

# **Small Industries Development Bank of India Lucknow**

## **Request for Proposal (RfP)**

For

### **Selection of Meal Voucher Service Provider**

**Tender No. : --314/2016/ 1147/HO/2015-16    dated February 16, 2016**

**SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA  
SIDBI Tower, 15, Ashok Marg, Lucknow,  
Uttar Pradesh-226001**

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**Selection of Meal Voucher Service Provider for providing Meal Vouchers  
for SIDBI Lucknow Office- Pre qualification**

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA (SIDBI) invites applications in the prescribed format from Meal Voucher Service Providers (MVSPs) for providing monthly Meal Vouchers for staff members/officers at its office at SIDBI Tower, 15, Ashok Marg, Lucknow - 226001

**A. Scope of work**

1. To provide Monthly Meal Vouchers for about 110 - 120 staff and officers.
2. The Meal Voucher Company will be selected through this tender for a period of **two** years. However, SIDBI reserves the right to extend or shorten the period of engagement as per its requirement.
3. The estimated cost of meal vouchers required will be **Rs.37.00 lakh (Rupees Thirty Seven lakh only)** per annum. This may increase or decrease, depending upon the staff/officer's strength, on the basis of which actual payment will be made.

**B. Minimum pre-qualification criteria:-**

- (a) The MVSP should preferably be a corporate entity and should have been in operation / existence for the last 5 years.
- (b) The MVSP should have been supplying Meal Vouchers to the institutions like RBI/SBI/IDBI/NABARD/SEBI/ Public Sector Banks other Government/Public Sector Undertakings or reputed organizations and should be empanelled with/should have served not less than 3 institutions as stated above, to be certified by above stated Institution as per format given in **Annexure-I**.
- (c) The MVSP should be an income-tax assessee having filed its Income-tax return at least for the last three financial years ending March 2015.
- (d) The MVSP should have minimum annual turnover of INR 5 crore during any two of the last three financial years ending March 2015 & should have been in profit in any one of the last three financial years ending March 2015.
- (e) The MVSP should not have been black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies during last 5 years.
- (f) The MVSP must have valid Authorisation under Payment and Settlement Systems Act from Reserve Bank of India. (copy to be enclosed)

### C. Instructions to Bidders

Purpose	Selection of "Meal Voucher Service Provider" for providing Meal Vouchers			
Last Date of Submission of Bids.	March 07, 2016 by 1500 hrs			
Clarifications.	Clarifications, if any, may be asked in writing/through e-mail <b>not later than March 01, 2016 by 1500 hrs</b> on mail id. 'rameshchandra@sidbi.in'.			
Bid Validity	<b>03 months</b> from the past date of submission of bids. i.e. <b>till June 06, 2016.</b>			
Address for submission of Bids	THE DEPUTY GENERAL MANAGER ADMINISTRATION VERTICAL, 5 <sup>TH</sup> FLOOR SIDBI Tower, 15, Ashok Marg, Lucknow-226001.			
No. Of Envelopes (Non window, sealed)	<b>02 (Two), Non-window sealed</b> with: <b>1<sup>st</sup> Envelope:</b> (Superscribing "OFFER FOR MEAL VOUCHER SERVICE PROVIDER, Tender No. 314/2016/ 1147/HO/2015-16 dated: February 16 , 2016 - Technical Bid") containing: 1. The minimum three certificates from the Institutions where the service provider is on the empanel as per format given in <b>Annexure-I.</b> 2. Forwarding letter as per format given in <b>Annexure II.</b> 3. Technical Bid details as per format given in <b>Annexure III.</b> 4. Bank Mandate Form as per format given in <b>Annexure-IV.</b> <b>2<sup>nd</sup> Envelope:</b> (Superscribing "OFFER FOR MEAL VOUCHER SERVICE PROVIDER Tender No314/2016/ 1147/HO/2015-16 dated February 16, 2016- Financial Bid") containing price bid as per format given in <b>Annexure V.</b>			
Date of opening of Technical Bids	March 09, 2016 by at 1630 hrs.			
Date and time of opening of Financial Bids	Financial bids would be opened at a later date which would be notified only to the short listed Service Providers qualifying technical bid.			
Contact Details	ADMINISTRATION VERTICAL, 5 <sup>TH</sup> FLOOR SIDBI Tower, 15, Ashok Marg, Lucknow-226001.			
<b>Name (S/Sh.)</b>	<b>Designation</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Ramesh Chandra	AGM	0522-2288546 -50	2288456-60	rameshchandra@sidbi.in

- Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.
- Any amendments and clarifications to the bidder's queries, if any, will be hosted on the bank's website and that the said amendments/ clarifications will be binding on all the prospective bidders.
- In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.
- In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids SIDBI may, at its discretion, ask the bidder for clarification. The response / Clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted
- It would be the responsibility of the Bidder's representative (only one person per vendor) to be present at the venue of opening of Bids.
- The envelopes should clearly indicate the Name and Address of the Vendor. All pages of the bid are to be signed and numbered as *Page ---(page) of --(total pages)* and the page numbers should be running across the complete bid document and not section wise.
- The bidder shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- Deviations, if any, to the terms of the Request for Proposal [RfP] should be annexed separately to the pre-qualification bid.

**D. Bid validity :** The period of bid validity shall be binding on the bidder, as SIDBI may complete the selection process at any stage on or before the expiry of the bid validity date . SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

**E. Modification And/ Or Withdrawal of Bids :** Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid. SIDBI has the right to reject any or all the bids received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / non delivery of the bid documents due to any reason whatsoever.

**F.** In the event of more than one Meal Voucher Service Provider qualifying for selection on the basis of technical and financial parameters as per this tender, the committee may hold intense bidding between such shortlisted bidders and may also negotiate with such bidders.

**G. Important Dates:**

Last date of receipt of Bids: March 07, 2016 at 1500 hrs.

Date of Opening of Technical bids: March 09, 2016 at 1630 hrs.

**H. TERMS OF PAYMENT:** The payment terms of the Bank are as under:

*1. Payment to Meal voucher service provider shall be made on monthly basis on actual requirement of meal vouchers depending upon the staff*

*/officer strength of the particular month. Service provider shall raise the invoices to this effect.*

*2. All the payments will be made by SIDBI, Lucknow office, electronically through RTGS/ NEFT. All the Service Providers should submit duly filled-in & signed [by authorized signatory and Service Provider's banker] **Bank Mandate Form** as per format prescribed in **Annexure IV***

*3. TDS applicable, if any, will be deducted while releasing the payment.*

#### **I. How to apply**

The Application form will comprise of two parts (Technical Bid and Financial Bid). Application form should be submitted in the prescribed format, in one sealed envelope containing two separate sealed envelopes, along with attested copies of the documents as stated in the application form.

**The Bank would follow a two bid system wherein the financial bid of only those agencies which fulfill the prequalification criteria, shall be opened.** Accepting the application by the Bank would not guarantee the award of contract.

The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

Completed application form along with the requisite documents shall be submitted **in one sealed envelope containing two sealed envelopes** (Technical Bid and Financial Bid), on or before **March 07, 2016 at 1500 hrs**, clearly indicating "OFFER FOR MEAL VOUCHER SERVICE PROVIDER, Tender No**314/2016/ 1147/HO/2015-16** dated: February 16, 2016 -Technical Bid" and "OFFER FOR MEAL VOUCHER SERVICE PROVIDER, Tender No. **314/2016/ 1147/HO/2015-16** dated: February 16, 2016. Financial Bid" on top of the respective envelopes and should be addressed to:-

The Deputy General Manager, Administration Vertical, Small Industries Development Bank of India, 15, Ashok Marg, Hazarat Ganj, Lucknow - 226001

Note: 1. The tender document can be downloaded from SIDBI website i.e. [www.sidbi.in](http://www.sidbi.in) & <http://eprocure.gov.in/> or can be obtained from the office of DGM, Administration Vertical, 5<sup>th</sup> Floor, Small Industries Development Bank of India (SIDBI), 15, Ashok Marg, Hazarat Ganj, Lucknow – 226001 between 9.30 am to 5:00 pm on working days (Monday to Friday) Contact Telephone: 0522-2288546 - 50 .

2. Canvassing is prohibited and would lead to disqualification.

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## Annexure - I

CERTIFICATE FORMAT  
*(on Institution's letter head)*

This is to certify that M/s \_\_\_\_\_, is on our panel as meal voucher service provider (MVSP) since \_\_\_\_\_. The dealings of said MVSP with us are satisfactory.

Name & Designation of the Signatory  
(Duly supported by the rubber stamp of the institution)

**Annexure - II**  
**Forwarding Letter**

**(To be submitted on the letter head of the “Meal Voucher Service Provider”)**

To:

The Dy. General Manager  
**Administration Vertical,**  
5<sup>th</sup> Floor, SIDBI  
15, Ashok Marg  
Lucknow - 226001

Dear Sir,

**Your Tender No. \_\_\_\_\_ dated February 16, 2016**

This is with reference to your above mentioned tender for Selection of “Meal Voucher Service Provider” for providing Meal Vouchers in the Banks premises at SIDBI Tower, 15, Ashok Marg, Hazarat Ganj, Lucknow - 226001. Having examined the tender document, we hereby submit our proposal along with the necessary documents.

Date:...../...../2016

Authorised Signatory:

Name:

Designation:

Phone:

Email:

**Application for Selection of Meal Voucher Service Provider [MVSP]  
for providing Meal Vouchers -Technical Bid**  
*(on Company's letter head)*

1. Name of the Meal Voucher Service Provider	
2. Nature of Meal Voucher Service Provider (Ltd., Co., Partnership etc.)	
3.a) Year of Establishment  b) in operation / existence of the Meal Voucher Service Provider	
4. Registration No. if any / Trade License/Authorisation No. (Attach photocopy)	
5. Registered Office Address	
6. Address for communication	
7. Name and Telephone No of the contact person (landline, Mobile No and email id, if any)	
8. Name of Director/ Proprietor/ Partners (With Address and : Telephone Nos. - Landline, Mobile No and email id.)	
9. Annual business turnover for last three years based on audited balance sheet (attach copies)	
<b>a) 2012-2013</b>	
<b>b) 2013-2014</b>	
<b>c) 2014-2015</b>	
10. Permanent (Income Tax) Account No. of the Meal Voucher Service Provider.(attach copy)	
11. Details of Income Tax Returns filed during last three years (attach copies of tax returns)	
<b>a) 2012-2013</b>	
<b>b) 2013-2014</b>	
<b>c) 2014-2015</b>	
12. Name and contact details of Clients (incl. Banks/FIs, PSUs, Public Ltd Companies) for whom Meal Vouchers are being supplied.	



(With photocopies of work agreements/contracts/orders for last three years alongwith the certificate given in Annexure-III.)	
13. Names of affiliates on your empanelled list where the Meal Vouchers are accepted (within 2 kms radius) of SIDBI Tower, 15, Ashok Marg, Lucknow - 226001)	
14 Details of Civil Suit/ Litigation, if any, in the contracts executed during the last 3 years/ being executed.	
15. Whether black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies during last 5 years.	
16. List of supporting documents 1. 2. 3.	

I/ We do hereby certify that the information as provided above is correct and are true in all respect. I/We also understand that SIDBI reserves the right to reject the application without assigning reason whatsoever.

SIGNATURE:

NAME:

NAME of MVSP:

SEAL:

ADDRESS:

DATE

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**BANK MANDATE FORM**  
(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of "Service Provider" : \_\_\_\_\_  
 "Service Provider" Code (if applicable): \_\_\_\_\_

2. Address of the "Service Provider" : \_\_\_\_\_

City \_\_\_\_\_ Pin Code \_\_\_\_\_

E-mail id: \_\_\_\_\_

Phone No. with STD code: \_\_\_\_\_

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

Permanent Account Number \_\_\_\_\_

MSE Registration / CA Certificate \_\_\_\_\_  
 (if applicable)

**3. Particulars of Bank account:**

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
<b>(Code number appearing on the MICR cheque supplied by the bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name &amp; code and Account Number)</b>			
IFSC CODE	For RTGS transfer		For NEFT transfer

**4. Date from which the mandate should be effective :**

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete

or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place : \_\_\_\_\_

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

Signature of the party / Authorized Signatory

.....  
.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the bank in which the a/c is held)

**N.B.: RTGS/NEFT charges if any, is to be borne by the party**

**<sup>1,2</sup>: Note on IFSC / MICR**

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

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**Application for Selection of Meal Voucher Service Provider [MVSP]  
for providing Meal Voucher - Financial Bid**  
*(on Company's letter head)*

1. Details of Value Added Services to be provided by the MVSP.	
2.Total Price on meal voucher, to be quoted on the face value of meal vouchers of Rupees three lakh and fifty thousand per month for the items a,b,c,d,e,f:	
2a. Face Value of Meal Voucher	
2b.Voucher Printing charges, if any.	
2c.Voucher delivery charges, if any.	
2d. Any other/service charges etc.	
2e. Discounts / freebees, provided by the MVSP	
2f.Total quoted Price (2a+2b+2c+2d-2e)*	
3. Denominations of the Vouchers (as per requirement of SIDBI). Please indicate 'Yes' or 'No'	
4. Credit Period (Time within which the bill shall be settled by SIDBI)	

\* The L-1 bidder will be decided based upon price quoted as per "2f" above.

SIGNATURE:

NAME:

ENTITY'S NAME:

SEAL:

ADDRESS:

DATE