

SCOPE OF WORK AND DELIVERABLES

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The Service Provider will be responsible primarily for pick-up and delivery of PIN Mailers from designated locations of the Bank which presently is located at FIS, Mumbai to branches or Individuals whichever is applicable as per Business demand. The scope of work may also later be extended to include other items like debit cards, welcome kits, cheque books etc.

The Service Provider is responsible for providing pick-up from various designated offices /addresses of the bank or that of service providers engaged by the Bank and for delivery of documents, mailers, packages, materials, and/or equipment at all geographical areas within the country including various offices/branches of the Bank and customers. The bidder should have an all India network for delivery of Dak / Bulk Boxes/Bags from one location to any location in India within the stipulated time from the time of receipt.

Customer Service

The Service Provider shall communicate directly with the designated Office representative to resolve any routine service problems, if they arise. The designated office representative may also, communicate with the Service Provider regarding service problems.

The Service Provider will provide a phone number, email address or website address to report problems or inquire about packages, invoices or other service issues.

The Service Provider may be requested to handle the following types of shipments which are all time sensitive packages expected to be delivered within given time slots.

- Debit / Credit/ other types of Card Mailers
- PIN Mailers
- Welcome Kits
- Other packages, bags, pouches, preprinted envelopes containing similar material/ material and other items to be delivered on behalf of the Bank
- Any other such material

The Service Provider is also responsible for:

Providing an on-line shipping portal system that includes internet tracking/tracing services to track shipments and provide proof of delivery, status and reasons of delay in delivery beyond designated and agreed timelines and confirmations.

Establishing individual sub-accounts for each Service Location of the Bank from where deliveries would be picked up;

Pick-ups can happen on round the clock basis from designated locations of the Bank. However, the successful bidder will be asked to undertake odd hour pick up only in case of exigencies and with prior notice.

Service provider will be responsible for complete delivery of the packages and in no case partial delivery will be acceptable to the Bank and service provider will be responsible for ensuring complete delivery

For outgoing shipments, if an item is undeliverable, repeated attempts may be necessary for delivery.

The items to be delivered predominantly include debit cards, PIN mailers, security forms and other valuable items and therefore the selected Service Provider shall ensure their employees comply with all security regulations and procedures to ensure that no pilferage / tempering occurs in respect of the packages handed over by Bank / its approved service providers / representatives.

The Service Provider will ensure staff maintain a professional appearance, are uniformed, provide staff identification, use courtesy and tact when dealing with Bank/Bank's approved Service Providers/representatives, and be willing to provide enhanced customer services when called upon.

The Service Provider is responsible for maintaining and making available to the Bank staff / its representatives, the statistical dispatch data on all deliverables from designated pick-up/dispatch locations to all final destination locations. This information should be available in both detail and summary level formats and should include the number of units shipped, unit weights, cost of the transaction, and the destination as captured on a daily basis.

The successful bidder will be responsible for timely and defect free delivery of the items. A suitable clause in respect of loss or damage to the shipment including a maximum quantified liability of the successful bidder in such cases shall be made part of the Agreement after mutual discussions

The Service Provider must guarantee uninterrupted service.

The Service Provider shall provide all equipment necessary to move materials to and from vehicles and in transit, e.g. hand trucks.

On-Line Ordering and Tracking:

The Service Provider will provide a user-friendly web based system, in the form of a customized website that allows access by the Bank/its representatives. The user of the on-line system should be able to

- View order tracking
- View order history
- Receive proof of delivery
- MIS and Reports generation

Turn-Around Time:

All shipments should be delivered within specified/defined timelines. This could be based on zones within the country or on distance from the location of origin to destination. The Turn around Time (TAT) will be decided mutually between Bank and the selected successful bidder at the time of entering into

Agreement. All deliveries should be made within the specified TAT and any delay which occurs may attract penalties

Dispute Re-dressal System:

Bidder should have satisfactory mechanism for providing scanned images/hard copies of Proof of Deliveries (POD) in cases of disputes up to a reasonable period of time (viz. for at least up to 90 days of delivery and electronic record of delivery beyond 90 days period.)

TERM OF CONTRACT: -

The Contract including all its terms and conditions and approved commercial rates will be valid for a period of 1 (one) year from the date of entering into the Contract, which would be extendable up to a maximum of two further tenures of 1 year each after mutual discussions and agreement on commercial and other terms between the Bank and the success bidder. (The total tenure however will be for a maximum tenure of 3 years included the extended periods.

Performance of solution shall be maintained throughout the contract period by the Service Provider in accordance with the terms stipulated and as per the scope of work as specified. However, Bank has right to initiate punitive actions including but not limited to levy of penalty in case performance of the solution does not meet bank's expectations as per terms and conditions. Penalty (if imposed) will be as per Bank's discretion only.

Some of the reasons for invoking punitive measures are specified below:

- Deficiency / interruption in performing the services
- Negligence in adhering to the security standards laid down by the Bank
- Excessive delay in execution of work orders the Bank
- Discrepancies / deviations in the agreed processes
- Violation of terms & conditions stipulated the Bank

PAYMENT TERM:

Invoicing to be done on monthly basis along with necessary documentation. Payment will be released against POD only.

Mandatory supporting documents to be attached Invoice:

- Original GST Invoice
- Copy of Contract
- MIS capturing all relevant details (CN Ref./Delivery Date etc)
- Original POD

IMPORTANT NOTE

1. **Rates to be quoted as per shared format only**
2. **Quote submitted after stipulated time will be liable for rejection.**
3. **Vendor should submit sealed quotation in their respective letter head only**
4. **Scope of work should be duly sealed and signed and should be submitted along with sealed quotation.**
5. **Vendor to submit a brief profile along with their quotation.**
6. **Sealed quotation to be submitted at the following address:**

North East Small Finance Bank Ltd.
1st Floor, Fortune Central,
Near Old Passport Office,
Basisthapur Bye Lane-3,
Guwahhati-781028

FORMAT FOR QUOTATION

Ex_GHY_Surface Mode

Destinations	Upto 100 Gms	Upto 500 Gms	Per Kg
Guwahati			
Assam			
Meghalaya, Arunachal,Nagaland			
Rest of North East			
Kolkata			
Rest of India			

Ex_MUMBAI_Surface Mode

Destinations	Upto 100 Gms	Upto 500 Gms	Per Kg
Guwahati			
Assam			
Meghalaya, Arunachal,Nagaland			
Rest of North East			
Kolkata			
Rest of India			

Ex_GHY_Air Mode

Destinations	Per Kg
Guwahati	
Assam	
Meghalaya, Arunachal,Nagaland	
Rest of North East	
Kolkata	
Rest of India	

Ex_MUMBAI_Air Mode

Destinations	Per Kg
Guwahati	
Assam	
Meghalaya, Arunachal,Nagaland	
Rest of North East	
Kolkata	
Rest of India	