

Jharkhand State Livelihood Promotion Society
2ndFloor, JSAMB Building, Itki Road, Hehal, Ranchi-834005
Phone No. 0651-2951915, 2951916
Email – jslps.ranchi@gmail.com, Website – www.jslps.in

No. JSLPS/1953

Dated:14/08/2023

REQUEST FOR EXPRESSION OF INTEREST (REOI)

The Jharkhand State Livelihood Promotion Society (JSLPS) invites “Expression of Interest” from the eligible scheduled Banks having expertise in the field of corporate salary account related services for opening of salary accounts of JSLPS employees.

Interested banks may submit their "Expression of Interest" in a sealed envelope clearly superscripted as “**Proposal for Opening of Salary Account of JSLPS Employees**” latest by **14.30 hours on 31st August,2023**. Interested firms may obtain detailed information and procedures for submission of “Expression of Interest” from the website of JSLPS i.e. **www.jslps.in**.

Sd/-

**Chief Executive Officer
JSLPS**

No. JSLPS/1953.
Proc. Ref. No. :SMMG20230204

Dated:14/08/2023

LETTER OF INVITATION

To
The Chief Functionary,
Interested Banks

Sub:- Opening of Salary Account of JSLPS Employees.

Dear Madam/Sir,

- 1) You are hereby invited technical proposal from scheduled banks for opening of salary account to streamline the pay roll process and to provide convenient services to the employees of Jharkhand State Livelihood Promotion Society (JSLPS), which could form the basis for future negotiations and ultimately a contract will be made between the suitable Bank and JSLPS.
- 2) **The purpose of this assignment is to:**
 - a) Opening of Salary Accounts of JSLPS employees.
 - b) Bank will provide salary transfer facilities, including electronic funds transfer.
 - c) Bank will offer competitive interest rates on employee savings accounts and provide personalized customer services.
- 3) **Pre-proposal meeting:** A pre-proposal meeting will be held in the conference hall of JSLPS located at 2nd Floor, JSAMB Building, Itki Road, Hehal, Ranchi-834005, Jharkhand on **11.30 hours of 23rd August, 2023**. Interested agencies may attend the pre-proposal meeting or send their queries/doubts through e-mail id-joharjharkhandproc@gmail.com prior to one day of the pre-proposal meeting.
- 4) **Submission of Proposals:**

The Proposal should be submitted during the stipulated date and time. It should include details of the bank's experience, infrastructure, services offered, pricing structure, and any additional benefits provided to salary account holders including the parameters as mentioned in the Terms of Reference placed at **Annexure-I**. Proposed service facility, methodology and approach in response to the terms of reference shall be considered as the paramount requirement. Any changes in this EOI, corrigenda/addenda shall be published in the JSLPS website and the agencies should submit their proposal accordingly. The proposal submission format placed at Annexure-II shall be used.
- 5) **Evaluation:**

A committee of JSLPS will assess the proposals based on the services being offered and eligibility criteria mentioned in accordance with the TOR. Shortlisted banks may be invited for a presentation or further clarification, if required. The selection will be based on various factors, including but not limited to, services offered and its quality, pricing, technology infrastructure, and overall suitability for

JSLPS requirements. The Committee will assess the banks proposals including its presentation and the decision of the committee will be final and binding upon all.

6) **Selection of Bank for Banking Services:**

The best suitable Bank will be notified for opening of the Salary Account of JSLPS staff.

7) You are requested to hold your proposal validity for a minimum period of 90 days from the date of opening of the proposal without any change in terms and conditions. JSLPS will make its best efforts to select an agency within the proposal validity period.

8) Please note that the JSLPS reserves the right to accept or reject any Proposal, or to annul the competition and reject all Proposals at any point of time, without assigning any reason and without thereby incurring any liability to the affected Proposer or Proposers.

9) The Operational office of the selected agency should be at Ranchi for providing day-to-day local support for timely resolve claims/other issues.

Yours Sincerely,

Sd-

Chief Executive Officer

Enclosures:

Annexure-I: Terms of Reference.

Annexure- II: Format for submission of technical proposals.

TERMS OF REFERENCE FOR OPENING OF SALARY ACCOUNT OF THE EMPLOYEES WORKING IN JSLPS.

1) Background:

Jharkhand State Livelihood Promotion Society (JSLPS) is an autonomous body under the aegis of Rural Development Department, Govt. of Jharkhand (GoJ) registered under Section 21 of Society Registration Act of 1860. JSLPS is committed to eradicate poverty from Jharkhand in a phased manner through different capacity building programs. JSLPS is functioning across the State upto Block level and at present 2500-2800 nos. of employees are working on contractual basis across different levels. The average monthly salary of JSLPS is around Rs. 300.00 Lakhs. Salary & other benefits of employee are being disbursed through districts as well as from State Office.

In order to open the Salary Account of the employees working under JSLPS, a detailed proposal required from Commercial Banks functioning in Jharkhand to open the salary account.

2) Objectives:

To explore bank for value added salary account opening for all JSLPS employees.

3) Mandatory requirement:

- a) Scheduled Commercial Bank operational across Jharkhand.
- b) Having full fledged branch at least all district head quarter of Jharkhand.
- c) Preference will be given to those banks having branches at block level.
- d) Core banking facility, personal internet banking and ATM facility.

4) Expected Facilities:

- a) Opening of Zero Balance Savings Account.
- b) No minimum monthly average balance charges.
- c) Life time free overseas Debit and Credit Card facility.
- d) Loan products with special interest rate offered for JSLPS staffs.
- e) Interest free overdraft facility to the account holder.
- f) Free Health Insurance and Accidental Insurance facility with the Bank Account.
- g) Free Locker facility with the Bank Account.
- h) Dedicated Officer at branch level to handle the JSLPS matter.
- i) Unlimited ATM withdrawal without fees.
- j) Digital mobile banking services for convenient access of banking services anywhere, anytime.
- k) Investment advisory services and wealth management solutions to the JSLPS employees for growth of financial assets.
- l) Any other facility with the Bank Accounts.

5) Evaluation criteria:

Evaluation will be made on information provided as best package and the Bank who will provide best facility and suitable for JSLSP employees, their proposal shall be taken into consideration.

6) Duration of Banking Operation:

Salary Account operation with the selected banks shall be for a minimum period of 60 months, which can be extended for further periods or till end of the project period

whichever is earlier based on satisfactory performance of the bank. However, if the service of the bank is not satisfactory or not satisfactorily delivered the services as committed, JSLPS shall discontinue the services by giving one month advance notice.

7) Coordination and data sharing

JSLPS will deal with potential bank centrally at Ranchi and data (KYC) and other documents of employees will provided by HR section of state office of JSLPS and Program Manager, Human Resource Development, JSLPS will be designated person for the coordination and communication.

8) Privacy and confidentiality

Potential Bank will ensure that all data related to employees shall be kept confidential and use in accordance with Reserve Bank of India (RBI) regulations only.

9) Employee support and accessibility including transition support:

Bank should provide a dedicated helpline or customer support channel for JSLPS employees. The bank should provide necessary transition support from the current banking partners of JSLPS employees, if any with minimal disruption for the employees.

10) Fees and charges:

All the fees and charges related to the account operation must be explicitly outlines in the proposal without any hidden charges; otherwise the proposal shall not be taken into consideration.

Format for submission of Technical Proposals for opening of Salary Account of JSLPS Employees:

SL. No.	Technical Parameters	Response of Bank	Remarks
01	Accessibility of bank related to wide network of branches and ATMs across all the Districts/Blocks of Jharkhand. Robust online banking platform and mobile app for easy access to salary account and transactions.		
02	Transaction Charges: Banks various transaction charges such withdrawals, transfers, bill payment, ATM maintainance, SMS Charges etc.		
03	Account Minimum Balance: Minimum Balance to maintain salary account, penalties/charges if minimum balance not maintained.		
04	Interest Rates: Saving Accounts, Fixed Deposit or any additional benefits.		
05	Overdraft facility based on employees Monthly salary to be credited in bank.		
06	Electronic Fund Transfers: Banks Capabilities for electronic funds transfers, especially need to transfer money to other accounts frequently, NEFT, IMPS, UPI facility for fast transfer.		
07	Customer Services: 24X7 helpline, Chat support, dedicated relationship manager etc.		
08	Additional Services: Facility like Credit Cards, Loans, Investment Option, Insurance Products, Locker facility or other services.		
09	Reputation and Security: Banks reputations, Stability, security measures. Banks history, ratings, reviews and other security protocols to safeguard the funds of the customer and personal information.		
10	Opening of Zero Balance Saving Account.		
11	No minimum monthly average balance charges.		
12	Life time free overseas Debit and Credit Card facility along with any other facilities.		
13	Loan products with special interest rate offered for JSLPS staffs.		
14	Interest free overdraft facility to the account holder.		
15	Free Health Insurance and Accidental Insurance facility linked with the Bank Account.		
16	Free Locker facility with the Bank Account.		
17	Dedicated Officer at branch level to handle the JSLPS matter.		
18	Unlimited ATM withdrawal without fees.		
19	No minimum monthly average balance charges.		
20	Digital mobile banking services for convenient access of banking services anywhere, anytime.		
21	Investment advisory services and wealth management solutions to the JSLPS employees for growth of financial assets.		
22	All the fees and charges related to the account operation must be explicitly outlines in the proposal without any hidden charges		
23	Any other facilities to be provided by the banks		