



**EXPRESSION OF INTEREST
FOR
ESD (MeeSeva) OPERATIONS
IN (13)
DISTRICTS OF AP FROM
BANKERS**

JULY-2018

**Government of Andhra Pradesh
Office of the Director, ESD (MeeSeva),
48-9-2/1, Vishnu Nagar, Gunadala,
Vijayawada-520004.**

TENDER CALL FOR THE EXPRESSION OF INTEREST FROM THE BANKERS

The Director, ESD (MeeSeva) –AP, 48-9-2/1, Vishnu Nagar, Gunadala, Vijayawada, AP., under the control of IT E & C Department invites Expression of Interest (EOI) from the bankers empanelled by the Government which have branches covering all urban MeeSeva centers for picking up of cash, depositing, transfer and proper maintenance of MeeSeva Accounts extending all over the State of AP.

Schedule of related events with dates

Sl.No	Event	Important Notes with Date & Time
1	Sale of Bid Documents	23.07.18 from 10:30AM onwards
2	Pre Bid Meeting	26.07.18 at 03.00PM
3	EMD Amount (Refundable)	Rs. 1,00,000/- (INR One Lakh Only)
4	Cost of Application	Rs. 1,000/- (INR One Thousand Only)
5	Means of Payment	Cheque / DD / PO/BC drawn in favour of Director, ESD – AP Payable at Vijayawada.
6	Last Date for filing the Bids in the prescribed Format	07.08.18 up to 03.00PM
7	Opening of Bids	07.08.18 at 04.00PM
8	Contact Person	Deputy Director (Tech), Mobile No: 8008104606 dydir_fin_eseva@ap.gov.in dydir_rural_eseva@ap.gov.in

A copy of the terms & conditions and format for filing sealed quotations can be downloaded from

1. <https://www.ap.meeseva.gov.in>,
2. <https://www.esevaonline.gov.in>,
3. <https://www.apit.ap.gov.in>.

Place: Vijayawada

Dated: 17/07/2018

Sd/-
DIRECTOR

GOVERNMENT OF ANHDRAPRADESH
DIRECTOR, ESD (MeeSeva)
INFORMATION TECHNOLOGY ELECTRONICS & COMMUNICATIONS
DEPARTMENT
EXPRESSION OF INTEREST FOR
ESD (MeeSeva) OPERATIONS IN (13) DISTRICTS OF AP

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1. MeeSeva is a major G2C and B2C initiative in Andhra Pradesh built on Public and Private Partnership (PPP) model. It aims at providing the citizens with a clean, transparent, efficient, effective and hassle-free administrative system through the state – of – art electronic technology. It is a one-stop-shop for citizen – friendly Government and other B2C Services.

2. The Director, Electronic Service Delivery (ESD), a department under the administrative control of IT E & C department invites Expression of Interest (EOI) in sealed cover to establish banking relationship empanelled by the Government which have branches covering all urban MeeSeva centers for MeeSeva operations in (13) Districts of AP as detailed below:

A. Opening and maintenance of Accounts:

- Bank shall open one Pooling Account at the state level for transfer of all individual centre accounts collections on daily basis or as decided by the Director, ESD from time to time.
- Savings Bank / FD or any other account shall be opened, in case of necessity by Director, ESD or the Joint Collector & Additional Director, ESD as the case may be.
- Net banking facility shall be made available to all ESD accounts in the state.
- All ESD accounts shall be exempted from minimum balance / No frill accounts stipulations and all other Incidental bank charges viz., Cash handling charges, cheques/ DD collection charges and

Electronic fund transfer charges or any such charges and should not be debited to ESD accounts what so ever they may be.

- Bank shall open accounts in the name of Service providers also as required by the Director, ESD.
- Bank shall provide cheque books / statement of accounts or any other bank stationery to ESD at free of cost and online access to be provided for viewing & net banking purpose to Director, ESD.

B. Funds transfer and realization of instruments

- ESD has agreements with all its Participating Departments for transfer of daily collections (Cash / Cheques / DD/ ePayments / CC) to their respective bank accounts either by Cheques / RTGS/ NEFT / Advices etc. To facilitate quick and smooth transfer of funds bank shall credit all Cash / ePayments / CC on T + 1 and cheques / DDs on T + 3 basis excluding intervening Public Holidays.
- All daily collections deposited in individual centre accounts shall be transferred to Pooling Account automatically at the end of the day and same shall be reflected in pooling account day-wise and centre-wise.

C. Cash Management

- Bankers shall provide cash pickup facility at free of cost for all urban MeeSeva centers in the state of AP, at the end of the business hours of MeeSeva along with MGR-11 report generated from our portal.
- The cash pickup agency shall pickup cash collections from all urban MeeSeva centers and the bankers and ESD shall evolve a system to eliminate fake notes, soiled notes and cut notes for better Cash management and Accounting.
- Cheques / DD issued by the customers towards their payments at all centers shall be picked up every day by the cash pickup agency appointed by the banker or by the person or persons authorized by the bankers and the same shall be sent for

collection into respective center account / Pooling Account of ESD.

D. Sub-ledger accounts for all collections & payments from Pooling Account:

- ESD desires that there shall be a sub ledger in all centre accounts for the amounts collected for all participating departments. Once it is transferred to pooling account, it should show how much cash / cheques are received from each centre and for each participating department. When payment is released from pooling account, corresponding debit entry shall be recorded in sub ledger for each centre and department. It shall facilitate ESD to monitor how much collections are received for each department in all centers and how much is released to each department is necessary for effective and prudent financial management.

E. Reconciliation:

- ESD desires to have automatic reconciliation between the amounts collected at each MeeSeva centre and funds accounted for in corresponding centre account with the bank. All reconciled items shall be eliminated by the system and only unmatched items shall be reconciled manually on daily basis for all MeeSeva accounts with banks. A suitable application should be placed by the banker and necessary logistic support will be given from ESD side to integrate with ESD portal.

F. Installation of EDC Terminals

- Installing of Electronic Data capture terminals (EDC) at their own cost in all MeeSeva centers by offering Merchant Discount Rate (MDR) for the convenience of the citizens visiting MeeSeva centres. The Banker shall not pass on any cost whatsoever on to ESD in the operation and maintenance of EDC machines and transactions made through them. Where ever the EDC

operations are there in MeeSeva centers other bank EDC machines shall be installed by other banks or any other mode of digital transactions may be introduced for customer convenience. As the commissions in such transactions are received by banker, it shall be liable for TDS u/s. 194(H) of IT Act or any other provisions thereof. Further, banker shall bear any other taxes levied by any statutory authorities on these transactions made through ESD terminals.

- The credits of all credit card transactions swiped / settled at bank terminals would be adjusted into MeeSeva pooling account on the next day. The call / connectivity charges on the usage of EDC shall be borne by the banker only.

G. IPG facility:

- Bankers are expected to provide their own payment gateway or they are also expected to provide / channelize through other gateway owned by concerned banker who are receiving payments from the customers through online or any other payment gateway integrator.
3. The successful banker shall be provided with a space of 2'x2' free of charge in all MeeSeva centers (which are handled by bank) to promote their products but without causing any inconvenience to the citizens. The design and content of display, which will be prepared by bank at his own cost, shall be got approved from ESD before its display.
 4. The Banker shall sign MOU with the Director, ESD. Period of MOU will be 2 years and any modifications or additions to the MOU shall be with mutual consent only that too in writing.
 5. **In view of huge volume of business carried out in MeeSeva centers across the state, banker is required to offer per month revenue returns for each District to the Director ESD**

for meeting cost of its internal operations of ESD. Also, the revenue returns as agreed are to be credited to Director, ESD account through RTGS positively on or before 5th of every consecutive month under proper intimation to Director, ESD.

- 6. Bankers shall quote revenue returns for each district and bank which quotes maximum revenue return for entire state shall be entrusted with the MeeSeva counter operations. The decision of the Director, ESD in selecting H1 shall be final and binding on all bidding bankers.**
7. Interested bankers may participate in the bidding by obtaining EOI application from the office of the Director, ESD Hyderabad by paying **Rs. 1000/- (Rupees One Thousand Only)** by way of Cheque / DD / PO / BC drawn in favour of **"Director, ESD-AP"** payable at Vijayawada. They shall submit the EOI in the prescribed format only. However, the EOI application form could be downloaded initially but cost of Rs. 1,000/- may be submitted along with bid submission later.
8. Sealed quotations containing the per month returns offered per district by the banker shall be sent to the **Office of The Director ESD, 48-9-2/1, Vishnu Nagar, Gunadala, Vijayawada-520004 on or before _____, 3.00PM. Sealed** bids shall be opened on _____ at **4.00PM** on the same day in the office of the Director ESD, **48-9-2/1, Vishnu Nagar, Gunadala, Vijayawada-520004.**
9. Quotation should be submitted in prescribed format enclosed only.
10. The Director ESD reserves the right to cancel the EOI now offered at any time before signing MOU without assigning any reason whatsoever.

11. **Termination of MOU for convenience:** Subsequent to signing of MOU, both the parties (ESD and respective Bank) will have right to terminate MOU without assigning any reason with 90 days written notice for proper exit.
12. **Penalty Clause:**
The Director, ESD may impose penalty for non picking up cash and any delay in transferring of funds to MeeSeva centre account and later to MeeSeva Pooling Account.
13. For further information please contact

**Sri. V.MUTHURAMASAMY,
DEPUTY DIRECTOR (Tech),
O/O THE DIRECTOR,
ESD (MEESEVA),
48-9-2/1, VISHNU NAGAR,
GUNADALA, VIJAYAWADA – 520004.
MOBILE: 80081 04606
EMAIL: dydir_fin_eseva@ap.gov.in
dydir_rural_eseva@ap.gov.in**

**Sd/-
DIRECTOR**

Format for sealed Quotation

Name of Bank:

Postal Address:

Sl. No.	District name	Per Month Revenue Returns to ESD (Rs.)	
01	SRIKAKULAM		
02	VISAKHAPATNAM		
03	VIZIANAGARAM		
04	EAST GODAVARI		
05	WEST GODAVARI		
06	KRISHNA		
07	GUNTUR		
08	NELLORE		
09	PRAKASAM		
10	CHITTOOR		
11	KADAPA		
12	ANANTAPUR		
13	KURNOOL		
	Total		

(Signature of Competent Authority)

