



# JUNGLE LODGES & RESORTS LTD.

#49, West Wing Ground Floor, Khaniya Bhavan, Race Course Road,  
Bangalore – 560 001. Phone No –080 - 4055 4055  
Website : [www.junglelodges.com](http://www.junglelodges.com)

No: 989

Date: 11.08.2025

## **NOTIFICATION OF EXPRESSION OF INTEREST:**

### **SUB: PROPOSALS FROM NATIONALISED BANKS FOR PROVIDING BANKING SERVICES TO JUNGLE LODGES AND RESORTS LTD.**

Jungle Lodges and Resorts Ltd. (JLR) with a vision to provide excellent hospitality services, and endeavour to enhance tourism experience of tourists visiting the State, invites interested Nationalised Banking agencies to provide various banking products, digital solutions & services enhancing JLR's operations.

JLR intends to select an Agency (Nationalised Bank) providing complete Banking Product, Solutions and Services, facilitating the operations of JLR's products and services.

The Agencies shall provide the banking services for an initial period of 1 (one) year and may be renewed for a further period of 4 (four) years, year on year basis subject to satisfactory performance. Interested Agencies are invited to visit the JLR Head-Office along with their application, and documentary proof for experience and financial capacity.

The Selected Agency shall support by providing Banking Services of JLR and its operations towards, 27 Hotel properties across Karnataka, its tour packages services to tourists/ guests and other services provided by JLR. The Selected Agency shall provide banking service, products & solutions as per terms & conditions mutually agreed with JLR for a period of 1 year and they shall perform services as required by JLR from time to time in accordance with the terms and conditions of selection. The terms & conditions are mentioned in the EOI notification document.

An agreement/ MOU shall be executed with Selected Applicant agency and shall have to render their Services strictly as per the terms and conditions of the agreement failing to which the empanelment shall be terminated.

#### **THE EOI Notification also contains the following documents:**

1. Process of Application
2. Evaluation of Applications
3. Application Submission Standard Form
4. Scope of Services and Terms and Conditions for Providing Services

**COMPANY OVERVIEW:**

Jungle Lodges and Resorts Limited., was incorporated under the Companies Act 1956, was established on 14-03-1980 and wholly owned by the Government of Karnataka and functioning under the Department of Tourism. The Company was an effort to promote wildlife destinations in Karnataka. Today JLR is the leading chain of resorts/ jungle camps / and hotels offering wildlife tourism eco-tourism and adventure tourism in India giving visitors unique experiences.

The Company promotes eco-tourism, wildlife tourism, adventure tourism and various outdoor activities like trekking, camping, white river rafting, etc., that are non-consumptive components of eco-tourism and in general help in environment conservation. More details on JLR, can be found at <https://www.junglelodges.com/>

**SUBMISSION OF APPLICATION:**

1. The Application Form along with all standard formats is available on JLR's website at <https://www.junglelodges.com/> under the Notifications section
2. The filled in Application Form along with self-attested copies of supporting documents shall be submitted to JLR by the Applicant. Applicant may visit the JLR Head Office and submit the application at any time from 10.00 AM to 05.30 PM on any working day.

The address of the JLR Head Office is -  
Jungle Lodges and Resorts Ltd  
No.49 West wing GR Floor Khanija Bhavan  
Race course Road Bangalore-560001.

3. JLR may require the original documents / certificates to be produced for verification at any stage during the selection process as well as after selection.
4. Application Submission Date Starts:11.09.2025
5. Last date for receiving queries 20.09.2025
6. Application Submission Date ends on: 03.10.2025
7. Contact Person and Address:

Mr. Yuvaraj.M,  
Sr.General Manger  
Jungle Lodges and Resorts Ltd  
No.49 West wing GR Floor Khanija Bhavan  
Race course Road Bangalore-560001  
Email: [yuvaraj@junglelodges.com](mailto:yuvaraj@junglelodges.com)

Sd/-  
Managing Director,  
Jungle Lodges and Resorts Ltd.

## **SECTION A. PROCESS OF APPLICATION**

The selection process shall follow the following steps.

### **1. Submission of Applications**

The filled in Application Form along with self-attested copies of supporting documents shall be submitted to JLR by the Applicant during the validity period of the notification. JLR may require the original documents / certificates to be produced for verification at any stage during the selection process as well as after empanelment.

### **2. Evaluation of Applications**

The evaluation committee appointed by JLR shall as a whole evaluate the Applications against Eligibility Criteria as defined in the Section B. The Application shall be rejected at this stage if it fails to meet all of the Eligibility criteria or if it does not respond to important aspects of the Scope of Services and Terms and Conditions.

### **3. Selection of Agency**

#### **3.1. Evaluation of Application for eligibility State**

After the evaluation of the Application, JLR shall notify by email the Applicants whose Application meets the eligibility criteria and shall display on JLR's website the name of Agencies whose Applications are selected.

Applications that do not meet the requirements of the Eligibility Stage or were considered non-responsive to the Notification, JLR shall notify them by email.

#### **3.2. Evaluation of Technical Presentation Stage**

All Applicants who qualify for the "Technical Presentation Stage" shall be invited to make a Technical Presentation on their response to the Terms of Reference of the EOI by detailing their proposed approach and methodology for undertaking the assignment. The evaluation committee shall assess the responsiveness of the Technical Presentation to the Terms of Reference. The Applicants should ensure coverage of all aspects of the proposal, methodology, work plan, and other details.

The evaluation committee appointed by the Client as a whole, and each of its members individually, evaluates the proposals on the basis of their responsiveness to the Terms of Reference, the overall approach and methodology of the Applicant, the proposed outputs, and other aspects as stated in the above-mentioned clause. Any proposal considered unsuitable by the evaluation committee shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference and other aspects as specified in the Data Sheet for the above-mentioned clause.

#### **3.3. Shortlisting & Selection of Applicant**

After the evaluation of proposal, the Client shall notify by email the Applicants whose proposal meets the minimum eligibility criteria for the Technical Presentation stage and hence have been shortlisted for further consultation. Applicants, whose proposals that do not meet the requirements of the Eligibility Stage or the Technical Presentation Stage or were considered non-responsive to this EOI shall be notified by the Client by email.

JLR shall form a Committee to assess and evaluate the proposal submitted by the Agencies and the Technical Presentation on offerings for JLR. As per the Technical Scoring scheme provided in Section. B Evaluation of Applications, ranking of Applicants shall be done and the Applicant scoring most marks (highest marks) in the presentation shall be the Selected Agency.

In case of Tie of ranking of technical score, the Applicant with highest rate of interest for Sweep IN and Sweep Out account shall be considered as Selected Applicant.

The Selected Applicant shall be invited to enter into a Memorandum of Understanding (MoU)/ Agreement with JLR for providing the banking products, solutions and services.

**4. Award of Work**

For Successful Applicant, JLR shall issue a Letter of Intent for providing Banking Services to JLR. Applicants who accept this Letter of Intent shall be invited to enter into a MoU or an agreement that shall detail the scope of services and the terms and conditions .

**5. Reserved Rights of JLR**

JLR reserves the right to accept or reject any Application and to cancel the selection process and reject all Applications, at any time prior to the execution of agreement, without thereby incurring any liability to the affected Agencies or any obligation to inform the affected Agencies or Agencies of the grounds for JLR's action.

JLR shall be free to make enquiries from previous clients of the Applicant about the work, conduct, performance, quality of service and such other related general enquiries about the Applicants. The Applicant would have no objection to JLR making such enquiries from their existing / past clients. Information relating to the evaluation of applications and recommendations concerning empanelment shall not be disclosed to the applicants or to other persons not officially concerned with the process until the successful applicants have been notified.

## SECTION B. EVALUATION OF APPLICATIONS

### A. Eligibility Criteria

The Applications of only the Applicants satisfying the following eligibility criteria will be considered for evaluation and further process of selection –

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>Supporting Document to be Submitted (all documents to be submitted unless indicated otherwise)</b>
1.	<p><b>Nationalised Bank</b> The Applicant should be a Nationalised Bank or SBI &amp; associates.</p>	<ul style="list-style-type: none"> <li>• Proof of being Nationalised Bank or SBI &amp; associates registered with RBI under Reserve Bank of India Act, 1934 and Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970</li> </ul>
2.	<p><b>Not Blacklisted / Barred:</b> The Applicant should not have been blacklisted/barred by any Central or State Government or PSU and should not be involved in any major litigation that may affect or compromise the delivery of service required.</p>	<ul style="list-style-type: none"> <li>• Application Submission Form at Section C. <b>Form 1</b></li> </ul>
3.	<p><b>Authorization for Authorized Signatory of Applicant:</b> The Applicant must submit a duly executed Power of Attorney / Letter of Authority / Board Resolution in favour of the Authorized Signatory of the Applicant duly authorizing the signatory for signing this Application.</p>	<ul style="list-style-type: none"> <li>• Duly executed Power of Attorney / Letter of Authority / Board Resolution in favour of the Authorized Signatory of the Applicant for signing this Application. Format for Power of Attorney is provided at <b>Section 3F</b>.</li> </ul>
4.	<p><b>PGA &amp; PCIDSS Certifications –</b> Applicant should have the following certifications, PGA (Participating Government Agencies) certification PCIDSS (Payment Card Industry Data Security Standard) Certificate</p>	<p>All Applicants should submit the following Documents</p> <ul style="list-style-type: none"> <li>• Self-attested copy of the PGA certification</li> <li>• Self-attested copy of the PCIDSS certification</li> </ul>
5.	<p><b>Experience:</b> The Applicant shall be in business of providing banking services as on date of EOI Notification and should have provided banking products, solution and services to at least 5 (five) government</p>	<ul style="list-style-type: none"> <li>• Applicant's Experience and References at <b>Section 3D</b></li> <li>• Copy of work order / agreement / purchase order / contract for the experience of having provided banking products, solutions and services received towards assignment.</li> </ul>

Sl. No.	Eligibility Criteria	Supporting Document to be Submitted (all documents to be submitted unless indicated otherwise)
	departments/ government agencies/ PSUs in last two years.  The work order / purchase order / agreement / contract submitted for assessment of eligibility must clearly indicate that <u>the banking products, solutions and services provided and the period of services</u>	
6.	The must have banking operating branch nearest to JLR properties /Nearest village/nearest Hobli/ Nearest Taluk office.	

#### B. Assessment of Technical Presentation

The Applicants who meet the eligibility criteria shall be invited to make a Presentation to the evaluation committee formed by the Client. The proposed Project Manager along with key resources should be present in-person during the presentation. A soft copy and one hard copy of the presentation and any associated supporting documents are to be submitted along with a covering letter to the evaluation committee at the time of Technical Presentation.

The Applicants should ensure their presentation is suitably responsive to the Terms of Reference of the EOI and should cover the following during their presentation.

Sl. No.	Evaluation Criteria	Maximum Marks
1.	<b>Applicants Experience</b> <ul style="list-style-type: none"> <li>Applicant's experience with similar products, solutions provided to various government departments/ government agencies/ PSUs in last two years.</li> </ul>	<b>15 marks</b>
2.	<b>Understanding of the JLR operations &amp; requirements</b> <ul style="list-style-type: none"> <li>Demonstrate understanding of the Client's requirements.</li> <li>Identification of technical / operational challenges.</li> </ul>	<b>20 marks</b>

3.	<b>Banking Services offered to JLR</b> <ul style="list-style-type: none"><li>• Banking Charges, Transaction Charges towards DD/ NEFT/ RTGS/ Cheques</li><li>• Point of Sale (POS) machines</li><li>• Sweep IN &amp; Sweep out accounts and rate of interest</li><li>• Dashboards for PG/POS/QR code</li><li>• BHIM QR code and sound boxes</li><li>• Payment Gateway services and charges</li><li>• Integration of API Banking services with JLR's divisions &amp; different systems.</li><li>• Any other banking solutions available.</li></ul>	<b>40 marks</b>
4.	<b>Approach and Methodology</b> <ul style="list-style-type: none"><li>• Overview of proposed banking products, solutions &amp; services</li></ul>	<b>10 marks</b>

<b>Sl. No.</b>	<b>Evaluation Criteria</b>	<b>Maximum Marks</b>
	<ul style="list-style-type: none"><li>• Implementation plan with timelines and key milestones</li><li>• Data migration strategy</li><li>• Methodology for meeting KPIs and SLAs</li></ul>	
5.	<b>KPIs, Outputs and Success Metrics</b> <ul style="list-style-type: none"><li>• Expected outputs from implementation plan</li><li>• Metrics to define success of the project</li></ul>	<b>15 marks</b>
6.	<b>Inputs and Support Required from Client</b>	
<b>Total Marks</b>		<b>100 marks</b>

## **SECTION C. APPLICATION SUBMISSION STANDARD FORMS**

1. Application Submission Form
2. Details of the Applicant
3. Undertaking for Experience in Providing Banking Services
4. Power of Attorney of Authorised Signatory

## 1. APPLICATION SUBMISSION FORM

FROM:

(Name of the Applicant)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TO:

Managing Director,  
Jungle Lodges and Resorts Ltd,  
Ground Floor, Khanija Bhavan,  
Race course Road  
Bangalore – 560 001

Dear Sir,

Subject: Proposal for providing banking services to JLR

We, the undersigned, offer to provide services for the above in accordance with your EOI notification no: \_\_\_\_\_ dated: \_\_\_\_\_ We are hereby submitting our Proposal.

I/we, having examined all relevant documents and understood their contents, hereby submit our Proposal for providing Banking Services to JLR.

I/we hereby undertake as follows:

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
2. I/We shall make available to the Client any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
3. I/We certify that in the last two years, we or any of our Associate have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
4. I/we have not blacklisted / barred by the Government of Karnataka or any of its agencies for any reasons whatsoever.
5. I/we have not been blacklisted / barred by the Central / any other State / UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices or for backing out from the execution of contract after an award of work.
6. I/we am/are not involved in any major litigation that may affect or compromise the delivery of service required if we were to be awarded with this work.
7. I/we declares that no previous transgression occurred in the last two years immediately before submission of our proposal, with any other company in any country in respect of

- any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify our exclusion from the tender process.
8. I/we agree that if I/we makes incorrect statement on this subject, I/we can be disqualified from the empanelment process
  9. I/We have examined and have no reservations to the Notification Documents, including any addendums issued by the Client.
  10. I/We do not have any conflict of interest
  11. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal or empanelment's issued by or any Contract entered into with the Client or any other public sector enterprise or any government, Central or State; and
  12. The Proposal is unconditional
  13. I/We agree to keep this offer valid for 180 (One Hundred and Eighty) days from the Proposal Due Date specified in the notification.
  14. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Applicant, without incurring any liability to the Applicants
  15. I/We hereby submit a declaration that the proposal submitted by the undersigned on behalf of the tenderer ..... (*Name of the Applicant*) shall not be withdrawn or modified during the period of validity or extended period of validity.

Our Proposal is binding upon us and subject to the modifications resulting from subsequent consultations.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorised Signatory:

Name and Title of Signatory:

Name of Applicant:

Address:

## 2. DETAILS OF THE APPLICANT

Relevant documents to be enclosed as specified in the form.

Sl. No.	Particulars	Details				
1.	<b>Applicant Details</b>					
a.	Name of Applicant Entity					
b.	Country of Incorporation					
c.	Date of Incorporation and / or Commencement of Business					
d.	Applicant entity registration details with the supporting documents	Registration number: _____ Date of registration: _____ Registering authority: _____  <i>If the Applicant is a company –</i> <input type="checkbox"/> Enclosed self-attested copy of Certificate of Incorporation <input type="checkbox"/> Enclosed self-attested copy of Memorandum of Association and Articles of Association  <i>If the Applicant is a partnership firm or a limited liability partnership –</i> <input type="checkbox"/> Enclosed self-attested copy of Registration Certificates <input type="checkbox"/> Enclosed self-attested copy of Partnership Deed				
e.	Brief description of Applicant entity including details of its main lines of business					
f.	Registered Office Details	Address: Contact Person: Mobile: Phone: Email: Fax:				
g.	/Regional Office Details (to be provided for all offices relevant for undertaking this assignment)					
	<b>Sl. No.</b>	<b>Branch / Regional Office Name</b>	<b>Address</b>	<b>Contact Person and Designation</b>	<b>Phone / Mobile</b>	<b>Email</b>

	1					
	2					
	3					
h.	Details of the Authorized Signatory for the Tender	Name: Designation: Address: Phone: Email:				
i.	Details for individual(s) who will serve as Point of Contact	Name: Designation: Mobile: Phone: Email:				
j.	Nature of Legal Entity (Public / Private Limited Company, Partnership Firm, Limited Liability Partnership)	Select as applicable – <input type="checkbox"/> Public Limited Company <input type="checkbox"/> Private Limited Company <input type="checkbox"/> Partnership Firm <input type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Others, i.e., _____(please specify)				
k.	PAN Details	Number: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No				
l.	GST Details	Number: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No				
m.	Income tax Returns	Enclosed self-attested copy of IT Returns for Financial Year (FY 2022-23, i.e., AY 2023-24): <input type="checkbox"/> Yes <input type="checkbox"/> No Financial Year (FY 2023-24, i.e., AY 2024-25): <input type="checkbox"/> Yes <input type="checkbox"/> No				
<b>2.</b>	<b>Experience and Credentials of the Applicant</b>					
a.	Total number of years of experience:	___years ___months				
b.	Clients for whom Applicant has provided Banking products, solutions & services in the last 2 years -	<b>Sl. No.</b>	<b>Name of Client</b>	<b>Government departments/ government agencies/ PSUs where banking products, solutions, &amp; services were provided</b>		
		1				

		2		
		3		
		4		
		5		
		6		
		7		
		8		
		9		
		10		
<b>3.</b>	<b>Checklist for Forms</b>			
a.	Enclosed Application	Form Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No Supporting Documents Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable		
b.	Enclosed Form 1. Details of the Applicant			
c.	Enclosed Form 2. Undertaking for Experience in providing vehicles for transport services	Form Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No Supporting Documents Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable		
d.	Enclosed Form 3. Applicant's Experience and References	Form Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No		
e.	Enclosed Form 4	Form Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No Supporting Documents Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable		
f.	Enclosed Form 3E	Form Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No		
g.	Enclosed Form 3G	Form Enclosed: <input type="checkbox"/> Yes <input type="checkbox"/> No		

Authorised Signatory: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

### 3. UNDERTAKING FOR EXPERIENCE IN PROVIDING BANKING SERVICES FOR JLR

(On the Letterhead of the Applicant)

[Location, Date]

To:

Managing Director,  
Jungle Lodges and Resorts Ltd,  
Ground Floor, Khanija Bhavan,  
Race course Road  
Bangalore – 560 001

Dear Sir,

**Subject: Proposal for “Expression of Interest for Nationalised Banks for Providing Banking Services to JLR” – Undertaking regarding experience in providing Banking Services for JLR.**

I/we do hereby undertake the following that –

1. I/we have been in the business of providing banking services to government departments/ government agencies/ PSUs for a minimum period of 2 (two) years.
2. Our total years of experience in the business of providing banking services is \_\_\_\_years \_\_\_\_months as on date of Notification, i.e., \_\_\_\_2024.
3. I/We have experience in providing the following Banking services for our clients –

*[Kindly mention the type of banking products, solutions & services provided by the Applicant]*

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4. I/we have experience of providing banking services for the following clients in the last 5 (five) years-

Sl. No.	Year	Name of Client	Name of Assignment	Location	Type of banking products, solutions provided	Details of Banking Services provided

Yours sincerely,

Authorised Signatory:

Name and Title of Signatory:

Name of Applicant:

#### **4. APPLICANT'S EXPERIENCE AND REFERENCES**

*Relevant Services carried out in the last 5 (five) years that best illustrate Qualifications*

##### **A. Summary of Experience**

Using the format below, the Applicant shall provide a summary of their work experience in providing banking services assignments –

<b>Sl. No.</b>	<b>Name of Client</b>	<b>Client Reference (Name, Designation, Phone/Email)</b>	<b>Banking products, solutions and services provided</b>	<b>Brief Description of services provided</b>	<b>Total Value of Transactions (In Rs lakhs)</b>	<b>Location</b>	<b>Start Date (Month, Year)</b>	<b>End Date (Month, Year)</b>
1.								
2.								
3.								
4.								
5.								

**B. Details of Experience**

Using the format below, provide information on each reference assignment for which your Firm/ Entity, either as a single firm as a corporate entity or as one of the major companies within an association, was legally contracted. Attach relevant work order / purchase order / contract and the certificate of completion / satisfactory performance / payments received certified by statutory auditor for each reference assignment.

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details</b>
1.	<b>Name of Assignment</b>	
2.	<b>Name of Client</b>	
3.	<b>Location of Client</b>	
4.	<b>Contact Person for Client</b>	<i>Name:</i> <i>Designation:</i> <i>Phone:</i> <i>Email:</i>
5.	<b>Start Date of Assignment</b>	
6.	<b>End Date of Assignment</b>	
7.	<b>Value of Transactions</b>	
8.	<b>Type of Banking Products, Solutions &amp; Services provided for the Government Departments/ Government Agencies/ PSUs</b>	
9.	<b>Description of actual services provided for Assignment</b>	
10.	<b>Supporting Document substantiating undertaking of the Assignment</b>	<i>Type of Document:</i> <i>Date of Issue of Document:</i> <i>Enclosed: [ ] Yes [ ] No</i>

**Name of Applicant:** \_\_\_\_\_

**Note:**

1. At least one supporting document substantiating undertaking of the assignment such as –
  - o work order
  - o purchase order
  - o Contract / Agreement
  - o Completion Certificate
  - o Certificate of Satisfactory Performance
  - o Auditor certificate for payments towards assignment

2. The Client reserves the right to request any further supporting documents from the selected Applicant prior to the signing of the contract.
3. The Client shall be free to make enquiries from previous clients of the Applicant about the work, conduct, performance, quality of service and such other related general enquiries about the Applicants. The Applicant would have no objection to the Client making such enquiries from their existing / past clients.

## 5. POWER OF ATTORNEY OF AUTHORISED SIGNATORY

(\* To be executed on appropriate non-judicial stamp paper)

Know all men by these presents, we... (Name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr/ Ms (name), ..... son/daughter/wife of .....

and presently residing at....., who is presently employed with us and holding the position of....., as our true and lawful attorney (hereinafter referred to as the "Authorized Signatory") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for eligibility criteria and submission of our Application for Services for the proposed assignment "**Expression of Interest for Nationalised Banks for Providing Banking Services to JLR**" by the JLR (the "Client") including but not limited to signing and submission of all applications, and other documents and writings, participate in empanelment process and other meetings and providing information/ responses to the Client, representing us in all matters before the Client, signing and execution of all contracts and undertakings consequent to acceptance of our Application, and generally dealing with the Client in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof tous.

AND we hereby agree to ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Signatory in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ....., THE ABOVE NAMED IN PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ....., 20 in line with the following points

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For

.....

(Signature, name, designation and address)

Witnesses:

1.

2.

(Notarised)

Accepted(Signatur)

(Name, Title and Address of the Authorized Signatory)

## **SCOPE OF SERVICES AND TERMS AND CONDITIONS FOR PROVIDING SERVICES**

### **1. About Jungle Lodges and Resorts Ltd (JLR)**

Jungle Lodges and Resorts Limited was incorporated under the companies Act, 1956 on 14.03.1980. JLR is wholly owned by Government of Karnataka and is functioning under the Department of Tourism. The Company was established as an effort to promote wildlife destination in Karnataka. Today JLR has leading chain of resort/jungle camps/ and hotels offering wildlife tourism, eco-tourism and adventure tourism in India giving visitors unique experience. The Company was also named “The Best Eco-tourism Organization” by the Minister of Tourism, Government of India, New Delhi during the financial year 1997-98..

### **2. Objectives**

The Company promotes Eco-tourism, wildlife tourism, adventure tourism and various outdoor activities like trekking, camping, white water rafting, etc., that are non-consumptive components of Eco-tourism and in general help in environment conservation.

Activities:

<b>Types of Activities</b>	<b>Details of Activities</b>
Nature activities	Wildlife safari, Nature trails, Bird-watching, Trucking, Dolphin watching, Boat Safari, etc.,
Adventure activities	White river Rafting, Canoeing, Snorkeling, Kayaking, etc.,
Outdoor Activities	High Rope Traversing (Zipline), Parallel walk, Cat walk, etc.,
Health	Spa, etc.,

JLR presently operates about 26 properties under the brand name of and are listed below,

<b>Sl. No.</b>	<b>Name of JLR Property</b>
1.	Kabini River Lodge, Karapur, Nissanabeltur post, H.D.Kote Taluk, Mysore District.
2.	Bheemeshwari Nature and Adventure Camp, Halgur Hobli, Malavalli Taluk, Mandya Dist.
3.	K.Gudi Wilderness Camp, P.O Kyathadevarayana Gudi, Chamarajanagar Dist.
4.	Kali Adventure Camp, Kogilban, Dandeli, Haliyal Taluk, Uttara Kannada Dist.
5.	Devbagh Beach Resort, Tarivada, Kodibagh, Uttara Kannada Dist., Karwar
6.	Galibore Nature Camp, Uyamballi Post, Sangam, Kanakapur Taluk, Ramanagar Dist.
7.	Bannerghatta Nature Camp, Bannerghatta Biological Park, Bangalore Dist.
8.	Old Magazine House, Ganeshgudi, Joida Taluk, Londa-Dandeli Road, Uttara Kannda Dist.
9.	Bandipur Safari Lodge, Melukamanahalli, Gundlupet Taluk, Chamrajangar Dist.
10.	Om Beach Resort, Bungle Gudda, Om beach Road, Gokarna, Uttara Kannda Dist.
11.	River Tern Lodge, Behind Ranganathaswam Temple, Bhadra Project, Lakkavalli, Chikmagaluru Dist.
12.	Dubare Elephant Camp, Nanjarajapatna post, Kushalnagar Hobli, Somwarpet Taluk, Kodagu Dist.
13.	Bannerghatta Interpretation Center, Bannerghatta, Bangalore Dist.
14.	Hampi Heritage & Wilderness Resort, Near Kannada University, P.K. Halli Road, Kamalapur, Hospet Taluk, Bellary Dist.
15.	Black Buck Resort, Near Khanapur, Vilaspur Tank, Vilaspur Post, Bidar Dist.
16.	Sharavathi Adventure Camp, Kargal Near Jog falls, Shivamoga Dist.
17.	Bheemgad Adventure Camp, Katgalli Road, Opposite Belgaum Golf Course, Desure, Khanapur, Belagavi Dist.
18.	Sakrebyle Elephant Camp, Sakrebyle, Gajanoor, Shivamoga Dist.
19.	Bhagavathi Nature Camp, Kuderemuka, Chikmagaluru Dist.
20.	Seethanadi Nature Camp, Hebri, Karkala Taluk, Udupi Dist.
21.	Anejari Butterfly Camp, Near Halkal, Kollur,, Kundapur Taluk, Udupi Dist.
22.	Sadashivgad Fort Resort, Karwar, Uttara Kannada Dist.
23.	Lalitha Mahal Palace Hotel, Mysore.
24.	Gopinatham, Mystery Trails camp, Chamarajanagara Dist.
25.	Kemangundi Hill View Resorts, Kemangundi, Chikmagaluru Dist.
26.	Kings Sanctuary Resorts, Veeranahoshalli, Hunusur, Mysore Dist.

**JLR's Banking System:**

JLR uses the banking services of 7 (Seven) different agencies for its business operations and has 36 bank accounts to manage cash flows from different divisions.

A summary of the types of accounts and their purposes is listed in the table below,

Sl. No.	JLR's Head of Accounts	Category of Account	Purpose of the Account
1.	Head office	Savings Account	Main Account
2.	Head office - Revenue Receipts Accounts	Savings Account/ Current account	<ol style="list-style-type: none"> <li>1. To make all statutory payments and some operational payments. This account is linked with the fixed deposits created from Govt.. Grant funds and JLR surplus funds.</li> <li>2. To collect Revenue generated by units on daily basis</li> <li>3. Current Account (CSR) as per MCA guidelines for CSR Activities.</li> <li>4. Misc. Income and payments Account. This account is linked with the fixed deposits created from Govt, Grant funds and JLR surplus funds.</li> <li>5. Zero balance Account for IFS Training as per MOEFF, New Delhi directions.</li> <li>6. To collect Revenue from Payment gateway (Razorpay), PayTM, OTA and to make all payments through Online from HO. This account is linked with the fixed deposits created from JLR surplus funds.</li> <li>7. To collect Revenue from Swiping Machines (EDC) and through NEFT, IMPS, RTGS &amp; Net Banking from Domestic Travel agents &amp; Guests. This account is linked with the fixed deposits created from JLR surplus funds.</li> <li>8. To collect Revenue from Activities and day visit sales through payment gateway (CC Avenue). This account is linked with the fixed deposits created from JLR surplus funds.</li> <li>9. Govt. Grant Funds Account (Related to Advertisement &amp; Publicity).</li> </ol>
3.	Resorts/Restaurants Operation (Expenditure Account)	Current A/cs.	1. JLR's 27 Hotels Operation Account for Unit's day to day operations.

### **Proposed requirement of Banking Services for JLR –**

JLR requires bank accounts for operating its cash flows from various heads and Point of Sales (POS) machines for Ticketing, collecting payments and receipt facility at counters through Cards and Dynamic QR. BHIM QR & Sound Boxes is required at all 27 JLR hotel properties and other Amenities.

- **API Banking:** API Banking to seamless integrate your JLR's systems with Bank's system.
- **Digital Products:** Internet banking & corporate Mobile App and all the digital services to be provided to JLR and Customers
- **BHIM QR:** QR Codes along with sound box at JLR properties & unit locations to accept UPI and CBDC Payments

- **Payment Gateway:** Bank to have payment gateway providers on-boarded caters JLR's digital payment requirements. Integrated with automatic payment settlement systems as per JLR Office policies.
- **Setting up of Bank Accounts:** Bank accounts for JLR's Head Office, and for each Division to be set up i.e., Hotels. Also individual accounts for each 26 Hotel Properties and Head office of JLR.
- **Digital Point Of Sale (POS) –** JLR requires about 28+ Digital Point of Sale (POS) machines with online & offline connectivity systems for its operations (*Hotel properties & transport division*). Registering Online transactions of cash, UPI or a credit/debit card and offline POSs enabled to seamlessly switch to local storage during the internet goes offline. All the transaction data is saved locally and synchronized with the central database when the internet connection is restored.

### **3. Proposed Contract Period**

The Contract for the Agency selected shall be for a period of 1 (one) year commencing from the Effective Date. The Contract may be extendable for a further period of 4 (four) years year-on-year or for a lesser period at the sole discretion of JLR after a performance review.

### **4. Terms and Conditions of Services**

#### **4.1. Term of Services**

The selected Applicant who have qualified the EOI by meeting all the eligibility criteria under Section B, shall be invited to present their proposal on banking products, solutions and service offerings that shall cater the needs of JLR. The duration of the agreement shall be for a period of 1 **(one) year** and extendable by period of **4 years year-on-year** or lesser on terms and conditions mutually agreed by the Parties.

#### **4.2. Roles and Responsibilities of JLR**

- JLR shall provide banking services requirements to the Selected Applicant for availing their banking products, solutions and service with regards to JLR's business.
- JLR shall timely settle the Agency's charges/ bills/ invoices submitted for the month within 30 days.

### **5. Reserved Rights of JLR**

- The Agency shall not refuse any banking service requests from JLR and shall provide support team as per the request of JLR. The refusal to provide services & support on more than 3 occasions as requested by JLR shall lead to termination of the contract.
- JLR assumes that that prior to the issue of Work Order/ execution of MOU/ agreement, the Agency has after a complete and careful examination made an independent evaluation of likely revenue from the service and has determined to its satisfaction the nature and extent of such difficulties, risks and hazards as are likely to arise or may be faced by the Agency in the course of performance of its obligations hereunder.
- JLR assumes that Agency acknowledges and hereby accepts the risk of inadequacy, mistake or error in or relating to any of the matters contained herein and hereby confirms that JLR, or the Government of Karnataka shall not be liable for the same in any manner whatsoever to Agency or any other Person.
- iv. The Agency approves to provide banking services on the offered terms for each type of

product, solution & services.

- v. All applicable charges such as service charge, fees, TDS, Surcharge, Education Cess, and Higher Education Cess etc. will be made from the amount payable as per rules.
- vi. JLR shall not be liable to the Agency for any lost revenue, lost profits or other incidental or consequential damages arising out of the performance of the agreement.

## **6. Roles and Responsibilities of the Agency**

- i. The Agency shall comply with all applicable rules, regulations, notifications and guidelines during the operation of banking services. The Agency shall be solely responsible for ensuring compliance with all applicable rules and regulations.
- ii. The Agency agrees to submit INR. 1,00,000/- (One Lakh Only) as a Performance Security through Bank Guarantee/ Fixed Deposit Receipts (FDR) Pledged in the name of the JLR. The performance security shall be kept valid until a date 90 days from the date of expiry of the term of the empanelment. The same shall be released to the Agency without any interest after successful completion or efflux of the empanelment period/ contract period. The Performance Security deposited shall be liable for any appropriation or forfeiture in event of unsatisfactory performance by the Agency or any loss or damage sustained by JLR on account of failure or negligence of the Agency or its Driver or in the event of breach of the terms and conditions of the agreement.
- iii. The terms stated by the JLR as agreed by the Agency for providing banking services shall be applicable throughout the contractual period. No revision in rates/ service fee/ service charges shall be allowed during the empanelment period.
- iv. In events of substantial increase/ change in banking rules/ regulations by RBI, Agency shall notify JLR for organizing a meeting for revision of the service fee/ charges etc. JLR shall review earnestness of the notice and appropriately conduct the meeting with the Agency for discussion on revision of the service fee/ charges etc. for specified period which shall be done at the sole discretion the JLR.
- v. For deficiency in services and serious inconvenience caused to JLR and its officials/ customers/ public or those whom JLR directs to provide services, penalty not exceeding 25% of the amount for the relevant instance shall be levied.
- vi. The Agency shall provide marketing support for the promotion of JLR properties and its tourism products and services. The vehicles shall place flyers, brochures or any other marketing materials provided by JLR in their vehicles for promoting JLR & JLR properties.
- vii. The Agency shall submit all necessary documents, actions and approvals under Applicable Laws to JLR, which have been obtained for successful operation, to authorize the execution and delivery of the services and to validly exercise its rights and perform its obligations.

## **7. General Terms & Conditions**

### **General Understanding.**

#### **7.1. Term:**

The Term of the Services between JLR and Agency shall commence from the Date of Issue of Work Order and continue to be in full force for **1 year** and effect up till expiry of term by the efflux of time or by termination, whichever is earlier.

#### **7.2. Cooperation:**

The Parties shall extend full assistance and cooperation to each other during the Term of the

services in respect of the services.

### **7.3. Review:**

The progress of the services shall be reviewed by the Parties at the end of every six months to ensure that both the Parties are aligned and there is growth in awareness and revenues.

### **7.4. Applicable Law:**

The Terms of Services, its meaning and interpretation, and the relation between the Parties shall be governed by the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time.

### **7.5. Jurisdiction:**

The Parties agree that the courts and tribunals in Bengaluru, Karnataka State shall have exclusive jurisdiction to settle any disputes which may arise out of or in connection with the Work Order with terms defined for the services and accordingly any suit, action or proceedings arising out of or in connection with the Work Order may be brought in such courts or the tribunals and the Parties irrevocably submit to, generally and unconditionally, the jurisdiction of those courts or tribunals.

### **7.6. Financial Commitment:**

- i. The Work Order is not a commitment of funds. Each Party shall bear its own expenses and operational costs.
- ii. Neither Party shall have any kind of financial obligation towards the other party under the provisions of the Work Order. Each Party to bear its own expenses and operational costs to carry out its obligations under the provisions of the services.

### **7.7. Dispute Resolution:**

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Work Order or its interpretation. In the event of a dispute relating any of the matters set out in the Work Order, including termination of the Work Order, the Parties shall discuss in good faith to resolve the difference within 15 (fifteen) Business Days of the dispute being raised (or such longer period as the parties to the dispute may mutually agree to in writing). All such disputes that have not been satisfactorily resolved through discussion, shall be referred to Additional Chief Secretary/ Principal Secretary / Secretary Tourism, Government of Karnataka. All such disputes that have not been satisfactorily resolved after referring to Additional Chief Secretary/ Principal Secretary / Secretary Tourism, Department of Tourism shall be settled by arbitration in accordance with the Arbitration Centre-Karnataka (Domestic and International) Rules 2012, by one or more arbitrators appointed in accordance with its rules

### **7.8. Assignment:**

Each Party shall seek a prior permission from the other Party before assigning any of its rights and obligations as set out hereunder to a third party. The permission shall need to be approved in writing by the other Party.

### **7.9. Termination:**

JLR reserves the right to terminate this Work Order with 30 (thirty) day's written notice to the Agency, without assigning any reasons for the same, if JLR determines that such action is in its best interest. The Work Order may also be terminated by the Parties by mutual consent recorded in writing. The Parties acknowledge that there is no lock-in-period, and the

Parties are free to terminate the Work Order anytime during the Term of Services.

**7.10. Good Faith:**

JLR and the Agency undertake to act in good faith with respect to each other's roles and responsibilities under the agreement and to adopt all reasonable measures to ensure the realization of the objectives of the agreement.

**7.11. Indemnity:**

The Agency shall indemnify, defend, save and hold harmless JLR and its officers, servants, agents, Government Agencies and Authority owned and/or controlled entities/enterprises, (the "Government Indemnified Persons") against any and all suits, proceedings, actions, demands and claims from third parties for any loss, damage, cost and expense of whatever kind and nature, whether arising out of any breach by selected Applicant of any of its obligations under the Work Order or of any defect or deficiency in the provision of services by the selected Applicant or from any negligence of selected Applicant under the Work Order or agreement or contract or tort, or on any other ground whatsoever, except to the extent that any such suits, proceedings, actions, demands and claims have arisen due to any negligent act or omission, or breach or default on the part of the Government Indemnified Persons.