



**REQUEST FOR PROPOSAL
FOR
CONTRACT OF
CASH MANAGEMENT SERVICE
AT
BANK'S NEW DELHI AND UJJAIN ZONES**

Ref BOI:HO:SEC:PK:51:1225 Dated 04-11-2020

**BANK OF INDIA, HEAD OFFICE
SECURITY DEPARTMENT**

Bank of India, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at Bank of India, Star House, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051, India, intends to **award contract of complete Cash Management services at Bank's New Delhi and Ujjain Zones**. Bank of India invites bids from the interested bidders, to participate in the process for providing complete Cash management services which includes deploying Cash Vans with Armed Guards, Custodians and Driver at Bank's Currency Chests and Nodal Branches at New Delhi and Ujjain Zones as per the specifications, terms, conditions and scope given in detail in this RFP document, for a period of 6 months extendable for another term of six months on a pilot project basis. Subject to satisfactory performance, the contract may be extended for one more year.

The brief details of the scope of this RFP are as follows:

- 1) The Bank intends to **award contract of complete Cash Management services at Bank's New Delhi and Ujjain Zones** for a period of 6 months on a pilot project basis. Subject to satisfactory performance, the contract may be extended for one more term of six months. The detailed scope with technical details is illustrated in related clauses of RFP.
- 2) The interested bidders / vendors may collect this Request for Proposal (RFP) from the Security Department, Head Office located at the address as mentioned below after depositing a **non-refundable Demand Draft / Pay Order** for Rs. 10,000/- (Rupees Ten Thousand only) favoring **Bank of India**. The RFP/bidding document /corrigendum/clarifications can also be downloaded from Bank's website www.bankofindia.co.in under the Tenders section. However, the bidder shall have to submit a Demand Draft/Pay Order as above along with the bid. The MSME bidders are exempted from depositing the bid amount of Rs. 10,000/- subject to the submission of valid and authorized copy of registration certificate and exemption certificate (if applicable) from relevant authorities they are registered with. The MSME registration certificate submitted must be valid as on bid submission date.
- 3) **Earnest Money Deposit (EMD)** for the bid is of Rs.10,00,000/- (Rs. Ten Lakhs only), by way of Bank Guarantee (as per 5.8 Annexure VIII) or account payee Demand Draft /Pay Orders from any of the Scheduled Commercial / Nationalized banks in India (other than "Bank of India") in an acceptable form favoring "**Bank of India**" – **EMD for Awarding Contract of Cash Management services at Bank's New Delhi and Ujjain Zones, RFP Ref: BOI:HO:SEC:PK:51:1225 dated 04-11-2020**", payable at Mumbai. No interest shall be allowed on the Earnest Money Deposit. Bids without Earnest Money are liable for rejection. The MSME bidders alone are exempted from submitting the Earnest Money Deposit subject to the submission of valid and authorized copy of registration certificate and exemption certificate (if applicable) from relevant authorities they are registered with. The MSME registration certificate submitted must be valid as on bid submission date.
- 4) The EMD in form of Bank Guarantee and/or account payee Demand Draft /Pay Orders and cost of bid in form of account payee Demand Draft or Pay orders only to be submitted in a separate envelope.

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



- 5) In this regard, a two bid procedure (Technical Bid and Price Bid) in separate envelopes will be adopted. The technically complete and commercially competitive bids shall be submitted in two parts viz. **“Qualifying and Technical Bid – Part A” and “Price Bid – Part B” in two separate sealed covers.**
- 6) The Bids should be delivered to the address mentioned below with acknowledgement due so as to reach before **15:00 hours on or before 01-12-2020**. If the last day of submission of bid is a declared holiday under **Negotiable Instruments Act** by the Government subsequent to the issuance of RFP, the next working day will be deemed to be the last date of submission of the Bid. The bids, which are received after the above-mentioned date and time, are liable to be rejected at the discretion of the Bank.

Date and Time of commencement of Sale of Bid Document	06-11-2020
Last date for any clarification	12-11-2020
Pre bid meeting Note- As per scenario, Pre-bid Meeting may be scheduled by way of online conference.	13-11-2020 11.00 hours Venue: Bank of India, Head Office Security Department, Star House-1, C-5, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051
Last Date and Time for Receipt of Bids at Bank of India (Address as given below)	01-12-2020 13.00 hours
Date and Time of opening of Technical Bids	01-12-2020 15.00 hours
Address for Communication and submission of bid	The General Manager, Bank of India, Head Office Security Department Star House-1, C-5, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051 Telephone: 022 66684444
Bid document Availability	Bid Document to be downloaded from the Tender section of our Bank’s web-site www.bankofindia.co.in

- 7) The Bank shall not be liable for non-delivery of documents due to Postal/Courier delay or loss of documents in transit, etc., if any, in submitting the Bid. The Qualifying & Technical Bid shall be opened in the presence of the bidders on 01-12-2020 **at 15.00 hours** at the below mentioned premises. The bidder’s representative may be present during the Technical Bid opening at our Office well in time along with the authorization letter from the bidder’s company.

- 8) The date for opening of commercial bid shall be intimated after opening of Technical Bid and bid evaluation.
- 9) For any technical clarification, the contact person is Shri Pramod Kumar, Senior Manager-Security (022 6668 4414) email-id Pramod.kumar3@bankofindia.co.in .

For Bank of India

Table of Contents

Table of Contents	5
PART 1: DISCLAIMER	8
PART 2: INVITATION TO BID (ITB)	9
2.1 Introduction	9
2.2 Integrity Pact	9
PART 3: INSTRUCTIONS FOR THE BIDDERS (IFB)	10
TABLE OF CLAUSES	10
3.1 Scope of Work	11
3.2 Process of Work	11
3.3 Independent Service Provider	11
3.4 Sub-Contractor	12
3.5 Eligibility Criterion of Bidder	12
3.6. Cost of RFP	14
3.7 Bid Security/ EMD	14
3.8. Performance Bank Guarantee	15
3.9 Language of Bid	15
3.10 Cost of Bidding	15
3.11 Period of Validity of Bid	15
3.12 Clarification/Amendment of Bidding Document	16
3.13 Authorization to Bid	17
3.14 Bidding Process (Two part Bid)	17
3.15 Technical Bid	17
3.16 Commercial Bid	19
3.17 Pre Bid Meeting	20
3.18 RFP Response	20
3.19 Modification and Withdrawals of Bid	20
3.20 Opening and Evaluation of Bids	21
3.21 Preliminary Examination	21
3.22 Technical Evaluation	22
3.23 Commercial Evaluation Process	23
3.24 Price Composition	23
3.25 Taxes, Duties and other statutory regulations	24
3.26 No Erasures or Alterations	24
3.27. Correctness of Bidding Document	25
3.28 Contacting the Bank	25

3.29.	Rejection of Bid	25
3.30	Bank's Right to Accept or Reject any Bid or All Bids	26
3.31	Fraud & Corrupt Practices	26
3.32	Revelation of Prices	27
3.33	Clarifications of Bids	27
3.34	Bid Validity	27
3.35	Deadline for Submission of Bids	27
3.36	Signing of Contract	28
4.	TERMS & CONDITIONS	29
4.1	General Terms	29
4.2	Contract Period	32
4.3	Liquidated Damage	32
4.4	Price Validity	32
4.5	Payment Terms	32
4.6	Delivery	33
4.7	Authorised Signatory	33
4.8	Compliance with Laws	33
4.9	Confidentiality and Secrecy	34
4.10	Indemnity	35
4.11	Non-Transferable Offer	35
4.12	Normalization of Bids	35
4.13	Ownership and Retention of Documents	36
4.14	Penalty	36
4.15	Audit	37
4.16	Limitation of liability	37
4.17	Force Majeure	38
4.18	Insurance	38
4.19	Enforceability	39
4.20	Assignment	39
4.21	Minimum wages	39
4.22	Successors	39
4.23	Termination of Contract	39
4.24	Deduction from Purchase Price	41
4.25	Waiver	41
4.26	Liability of the Successful Bidder	41
4.27	Negligence	41

4.28	Review of Contract and performance	42
4.29	Proposal Ownership	42
4.30	Notification of Award	42
4.31	Arbitration	42
4.32.	Other terms and conditions	43
4.33	Jurisdiction	44
5. ANNEXURES		45
5.1	Annexure I – Letter of Acceptance	45
5.2	Annexure II - Bid Form	47
5.3	Annexure III - Bidder’s Profile	48
5.4	Annexure IV – Compliance to RFP terms & conditions	50
5.5	Annexure V - Eligibility Criteria	52
5.6	Annexure VI – Cash Van Specification	54
5.7	Annexure VII – Agreement	56
5.8	Annexure VIII – Earnest Money Deposit (EMD)	59
5.9	Annexure IX – Performance Bank Guarantee (for security Deposit)	61
5.10	Annexure X – Price Bid	64
5.11	Annexure XI– Pre Contract Integrity pact	65
5.12	Annexure XII - Undertaking by Bidder	71
5.13	Annexure XIII- COMPLIANCE STATEMENT	72
5.14	Annexure XIV – KNOW YOUR EMPLOYEE (KYE) COMPLIANCE	73
5.15	Annexure XV - Details of Banks availing services for Cash Movement	74
5.16	Annexure XVI - Details of Cash Vans/Cash Vehicles in possession as on 01.10.2020	75
5.17	Annexure XVII - Financial Position of Bidder for last three Financial Years	76
5.18	Annexure XVIII- NON-DISCLOSURE AGREEMENT	77
5.19	Annexure XIX - Security Measures for Cash in Transit	78
5.20	Annexure XX - Cash Remittance Procedure	81
5.21	Annexure XXI – Format for Clarification	84
5.22	Annexure XXII– Format of the Claim Form	85

PART 1: DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to the bidder(s) or applicants whether verbally or in documentary form by or on behalf of Bank of India (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

PART 2: INVITATION TO BID (ITB)

2.1 Introduction

The Bank intends to completely outsource the Cash Management services at Bank's New Delhi and Ujjain Zones and thus intends to award the contract for the same which includes deploying Cash Van equipped and modified as per Bank's requirement along with two Ex-Serviceman Armed Guards, two Cash Custodians and drivers on each cash van. These Cash Vans shall be deployed at Bank's Currency Chests and Nodal Branches in New Delhi and Ujjain Zones. The contract will be awarded to eligible bidder for a period of 6 months which may be extended for one more year at bank's discretion. All rates shall remain same during the entire contract period. The interested bidders are requested to send their Technical and Price proposal as per the enclosed formats. The methodology for submission of the proposals is enumerated in Part 3 Instruction to the bidders. Terms and Conditions of Contract (TCC) are given in Part 4.

The Bidding Document may be obtained from the Bank as under or downloaded from Bank's Website <http://www.bankofindia.co.in/tenders> and the bid should be submitted to the office of Bank Of India , Security Department, Head office, Star House-1, C-5, G-Block, Bandra Kurla Complex, Bandra (East) Mumbai – 400 051 (Telephone No. 022-6668 4414).

- A. For queries and clarification regarding the RFP, please feel free to contact us at the above-mentioned address or telephone number or e-mail id.
- B. Please note that all the information desired needs to be provided by the bidder along with the RFP document. Incomplete bids may lead to non-selection.
- C. Bid Security as specified in the Bid document must accompany the technical Bid.
- D. A non-refundable bid amount of Rs.10,000/- to be paid by means of a demand draft / pay order favouring "Bank of India" payable at Mumbai. If the bid is downloaded from the website, the cost of the bid may be paid **along with the technical bid** in a separate envelope.
- E. Bank reserves the right to change the dates mentioned below or in the RFP, which will be communicated.

2.2 Integrity Pact

Vendors/bidders, only those who commit themselves to Integrity Pact (IP) (in Format Pre-Contract Integrity Pact Annexure XI) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warranty/guarantee. Format of Integrity Pact is attached as per Annexure XI, for strict compliance and mandatorily to be submitted with the bid document by the bidder. The integrity Pact shall be executed on applicable stamp paper and charges of the same shall be incurred by the bidders.

PART 3: INSTRUCTIONS FOR THE BIDDERS (IFB)

TABLE OF CLAUSES

Clause No.	Topic	Clause No.	Topic
	A. Introduction	3.18	RFP Response
3.1	Scope of work	3.19	Modification and withdrawal of bid
3.2	Process of work		D. Bid Opening, Evaluation & award of contract
3.3	Independent Service Provider	3.20	Opening & evaluation
3.4	Sub-Contractor	3.21	Preliminary Examination
3.5	Eligibility Criteria	3.22	Technical Evaluation
	B. Bidding Documents	3.23	Commercial evaluation
3.6	Cost of RFP	3.24	Price composition
3.7	Bid Security / EMD	3.25	Taxes, duties & other statutory obligations
3.8	Performance Bank Guarantee	3.26	No erasures and alterations
	C. Preparation & Submission of Bid	3.27	Correctness of Bidding document
3.9	Language of Bid	3.28	Contacting the bank
3.10	Cost of Bidding	3.29	Rejection of Bid
3.11	Period of validity of bid	3.30	Bank's right to accept or reject the bid
3.12	Clarification / Amendment of bidding document	3.31	Fraud & corrupt practices
3.13	Authorization to Bid	3.32	Revelations of prices
3.14	Bidding process	3.33	Clarification of bids
3.15	Technical Bid	3.34	Bid validity
3.16	Commercial Bid	3.35	Deadline for submission
3.17	Pre Bid Meeting	3.36	Signing of contract

3.1 Scope of Work

Bank of India (hereinafter referred as “**Bank**”), having registered office in Mumbai, is one of the largest public banks in India with a Branch network of more than 5000 branches in India and 49 branches/offices in 21 countries overseas. Bank intends to award contract for providing complete Cash Management services which includes deploying Cash Vans with two Ex-Serviceman Armed Guards, two cash Custodians and Driver on each Cash Van to be deployed at Bank’s Currency Chests and Nodal Branches at New Delhi and Ujjain Zones as per the specifications, terms, conditions and scope given in detail in this RFP document, for a period of 4 years.

3.2 Process of Work

The Bank proposes to outsource movement of Cash among Bank’s Branches and Currency Chest(s). The scope of the work involves picking up cash in locked steel containers by engaging suitable personnel and security guards for the job from Currency Chest(s)/ Branch (es) and delivering them at the destination and vice versa as per the travel plan indicated in advance. Each cash movement vehicle shall be manned by four persons in addition to the driver - two armed guards and two custodians. The custodian will receive cash from the Currency Chest(s)/ Branch(es) in bundles of 10 packets each; each packet will contain 100 notes. These bundles will be counted, placed in the steel trunks with the linked/identified currency chest/branch name, locked in the presence of the custodian, by the remitting Currency Chest(s)/ Branch(es). While receiving cash from custodian of Service Provider (SP), Branch/ Currency Chest official will ensure that box is intact and will also count the bundles. The custodian should get the cash loaded into the cash van after giving an acknowledgement to the remitting Currency Chest(s)/ Branch(es). At the destination Currency Chest(s)/ Branch(es), the custodian will deliver the steel trunks/boxes, obtain acknowledgement from the destination Currency Chest(s)/ Branch(es) after it ensures that the steel cash trunks have been received in good condition properly locked and the cash bundles as mentioned in the remitting Currency Chest(s)/ Branch(es)/Customer(s) report are found intact.

3.3 Independent Service Provider

3.3.1 The agreement entered into with the successful bidder shall be on a principal to principal basis between the bidder and the Bank. The bidder shall not be construed or deemed to create any association, partnership or joint venture or employer-employee relationship or principal-agent relationship in any manner whatsoever between the parties. The services rendered will be solely within control of the successful bidder subject to the terms and conditions agreed upon and agrees not to hold itself out to be an employee, agent or servant of the Bank or any subsidiary or affiliate thereof.

3.3.2 The bidder’s personnel, employees, agents, sub-contractor etc. have no authority/right to bind the Bank in any manner. The personnel or employees of bidder shall be employed by the bidder and governed by terms of the bidder’s employment and the bidder shall be solely responsible and liable in the event of any adverse claims of whatsoever nature including all labour laws violations made on the Bank by the employees of the bidder.

3.4 Sub-Contractor

The cash will be transported only in owned / leased security cash-vans of the service provider or its first level sub-contractor who should also be holders of all licenses as applicable to the primary service provider. No sub-letting of any other provisions of this contract will be permitted which entails that the security personnel and the custodians should be employees of the bidder on their payroll. The bidder shall not assign or subcontract any of its responsibilities contained in this RFP to any agent, sub-agent or subcontractor. The bidder shall not be construed to create any contractual or other relationship between the Bank and any such contractor/ sub-contractor or agent providing cash van services on lease, nor any obligation on the part of the Bank to pay or see to the payment of any money due to any contractor/ subcontractor/ agent. Bank shall have right to assign this agreement or benefits of this agreement to its subsidiary, associate or group company.

3.5 Eligibility Criterion of Bidder

Only those Bidders who fulfil the all following criteria are eligible to respond to the RFP. Document/s in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

3.5.1 The bidder has to submit Integrity Pact (IP) signed by authorized signatory as per prescribed format mentioned in Annexure XI on plain paper in advance (not prior to issuance of RFP) or at the time of bid submission. Bidder shall be liable for rejection in case of non-submission of the same.

3.5.2 Bidder should have been registered as a company/firm under the Indian Companies Act/Partnership Act.

3.5.3 The bidder should have been in Cash in Transit &/or Cash Processing services in India for at least 3 years as on 1st April, 2020.

3.5.4 The bidder should have minimum turnover of Rs.2.00 Crores from the cash management / cash in transit business per year during last three financial years starting 2017-2018. A certificate from Chartered Accountant (Company's Statutory Auditor) who has signed the last audited balance sheet of the company/firm confirming the turn over should be submitted along with audited Balance Sheets of the three FYs. In case audited B/S of FY 2019-20 has yet not been submitted to the statutory authority, provisional unaudited B/S and P/L statement from Chartered Accountant (Company's Statutory Auditor) should be submitted.

3.5.5 The Bidder should have made operating profit (operating profit i.e. Earnings before interest & taxes) in at least two financial years out of three financial years i.e. 2017-18, 2018-19, 2019-20. Audited financial statements of last three years are to be submitted.

3.5.6 The bidder should have at least one running contract with Public Sector/Private Sector commercial Bank for similar line of activity i.e. Cash transport or door step banking. A copy of order from the Public Sector/Private sector / Scheduled Commercial Bank is to be submitted.

3.5.7 Bidder should have not been black listed at any time by the Central /any of the State Governments/ PSUs in India or abroad, any Financial Institutions in India or abroad. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSUs, the name of the company or organization must have been removed from the said list as on date of submission of the RFP, otherwise it will not be considered. An undertaking to this effect must be submitted in their letter head.

3.5.8 Following registrations / licenses from relevant statutory bodies are mandatory:

- A. Bidder should be registered under the Shops and Establishment Act, if applicable, in the states where it is operating/offering to provide its services.
- B. Bidder should be registered for GST.
- C. Bidder should have registration under Contract labour (Regulation & Abolition) Act, 1970 with the Central and State Governments concerned.
- D. Bidder should be registered with the Employees State Insurance Corporations (ESI) of the concerned states.
- E. Bidder should be registered under the EPF and Misc Provision Act, 1952.
- F. Security personals should be on bidders roll implying thereby that the bidder should be registered under PSARA of the concerned states. Further, Security Personals should be provided 12 bore guns with short barrel and have valid gun license as required under PASARA Act or other relevant laws. Bidder must be compliant with the model rules regulating the manner of providing security by the private security agencies to cash transportation activities as laid down in the Private Security Agencies (Private Security to Cash Transportation Activities) Rules, 2018
- G. All the license/ permissions as required under the law for engagement of Armed Guards/ use of Arms.

3.5.9 The Bidder should be an Income Tax Assesse. Self-attested PAN Card and income Tax Returns for the last three accounting years should be submitted along with the Technical Bid.

3.5.10 The Bidder should indicate the name(s) of commercial banks to which similar services are currently being provided along with their full addresses and details of contact persons, for reference purpose. Certificates of good performance from these banks should be enclosed to the Technical bid. In addition, names and addresses of all other Banks/ Agencies for which similar services are being provided should be enclosed to the Technical bid.

3.5.11 The Bidder should be operating minimum fleet of 40 specifically fabricated cash vans (owned/leased) and should be in a position to provide dedicated cash vans within the stipulated period in case it turns out to be a successful bidder.

3.5.12 The fleet of vehicles should be roadworthy, not older than 2 years (from the date of registration) on the date of commencement of contract. Each cash van should be specially designed and fabricated Light Commercial Vehicle (LCV) having separate passenger and cash compartment. The design of the compartments should closely conform to the specifications for dedicated secured cash van as per **Annexure VI** to the RFP. The vehicles should comply with all statutory requirements including latest pollution control

stipulations and be fitted with GPS tracking system & three CCTV cameras to cover front and rear sides of the van as well as covering inside compartments i.e passenger and cash, with at least 7 days recording facility. Specifications must comply in addition to the above with those laid down in the Private Security Agencies (Private Security to Cash Transportation Activities) Rules, 2018

3.5.13 The cash vans to be put into service should meet the specifications given on **Annexure VI**. Details of all cash vans presently in the possession of the SP like Make and Model, Month & Year of Purchase, Registration Number, whether fitted with GPS tracking system, CCTV Cameras etc., should be furnished as per **Annexure XVI**.

3.5.14 Profile of the bidder should be furnished as per **Annexure III** and enclosed to the Technical bid. Details of services being provided as on 01.10.2020 to other institutions should be given as per **Annexure XV**.

3.5.15 The bidder shall adhere to the security measures as per **Annexure XIX** during the cash in transit.

Note: *Self attested copies of documents/ certificates in support of the foregoing clauses should be submitted along with the Technical bid. Failure to comply with any of these conditions may result in rejection of the bid. Bank reserves the right to verify/evaluate the claims made by the Bidder by asking for the originals of documents or by other independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.*

3.6. Cost of RFP

The RFP document is available on the Bank's website www.bankofindia.co.in under Tender Section. Vendors can download the RFP and use it for submission. However, the cost of the RFP i.e. Rs.10,000/- (non-refundable) should be paid by way of Demand Draft (DD)/ Pay Order (PO) drawn in favor of Bank of India payable at Mumbai, while submitting the RFP to the Bank. The above Demand Draft/PO should be handed over to the Bank authorities in a separate envelope with the technical Bid. The envelope should be duly super scribed as "Cost of RFP Rs.10,000/- paid through Demand Draft /Pay Order. Offers without DD/PO for Rs.10,000/- will be rejected.

3.7 Bid Security/ EMD

3.7.1 The bidder should deposit bid security of Rs. 10,00,000/- (Rs. Ten Lakh only) in the form of a demand draft favouring Bank of India, payable at Mumbai or Bank Guarantee as per Annexure VIII, from Commercial Bank other than Bank of India. Bank Guarantee should be valid for minimum 6 months and with claim period of one month. In case of bidders registered with NSIC, they are eligible for waiver of EMD. However, they need to provide NSIC Certificate valid as on date of opening of tender, clearly mentioning that they are registered with NSIC under single point registration scheme. No interest will be payable on the Bid Security amount. Bid Security of unsuccessful vendors will be refunded to the bidders within 30 days from the date of announcing the names of successful bidder/s after evaluating the commercial bid.

3.7.2 Bid Security will be forfeited in the following cases:

- A. If a bidder withdraws its bid during the period of bid validity;
- B. If a Bidder makes any false/incorrect statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract.
- C. In case of a successful Bidder, if the Bidder fails:
 - i. To execute Contract within the stipulated time: or
 - ii. To furnish Performance Bank Guarantee within 30 days from receipt of work contract.

3.7.3 The successful Bidders Bid security will be released upon the Bidder signing the Contract and furnishing the performance Bank guarantee as per the format mentioned in Annexure IX, Performance Bank Guarantee will be equivalent to Rs. 2 Lakh per cash van within 15 days from receipt of purchase contract.

3.8. Performance Bank Guarantee

Successful bidders shall submit a Performance Bank Guarantee as per the format mentioned in **Annexure IX** for Rs. 2 Lakh per cash van along with the unconditional letter of acceptance within 15 days of the date of approval letter issued by the Bank. The bank guarantee shall be for a period of 6 months from the date of signing the agreement by the successful bidder, obtained from any public/private sector Bank, excluding Bank of India,. The bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract. If the supplier fails to submit the Bank Guarantee along with the unconditional letter of acceptance within the stipulated period, the Bank reserves the right to invoke the Bank Guarantee for the Earnest Money Deposit and cancel the purchase contract.

3.9 Language of Bid

The language of the bid response and any communication with the Bank must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

3.10 Cost of Bidding

The Bidder should bear entirely and exclusively all costs (whether in terms of time or money) associated with the preparation and submission of its Bid and the Bank will in no case be held responsible or liable for these costs regardless of the conduct or outcome of the bid process including but not limited to cancellation/abandonment/annulment of the bidding process.

3.11 Period of Validity of Bid

3.11.1 Bids should remain valid for the period of at least 180 days from the date of opening of the bid. In case the last date of submission of bids is extended, the Bidder shall

ensure that validity of bid is reckoned from modified date for submission. A Bid valid for a shorter period may be rejected by the Bank as non- responsive.

3.11.2 In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its EMD.

3.11.3 The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

3.12 Clarification/Amendment of Bidding Document

3.12.1 To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

3.12.2 Bidder requiring any clarification of the Bidding Document may notify the Bank in writing as per **Annexure XXI**– Format for clarification at the address given above or by e-mail indicated in Schedule of Events & Bid Details. Queries/clarifications will not be entertained over the phone.

3.12.3 The Bidder is requested to collate and submit queries together to seek clarifications / responses from Bank. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit our Banks website for clarifications and other communications.

3.12.4 A pre-bid meeting is scheduled on 12th November, 2020 at 11:00 Hours.

3.12.5 Bank reserves the sole right for carrying out amendments / modifications /changes in the bidding process including any addendum to this entire bid. The bidders shall not claim as a right, requiring Bank to do the aforesaid.

3.12.6 Text of queries raised (without identifying source of query) and response of the Bank together with amendment to the bidding document, if any will be posted on Bank's website. No individual clarification will be sent to the bidders. It is the responsibility of the bidder to check the website before final submission of bids.

3.12.7 Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on Bank's Website.

3.12.8 All bidders must ensure that such clarifications / amendments have been considered by them before submitting the bid and all such addendums/amendments/notices shall be binding on them. Bank will not take responsibility for any omissions by bidder.

3.12.9 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.

3.12.10 If required, the Bank at its sole discretion may extend the deadline for submission of bids in order to allow prospective bidders reasonable time in which they need to take the amendment into account in preparing their bids. Bank reserves the rights to extend the deadline for the submission of bids. However, no request from the bidder, shall be binding

on the Bank for the same. Bank's decision in this regard shall be final, conclusive and binding on all the Bidders.

3.13 Authorization to Bid

3.13.1 The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority, duly supported by copy of Board resolution and Power of Attorney.

3.13.2 All pages of the bid should be initialled by the person or persons signing the bid.

3.13.3 Bid form as per **Annexure II** should be signed in full & official seal affixed.

3.13.4 Any inter-lineation, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.

3.13.5 All such initials shall be supported by a rubber stamp impression of the Bidder's firm.

3.13.6 The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

3.14 Bidding Process (Two part Bid)

3.14.1 The Bid prepared by the Bidder should comprise the following components:

A. **Technical bid – Part I:** “TECHNICAL BID FOR Award of contract for Cash Management Services at Bank's New Delhi and Ujjain Zones.

B. **Commercial bid – Part II:** “COMMERCIAL BID FOR Award of contract for Cash Management Services at Bank's New Delhi and Ujjain Zones.

3.14.2 Any bid document not conforming to any one of the above terms will be rejected.

3.14.3 Bidders, who have not paid the cost of the RFP, will not be permitted to participate in the bid.

3.14.4 In the first stage, Integrity Pact (IP) signed by authorized signatory submitted by bidder will be reviewed and if it is as per prescribed format then only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for commercial evaluation. Under the second stage, COMMERCIAL BID of only those bidders, whose technical bids are qualified, will be opened.

3.15 Technical Bid

3.15.1 The bidder will have to submit the technical bid in sealed envelopes, giving full particulars in separate envelope addressed to the General Manager (Security) duly super scribed as “RFP for Award of Contract for Cash Management Services at Bank's New Delhi and Ujjain Zones-Technical Bid” The Technical offer should be complete in all respect and contain all information required in this document. The Technical Offer should also contain the un-priced commercial bid i.e.(**Annexure X**) without any price information.

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



The Technical Offer should comprise of the following and it should be duly signed and sealed.

Sr.No.	Title Document	Remarks
i)	Bid Document (Annexure-I) (Annexure-II)	To be signed by the authorized signatory duly supported by copy of necessary Board resolution and Power of Attorney, wherever applicable.
ii)	Cost of RFP	Rs. 10,000/- (Rupees Ten Thousand only) towards the cost of RFP, in the form of Demand Draft (DD)/ Pay Order(PO) in favour of Bank of India, payable at Mumbai.
iii)	EMD	Amount of EMD may be deposited in the form of a Demand Draft (DD)/ Pay order (PO) drawn in favour of Bank of India payable at Mumbai or Bank Guarantee valid for minimum 6 months and with claim period of one month from the last date of bid submission, obtained from a scheduled commercial bank other than Bank of India. (as per details given in Para). In case of bidders registered with NSIC, who are eligible for waiver of EMD, they need to provide valid NSIC Certificate clearly mentioning that they are registered with NSIC under single point registration scheme.
iv)	Eligibility Criteria (Annexure V)	Supporting documents in respect of Eligibility criteria as mentioned in the bid documents.
v)	Cash Van Specification	Cash Van Specification as per Annexure VI
vi)	Financial Statements	Audited B/s and Profit & Loss account for the last three FY i.e. 2019-20; 2018-19 and 2017-18 to be submitted.
vii)	Authorization letter/ Undertaking	Bidder's Profile - Annexure III Financial Position of Bidder for Last three Financial Years – Annexure XVII Undertaking by Bidder- Annexure XII Compliance Statement – Annexure XII Know Your Employee – Annexure XIV Details of Bank availing services for cash movement – Annexure XV Integrity Pact – Annexure XI Details of Cash van in possession as on 01.10.2020 – Annexure XVI
viii)	Others	Signed & Sealed copy of all the pages in RFP and

		corrigendum if any
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3.15.2 It is mandatory to submit the Technical Offer as per the format suggested herein above duly filled in, along with the other documents. The Bank, at its discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical & other details. The Bank will not normally allow/permit changes in the technical specifications at a later date. The relevant product information proposed to be deployed along with technical specifications should be submitted with the Technical Offer. Failure to submit this information along with the offer could result in disqualification.

3.15.3 The Technical Offer must be submitted in an organized and structured manner. No brochures/leaflets etc. should be submitted in loose form. There should be one common serial number running through everything submitted. A recommended practice is to number the documents and show document number and page number as in 6-30, meaning page 30 of document 6. The table of contents should clearly indicate the number of pages in each document (e.g., pages 1 to 30 in Document No.6).

3.15.4 Technical supporting documents will not contain any pricing or commercial information at all. Technical supporting documents with any commercial information will be rejected.

3.15.5 The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.

3.15.6 The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.

3.15.7 The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in Bank of India in stipulated time i.e. supply, Installation, Implementation etc.

3.15.8 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to completion of evaluation of technical bids from the participating bidders.

3.16 Commercial Bid

3.16.1 The bidder will have to submit the Commercial offer as per the format given in **Annexure X**, in sealed envelopes, giving full particulars in separate envelope addressed to the General Manager (Security) duly super scribed as “RFP for Award of Contract for Cash Management Services at Bank’s New Delhi and Ujjain Zones-Commercial Bid”. The relevant price information should be given only in Indian Rupees.

3.16.2 The commercial bid envelop must not contain anything other than commercial bid.

3.16.3 The Commercial offer must not contradict the Technical offer in any way and should include the cost of all the items offered. The Technical Offer should be sufficient to verify that all requirement asked for are quoted in the Commercial offer. This must contain all price information.

3.16.4 The vendors should not offer any options or any conditional offers to the Bank while giving the price information. The offer should strictly be in conformity with the items as specified by the Bank. No additions or deletions to the Indicative commercial offer are allowed. Any deviations may lead to disqualification of the bid.

3.16.5 The Commercial offer shall be on a fixed price basis and no upward revision in the price would be considered on account of subsequent increase in Govt. Levies/taxes, fuel cost, manpower cost etc. However, if there is any reduction on account of Govt. levies/taxes, during the offer validity period, the same shall be passed on the Bank.

3.17 Pre Bid Meeting

3.17.1 For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank intends to hold a pre bid meeting on the date & time as indicated in the RFP. It may be noted that no query of any bidder shall be entertained / received after the mentioned date. Queries raised by the prospective bidders and the Bank's response will be available at Bank's web site. Only authorized representative of bidder (maximum two) will be allowed to attend the Pre-bid meeting.

3.17.2 Non- attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

3.17.3 Any modification of the RFP, which may become necessary as a result of the Pre-bid Meeting, shall be made by the Bank exclusively through the issue of an Addendum/ Corrigendum on Bank's website www.bankofindia.co.in

3.18 RFP Response

3.18.1 If the response to this RFP does not include the information required or is incomplete or submission is through Fax or through e-mail, the response to the RFP is liable to be rejected.

3.18.2 All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

3.19 Modification and Withdrawals of Bid

3.19.1 The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.

3.19.2 A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, not later than the deadline for submission of Bids.

3.19.3 No Bid may be modified after the deadline for submission of Bids.

3.19.4 No Bid may be withdrawn in the intervening period between the deadlines for submission of Bid and the expiration of the period of Bid validity specified in the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its EMD.

3.20 Opening and Evaluation of Bids

3.20.1 The technical bid will be opened on 1st December, 2020 at 1500 hrs, at Bank of India, Security Department, , Star House-I, C-5, G Block, Bandra Kurla Complex, Bandra (East), Mumbai- 400 051 in the presence of intending bidders or their Representatives who may be deputed to remain present at the time of bid opening. No separate intimation shall be sent to the bidders for their presence at the time of opening of technical bid. Only one Authorized Representative will be allowed to witness the bid opening upon submitting the authorization letter issued by the Bidder Company as well as Identity Card. The price bids of the technically responsive bidders will be opened in the presence of the bid opening committee and the date of opening of price bids will be informed to the technically qualified bidders.

3.20.2 The Bidders' names, Bid modifications or withdrawals and the presence or absence of requisite EMD and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the time of Technical Bid opening.

3.20.3 Bids and modifications sent, if any, that are received earlier and replaced by revised bid or any bids/ modifications submitted after the last date and time of submission of such bids, will not be opened at the time of Bid Opening and shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

3.21 Preliminary Examination

3.21.1 The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

3.21.2 Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without any deviations.

3.21.3 The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

3.21.4 If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

3.21.5 The eligibility will be ascertained first to identify the eligible bidders for evaluation of technical bids. Subsequently the technical bids of eligible bidders will be processed to find the eligible bidders for opening and evaluation of commercial bids. The bids received and accepted will be evaluated by the Bank to ascertain the lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the issuance of order/letter of intent without assigning any reasons whatsoever. The Bank reserves the right to re-tender. The Bank shall not incur any liability to the affected bidder(s) because of such

rejection. The Bank shall not be obliged to inform the affected bidder(s) of the ground for the Bank's rejection.

3.21.6 The Bank is not responsible for non-receipt of bids within the stipulated date and time due to any reason including postal delays or holidays.

3.21.7 The Bank reserves the right to the following:

- A. To modify the terms & conditions and specifications detailed in the RFP and also to obtain revised prices from the bidders with regard to such changes.
- B. Canvassing of any kind will not only invite disqualification but also will debar the Bidder from future participation in the tendering process.
- C. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false/incorrect information the bid will be rejected summarily by the bank.
- D. Bidder has to comply with all terms and conditions as mentioned in this RFP document. Bids not conforming to the requirements of the RFP may not be considered by the Bank. However, the Bank reserves the right, at any time, to waive any of the requirements of the RFP, if in the sole discretion of the Bank, the best interest of the Bank be served by such waiver.
- E. The RFP and all supporting documents are the sole property of the Bank and violation of this will be a breach of trust and Bank would be free to initiate any action deemed appropriate. The proposal and all supporting documentation submitted by bidders shall become the property of the Bank.

3.22 Technical Evaluation

3.22.1 Only those Bidders and Bids who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.

3.22.2 The bidders should furnish self-attested documentary evidence in support of each of the statements made hereinabove and the originals are required to be produced for verification within the time limit prescribed elsewhere in this document.

3.22.3 During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason of their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.

3.22.4 Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.

3.22.5 The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

3.23 Commercial Evaluation Process

Commercial bids of only those bidders will be opened who qualify in the technical evaluation. Date of opening of the commercial bid will be advised to all successful bidders.

3.24 Price Composition

3.24.1 The price quoted shall comprise of charges for cash in transit service between branches and currency chest vice-e-versa on all working days for 2000 km in a month and minimum of 8 hours per day. Charges for services provided above 8 hours for a day should be quoted separately on hourly basis. Additional time exceeding half an hour and more will be treated as one hour. Charges for services provided beyond 2000 kms in a month should be quoted separately on per km basis. Additional kms shall be considered only if the distance covered exceeds by one km and more.

3.24.2 Rate contract will be valid for six months starting from the date of commencement of agreement with successful bidder and Letter of Intent will be issued based on Bank's actual requirement during the Rate Contract period.

3.24.3 The price quoted should be inclusive of cost for providing one cash van with fuel (as per specification given in this RFP), one driver, two custodians and two armed security guards.

3.24.4 The charges for the manpower deployed with the cash van would be inclusive of minimum wages laid down by the Government, cost of training, miscellaneous cost.

3.24.5 The prices should be inclusive of all applicable charges and taxes. but exclusive of GST (CGST/SGST/IGST), which will be payable at actual. Any upward / downward change in GST, if any, will be to the account of Bank. Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice.

3.24.6 The number of cash vans mentioned above is notional for arriving at L1 value. The actual number of cash vans may vary and letter of intent shall be placed in phased manner based on actual requirement of the Bank from time to time during the rate contract.

3.24.7 Total Cost of Ownership (TCO) refers to aggregate amount payable by the Bank for providing services of movement of cash between Bank's branches and currency chest. **TCO shall be the basis for deciding the Lowest Bidder.** TCO for each van shall encompass the following:

- A. Fixed monthly charges for covering 2000 KMs per month and working for 8 hours per day.
- B. Charges for covering 500 additional kilometer in a month.
- C. Charges for working beyond 8 hours in a day accrued during a month maximum up to 25 hours
- D. Charges for overnight stay for one day.

3.25 Taxes, Duties and other statutory regulations

3.25.1 The Bidder/Service Provider will be entirely responsible for all applicable taxes like Central / State Government levies, sales tax, VAT, excise duty, cess, charges, license fees, road permits, payments to the personnel and payment of statutory obligations as per labour laws etc. Bank will only pay the GST, if applicable.

3.25.2 Income / Corporate Taxes in India: The Bidder/supplier shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price bid by the Bidder/supplier shall include all such taxes in the contract rate.

3.25.3 Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Bidder/supplier. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder/supplier from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder/supplier in respect of this contract.

3.25.4 The Bidder's/supplier's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Bidder/supplier shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

3.25.5 The supplier/Bidder shall comply with all the statutory obligations of the Government of India / State Governments/ labor laws and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-fulfilment of statutory obligations by the Supplier / Bidder.

3.25.6 The successful bidder has to execute a Service Level Agreement (SLA) upon selection. The Agreement shall be executed at the Corporate Office and the stamp duty shall be payable under the laws of respective states, where agreement is executed. All the expenses towards execution of Agreement and stamp duty shall be borne by the bidder.

3.26 No Erasures or Alterations

3.26.1 There should be no significant hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the forms using terms such as "OK", "accepted", "noted", "as given in brochure/manual" are not acceptable to the Bank. The Bank may treat offers not adhering to these guidelines as unacceptable.

3.26.2 The offer should be complete and self-contained in all respects and avoid cross referencing other offers from the same vendor.

3.27. Correctness of Bidding Document

3.27.1 The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid. Bidder should strictly submit the bid as per RFP failing which the bid will be rejected as non-responsive.

3.27.2 The bidder is advised to carefully read and understand the complete scope/ value and volume of the contract involved before submitting their tenders. In general, bidder shall himself obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. Submission of a tender by the bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions, rates and other factors bearing on the execution of the works. No clarifications will be entertained after submitting the tenders.

3.28 Contacting the Bank

3.28.1 No bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of price bid to the time the contract is awarded.

3.28.2 Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bid. Bank's decision will be final and without prejudice and will be binding on all the parties.

3.29. Rejection of Bid

The Bid is liable to be rejected if:

3.29.1 The document does not bear signature of authorized person in each page and duly stamped.

3.29.2 It is received after expiry of the due date and time stipulated for Bid submission.

3.29.3 It is not submitted in the prescribed format, Incomplete &/or not containing sufficient information including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP), are liable for rejection by the Bank.

3.29.4 It is evasive or contains incorrect information.

3.29.5 Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. is made.

3.29.6 It does not comply with all the points mentioned in the scope of work. Noncompliance of any RFP clause will lead to rejection of the bid.

3.29.7 Non submission of bid security/EMD and Integrity Pact (on plain bond paper) signed by authorized signatory in physical form.

3.30 Bank's Right to Accept or Reject any Bid or All Bids

The Bank further reserves the right to accept or reject any offer and annul the bidding process or even reject all bids at any time prior to award of the contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the Bank's action. The Bank reserves the right to select more than one Bidder keeping in view its large requirements. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the vendor.

3.31 Fraud & Corrupt Practices

3.31.1 The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/ coercive/ undesirable or restrictive practices in the Bidding Process.

3.31.2 Without prejudice to the rights of the Bank, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices during the Bidding Process, such Bidder shall not be eligible to participate in any RFP issued by the Bank during a period of 2 (two) years from the date if such Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.

3.31.3 For the purposes of this Clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

- A. "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Bank who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Bank, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Bank in relation to any matter concerning the Project.
- B. "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process.

- C. “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process.
- D. “Undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- E. “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

3.32 Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

3.33 Clarifications of Bids

3.33.1 To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

3.33.2 The bidder may seek clarification/queries on RFP in the format as per **Annexure XXI**. The bidder is requested to send the format on email to Headoffice.Security@bankofindia.co.in before 5.00 pm on 10-11-2020.

3.34 Bid Validity

The bidder shall keep the bid valid for a period of six months from the last date of submission of bids which may be extended for further period of three months at the sole discretion of the Bank.

3.35 Deadline for Submission of Bids

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the specified time in the next working day. The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. Any bid received by the Bank after the deadline for submission of bid will be rejected All the correspondence/bid should be addressed to Bank at the following address:

The General Manager
Bank of India, Head Office,
Security Department,

Star House-I

C-5, G Block

Bandra Kurla Complex, Bandra East

Mumbai 400051

3.36 Signing of Contract

3.36.1 The successful bidder shall execute the Confidentiality / Non-Disclosure Agreement (NDA) as per **Annexure XVIII** and Agreement as per **Annexure VII** with the Bank. RFP document and corrigendum will be the part of the contract. There will not be any additional clause in the Service Level Agreement apart from RFP document and corrigendum.

3.36.2 The successful bidder shall execute the SLA within 2 weeks from the date of acceptance of purchase order and NDA within one week after receiving the purchase order or within such extended period as may be permitted by the Bank on the basis of Tender Document, the tender of the successful bidder, the letter of acceptance and with such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof. Payment will not be released in the absence of above signed agreement.

4. TERMS & CONDITIONS

4.1 General Terms

4.1.1 The bidder (referred to as Service Provider or SP also) will provide dedicated cash van(s) as per the specifications given in the Annexure VI. The cash van will be manned by one driver, two armed guards and two custodians to be provided by the SP. Services are required to be provided at Bank's New Delhi Zone and Ujjain Zone. Details of Cash vans required zone wise is as under:-

Zone	Station (Currency Chest/ Branch)	No. of Cash Vans	Monthly run (in Km)
New Delhi	Janakpuri Currency Chest	02	2000
	Jhandewalan Currency Chest	02	2000
Ujjain	Dashera Maidan Currency Chest	03	2000
	Shujalpur Currency Chest	01	2000
	Dewas Currency Chest	01	2000
	Bhojpuri Pachore Currency Chest	02	2000
Total		11	

4.1.2 Rates quoted by the vendor should be inclusive of all cost viz. cost towards engagement of Armed Guards, Cash Custodians, Drivers, hiring of Cash vans, Insurance & taxes of Cash Vans, repair & maintenance cost, cost towards Insurance as mentioned in subsequent paragraphs, and other incidental costs, if any.

4.1.3 The Service Provider shall provide the said services at centres as mentioned above though the centres may be changed to any other centre lying within the jurisdictional area of respective Zones depending upon the requirement of the Bank.

4.1.4 Cash Vans will be attached to Currency Chest/Nodal Branch. The number of cash vans may be increased /decreased at the sole discretion of the Bank during the period of contract. Each cash van is expected to cover a distance of 2,000 KMs per month and a minimum of 8 hrs on all working days and in exceptional cases, beyond the 8 hrs period. The Commercial bid should indicate charges for every additional KMs beyond 2,000 KMs per month. The Commercial bid should also indicate charges per hour for working beyond 8 hours on a single day.

4.1.5 The bank will decide the usage and the route planning of van, depending on the requirement of the Bank from time to time.

4.1.6 The service provider shall provide its services for cash movement on all the working days, and be ready with stand-by arrangements in case of any vehicle break-down or absenteeism of personnel.

4.1.7 On any day when cash van as per Bank's specification is not available, alternate vehicle arrangement will be the responsibility of the service provider for which payment will be made by the service provider.

4.1.8 Non-availability of cash van as per Bank's specification will always be underwritten intimation to the Bank.

4.1.9 In case the Bank opens new currency chests or close an existing one resulting in change in allocation of branches to existing currency chests, the service area of the service providers shall get modified accordingly. Bank's decision in this regard will be final.

4.1.10 The successful bidders should convey their acceptance within 7 days of intimation from the Bank to this effect and enter into an agreement with the Bank on terms and conditions indicated therein, at the earliest but before starting the operations at any of the identified centres. A copy of the agreement to be entered into by the successful bidders is given as **Annexure VII**.

4.1.11 The successful bidder shall commence his services in the identified center/s within one month from the date of Letter of Intent. Any delay in commencement of the services will attract penalty @ Rs. 5,000/- per Cash Van per week or part thereof. If delay is beyond 6 weeks, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.

4.1.12 Bank reserves its right to recover the damages through any mode - by recovering from the amounts payable for the services rendered or invoking the Bank Guarantee or any other assets of the bidder lying with the Bank.

4.1.13 Damages for non-fulfilment of terms of contract will be calculated per day per van at double the rate paid by the Bank considering 22 working days in a month. Such recovery will be upto a maximum of 5% of the contract value beyond which the contract is liable to be terminated at the sole discretion of the Bank; the Bank shall also seek further damages from the service provider for disruption in the service.

4.1.14 The successful bidder will provide trained and certified personnel who have completed minimum hours of classroom learning and training certified by a Self-Regulatory Organisation (SRO) of Cash-in-Transit (CIT) Companies / Cash Replenishment Agencies (CRAs) tied up with agencies like National Skill Development Corporation for delivery of the courses The SP will provide list of sufficient number of persons so as to take care of arrangements for leave and absence.

4.1.15 Character and antecedent verification of all crew members associated with cash van movement should be done meticulously. All crewmembers will be verified by the Police after their antecedent check has been carried out by the Service Provider. The police verification report should not be more than a year old and shall be updated yearly. In case of dismissal of employee, the vendor should immediately inform the police with details. Record of the antecedent check will be available with the Service Provider and the Bank. The successful bidder will provide KYC documents and Police Verification report of all the staff at least 15 days in advance of the commencement of trial operations and such documents should be to the satisfaction of the Bank's officials at the Zonal Offices/Branches and their decision in this regard will be final and binding on the service provider.

4.1.16 The period of initial arrangement will be 6 months which may be extended on satisfactory operations for a further period of one year on same terms and conditions.

4.1.17 The successful bidder will ensure strict compliance of all labour laws pertaining to the staff deployed at the Bank's centres and the Bank will not be liable for any levies / penalties etc. by the authorities concerned. In the event of any demand served by any of the authorities in this regard, the Bank will be entitled to recover any such amounts from the bills / amount payable or from the performance guarantee or from the assets available in the Bank premises.

4.1.18 The bidder while providing the required services should strictly follow procedure/process given in the **Annexure XX**, which is as per the extant policies of the Bank and Reserve Bank of India (RBI). The procedure/process can be modified by the Bank as and when required to improve efficiency/mitigate risk, if any and/or guidelines issued by RBI.

4.1.19 The Service Provider shall engage person/crew members only after antecedent check and police verification done & kept on record. The Service Provider shall withdraw or bar any of its employee(s) or agent(s) if in the opinion of Bank the quality of service rendered by the said personnel is not as per specifications of the Bank or it is not in the interest of Bank that such personnel of the Service Provider continues to be involved in the said services.

4.1.20 The Service Provider shall ensure that no Bank officer, director, employee or immediate family member thereof (collectively termed as, "The Bank Personnel") has received or will receive anything of value or of any kind from the Service Provider or its officers, directors, employees or agents in connection with this Agreement; and that no Bank Personnel has a business relationship of any kind with the Service Provider or its officers.

4.1.21 The Service Provider should have systems in place to generate and supply MIS reports as required by the Bank from time to time. Day end reports shall be submitted every day, giving the time spent on the activity and distance covered. For calculating the distance, run of the vehicle and count of hours in a day will start from and end at Branch / Currency chest and not from the garage / parking place or Service Provider's office. Daily run of the vehicle from / to garage / parking place or Service Provider's office to / from Branch of deployment will not be taken into account.

4.1.22 Offices of the Service Provider shall be manned by experienced people to respond to situations and queries from the Bank on the movement of cash and related issues.

4.1.23 The Service Provider shall not exercise any lien on any of the assets, properties, documents, instruments or material belonging to the Bank and in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from the Bank.

4.1.24 The Service Provider shall meet the Bank Personnel to discuss and review its performance on a regular basis.

4.1.25 The bidder shall use the cash vans exclusively for Bank's service and shall not be involved in any other assignment during the tenure of contract.

4.1.26 The agreement entered into with the successful bidder shall, unless earlier terminated continue to be operative in full force and effect, even after the expiry of 6 months, on a month to month basis until extended or terminated by written notice. During such continuation of the Agreement the terms and conditions recorded in the agreement

entered into with successful bidder shall be valid subsisting and remain binding on both parties.

4.1.27 The SP should equip themselves with necessary standby facilities in case of any contingency, to ensure continuous and uninterrupted services.

4.1.28 The staff associated with cash handling should be adequately trained and duly certified through an accreditation process. Certification could be carried out through the SRO or other designated agencies.

4.2 Contract Period

4.2.1 The period of initial arrangement will be for 6 months which can be extended on satisfactory operations for a further period of 6 months on same terms and conditions.

4.2.2 Any offer falling short of the contract validity period is liable for rejection. Bank reserves the right to call regular meetings with successful bidder during the tenure of the contract.

4.3 Liquidated Damage

4.3.1 Bank reserves its right to recover the damages through any mode such as by recovering from the amounts payable for the services rendered or invoking the Bank Guarantee or any other assets of the bidder lying with the Bank.

4.3.2 Damages for non-fulfilment of terms of contract will be calculated per day per van at double the rate paid by the Bank considering 22 working days in a month. Such recovery will be up to a maximum of 10% of the contract value beyond which the contract is liable to be terminated at the sole discretion of the Bank; the Bank shall also seek further damages from the service provider for disruption in the service.

4.3.3 Any such recovery or liquidated damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.

4.3.4 Bank reserves the right to condone the delay, if it is not attributable to the Successful bidder.

4.4 Price Validity

Prices payable to the Bidder as stated in the Contract shall be firm and not subject to any changes at any circumstances during the period of contract.

4.5 Payment Terms

4.5.1 Payments will be made at monthly intervals in accordance with the rate plus applicable GST thereon. The Successful bidder is required to submit his bills once a month, not later than 7th of the following month, to the Branch Head or Currency Chest in-charge. Claim for payment should be supported by daily log register duly verified and certified by branch/currency chest officials at the Centre. Format of the claim form is given as **Annexure XXII** . **No claims for the earlier months will be entertained by the Bank**

unless cogent reasons for the delay are given to the satisfaction of the Bank by the successful bidder.

4.5.2 If, Cash van as per Bank's specification is not available for duty for more than one day in a month, payment will be deducted proportionately.

4.5.3 Bank will verify the claim received and release the payment within 10 days of receiving the claim complete in all respects. While making payment, the Bank will deduct TDS and other statutory dues as applicable, to comply with the laws of the land. The amount will be credited to the account of the successful bidder electronically, through RTGS or NEFT.

4.5.4 Bidder need to provide the information like PAN/GST/TAN/bank details/etc. required for releasing payment on their letter head along with invoices. In case bidder provides incorrect information, bank will not be responsible.

4.6 Delivery

4.6.1 On acceptance of bid, the Bank shall issue a Letter of Approval to the successful bidder. The Bidder shall give an unconditional letter of acceptance of offer, provide Performance Guarantee and enter into Agreement with the Bank as per the format (enclosed as **Annexure VII**) within 15 days of the date of letter of intent failing which the Bank reserves the right to invoke the Bank Guarantee for the Earnest Money Deposit and cancel the purchase contract. Firm purchase order will be placed by the Bank, only after the successful bidder signs the Agreement.

4.6.2 Time is the essence of this contract. The successful bidder shall commence his services in the identified region/s within one month from the date of Letter of Intent. Any delay in commencement of the services will attract penalty @ Rs. 5,000/- per Cash Van per week or part thereof.

4.6.3 In case the supplier fails to commence services in the allotted Region/s, within the above delivery period, the Bank shall be at liberty to cancel the order. In such eventuality, EMD shall be forfeited.

4.7 Authorised Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected bidder shall submit, at the time of signing the contract, a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with the Bank, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by the Bank.

4.8 Compliance with Laws

4.8.1 The Service Provider agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required. If at any time during the term of this Agreement, the Bank is informed or

information comes to the Bank's attention that the Service Provider is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this Agreement with immediate effect.

4.8.2 The Service Provider shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, subcontractors and agents including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act and shall establish and maintain all proper records particularly but without limitation, accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records and returns as applicable under the Labour Legislation and the Service Provider shall indemnify and save the Bank harmless in the event of any claim from any statutory authority or any employee(s) or agent or employee(s) of subcontractors of the Service Provider.

4.9 Confidentiality and Secrecy

4.9.1 All tangible and intangible information obtained, developed or disclosed by the bidder including all documents, data, papers, statements, any business/customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of said services under this RFP or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information ("Confidential Information").

4.9.2 The Service Provider shall ensure that the Confidential Information shall not be used or permitted to be used in any manner except for the purpose of performance under this RFP and the Service Provider shall not disclose or part with the Confidential Information to unauthorized person(s). The Service Provider shall ensure that the Confidential Information is safeguarded and shall take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. The Service Provider shall ensure that their employees/agents/sub-contractors are bound by similar obligation to maintain secrecy in respect of Confidential Information.

4.9.3 In the event of any breach or threatened breach of this clause by the Service Provider and/or its employees/agents/sub-contractors, the Service Provider shall be liable to pay damages as may be quantified by the Bank.

4.9.4 In the event of any breach or threatened breach of this section by Service Provider/its employees/ agents/ sub-contractors, monetary damages may not be an adequate remedy; therefore, the Bank shall be entitled to injunctive relief to restrain the Service Provider/its employees/agents/sub-contractors from any such breach, threatened or actual.

4.9.5 The provision under this para shall survive even after the expiry or termination of this agreement.

4.9.6 On the expiry or termination of this Agreement, Service Provider shall handover or cause to be handed over all the Confidential Information, assets, documents, instruments and/or properties of or relating to the Bank and all other related materials in possession of Service Provider to an authorised official of the Bank.

4.9.7 The Selected Bidder shall be required to sign a Non- Disclosure Agreement with Bank as per prescribed format provided in **Annexure XVIII** within seven days of issuing the order/ letter of intent.

4.10 Indemnity

4.10.1 The selected bidder shall fully indemnify and hold harmless the Bank against any penalty imposed by RBI for any reason connected with the services rendered by the selected bidder, liability, losses, claims, costs including attorney's cost, expenses accruing, incurred or suffered by the Bank directly or indirectly arising on account:

- A. of any act, commission or omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this RFP by the selected bidder/its employees/agents/subcontractors;
- B. of any robbery, theft, extortion, misappropriation, accident when any assets or properties or documents or instruments are or deemed to be in the custody of the selected bidder.

4.10.2 The selected bidder shall be liable to pay the amount to the Bank as determined by the Bank under this provision on demand and the Bank shall be entitled to adjust the amounts so determined to be due from the selected bidder against the future payments due by the Bank to the selected bidder.

4.10.3 The selected bidder shall fully indemnify and hold harmless the Bank against IPR, confidentiality and labour law violations.

4.10.4 The selected Bidder shall further indemnify the Bank against any loss or damage arising out of any third-party claims on the Bank arising out of performance of the contract.

4.10.5 The selected bidder shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and service providers) rights, interest and reputation.

4.11 Non-Transferable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has submitted the bid will be eligible for participation in the evaluation process.

4.12 Normalization of Bids

4.12.1 If required, Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the commercial bids; the Bank may at its discretion ask all the technically shortlisted bidders to re-submit the technical and commercial bids once again for scrutiny. The resubmissions can be requested by the Bank in the following two manners:

- A. Incremental bid submission in part of the requested clarification by the bank or
- B. Revised submissions of the entire bid in the whole.

4.12.2 The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The shortlisted bidders, by submitting the response to this RFP, agree to the process and condition of the normalization process.

4.13 Ownership and Retention of Documents

All information processed, stored, or transmitted by successful Bidder application belongs to the Bank. By having the responsibility to maintain the application, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final.

4.14 Penalty

4.14.1 The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

4.14.2 The successful bidder shall commence his services in the identified region/s within one month from the date of Letter of Intent. Any delay in commencement of the services will attract penalty @ Rs. 5,000/- per Cash Van per week or part thereof. If delay is beyond 6 weeks, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.

4.14.3 The successful bidder shall ensure that the cash vans provided will reach or leave the reporting branch/currency chest and provide services strictly as per schedule given by the Bank, failing which the Bank shall levy penalty @ Rs. 500/- per hour. Delay over 30 minutes will be considered as full hour. In case, the successful bidder remained absent for the whole day, Bank shall levy penalty equivalent to proportionate charges payable on monthly basis.

4.14.4 Bank reserves its right to recover the penalty through any mode - by recovering from the amounts payable for the services rendered, from any payment being released to the vendor, irrespective of the fact whether such payment is releasing to this contract or otherwise or invoking the Bank Guarantee or any other assets of the bidder lying with the Bank.

4.14.5 If any act or failure by the bidder under the agreement results in failure or disruption in the service and if the Bank has to take corrective actions to ensure smooth services, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

4.14.6 If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

4.14.7 Any financial loss to the Bank on account of fraud/loss in transit taking place due to acts of the Bidder, its employee or their services provider's negligence shall be recoverable from the Bidder within a period of 3 working days from the date of incident along with damages if any with regard to the Bank's reputation and goodwill. Any delay beyond this period will attract a penalty of 2% per month without prejudice to the other rights of the Bank, including termination of the agreement and legal recourse.

4.14.8 Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.

4.15 Audit

4.15.1 The services provided by the bidder shall be subject to the audit at the discretion of the Bank.

4.15.2 The Bidder shall at all times whenever required furnish all information, records, data stored in whatsoever form to internal, external, Bank appointed and statutory/RBI inspecting auditors and extend full cooperation in carrying out of such inspection. The Bidder will also undertake to co-operate with the RBI to carry out its supervisory functions and objectives and will furnish all records and other information as RBI may call for to carry our inspection and/or other functions. The Bidder is required to facilitate the same at no additional cost and shall provide uninterrupted access to the documents required by the auditors. Further the Bidder has to ensure rectification of all the irregularities thus pointed out by the auditor within a stipulated time frame.

4.15.3 In line of above, the selected bidder shall ensure that all regulatory, Statutory, Local Administration requirements are adhered to subsequently while undertaking deliverable and services over the period of contract without any additional cost to Bank.

4.15.4 To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford the Bank's representative access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank access to various monitoring and performance measurement system (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval / notice to the bidder.

4.16 Limitation of liability

Vendor's aggregate liability for actual direct damages shall be limited to a maximum of the Contract Value, provided that this limit shall not apply to following:

- A. The infringement indemnity; or
- B. Bodily injury (including death) and damage to real property and tangible personal property caused by Vendor's negligence.
- C. Liability arising under clause 4.10 (Indemnity) of RFP
- D. For the purposes of this Section, "Contract Value" at any given point in time, means the aggregate value of orders placed by the Bank on the Vendor under this project for entire period.

4.17 Force Majeure

4.17.1 Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- A. Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics,
- B. Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,

4.17.2 Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Bank shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

4.18 Insurance

4.18.1 The Service provider shall take at its own cost, throughout the tenure of contract period and any extensions thereof, insurance coverage which will be assigned to the Bank of minimum Rs.5.00 crore in respect of any one incident or series of incidents of loss or damage caused

- a) by any one through an act of burglary, robbery, theft, hold up or any criminal action,
- b) by an unintentional or negligent act (gross negligence or otherwise) and/or omission on the part of any person, whether one of the employees of the service provider or not, resulting in physical loss of or physical damage to cash or property,

Notwithstanding the above, the insurance shall cover bodily harm, injury, death of all individuals employed/assigned by Service Provider to perform the services required under this Agreement and also shall cover acts of dishonesty, theft, extortion, robbery, forgery, altered documents, fraud, infidelity the part of Service Provider's employees as beneficiary.

4.18.2 The service provider shall obtain adequate insurance (including terrorist attack, fire, burglary, strike, riot and civil commotion, natural calamities including but not limited to earth quake, flood and epidemics of the entire cash of the Bank handled by it in transit at its own cost, with the Bank as beneficiary and will keep valid during the term of contract. The service provider shall submit a copy of cash insurance cover to the Bank.

4.18.3 The Service Provider shall at its own cost provide for insurance for sufficient amount, of its own property, individuals, employees, agents or persons assigned to perform the services under this agreement, as may be required by the Bank up to such limits as may be specified by the Bank.

4.18.4 In case of any cash loss, vendor shall reimburse the loss amount to the Bank within 7 (Seven) working days, without waiting for settlement of insurance claim.

4.19 Enforceability

The decision of the Bank in arriving at the conclusion of breach of conditions and/or default of supplier will be accepted by the supplier without any demur and the Bank will be at liberty to enforce these conditions/rights.

4.20 Assignment

The whole of the works (each Zone/ Centre) included in the contract shall be executed by the bidder and shall not directly or indirectly transfer, assign or sublet the contract or any part, share or interest therein without written consent of the Bank.

4.21 Minimum wages

The bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.

4.22 Successors

The Agreement with successful bidder/s shall binds the heirs, executors, administrators, successors and permitted assigns of the Service Provider with respect to all covenants herein, and cannot be changed except by written agreement signed by both parties. The term "Service Provider" wherever used shall mean and include its employees, agents, subcontractors and representatives and the heirs, executors, administrators, successors and assigns of ail such employees, agents, subcontractors and representatives.

4.23 Termination of Contract

4.23.1 If the Termination is on account of failure of the Vendor to perform the obligations under this RFP contract, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the selected bidder.

4.23.2 The Bank shall have a right to terminate this Agreement at any time without assigning any reasons thereto, by giving not less than 30 days prior written notice of the intention to do so, to the Successful Bidder.

4.23.3 The Bank will be entitled to terminate this Contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following conditions by giving 30 days' notice in writing to service provider:

- A. The selected bidder commits a breach of any of the terms and conditions of the bid.
- B. The Vendor goes into liquidation voluntarily or otherwise.
- C. An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- D. The progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the contract executed by the another party of its choice by giving one month's notice for the same . In this event, the selected bidder is bound

to make good the additional expenditure, which Bank may have to incur in executing the contract. This clause is applicable, if for any reason, the contract is cancelled.

- E. If deductions on account of liquidated damages exceeds more than 10% of the total contract price.
- F. Non-satisfactory performance of the selected bidder during implementation and operation.
- G. An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
- H. Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected bidder.
- I. The average availability in 3 (three) consecutive months of all together is less than 95%.
- J. Selected bidder or its sub-contractors are found to be indulging in frauds.
- K. The Bank suffers a financial and reputation loss on account of any activity of Vendor.
- L. In the event of any default by the Service Provider, if in the reasonable opinion of the Bank, performance of any of the said services under this RFP contract by the Service Provider, is not acceptable being in contravention of any laws as may be applicable from time to time or industry practice, under the circumstances which would amount to objectionable service.
- M. If Service Provider fails to perform the said services under this RFP contract or to observe any of its obligations or breaches all or any of the terms of this Agreement.
- N. If a petition for insolvency is filed against the Service Provider and such petition is not dismissed within Ninety (90) days after filing and/or if the Service Provider makes an arrangement for the benefit of its creditors or, if the Court Receiver is appointed as receiver of all/any of Service Provider's properties.
- O. If in the opinion of the Bank the interest of the Bank are jeopardized in any manner whatsoever.
- P. Failure of the bidder to accept the contract and furnish the Performance Bank Guarantee within 15 days from receipt of purchase order.
- Q. Delay in delivery beyond the specified period.

4.23.4 In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Performance Guarantee given by the Bidder.

4.23.5 It is hereby agreed and understood by the parties that the provisions of this Clause shall not limit or restrict nor shall they preclude the Bank from pursuing such further and other legal actions, against Service Provider for any breach or noncompliance of the terms of this Agreement

4.24 Deduction from Purchase Price

The bidder shall reimburse the Bank all costs, charges, damages or expenses which the Bank may have paid or suffered and to the extent to which the bidder is obliged and responsible under this Contract to do so, within 30 days upon written request of the Bank failing which such costs, charges, damages or expenses including statutory payments, if any, shall be deducted by the Bank from any money due or becoming due to the bidder under this contract or any other Contract or may be recovered by encashment of Bank Guarantees or by arbitration/action of law or otherwise from the Supplier.

4.25 Waiver

4.25.1 Non-enforcement by either party of any of the provisions of this Contract shall not construe or constitute as a waiver of the provision itself or any subsequent breach thereof. The validity of the Contract shall not be affected, should one or more of its stipulations be or become legally invalid and such stipulation is severable from and not fundamental to the obligations of either party to this Contract. In such a case, the parties shall negotiate in good faith to replace the invalid clause by an agreed stipulation which is in accordance with the applicable Indian Law and which shall be as close as possible to the party's original indent.

4.25.2 The failure on the part of the Bank to insist upon the performance of any terms and conditions of RFP, to exercise any right or privilege conferred in this RFP, or to demand any penalties resulting from any breach of any of the terms or conditions of this RFP shall not to be construed as a waiver on the part of the Bank of any terms, conditions, rights or privileges, but the same shall continue and remain in full force and effect, nor will such waiver affect any subsequent breach or subsequent action in that behalf.

4.26 Liability of the Successful Bidder

Bank shall hold the Successful Bidder, its Successors, Assignees and Administrators fully liable against loss or liability, claims, actions or proceedings, arising out of nonfulfillment of any obligations under the Contract and such liability of the Successful Bidder will be restricted to the actual amount of the Contract.

4.26.1 Successful Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Successful Bidder and shall be vicariously liable for all the acts, deeds or things done by its employees, agents, contractors, subcontractors etc., whether the same is within the scope of power or outside the scope of power, vested or instructions issued by the Bank under the Contract to be issued for this tender.

4.26.2 However, the Successful Bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

4.27 Negligence

In connection with the work the provisions of General Terms, if the Successful Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable notice given to him in writing calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default, the Bank shall have the right to cancel the Contract holding the

Successful bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank is to be compensated to make good the failure at the risk and cost of the Successful Bidder.

4.28 Review of Contract and performance

4.28.1 Bank shall have the right of periodical review of the performance of the bidder under the contract which would be basis of continuation or termination of the same.

4.28.2 Bank shall also have the right to review, either itself or through another agency as it may deem fit, the financial and operating performance of the bidder in order to assess the ability of the bidder to continue to meet its outsourcing/contractual obligations.

4.29 Proposal Ownership

The proposal and all supporting documents submitted by the bidders shall become the property of Bank of India unless the bank agrees to the vendor's specific requests, in writing, that the proposal and documents be returned or destroyed.

4.30 Notification of Award

4.30.1 Prior to expiration of the period of Bid validity, the Bank will notify the successful Bidders in writing or by e-mail that their Bids have been accepted.

4.30.2 Upon notification of award to successful bidders, Bank will notify each unsuccessful Bidder and will discharge their Bid security. After selection of the Bidders, the Bank will follow its internal procedure for necessary approvals and thereafter proceed with placing of letter of approval or otherwise to the Bidders.

4.31 Arbitration

4.31.1 Any dispute, controversy or claims, arising out of or relating to this Agreement or the breach, termination or in validity thereof, shall be settled by arbitration of a sole arbitrator jointly appointed by the Parties, or if the Parties are unable to Agree upon an arbitrator, to the arbitration panel of 3 (three) arbitrators, 1(one) to be appointed by each disputing Party and the third to be appointed by the 2(two) arbitrators so appointed. The arbitration shall be governed by the Arbitration and Conciliation Act, 1996 or modification, amendment, consolidation or re-enactment thereof. The arbitrator/s will have power to regulate their own procedure, including summary powers.

4.31.2 The place of arbitration shall be Mumbai, Maharashtra State, India and any award whether interim or final, shall be made and shall be deemed for all purposes between the Parties to be made in Mumbai, Maharashtra State, India.

4.31.3 The award of the arbitrators shall be final and conclusive and binding upon the Parties, and the parties shall be entitled to enter judgment thereon. The Parties further agree that such enforcement shall be subject to the provisions of the Arbitration and Conciliation Act, 1996.

4.31.4 Subject to the aforesaid, for all matters for which the courts of law would have jurisdiction, including without limitation for an application for the appointment of an arbitrator under the provisions of section 11 of the Arbitration and Conciliation Act, 1996, the courts of law at Mumbai, Maharashtra State, India entering in to the agreement, shall have exclusive jurisdiction.

4.32. Other terms and conditions

4.32.1 In case any information furnished during the bidding process is found to be incorrect, Bank will not only be summarily rejecting the current bid but the company itself may be debarred from any future bidding with the Bank for a period of 3 years. The Bank may share such information with Indian Bankers' Association (IBA), which is the voluntary representative body of all banking institutions in the country, who, in turn, may share the information among its member institutions. This clause would be applicable only if the Bidder fraudulently misrepresents itself to the Bank.

4.32.2 All notices regarding corrigenda, addenda, amendments, time-extension, clarification, response to bidders' queries etc., if any to this RFP, will not be published through any advertisement in newspapers or any other mass media. Prospective bidders shall regularly visit Bank's website to get themselves updated on changes / development in relation to this RFP.

4.32.3 Please note that any other terms and conditions whether implicitly or explicitly stated in any of your responses will be ignored.

4.32.4 No contractual whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the successful Bidder. The bidder shall agree that until a formal agreement on stamp paper is prepared and signed with the Bank, this RFP together with Bank's written acceptance and notification of award shall constitute a binding contract between the successful bidder and the bank.

4.32.5 The Bank shall have the right to cancel the RFP process at any time prior to award of contract, without thereby incurring any liabilities to the affected Bidder(s). The reasons for cancellation, as determined by the Bank in its sole discretion.

4.32.6 All the pages of tender document shall be sealed (stamped) and signed by Authorized signatory as token of having read the entire tender document and understood the instructions, terms & conditions etc. No changes whatsoever be permitted in the tender document and the bid submitted by the bidder shall be strictly as per Bank's format.

4.32.7 Bank reserves the right to cancel the contract in the event of any of the following events:

- A. Delay in delivery beyond specified period/delivery against prescribed guidelines and practices.
- B. Serious discrepancy in the dealings /functioning of service provider which results in branch of terms, financial loss /reputation loss to bank.
- C. Detection of fraud/criminal intention/background with Service provider or its employees or agents.

4.32.8 Bank reserves the right to appropriate the damages though encashment of bid security/ PBG given by the service provider or recover the loss from the amount payable if any to service provider.

4.33 Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only.

5. ANNEXURES

5.1 Annexure I – Letter of Acceptance

Date:.....

(Letter to the bank on the bidder's company letterhead)

To,
The General Manager
Bank of India
Security Department,
Star House-I, C-5, G Block,
Bandra Kurla Complex, Bandra (East)
Mumbai - 400051

Dear Sir,

Subject: Our bid for RFP for Contract for Cash Management Services at Bank's New Delhi and Ujjain Zones

With reference to the above subject, having examined and understood the instructions, terms and conditions forming part of it, we hereby enclose our offer for Supply of Customised Cash van as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as mentioned is enclosed.

We also confirm that the offer shall remain valid for 180 days from the date of the offer. We understand that the Bank is not bound to accept the RFP either in part or in full and that the Bank has right to reject the RFP in full or in part without assigning any reasons whatsoever.

We understand that

- a. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- b. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- c. If our bid is accepted, we are to be responsible for the due performance of the contract.
- d. You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
- e. Bidder means the bidder who is decided and declared so after examination of commercial bids.

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



We enclose Demand Draft/Pay Order/Bank Guarantee for Rs.10,00,000/- (Rs. Ten Lakhs Only) favoring Bank of India and payable at Mumbai, towards bid security, details of the same is as under:

No. :

Date:

Name of Issuing Bank:

Dated at _____ this _____ day of _____ 2020

We hereby declare that all the information & Statements made in this RFP are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to all terms & conditions of the RFP,

Yours faithfully,

For _____

Authorized Signatories
(Name & Designation, seal of the firm)

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



5.2 Annexure II - Bid Form

Ref No.....

Date:

To,
The General Manager
Bank of India
Security Department,
Star House-I
C-5, G Block, Bandra Kurla Complex
Bandra (East), Mumbai - 400051

Dear Sir,

Having examined the Request for Proposal (RFP) Ref No. _____ the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Supply of Customised Cash van in conformity with the said RFP for the sum mentioned in the Price Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods/ provide the services in accordance with the Delivery Schedule / implementation schedule specified.

We agree to abide by this bid for a period of 180 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Commissions or gratuities, if any paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name & address of agent	Amount & currency	Purpose of commission or gratuity
-------------------------	-------------------	-----------------------------------

*(If none, state none)

We understand that you are not bound to accept the lowest or any bid you may receive.
Dated this..... Day of 2018

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



5.3 Annexure III - Bidder's Profile

Sr. No.	Parameters	Response
1	Name of the Service provider (SP)	
2	Constitution	
3	Year of Establishment/Incorporation in India	
4	Names of the Partners/Directors	
5	Addresses of Firm/Company	
	a) Head Office	
	b) Local Office in Mumbai(if any)	
6	Authorized Contact person	
	a) Name and Designation	
	b) Telephone number/Mobile No	
	c) E-mail ID.	
7	Website Address, if any	
8	Name and Address of the Principal Banker	
9	Permanent Account Number (PAN)	
Financial Performance		
10	Turnover from cash transportation/door step banking (Rs. in crores)	2017-18
		2018-19
		2019-20
11	Net Profit/Loss (Rs. in crores)	2017-18
		2018-19
		2019-20
12	GST Registration No.	
13	PSARA Registration for the states of New Delhi & Madhya Pradesh	
13	No. of Banks to whom cash movement facility is being provided at present: Name(s)and addresses of such institutions with contact details of their key persons	
14	No of other organizations to whom cash movement / door step banking facility is being provided: Name(s)and address/es of with contact details of their key persons	
15	Other activities of the SP	
16	No. of offices State-wise and addresses thereof	
17	No. of cash vans presently in use	
18	Make/ model of the vehicles	
19	No. of persons deployed on each vehicle excluding the driver	
20	Whether all cash van related	

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



	activities are computerized and end of day reports are sent to the clients every day	
22	Types of arms provided to the guards	

Declaration

1. I/We have read the instructions and terms conditions given in the notice inviting Request for Proposal (RFP) for providing cash movement services to the Bank. I/ We understand that any decision to be taken by the Bank will be on the basis of the information furnished/ declarations made by us in the RFP. Should the information given by us in this document prove to be false / incorrect at any time afterwards, contract awarded to us will be liable to termination without any prior notice. I/ We shall be solely responsible for the consequences and decision of the Bank will be binding on me/ us.

2. I/We understand and agree that the decision of the Bank in short-listing/ selection of the Service Provider(s) will be final and binding on me/ us. Like-wise, the decision of the Bank in allotment of States/ Centres will be final and binding on us.

3. I/We declare that no material fact with regard to operations of cash movement services has been suppressed / withheld by us and I/we have no objection in the Bank making independent inquiries with the Banks/clients for whom we are presently providing cash movement services.

Place:

Date:

Authorised Signatories:
Name & Designation,
seal of the Company

5.4 Annexure IV – Compliance to RFP terms & conditions

Sr. No.	Clause Details	Bidder's Compliance (Yes/No)
2.1	Introduction	
2.2	Integrity Pact (IP)	
3.1	Scope of work	
3.2	Process of work	
3.3	Independent Service Provider	
3.4	Sub-Contractor	
3.5	Eligibility Criteria	
3.6	Cost of RFP	
3.7	Bid Security / EMD	
3.8	Performance Bank Guarantee	
3.9	Language of Bid	
3.10	Cost of Bidding	
3.11	Period of validity of bid	
3.12	Clarification / Amendment of bidding document	
3.13	Authorization to Bid	
3.14	Bidding process	
3.15	Technical Bid	
3.16	Commercial Bid	
3.17	Pre Bid Meeting	
3.18	RFP Response	
3.19	Modification and withdrawal of bid	
3.20	Opening & evaluation	
3.21	Preliminary Examination	
3.22	Technical Evaluation	
3.23	Commercial evaluation	
3.24	Price composition	
3.25	Taxes, duties & other statutory obligations	
3.26	No erasures and alterations	
3.27	Correctness of Bidding document	
3.28	Contacting the bank	
3.29	Rejection of Bid	
3.30	Bank's right to accept or reject the bid	
3.31	Fraud & corrupt practices	
3.32	Revelations of prices	
3.33	Clarification of bids	
3.34	Bid validity	
3.35	Deadline for submission	
3.36	Signing of contract	
4.1	General Terms	
4.2	Contract Period	
4.3	Liquidated Damage	
4.4	Price Validity	

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



4.5	Payment Terms	
4.6	Delivery	
4.7	Authorized Signatory	
4.8	Compliance with Laws	
4.9	Confidentiality and Secrecy	
4.10	Indemnity	
4.11	Non-Transferable Offer	
4.12	Normalization of Bids	
4.13	Ownership and Retention of Documents	
4.14	Penalty	
4.15	Audit	
4.16	Limitation of liability	
4.17	Force Majeure	
4.18	Insurance	
4.19	Enforceability	
4.20	Assignment	
4.21	Minimum wages	
4.22	Successors	
4.23	Termination of Contract	
4.24	Deduction from Purchase Price	
4.25	Waiver	
4.26	Liability of the Successful Bidder	
4.27	Negligence	
4.28	Review of Contract and performance	
4.29	Proposal Ownership	
4.30	Notification of Award	
4.31	Arbitration	
4.32.	Other terms and conditions	
4.33	Jurisdiction	

Authorized Signatory:

Place:

Date:

Name & Designation:

Business Address & email id:

5.5 Annexure V - Eligibility Criteria

Sr. No.	Criteria	Documents to be submitted	Compliance Yes/No
1	The bidder should commit themselves to Integrity Pact (IP) with the Bank	Submit Integrity pact in Annexure- XI	
2	Bidder should have been registered as a company/firm under the Indian Companies Act/Partnership Act.	Certificate of Registration/Certificate of Incorporation	
3	The bidder should have been in Cash in Transit services in India for at least 3 years as on 1st April, 2020	Copy of Purchase order and satisfactory service certificate from Public Sector/Schedule Commercial Bank	
4	The bidder should have minimum turnover of Rs.2.00 Crores from the cash management / cash in transit business per year during last three financial years starting 2017-2018.	A certificate from Chartered Accountant (Company's Statutory Auditor) who has signed the last audited balance sheet of the company/firm confirming the turn over should be submitted along with audited Balance Sheets and PL Statements of the three FYs.	
5	The Bidder should be operating minimum fleet of 40 specifically fabricated cash vans (owned/ leased).	Copy of contract/ Work order	
6	The bidder should have at least one running contract with Public Sector/scheduled commercial Bank for similar line of activity i.e. Cash transport or door step banking.	A copy of purchase order and satisfactory service certificate from the Public Sector/ scheduled commercial Bank to be submitted.	
7	The bidder should have registered itself : i) Under the Shops and Establishment Act, if applicable, in the states where it is operating/ offering to provide its services. ii) Under the Central Excise, Sales Tax act and GST, as applicable. iii) Under Contract labour (Regulation & Abolition) Act, 1970 with the Central and State Governments.	Self-attested copies of certificates in support of this clause to be submitted.	

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



	<p>iv) With the Employees State Insurance Corporation (ESI)</p> <p>v) Under the EPF and MIS Provision Act, 1952</p> <p>vi) should have PSARA License for the states of New Delhi & Madhya Pradesh.</p> <p>vii) All the license/ permissions as required under the law for engagement of Armed Guards/ use of Arms</p>		
8	The bidder should be an Income Tax Assesses	Self-attested PAN card and Income Tax Returns for the last three financial years.	
9	Bidder should have not been black listed at any time by the Central /any of the State Governments/ PSUs in India or abroad, any Financial Institutions in India or abroad.	Submit declaration in Annexure- XII	
10	The bidder should ensure that there are no pending cases against the bidder involving cheating/fraudulent activities.		
11	Bidder should not be defaulter in repayment of instalment against credit with any Bank		

Authorized Signatory:

Place:

Date:

Name & Designation:

Business Address & email id:

5.6 Annexure VI – Cash Van Specification

Sr. No.	Technical Requirement	Service provider Compliance (Yes/No)	Make/ Part No. Wherever applicable
DEDICATED CASH VAN SPECIFICATIONS			
1	The cash van body shall be fabricated on Light Commercial Vehicle (LCV) with an engine capacity of not less than 2200 CC, preferably turbocharged as specified by the bank		
2	The cash van should have two compartments viz. Passenger and Cash Compartment. Passenger compartment should accommodate two custodians and two armed guards besides the driver with a CCTV covering both compartments and 7 days recording facility.		
3	Fabricating and Mounting cash van body on the vehicle of Bank's choice with steel framing i.e. 18 gauge M.S. exterior paneling and 20 gauge M.S. Interior paneling. The cash van also should have following:		
4	The full-width and full height partition between the crew compartment and the Cash compartment should be partially (i.e. 40 cms from the ceiling) of fixed heavy-duty welded mesh made of 3mm. diameter wire and the remaining portion of fixed M.S Structure having aluminium paneling on both sides.		
5	The Cash compartment and the Guard Compartment should be segregated by a partition made partially of M.S Structure having aluminium paneling on both sides and partially of collapsible gate with proper locking arrangements.		
6	The Cash Compartment should have strong metal hooks fitted onto its body and iron chains to facilitate securing the cash boxes to the Cash Compartment		
7	The entrance of the cash compartment shall be from the rear side to ensure proper visibility, operational feasibility and CCTV surveillance. The Cash compartment should be inaccessible from outside the van unless operated internally through manual or electronic lock and cash compartment is specially reinforced with steel with only one door and grill gate.		
8	Two doors in front and one door at the rear with aluminium extruder buffed Section windows with sliding glasses.		
9	Windshield should be a single piece, clear toughened glass in the front with a provision for fixing anti - riot		

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



	wire mesh covering. All other glasses to have fixed anti-riot mesh covering.		
10	The wire mesh on the co-driver window and other windows should have gun ports of 2.5 inch dia to enable the Armed Guards fire at outside targets, if need be.		
11	20 gauge aluminium checkered plate for flooring.		
12	Two rear-view mirrors in front i.e. one on each side.		
13	Should have Security alarm with GSM based Auto-Dialer system with a motorized siren should be fitted on rooftop with activation points (Panic switches) with guard, driver and the custodian.		
14	Heavy Duty Shock Absorbers should be fitted for the rear portion of the Chassis.		
15	Roadworthy and tip top condition, not older than 2 years vehicle on the date of execution of agreement should be pressed into service		
16	All essential features of an efficient vehicle required. (Pollution compliant, GPS, CCTV recording facility, safety features, regulatory compliant vehicle along with other features)		
17	All cash van should be GPS enabled and monitored live with geo-fencing mapping with the additional indication of the nearest police station in the corridor for emergency.		
18	Each cash van should have tubeless tyres, wireless (mobile) communication and hooters.		
19	The vehicle should have a ground clearance of not less than 190 mm.		
20	The cash van shall be equipped with hooter, fire extinguishers and emergency lights to ensure quick reaction in case of an attack.		

5.7 Annexure VII – Agreement

This agreement made theday of the month ofin the year 20__ atBETWEEN, Bank of India, a body Corporate constituted and functioning under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 with its Head Office at Star House, C-5, G Block, Bandra Kurla Complex, Bandra (East), Mumbai- 400 051 and represented by its duly constituted attorney Shri..... (name and designation), hereinafter referred to as "BANK", which expression shall unless exclude by or repugnant to the context mean and include its successors in interest and assignees, on the one part

and

(Name of the vendor), a company/firm/partnership firm registered under Companies Act, 1956 and validly existing under Companies Act, 2013/ a firm registered under Partnership Act 1932 having its registered office/place of office atrepresented by Shri.....(authorised by the company/firm/partnership firm) hereinafter referred to as the 'SUPPLIER/VENDOR/BIDDER or TENDERER' (which term shall unless repugnant to the context or meaning thereof be deemed to mean and include heirs, representatives, administrators, successors and assigns) on the other part;

WHEREAS :

The Bank with a view to streamline its cash movement operations, desires to engage the services of Service Provider, for the purpose of providing cash movement services within the area as may be advised by the Bank from time to time (hereinafter referred to as the "said Area and logistic services") at Currency Chest/ Branches/Customer. The Agency so authorized will have to inter-alia pick up and deliver cash from / to the various branches/currency chests of the Bank/RBI office within the said Area at the full risk and responsibility of the Service Provider.

The Service Provider is engaged in the business of providing Cash Movement Services which includes cash pick-up/ delivery and has represented to the Bank that it has the necessary and proper infrastructure, manpower, knowledge and expertise in providing such services. The Service Provider has also represented to the Bank that it has obtained all requisite permissions and licenses from the government/ regulatory and other authorities for the purpose of doing the said business and the said licences, permissions are effective and in force.

Based on the representation made by the Service Provider and upon its agreeing to comply with the terms and conditions stipulated by the Bank from time to time, the Bank has agreed to engage the Service Provider for the purpose of Cash movement on the terms and conditions contained herein in the RFP & finalised between the vendor and the Bank

IN CONSIDERATION OF THE ABOVE PREMISES, THIS AGREEMENT WITNESSETH AS FOLLOWS;

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to.
2. The following documents, together called contract documents, not inconsistent with these presents shall be deemed to form and be read and construed as part of this agreement viz;
 - 2.1 The RFP document with all Annexures and Indicative price bids.
 - 2.2 The Purchase Order, Letter of Acceptance, Letters from & to the vendor, if any, leading to and prior to acceptance.
 - 2.3 Technical Specifications, Special Conditions, Questionnaire, tender drawings if any, etc.
 - 2.4 Minutes of pre-bid meeting, if any.
 - 2.5 The details submitted in technical bid, design, and such other documents.

In consideration of the payments to be made by the Bank to the vendor, the vendor hereby covenants and agrees with the Bank to complete the works in conformity with and subject to all terms and conditions/rules as mentioned in the General Conditions as also in the aforesaid documents which shall form part of this agreement.

This Agreement supersedes any and all agreements; contracts or addenda relating to the Service Provider in respect of said services. This Agreement is entire in itself and cannot be changed or terminated orally. No modification waiver or amendment of this Agreement shall be binding unless communicated in writing and signed by both parties. All legally required amendments shall automatically become an integral part of this Agreement.

This Agreement, together with Schedules, is the entire agreement and expresses the complete, exclusive and final understanding of the parties with regard to the subject matter herein and may not be altered, amended or modified except in writing and signed by the parties.

This agreement is on non-exclusive basis and the Service Provider does not have any exclusive right to provide the said services to the Bank. Bank is free to engage any other service provider(s) or may entrust similar services to any other person/s.

Contract Documents and this agreement shall be construed harmoniously and in the event of difference of opinion between parties as to the meaning and scope of the terms and conditions, reference to the Contract Documents and Agreement shall be had in the following order:

- I. Firstly, this agreement
- II. Secondly, Purchase order /letter of acceptance (furnish details)
- III. Thirdly, Technical bid and Commercial bid
- IV. Fourthly, Request for proposal (RFP) dated _____”

Any notice/ letter required to be served by one party to another in pursuance of this Agreement shall be served upon the other, in writing, at the respective address as mentioned herein below:

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



I. In case of the Service Provider

II. in case of the Bank

The General Manager
Bank of India
Security Department,
Star House-I
C-5, G Block, Bandra Kurla Complex
Bandra (East)
Mumbai - 400051

All correspondence, notices or any other communication, shall be deemed to have been duly and sufficiently served on the parties Seven (7) days after the same shall have been sent by registered post, properly addressed to the parties at their above mentioned respective addresses or, as otherwise intimated by the parties, and if delivered to the parties against acknowledgment such correspondence, notices, or any other communication shall be deemed to have been duly served as on the date of delivery.

In witness whereof the parties hereto have hereunto set their respective hands and seals the day and year first above written.

Signed, sealed and delivered by the said vendor,.....to
..... (name of the Bank) in the presence of;

Signature of Tenderer (with seal)

Signature of Authorized representative of the Bank / Accepting Authority.

Witness (Signature, Name & Address):

1)

2)

5.8 Annexure VIII – Earnest Money Deposit (EMD)

(To be submitted on non-judicial stamp paper of appropriate value
purchased in the name of issuing Bank)

To:
The General Manager
Bank of India
Security Department,
Star House-I
C-5, G Block, Bandra Kurla Complex
Bandra (East)
Mumbai - 400051

No.

Date :

This Deed of Guarantee made thisday of two thousandby
the.....(Name of the Bank) constituted under the
.....having its registered / Head
Office at and amongst other places, a Branch at
..... hereinafter referred to as 'the Surety') in favour of Bank of
India,(hereinafter referred to as 'the Bank') for an amount not exceeding Rs. 10,00,000/-
(Rupees Ten Lakh only) at the request of M/S.....(Tenderer's name
hereinafter referred to as Tenderer).

WHEREAS the Tenderer, a Company/firm registered under
.....and having its registered office at
.....is bound to deposit with the Bank Rs. 10,00,000/-
(Rupees Ten Lakh only) by way of Earnest Money in connection with its Tender for
movement of Cash between Bank's Currency Chest/ Branches/Customers and its linked
branches, as per Tender Document, which inter alia include Tender Enquiry dated
.....and the specifications and terms and conditions enclosed therein and / or any
other document / agreement entered in to by the Bank with the Tenderer.

WHEREAS the Tenderer as per Tender Document has agreed to furnish/submit a Bank
Guarantee valid up toinstead of deposit of Earnest Money in cash.

NOW THIS WITNESSETH

1. That the Surety in consideration of the above premises hereby undertakes and
guarantees payment on demand without demur to the Bank of the said amount of Rs.
10,00,000/- (Rupees Ten Lakh only) within 3 days from the date of receipt of the demand
from the Bank, (which amount the Tenderer is bound to deposit with the Bank by way of
earnest Money in connection with his Tender), if the Surety fails to make payment within
the said period of 3 days, interest at the rate of 10% per annum with monthly rests will be
payable by the Surety till payment

2. This guarantee shall not be affected by any infirmity or irregularity on the part of the

Tenderer or by the dissolution or any change in the constitution of the Bank, Tenderer or the Surety.

3. The Bank shall be eligible to make claim under this Guarantee if the Tenderer after submitting his Tender, rescinds from his offer or modifies the terms and conditions thereof in a manner not acceptable to the Bank or expresses his unwillingness to accept the contract after the Bank has decided to award the contract to the Tenderer and fail or refuse to furnish the Security Deposit. The Bank's decision in this regard shall be final and binding and the surety is bound to make payment if demand is made by the Bank. The Bank is not bound to mention any reason for invocation of the Guarantee in the demand letter. A statement to the effect that the amount is due under the Guarantee from the Surety will be proper invocation of the Guarantee.

4. The Surety shall not and cannot revoke this guarantee during its currency except with previous consent of the Bank in writing.

5. Notwithstanding anything contained in the foregoing, the Surety's liability under the guarantee is restricted to Rs. 10,00,000/- (Rupees Ten Lakh only) plus interest for the delay, if any.

6. This guarantee shall remain in force and effective up to..... and shall expire and become ineffective on intimation thereof being given to the Surety by the Bank in which event this guarantee shall stand discharged.

7. The Surety will make the payment pursuant to the demand notice issued by the Bank, notwithstanding any dispute that may exist or arise between the Tenderer and the Bank or any other person.

8. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the tenderer shall not discharge the Surety in any way.

9. Notwithstanding anything contained hereinabove, a demand or claim under this guarantee should be made on the Surety in writing on or before.....

10. The Surety has the power to issue this guarantee under statute under which it is incorporated and / or its Memorandum and Articles of Association and the person who is hereby executing this deed has the necessary powers to do so.

SIGNED AND DELIVERED

For and on behalf of

(Banker's Name and Seal)
Branch Manager

5.9 Annexure IX – Performance Bank Guarantee (for security Deposit)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Bank of India, as per the following format.
2. This bank guarantee should be furnished on non-judicial paper of appropriate value as per Stamp Act. (not less than Rs. 500/-).
3. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Bank of India.
4. This Bank Guarantee should be furnished within 15 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
5. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

To:

The General Manager
Bank of India
Security Department,
Star House-I
C-5, G Block, Bandra Kurla Complex
Bandra (East)
Mumbai - 400051

No.

Date :

This Deed of Guarantee made this..... day of two thousandby the..... (Name of the Bank) constituted under the having its registered / Head Office atand amongst other places, a Branch at..... (hereinafter referred to as 'the Surety') in favour of Bank of India,(hereinafter referred to as 'the Bank') for an amount not exceeding Rs..... (Rupees.....only) at the request of M/S.....(Tenderer's name hereinafter referred to as Tenderer).

WHEREAS the Tenderer, a Company/firm registered under and having its registered office at is bound to deposit with the Bank Rs..... (Rupees.....only) by way of security deposit for guarantee of its performance in connection with "terms of contract" as per Tender Documents, which inter alia include Tender Enquiry dated.....and the specifications and terms and conditions therein and any other document / agreement entered in to by the Bank with the Tenderer.

WHEREAS the tenderer as per Tender Documents, has agreed to furnish a Bank Guarantee valid up to.....instead of security deposit in cash.

NOW THIS GUARANTEE WITNESSETH AS UNDER:

1. In consideration of the above premises, the Surety hereby unconditionally and irrevocably guarantees that the Tenderer shall fulfil its commitments and obligations under the Tender Documents in connection with movement of Cash between Bank's Currency Chest/ Specialised Currency Administration Branch (SCAB) and its linked branches at.....(incorporate here the name of the centre) and in the event of the Tenderer failing to perform / fulfil its commitments / obligations under the Tender Documents (i.e. Tenderer committing default), the Surety shall on demand(s) from time to time from the Bank without protest or demur or without reference to the Tenderer and notwithstanding any contestation or existence of any dispute between the Tenderer and the Bank, pay to the Bank forthwith the sums so demanded by the Bank in each of the demand(s).
2. Notwithstanding anything to the contrary, Bank's decision as to whether the Tenderer has made any such default or defaults and the amount or amounts to which the Bank is entitled by reasons thereof will be binding on Surety and Surety shall not be entitled to ask the Bank to establish claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by the Bank on the application by the Tenderer after the Tenderer had discharged all its obligations under the Tender Documents, including those arising during the period of warranty and on furnishing a fresh Bank Guarantee for a period of one year, subject to its renewal every year till the expiry of 3 year, as security deposit for the fulfilment of service contract conditions. The Bank shall be entitled to invoke the Bank Guarantee towards the Security Deposit if the Bank Guarantee for further period is not furnished.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, Surety undertakes to extend the period of this Guarantee on Bank's request till such time as may be required by the Bank. Bank's decision in this respect shall be final and binding on Surety.
5. Bank has the fullest liberty without effecting Surety's obligation under this guarantee from time to time to vary any of the terms and conditions of the Tender Documents or extend the time of performance by the Tenderer its obligation commitment under the Tender Documents or to enforce or forbear to enforce any of the terms and conditions of the Tender Documents and Surety shall not be released from its liability under this guarantee.
6. This guarantee shall not in any way be affected by Bank taking or varying or giving up any securities from the Tenderer or any other person, firm or company on its behalf or by winding up, dissolution, insolvency or death as the case may be of the Tenderer.
7. In order to give full effect to the guarantee herein contained Bank shall be entitled to act as if Surety is Bank's principal debtors in respect of all Bank's claims against the Tenderer and the Surety hereby expressly waive all its rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of its liability under this Guarantee, the Guarantee covers all Bank's claim or claims against the Tenderer from time to time arising out of or in relation to the Tender Documents and in respect of which Bank's claim in writing is lodged on Surety before expiry of six months from the date of expiry of this guarantee.

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to Surety's local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto given to the Bank by Surety (whether jointly with others or alone) and now existing uncancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the Tenderer or Surety nor shall it be affected by any change in Bank's constitution.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the Tender Documents or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without previous consent in writing of the Bank.

14. Surety further agrees and undertakes to pay to the Bank without demur the amount demanded by the Bank in writing notwithstanding any difference or dispute or controversy that may exist or arise between the Bank and Tenderer or any other person.

15. Notwithstanding anything contained herein above Surety's liability under this guarantee is restricted to Rs.....(Rupees.....only). This Guarantee is valid up to..... A written claim should be lodged on the Surety for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee.

16. Surety has power to issue this guarantee in Bank's favour under the Memorandum and Articles of Association of Surety and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

For and on behalf of

(Banker's Name and Seal)

Branch Manager
(Bank's Seal)

**REQUEST FOR PROPOSAL FOR AWARDING
CONTRACT OF CASH MANAGEMENT SERVICES**



5.10 Annexure X – Price Bid

Sr. No.	Services	Crew/Team Member	Approved KMs & Hours	Unit	Rate (Rs.)	TCO (Z)
1	Dedicated Secured Cash Van INCLUDING cost of Crew/Team Members and insurance policy as per para no 4.18 of this RFP. (The rate quoted shall be firm and binding for period of 6 months and in case of the contract getting extended for another term of six months; for one year)	1 Driver 2 Armed Guards 2 Custodians	Monthly Charges for 8 hours per day and 2000 KM per month	Per month	A	A1 (=A)
2			Per KM charges for additional KMs above 2000 per month	Per Kilometre	B	B1 (=B*500)
3			Per hour charges for additional hours above 8 hours per day	Per man hour	C	C1 (C*25)
4			Overnight Stay Charges per night	Per night	D	D1 (=D)
Total (Rs.)						Z
Rupees :				$Z=A1+B1+C1+D1$		
<p>NB:</p> <p>1. The charges should be quoted inclusive of all taxes, duties, levies, charges etc., but excluding GST. GST will be paid on the bill amount.</p> <p>2. TCO for one cash van will be calculated taking into account, 500 additional KMs, 25 additional man hours and one over-night stay.</p> <p>2. Except for the monthly rental in the RATE column of the Price Bid above, all other rates/charges quoted by the bidder will be discarded and would not be taken into account while considering the price bid.</p> <p>3. Unit rate must be quoted in words and figures. In case of any discrepancy, unit price quoted in words will be considered.</p> <p>5. Count of Kilometer run will start from and end at the branch/currency chest of deployment on daily basis. Duration of run from/to garage will be excluded.</p>						
Place :				(Authorised Signatory) (Name) (Seal of the Firm/Company)		
Date:						

5.11 Annexure XI– Pre Contract Integrity pact

PRE-CONTRACT INTEGRITY PACT
BETWEEN
BANK OF INDIA
AND

.....

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on day of the month of _____ 2020, between, on one hand, Bank of India acting through Capt. Akhilesh Kumar, AGM & CSO (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in officer and assigns) of the First Part

and

M/s. represented by Shri _____, Authorized Executive (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Service) and award the contract and the BIDDER/Seller is willing to offer/has offered the services and

WHEREAS the BIDDER is a registered private company / partnership constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudice dealings prior to, during and subsequent to the currency of the contract entered into with a view to :-

Enabling the BUYER to obtain the desired said service / work at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereby agree to enter into this Integrity Pact and agree as follows.

Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the

bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such officials(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDER(s)

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following :-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufactures / integrator / authorized government sponsored export entity of the stores / supplier and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER nor has any amount been paid promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER or alternatively, if any relative of an officer of the BUYER has financial interest / stake in the BIDDERS firm, the same shall be disclosed by the BIDDER at the time of filling of tender.

The term relative for this purpose would be as defined in Section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, 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 BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount _____ as specified in the RFP as Earnest Money/Security Deposit, with the BUYER through any of the following instruments

- a. Bank Draft or a Pay Order in favour of

- b. A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
- c. Any other mode or through any other instrument as specified in the RFP.

5.2 The Earnest Money / Security Deposit shall be valid up to the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period / Defect liability period.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No Interest shall be payable by the BUYER to the BIDDER on Earnest Money/ Security Deposit for the period of its currency.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (Whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, whenever required:-

- a. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- b. The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bond (after the contract is signed) shall stand forfeited either fully or partially as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
- c. To immediately cancel the contract if already signed, without giving any compensation to the BIDDER.
- d. To recover all sums already paid by the BUYER and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- e. To encash the advance bank guarantee and performance bond / warranty bond, if furnished by the BIDDER, in order to recover the payments already made by the BUYER, along with interest.
- f. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER
- g. resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

- h. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of Three years, which may be further extended at the discretion of the BUYER.
- i. To recover all sums paid in violation of this Pact by BIDDER(s) to any middlemen or agent or broker with a view to securing the contract.
- j. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- k. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1 (i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (Whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fail Clause

7.1 The BIDDER undertakes that it has not supplied / is not supplying similar product / systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product / systems or sub systems was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1 There shall be Independent Monitors (hereinafter referred to as Monitors) appointed by the BUYER for this Pact in consultation and with approval of the Central Vigilance Commission.

8.2 The task of the Monitors shall be to review independently and objectively whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project / procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is

applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER / Subcontractor(s) with confidentiality.

8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 1 year or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER / Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provision of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at on

BUYER

BIDDER

Name of the Officer

Name of the Officer

Designation

Designation

Bank of India

Witness

Witness

1

1

2

2

5.12 Annexure XII - Undertaking by Bidder

Place:

Date:

To:

**The General Manager
Bank of India
Security Department,
Star House-I
C-5, G Block, Bandra Kurla Complex
Bandra (East), Mumbai - 400051**

Undertaking (To be submitted by all Bidder's on their letter head)

We _____(bidder name), hereby undertake that-

- As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments in India or any Financial Institution in India.
- We are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.
- There are no pending cases against us involving cheating/fraudulent activities.
- We are not a defaulter in repayment of instalment against credit with any Bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date:

5.13 Annexure XIII- COMPLIANCE STATEMENT

To,

The General Manager
Bank of India
Head Office
Security Department,
Star House-I, C-5, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Gentlemen,

Reg.: RFP for Awarding Contract of Cash Management Services
Ref: Your RFF Ref: BOI:HO:SD:RFP:CMS:----- Dated: -----

We certify and agree to abide by all other clauses, terms, conditions and specifications mentioned in the RFP.

Deviations if any –

Main RFP / Annexure/Format No.	Clause / Sub Clause No.	Deviation	Specific Page no. of the Response

Signature of Authorized signatory with seal

Place:

Date:

Note: There should not be any deviations in the solution proposed by the bidder. Bidder has to give his response by writing 'NIL' in the statement. It shall be deemed that there is no deviation, irrespective of the fact whether any mention in the bid document anywhere.

5.14 Annexure XIV – KNOW YOUR EMPLOYEE (KYE) COMPLIANCE

**(This letter should be on the letterhead of bidder
duly signed by an authorized signatory).**

To:
The General Manager
Bank of India
Head Office
Security Department,
Star House-I, C-5, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir,

**Reg.: RFP for Awarding Contract of Cash Management Services
Ref: Your RFF Ref: BOI:HO:SD:PK:51:1225 Dated: 04-11-2020**

We (name of the company) hereby confirm that all the manpower (both on-site and off-site) deployed/to be deployed on Bank's project for (Name of the RFP) have undergone our internal KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

1. We undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages , claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.

2. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report(issued in last six months), character certificate regarding fit and satisfactory conduct, ID card copy, Educational document, etc) to Bank before deploying officials in Bank premises for (Name of the RFP).”

Yours faithfully,

Signature of Bidder: _____

Name: _____

Business address: _____

Place:

Date

5.15 Annexure XV - Details of Banks availing services for Cash Movement

1	Name of the Bank Address Contact Person Designation Landline No. Mobile No. e-mail ID	
2	Name of the Bank Address Contact Person Designation Landline No. Mobile No. e-mail ID	
3	Name of the Bank Address Contact Person Designation Landline No. Mobile No. e-mail ID	
4	Name of the Bank Address Contact Person Designation Landline No. Mobile No. e-mail ID	

5.16 Annexure XVI - Details of Cash Vans/Cash Vehicles in possession as on 01.10.2020

Sr. No.	Items	
1	Number of Cash Van/Vehicles in Possession (owned/leased) as on 01.10.2020	
2	Number of Vehicles each brand /type (to be given separately)	
3	Age of the vehicle Month & Year of registration and Month & Year of purchase with registration Nos. to be given	
4	Number of institutions/banks being serviced	
5	<p>a. Whether all the vehicles are GPS enabled and monitored live with geo-fencing mapping with the additional indication of the nearest police station in the corridor for emergency?</p> <p>b. Whether all cash-vans are fitted with tubeless tyres including spare tyre, two panic switches with two motorised hooters and GSM Based Auto dialler system?</p> <p>c. Whether all the vehicles have separate Front Driver cum Guard/passenger compartment, Cash compartment and Rear Guard compartment (as per Annexure VI to this RFP) with a CCTV covering both compartments and storing footages for at least seven days.</p> <p>d. Whether all the cash-van compartments are segregated with wire mash of/ MS Plates with Hooks available in the body of the Cash Compartments for chain-locking of the cash boxes.</p> <p>e. Whether the front and rear passenger compartment accommodates one cashier/ custodian and one armed security guards each besides driver.</p> <p>f. Whether all vans are provided with two portable 1 litre fire extinguishers (____ Type), two emergency lights, one battery operated air-pump and a Puncture repair kit.</p>	
6	If answer to above is NO, please give number of vehicles not adhering to above norms.	

5.17 Annexure XVII - Financial Position of Bidder for last three Financial Years

Particular	2017-18	2018-19	2019-20
	(Rs. In Crores)		
Turnover			
Net Profit (Profit After Tax)			
Operating Profit			

Note: Enclose

3. Certificate from the Statutory Auditors / Chartered Accountant of the firm;
4. Copies of Audited Balance Sheets and P&L statements along with enclosures for last 3 financial years
2. Copies of Articles of association and Memorandum of Association
3. Copies of certificate of incorporation/certificate of commencement of Business

Place:

Date:

Signature:

Name & Designation:

Business Address:

5.18 Annexure XVIII- NON-DISCLOSURE AGREEMENT

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable for providing the Cash Management Service to Bank of India, having its registered office at Star House, C-5, G Block, Bandra Kurla Complex, Mumbai – 400 051, hereinafter referred to as the BANK and,

WHEREAS, the COMPANY understands that the information regarding **Cash Management Services** shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the Cash Management service and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank's properties and/or have access to certain plans, documents, approvals or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written Authorization to do so;

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to Cash Management service, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK

The COMPANY shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date:

5.19 Annexure XIX - Security Measures for Cash in Transit

The Service Provider shall ensure the following salient security guidelines providing Security during Cash in Transit:

1. The Service Provider must hold valid PSARA License for the concerned state(s) throughout the contract period. It must ensure to get the license renewed in time if the license is expiring within the contract period.
2. Only a properly modified cash van complying with the conditions for design and specification laid down in Annexure VI and owned by the Service provider or taken on long term contract with a cash van service providing agency or Bank or Cash handling agency will be used for cash management services. No taxi or other hired vehicle shall be used for cash transportation activities by the Service provider.
3. Notwithstanding any other provision in these rules, the ex-servicemen, otherwise eligible may preferably be appointed or engaged by the private security agency for providing security for cash transportation activities.
4. the Security guards as also the custodians must be on the roll of the Service Provider;
5. KYC Verification and Police Verification. The Service Provider shall not appoint or engage or deploy any personnel for the cash transportation activities, unless such personnel has undergone through antecedent check and his proper KYC verification and police verification is done in accordance of the Act or any other law for the time being in force. The Service provider shall be responsible to comply with checks as per The Gazette of India, Ministry of Home Affairs notification No.24021/13/2016-PM-I dated 08 Aug 2018.
6. The Service Provider shall ensure that every personnel appointed or engaged for cash transportation activities shall be the imparted training and certified for the security and safe handling of such activities as per the requirements of training laid down in The Gazette of India, Ministry of Home Affairs notification No.24021/13/2016- PM-I dated 08 Aug 2018.
7. Cash should be transported only in the owned/leased security cash vans of Service Provider or its first level sub-contractors.
8. The Class of Vehicle as “Light Commercial Vehicle “ with engine capacity as mentioned in the Gazette notification mentioned above with seating capacity as “ 5 ” including driver should be clearly endorsed by the RTO in the RC of the vehicle.
9. Cash will be carried in a proper locked steel box with strong pad locks. Each cash box should be of dimensions not less than 24” length, 18” inch width and 12” height.
10. The cash container should be secured to the cash compartment with the help of hooks, iron chain and lock. The chain should be long enough to cover almost six to eight cash boxes.
11. Each of cash boxes shall be secured to the floor with separate chains and have locks that can be opened or locked only by using separate keys kept with different custodians and cash for each Branch shall be carried, preferably, in a separate box with the name of the Branch written on it.
12. Each cash van should be escorted by two armed guards, one armed guard shall sit in the front along with the driver and another in the rear position of the van and while in transit, loading or unloading, nature’s call, tea or lunch break, at least one armed security

guard shall remain present with the cash van all the time. Staff should be rotated and assigned the work only on the day of trip.

13. Wherever possible, routes that have heavy traffic flow and that pass through thickly inhabited areas should be selected. Deserted routes should not be taken unless such a route is unavoidable to reach the branch to which remittance is taken.

14. When the cash boxes are ready in the branch for loading into the cash van, the two armed guards escorting the cash should load their DBBL guns, keep safety catch at ready position to go out of the branch first to position themselves at advantageous points. Both the armed guards will always carry 8 rounds of reserve ammunition in their pouches on person at all times.

15. Once armed guards are positioned, the loader and cash custodian should load the boxes one by one into the cash van under the supervision of the accompanying cash officer, and be loaded onto the vehicle. The cash boxes should be chained and locked to the body of the vehicle, as these are being loaded.

16. After the crew and armed guard are seated, the rear door of the cash van should be locked and its key will be held by the cash custodian.

17. While loading is in progress, the driver of the vehicle along with the ignition key should stay away from the vehicle. The driver should be the last person to board the vehicle.

18. No one other than those detailed for the remittance duty should be allowed to enter, or to take a lift on, the vehicle throughout the journey.

19. The driver will board the vehicle after loading cash boxes and drive along the route as may be specified by the Cash custodian of the remittance.

20. The van should not follow the same route and timing repeatedly so as to become predictable.

21. The vendor shall ensure that additional regulations/guidelines as prescribed by Private Security Agencies (Regulation) Act, 2005, the Government of India, and the State Government are adhered to.

22. Throughout the journey the guns of the armed guards shall remain loaded and shall be kept in ready position with their 'Safety Catches' applied to 'Safe' position.

23. The armed guards shall remain alert throughout the journey and remain ready to thwart any attempt to rob the cash.

24. The driver and the escort must be on their guard against fake accidents, bogus police officials, unexposed traffic diversions, road blocks and suspicious vehicles and persons following the cash van.

25. The vehicle generally should not halt en route. If the vehicle has to halt for some genuine reasons, it should be preferably at pre-decided police stations/chowkis. In any case no conversation should be entered into with unknown persons and the doors / windows should not be opened.

26. If the same cash van is used for transporting remittances to more than one branch, it is necessary that there are no delays at any one point and that security precautions are not slackened at any of these places. The receiving branches will be informed of arrivals of the van to avoid inordinate delay in receiving / handling over cash.

27. Utmost secrecy should be maintained regarding the dispatch of remittances by all concerned including the service provider.

28. Night movement of cash vans should be discouraged. All cash movements should be carried out during daylight. There can be some relaxation in metro and urban areas though depending on the law and order situation specific to the place or the guidelines issued by the local police. If the cash van has to make a night halt, it necessarily has to be in a police station. In case of inter-state movement, changeover of security personnel at the border crossing must be pre-arranged.

5.20 Annexure XX - Cash Remittance Procedure

The Service Provider shall render the following services:

1. Pick up/collect/obtain cash, from the Bank's Branches or Bank's Currency Chest and deposit the same with the Bank's Currency Chest and / or Branches as specified from time to time.
2. Obtain signature, receipts, acknowledgements etc. and/or any other documents / papers from the Branch officials of our Bank / Bank's Currency Chest /and deliver, hand over or forward the same to the Bank's specified Currency Chest / specified branches in accordance with the instructions of the Bank.
3. Generate and prepare and furnish such reports including end of day reports as may be specified by the Bank from time to time.
4. Prepare and complete documentation as per the Bank's requirements.
5. Any other services incidental or related to the aforesaid services.

Note: No discrepancies will be entertained once the Service Provider's officer leaves the Branch / Customers' premises.

Cash Pick - up Process:

The Service Provider shall comply with the following process flow for cash pick-up:

1. The agency will issue an authorization slip on daily basis to the cash Custodians who are authorized to collect cash on that day.
2. The Currency chest branch / branch official will identify the cash Custodians authorized to collect cash by I) Authorization slip. II) Identity card
3. All Service Provider's Custodians will carry the iron boxes and uniquely numbered plastic seals along with them to be used for all cash pick-ups.
4. The cash shall be handed over to Service Provider's Custodian only by putting the dual signature of the branch staff on the cash slips of note pockets containing 100 pieces.
5. The Service Provider's Custodians in front of the Bank's Branch Official will count all the packets and Bundles of notes of each denominations and tally the details mentioned in the credit voucher and put one copy of the Bank's Credit Voucher in the iron box.
6. The Service Provider's Custodians have to ensure that the Seal Number is written on the Service Provider's copy, acknowledgement Slip as well as the Bank's Branch copy.
7. The Service Provider's Custodians will ensure all the details asked on the slip and the same will be attached to iron box relating to the pick-up and ensure that the Bank's Branch official's signature is taken on the slips. Service Provider will ensure that it will put a stamp "subject to verification by Bank" on the acknowledgement slips, put one copy of pay in slip in the iron box and lock the iron box and seal the iron box firmly.
8. The acknowledgement slips to be used will bear the printed serial numbers in Chronological order. The Currency chest/specified branch will maintain proper control and record of use of acknowledgement slips including those cancelled by the Service Provider's Custodians.

9. The Service Provider's Custodian will carry the iron box to the Currency Chest/ Specified Branch of the Bank which needs to ensure that the box has not been tampered and the seal is intact. The Bank's official will check the number on seal affixed to the container with the number mentioned in the copy of the acknowledgement slip and ensure that the containers are not tampered with, before opening. The Service Provider's Custodians will open the box and handover the cash to Bank's Custodians, who will count all the packets and Bundles of notes of each denomination in the presence of the Service Provider's Custodian.

10. If there is a discrepancy in the iron box, the iron box has been tampered with, then the contents of the same should be immediately counted and verified for forged notes / shortages in front of the Service Provider's Custodian for confirming the contents of the iron box with respect to that deposited by the Bank's Branch.

11. The Service Provider's Custodian will be responsible for the shortage / mismatch if the iron box has been tampered with and the same is pointed out to the Service Provider's Custodian at the time of handover of the iron box to the Bank's Custodian.

12. The Service Provider should also be in a position to provide branch wise daily report, which shall contain the details of branch wise cash deposited in to chest branch/received from chest branch.

13. Any Discrepancy / overwriting in the Credit slip or omission of Seal No. on the slips will be the responsibility of the Service Provider. The seal number on the BANK'S Branch acknowledgement slip will be considered as valid.

14. In case of detection of any forged / fake Note, shortage or mutilation or mismatch or any other discrepancy found during verification of the contents of the iron box after the Service Provider's Custodian has left the BANK'S premises, the Currency Chest / specified Branch will immediately inform the Service Provider's call centre, and shall not credit the amount to the concerned Branch until the Branch confirms such shortage / discrepancy / mutilation / mismatch.

15. In the event of the Bank's Branch raising any dispute regarding such shortage/ mutilation/ mismatch/ discrepancy, the Chest branch of the BANK will store the discrepant iron box in its vault, till the closure of the dispute by the Branch.

16. Acknowledgement slips shall be issued by the Service Provider's Custodian at the Bank's currency chest / Branch's premises and will have the following text on it

“Contents / Cash picked up - Subject to verification by Currency Chest Branch”

17. The Acknowledgement Slips issued by Service Provider's Custodians to the BANK'S Branch will be in Triplicate copies. The second copy will be given to the BANK'S Branch. First Copy for Service Provider's Custodian Records and Third copy shall be handed over to the Currency Chest Branch.

Cash Delivery Process :

The Service Provider shall comply with the following process flow for cash delivery :

1. All Service Provider's Custodian will carry the iron boxes containing the cash with uniquely numbered plastic seals to the Currency Chest / Branch of the BANK.

2. The Service Provider's Custodian has to ensure that the Seal No. is written on the Service Provider's copy • acknowledgement Slip as well as the BANK'S Branch copy.
 3. The Service Provider's Custodian in front of the BANK'S Branch Official will count all the packets (containing 100 pieces) of notes of each denominations and tally the details mentioned in the credit voucher and put one copy of the BANK'S Voucher in the iron box, and the iron box firmly in the slot provided.
 4. The Service Provider's Custodian will enter all the details asked on the slip and the same will be attached to iron box relating to the Cash delivery and ensure that the BANK'S Branch official's signature is taken on the slips.
 5. The SERVICE PROVIDER'S Custodian will carry the iron box to the concerned Branch of the BANK which needs to ensure that the box has not been tampered and the seal is intact. The SERVICE PROVIDER'S Custodians will open the box and handover the cash to BANK Custodians, who will count all the packets and bundles of notes of each denomination and all loose notes. If both the visual & physical checks are OK, then the BANK'S Custodian will acknowledge the receipt of cash and then follow the existing procedure for crediting the Currency Chest branch account post verification at his end.
- If there is a discrepancy in the iron box, BANK'S Custodian feels that the iron box has been tampered, then the contents of the same should be immediately counted and verified.

Lost/Misplaced / Stolen Currency:

1. The Service Provider's Custodian on duty should immediately escalate the incident to Service Provider's Call Centre.
2. Service Provider's Call Centre will inform the Bank and formally submit a report about the incident & also indemnify the Bank for the amount involved.
3. Service Provider will lodge FIR with the area Police Station. After receipt of FIR Copy from the police station, the Service Provider shall handover a copy to the Bank.

5.21 Annexure XXI – Format for Clarification

Bidder need to submit clarifications/queries on RFP on or before the last date mentioned in this document in the format given here below:

Sr. no.	RFP clause no.	Sub clause no.	Page no.	Clause as per RFP document	Proposed Revised clause	Reason for modification
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Yours faithfully,

Authorized Signatories
(Name, Designation and Seal of the Company)
Date:

5.22 Annexure XXII– Format of the Claim Form

(To be submitted by the Service Provider on their Letter Head)

Bill for the month of

Sr. No.	Claim details	Rate claimed In Rs.	Amount in Rs.
1	No. of days the vehicle was put into service : i) Vehicle No. 1 _____ ii) Vehicle No. 2 _____ iii) Vehicle No. 3 _____		
2	No. of Kms covered: i) Vehicle No. 1 _____ ii) Vehicle No. 2 _____ iii) Vehicle No. 3 _____		
3	Claim for 2000 Kms i) Vehicle No. 1 _____ ii) Vehicle No. 2 _____ iii) Vehicle No. 3 _____		
4	Claim for extra kilometers covered i) Vehicle No. 1 _____ ii) Vehicle No. 2 _____ iii) Vehicle No. 3 _____		
5	No. of hours of duty i) Vehicle No. 1 _____ ii) Vehicle No. 2 _____ iii) Vehicle No. 3 _____		
6	Claim for extra hours worked i) Vehicle No. 1 _____ ii) Vehicle No. 2 _____ iii) Vehicle No. 3 _____		
7	Claim for Night Halt i) Vehicle No. 1 _____ ii) Vehicle No. 2 _____ iii) Vehicle No. 3 _____		
8	Total		
9	GST, wherever applicable		
10	Total amount billed		

N.B.

1. The consolidated claim should be submitted for each centre, duly supported by the log sheets for the month concerned.

2. The Service Provider should indicate the following details to facilitate TDS and payment of the bill amount through electronic mode:

- i. PAN details:
- ii. Title of account to which the amount is to be credited:
- iii. Account Number in Full:
- iv. Name of the Bank:
- v. Name of the Branch and its address:
- vi. IFSC Code of the Branch :
- vii. GST No.:

Place :

Date :

**Signature
(Name and designation)
Company Seal**