Undertakings or a Corporation during the last 3 years.
  - vi. We are validly existing under the applicable law and has the full power and authority to perform the terms and obligations expressed to be assumed by us under the tender



vii. All corporate and other action required authorizing the participation in the tender process, execution and performance of the obligations expressed to be assumed by the company have been duly taken.

4. We understand and agree as under :

4.1. That the Bank at its sole discretion and determination may add any other relevant criteria for evaluating the proposals received in response to this RFQ and the Bank has the right to accept or reject any or all applications submitted in response to the RFQ document at any stage without assigning any reason thereof.

4.2. That in the event we are selected for empanelment, we will abide by bank's terms and conditions as to rates/fees, charges governing for each activity covered under the verification services and we have to render the verification services on allotment of the work at the specified rates. That in case we do not match the rates specified by the Bank then we will not be considered for empanelment.

4.3. That in the event we are empanelled, we have to execute an agreement with the Bank setting forth the terms and conditions for our empanelment and engagement for carrying out the work allotted to us.

5. We clearly understand and agree that mere submission of application and Bid does not guarantee us empanelment and allotment of work and the Bank's decision in this regard will be final and binding on us.

We forward the following along with this application

- a. Undertaking
- b. Annexure B – details of the firm
- c. Technical Bid
- d. Price Bid.

Yours faithfully,

(Authorized Signatory)

(Seal of Firm)

Date:

Place:

(Letter of authorizations, on applicant's letterhead, in favor of person signing and submitting the applications and the Bids must be enclosed)

#### ***UNDERTAKING BY THE APPLICANT***

*I / We hereby declare having read the specimen of the terms and conditions attached with the offer document and note to abide by the covenants of the terms and conditions.*

(Authorized Signatory)

(Seal of Firm)

Date:

Place:

**Annexure B**

(On Agency's Letterhead)

Deputy General Manager (PBD)  
Corporate Office,  
Indian Bank,  
254-260, Avvai Shanmugam Salai,  
Royapettah – Chennai 14

**DETAILS OF THE FIRM FOR EMPANELMENT AS VERIFICATION AGENCY / DOCUMENT COLLECTION AGENCY**

1	Name of Applicant Firm/Company	
2	Constitution	
3	Date Established/ Date of Incorporation	
4	Registered/Communication Address of the Firm/Company	
5	PAN No. of Applicant's (Enclose certified copies of document as evidence)	
6	Name of Authorised person to submit this bid. (Authorised on letterhead by respective owner/board of directors) (a) Designation (b) Address (c) Telephone No. (d) Mobile No. (e) Email ID	
7	Name of Bank/Financial institutions/ company the applicant has been providing Field Verification services, No. of years including period thereof, No. of cases where verification is done in respect of each client.(minimum two) I. Client 1 II. Client 2 III. IV. V.	
8	Whether applicant has been blacklisted any time during the last 3 years. (If yes, details thereof)	

9	Furnish information about, Internal Structure, facilities and HR of the applicant to carry out the work: (a) Management Structure of the Applicant (b) Controls and Reporting System (c) Client Complaints & Assistance- Response and Resolution system in place including level of escalation.	
10	Details of Present Set-up/Infrastructure available a) No. of offices and location. b) No. of Branches and location. c) Facilities/infrastructure available at office and Branch to carry out the work, including details of computers, communication instruments, vehicle etc. d) No. of staff available at each office and branch. e) Staff structure at office and branches. f) No. of field verifiers and supervisors at each Office and Branch	
11	Furnish information about Systems and Procedures in place. a) To conduct back checks for all the verification conducted by your Field Verifiers. b) To ensure Time Bound Delivery of Verification Reports. c) To ensure correctness and authenticity of the Verification Report. d) To hold and communicate data of negative list of borrowers/defaulters e) Safeguards to maintain confidentiality and secrecy of customer data.	
12	Particulars of training programme provided to field verifiers for conducting of verification services	
13	Any other technical information applicant want to furnish	

Note: Please attach self attested photographs and photocopies of proofs relating to:

- (a) Identity & Addresses of the firm and the Proprietor/all partners/all directors.
- (b) Partnership Deed/Memorandum & Articles of Association of Company/Certificate of Registration from Registrar of Firms
- (c) PAN Card/TAN/Service Tax/VAT etc.
- (d) Empanelment with other banks/institutions.
- (e) Registration with Govt Authorities.
- (f) Authority letter / Board Resolution for submission of Bid
- (g) Audited Financial data / Financial profit – duly certified by the agency

We solemnly declare the information furnished above is complete and entirely true, and nothing has been concealed.

We affirm that terms & conditions of Indian Bank relating to empanelment acceptable to us.

I / We hereby declare having read the specimen of the terms and conditions attached with the offer document and note to abide by the covenants of the terms and conditions.

For & On Behalf of Firm:-

(Signatures)  
Name & Designation

(Signatures)  
Name & Designation

(Signatures)  
Name & Designation

Enclosures:-

- 1.
- 2.
- 3.
- 4.
- 5.