

## RFP FOR OUT SOURCING OF CASH VANS

PanaRO/SECY:CV/2021-22

09 -11-2021

### **NOTICE INVITING TENDER – RFP FOR OUTSOURCING OF CASH VANS**

Sealed Tenders are invited by Panaji Region Office, Central Bank of India, for outsourcing of Cash Van Services for Panaji region branches in Goa and adjoining districts in the state of Maharashtra, through reputed service providers/ agencies to transport cash from one Currency Chest/ Branch to another, in **Two Bid System ( Technical bid & Commercial Bid)** meeting the under-noted eligibility criteria for carrying out the work specified in the tender document In accordance with the Bank's general conditions of contract, special terms & conditions of Contract & Particular terms & conditions of Contract, Standard specifications, Extent of work, Special instructions to bidders as appended on subsequent pages & Annexures.

Central Bank of India, Panaji Region Office invites applications from reputed firms, satisfying the eligibility norms stipulated herein this tender document, for outsourcing of Cash Vans for Goa and adjoining districts in the state of Maharashtra.

Description of Work	Outsourcing of Cash Van Services for Goa and adjoining districts in the state of Maharashtra.
Place of work	One Currency Chests under Panaji Region Office - Currency Chest, Margao. Location of branches – Goa and adjoining districts of Maharashtra.
Cost of work	To be quoted as per the Commercial Bid format
Cost of tender	Payment of Rs.5,000/ to be made in the form of Banker's cheque / Demand draft payable in the name of "Panaji Region Office, Central Bank of India, Panaji".
Earnest Money Deposit	Payment of Rs.50,000/- to be made in the form of Banker's cheque / Demand draft payable in the name of "Panaji Region Office, Central Bank of India, Panaji".
	Technical Bids without Cost of Tender and EMD amount shall NOT be accepted. The EMD amount will be returned to the un-successful bidders after placing work order by Bank.
Tender Publish Date	09.11.2021
Last date & time for Submission of Bids	29.11.2021, 11.00 Hrs
Date & time of Opening of Technical Bids	30.11.2021, 11.00 Hrs
Contact person name	Shri Ritesh Ramesh Wakode, Senior Manager – Nominated Security Officer, Panaji RO
Contact number	8421879951
Place of submission of Bids & opening of bids	Regional Manager, Central Bank of India Panaji Region Office, Nizari Bhawan, 1st FLOOR, Menezes Braganza Road, Panaji, Goa- 403001
E-mail id for correspondence	auditpanaro@centralbank.co.in

In order to ensure transparency in Procurement, Tendering, RFP, Purchase etc process Shri Trivikram Nath Tiwari, mail ID [trivikramnt@yahoo.co.in](mailto:trivikramnt@yahoo.co.in) and Shri Jagdip Narayan Singh, mail id [jagadipsingh@yahoo.com](mailto:jagadipsingh@yahoo.com) are Independent External Monitor.

Sd/-  
(Chief manager)

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Central Bank of India, Panaji Region Office intends to outsource Cash Vans for Goa and adjoining districts in the state of Maharashtra, through reputed service providers/ agencies to transport cash from one Currency Chest/ Branch to another.

The agency should be able to provide customized cash vans (new ones) with the required security features, at our Currency Chest location (Currency Chest Margao), and/or any other locations as may be required. Quotations are invited from agencies who are providing such hired services and who have the required expertise and infrastructure to provide uninterrupted and effective service.

Bank shall shortlist and empanels firms, based on fulfilling the eligibility criteria and other technical parameters. However, contract shall be awarded to only one firm, based on commercials and service network.

### **TENDER DETAILS**

•	Tender reference	PanaRO/SECY:CV/2021-22 dated 09Nov 2021
•	Date of commencement and time	10 <sup>th</sup> Nov 2021, 1000 hrs
•	Due date for submission	29.11.2021, 11.00 Hrs
•	Tender Fees	Rs 5,000/-
•	Date, place and time of opening of Technical Bid	30.11.2021, 11.00 Hrs
•	Address for communication & Contact No.	Regional Manager, Central Bank of India, Panaji Region Office, Nizari Bhawan, 1st floor, Menezes Braganza Road, Panaji, Goa- 403001 Shri Ritesh Ramesh Wakode, Senior Manager – Nominated Security Officer, Panaji RO Mob 8421879951
•	Earnest Money Deposit Rs 50,000/-	By DD favoring Central Bank of India Panaji.

### **Scope**

The agency that will be entrusted with the contract shall be required to provide cash vans in Goa and adjoining districts in the state of Maharashtra, as per the requirement of the Bank, from time to time. It will involve plying the vehicle at various locations, on all working days.	Initial requirement is up to 02 Cash Vans for Currency Chest Margao. Provision of additional cash van with escort as per selected module in case any CCV renders defect or under maintenance.
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### **Eligibility Criteria** The agency/service provider should fulfill the following eligibility criteria:-

•	Holds a license under the Private security Agencies (Regulation) Act (PSARA), 2005.	The service provider should be in the business of providing Cash Vans / Cash Management Services during the last five years as of 28/10/2021.
•	Should have the required registration to carry out the said activity / service.	Should have the required Statutory Registration of Income Tax, GST, Labour, PF, ESI etc.
•	Should have an annual turnover of one Crore or more during the Financial Years 18-19, 19-20 and 20-21.	Should have been in profit during the above said period of 3 years.
•	Should have proper office and credible supervisory infrastructure	Should have been providing Cash Van / Cash Management Services at least for two Organizations, out of which one should be a

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		Public Sector Bank.
•	Should be capable of providing new Cash Vans within one week of supply order. Further any cash van older than 7 years is in violation to MHA notification GSR 755(E) dated 08 Aug 2018 and is to be replaced.	Should have drivers on roll with antecedents duly verified by the police as per MHA notification GSR 755(E) dated 08 Aug 2018, Para 6.
•	Should have insurance cover for the vehicle and the driver, custodian, loader, Armed Guard & the Cashier as the case may be. Vehicle shall be covered for accident and theft.	Should have well-knit service offices across the Goa and adjoining districts in the state of Maharashtra.
•	The vendor should permit carriage of any other items like PC / UPS / Server or Documents in case there are no duties related to cash movement.	The vendor should not be blacklisted by any organization.
•	<b>Adequate training &amp; certification of personnel-</b> every personnel appointed or engaged for cash transportation activity shall be imparted the training and certified for the security and safe handling of such activities as per the requirements of training laid down in 2 <sup>nd</sup> schedule of MHA notification GSR 755(E) dated 08 Aug 2018, para 7. Further the refresher course once in 2 years. All records to be part of tender document.	<b>Armed Guard</b> – Carry Minimum 12 bore DBBL shot gun /PAG provided by the agency. Gun must be test fired as at least once in a year. Gun cartridges must be replaced once every year. Gun must be checked and certified by a Government approved armourer. <b>Documents</b> – valid Gun license, retainer ship, ID and permission to carry during restrictions imposed by authorities. <b>Duties</b> – Guard will not be used as carrier. He must always remain alert and vigilant. Immediately position himself suitably and act promptly and effectively in case of eventuality.
•	<b>Duties of custodians</b> – will receive cash from the linked branches/currency chest in bundles of 10 packets each, each packet will contain 100 notes. These bundles will be counted, placed in the cash boxes with the linked / identified branch name, locked in the presence of the custodian, by the remitting branch staff. While receiving the cash from custodian of security personal, designated branch / CC official will ensure that the 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 branch. At the depositing/ destination branch, the custodian will deliver the cash box, obtain acknowledgement from the destination branch after it ensures that the cash box have been received in good condition properly locked and the cash bundles as mentioned in the remitting branch report are found intact. The locking of cash compartment and lock on chaining of cash boxes by the loader is to be duly verified by the custodian.	<b>Duties of Loader</b> – (a) <b>Loader escorting cash van with custodian</b> – Will load and unload locked cash box in cash van in cash compartment with duly chaining all cash boxes when to/fro branch / CC to / fro branch / CC as ordered by Custodian. The locking of cash compartment and lock on chaining of cash boxes is to be duly verified by the custodian. (b) <b>Loader escorting cash van without Custodian</b> - Will load and unload cash box in locked condition only to/fro branch / CC to / fro branch / CC as ordered by In-Charge CC / Branch manager in presence of escorting Armed Guards (bank armed guards or private security guard) or bank officials. The locking of cash compartment and lock on chaining of cash boxes is to be duly verified by the Armed Guards / bank officials.

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<ul style="list-style-type: none"> <li>The operation of the Tenderer in Pakistan and china, if any, should be suitably firewalled from the contract / operations with the bank and should also declare that no employee who has previously worked or been posted in Pakistan or China in any capacity is engaged by the Company for this project and that no China / Pakistan national or person of Pakistan / China origin should be engaged by the Service provider (SP) for the project. Further the company should not post an employee who has worked in India operations in Pakistan or China.</li> </ul>	<b>Validity period of RFP</b> – Shall remain valid for a period of 180 days from date of opening of the bid.
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- Due weightage shall be given to those service provider/agency who are registered with DGR or accredited by State etc. Supporting documents are to be provided.
- Due weightage shall also be given to the good quality services provided to various organizations. Supporting documents are to be provided.
- The offer shall be in two bid system. Tender forms could be collected from the Nominated Security Officer, Panaji Region on payment of Rs.5,000/- by DD favoring Central Bank of India, Panaji. In case the tender form is down loaded from web-site, the tender fees (DD) shall be enclosed along with **Technical Offer**.

The service provider should be able to provide new cash vans with the above features within maximum one weeks of supply order.

### **TERMS AND CONDITIONS**

#### **Earnest Money Deposit:**

EMD of Rs 50,000/- shall be given along with the offer. This shall carry no interest and shall be retained by the bank for a maximum period of 90 days from the date of opening of the tender.

The EMD shall be returned on finalizing the tender.

In case of firms not found eligible technically, then EMD & commercial bid shall be returned within 3 weeks of tender opening.

#### **Contract Period**

The contract shall be for a period of **two years** initially, could be renewed on yearly basis as per requirement of the bank. There shall be no change in the package rate indicated during the first year period. Any revision of rate shall be decided mutually, depending on market conditions and fuel cost only after initial one year.

#### **Security Deposit:**

The vendor identified for providing cash van services shall be required to keep a security deposit of Rs One Lakh for a period of two years. The security deposit shall be kept with the Bank on lien as interest bearing Fixed Deposit. The amount of Rs. One Lakh is the consolidated deposit, irrespective of the number of cash vans provided in the Zone as a whole.

#### **Services requirements:**

It shall be the responsibility of the vendor to provide un-hindered service as required by the Bank. The vendor shall ensure that alternate arrangements are in place during break-downs / repairs to the cash van.

In case the vendor is not able to provide cash van services on any particular day the Bank shall hire private taxi and the charges shall be adjusted against the monthly package rate payable to the vendor.

The vehicle provided shall be new and in good condition with all documentations complete and renewed.

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<b>Documentation:</b>
Photostat copy of registration, insurance and driver's license shall be lodged with the bank.
Police verification of the driver to be provided shall be done by the vendor.
<b>General Conditions:</b>
The bank reserves the right to reject all or any firm without assigning any reason or to call for fresh tender at any time at its own option. Further, vendor/s who does not qualify in the Technical bid specifications will not be considered further.
Vendor participation is desirable at the time of opening of tenders. However, if representative does not turn up at the appointed time, the tender will be opened in absence.
Expenses incurred by the applicant in applying, attending, discussions / meetings shall not be reimbursed / paid by the Bank.
If information and details furnished by applicants are incomplete or found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later date, the empanelment of such applicant will be cancelled immediately.
Empanelment will be decided by the bank based on geographical jurisdiction of the Bank's requirement and the service network of the firms.
The vendor should abide and confirm to relevant RBI circulars issued from time to time on Cash Management activities of Bank and various standard for engaging the Service Provider.
<b>Agreement:</b>
The vendor shall be required to enter into an agreement with respective Offices of the Bank, where the Cash van is attached based on tender norms.
<b>Payment terms</b>
No advance payment shall be made.
Payment shall be made by the Office to whom the cash van is attached, on raising of bill by the service provider, within a week.
<b>Evaluation of Bids</b>
The bids received shall be evaluated through the following stages:-
Stage 1: Opening of Technical Bid- Vendors shall be short listed based on Eligibility criteria and other terms of bid
Stage -2 A sample customized cash van will be seen by a Committee of Officers
Stage – 3 Opening of Commercial Bid of those vendors who qualify through in Stage 2.
Stage – 4 awarding of contract.
<b>Force Majeure:</b>
If at any time during the currency of the contract, the performance in whole or in part by either party or any obligation under the contract shall be prevented or delayed by reasons of any war, hostilities, acts of god, Public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics etc. then, provided notice of the happening of the any such events is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall be reason of such event be entitled to terminate their contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance. The whole or any part of the Party's obligations under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist. If force majeure event continues beyond the period of three (3) months the parties shall hold consultation to resolve the problem satisfactorily.
<b>Liquidation &amp; Bankruptcy:</b>
If the contractor/service provider becomes bankrupt or insolvent or causes or suffers any receiver to be appointed for his business or any assets thereof, compounded with his creditors, or being a corporation, commerce to be wound up for the purpose of amalgamation or reconstruction, or carry



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on its business under a receiver for the benefit of its creditors, the bank shall be at liberty to Terminate the contract forthwith upon coming to know of the happening of any such Event as aforesaid by notice in writing to be contractor or to the receiver or liquidator Or to any person in whom the contract may be vested OR gives such receiver, Liquidator or other person the option of carrying out the contract Subject to his Providing guarantee for the amount to be specified by the bank.

### **Negligence & Indemnity:**

If the contractor neglects to execute the work with due diligence as per schedule or refuses or neglects to comply with the terms of contract or contravenes the provisions of the contract, the bank may give notice in writing to the contractor calling upon him to make good the failure, neglect or contravention within such time as may be reasonable and in default of the said notice, the bank shall have the right to cancel the contract holding the contractor liable for the damages that the bank may sustain/incur. Thereafter the bank may make good the failure at the risk and cost of the contractor. The contractor assumes responsibility for and shall indemnify the bank from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which may be required with respect to any breach of the contractor's obligations under the contract or any other statutory violations.

### **Arbitration:**

Any arbitration arising in this contract, in case of failure of amicable settlement between the parties, then either party may within 28 days of such failure give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. The venue for such arbitration shall be Mumbai. If any fees are payable to the arbitrator, this shall be equally borne by both the parties.

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**Annexure-I**

**Technical Bid - A and Commercial Bid - B**

Both the Bids shall be submitted together but in two different envelopes super scribed as follows:

- (A) Technical Bid for Cash Van outsourcing - **Envelope - A**  
Commercial Bid for Cash Van outsourcing - **Envelope - B**
- (B) Technical Bid shall contain only relevant technical details as follows:  
Vendors profile  
Specifics of Cash Vans  
Tender fees and EMD favoring Central Bank of India, Panaji.

**Vendor's profile**

Name of the firm	:	
Registration No. and Date	:	
Office address with telephone / fax Nos.	:	
Name of the proprietor / partners	:	
Turnover	18-19	: Rs
	19-20	: Rs
	20-21	: Rs
(Balance sheet and CA's certificate to be enclosed)		
Net Worth		: Rs
Profit	18-19	: Rs
	19-20	: Rs
	20-21	: Rs
(Balance sheet and CA's certificate to be enclosed)		
Registration Nos.		
GST		
PAN		
PF		
ESIC		
Name and address of Bankers	1.	
	2.	
ISO certification if any		
Offices/Branches in Panaji & across the country		Enclose list with address and contact numbers
Number and Details of type of vehicles owned and registered in the firm's name.		Enclose list.

Empanelment details with other organization (Government / PSU / Banks / Private Organization.  
(Contract should be in vogue)

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Name of organization

Date of empanelment

a)

b)

- If registered with DGR or accredited by State etc. Supporting documents are to be provided.
- Good quality services provided to various organizations. Supporting documents are to be provided.
- Covering letter stating that the vendor is not blacklisted by any organization

Note:

- Copy of all supporting documents to be enclosed.
- All pages of the tender shall carry the seal and signature of the firm's authorized signatory at the right hand bottom corner.
- Photographs showing the internal and external structure of the cash van are enclosed.
- All relevant details to be duly flagged and to be shown in index for ready reference / perusal, in a proper file.
- All information to be placed in a file, duly indexed

Specifications of Cash Vans	Yes / No
Duly Modified cash van of any reputed manufacturer (TATA / Mahindra / Bajaj) (Size of Mahindra Bolero or similar size)	
Comprehensive insurance/Third Party Insurance of CCV against all risks must be available. Vehicle must be roadworthy.	
Cash Van should be new.	
Adequate space for keeping currency and two guards with weapons	
Vehicle should contain adequate fuel and be available at minimum notice as per timings laid down by the bank	
All glass panes and wind screen should be covered with iron grill with mesh	
Vehicle to have proper cash compartment / enclosure with collapsible gate with minimum double locks i.e. one from inside and other from outside	
Cash Van should have hooter / alarm. Alarm system with siren should be fitted with activation points with guard, driver and rear cabin.	
Cash Van should have a fire extinguisher (small bracketed) and a first aid box	
Cash Van should have tubeless tyres and should be provided with wireless (mobile) communication with driver / custodian / loader	
CCV should have a secure partition between driver cabin and cash box area	
Should have chaining system for chaining boxes to the body of the vehicle inside the cash compartment	
CCV should have anti-theft/burglary central locking system for side and rear doors. (as in case of cars). The door of the cash compartment should open from one side (rear left) and that too the control should be with the driver to open the lever from inside.	
Easy maneuverability in narrow lanes and congested areas, where applicable	
All essential features of an efficient vehicle requiring minimum maintenance and providing maximum driving and riding comfort	
Should conform to local laws stipulated by RTO and other government bodies as well as pollution norms	



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The Cash van to have two cameras. One camera to cover the driving area and the second to cover the cash compartment with minimum recording for atleast 07 days (seven days). The CCTV monitor should be always switched ON and available in front of driver.	
For the seating of staff & escort, a three seater to be provided right behind the driver instead of at the rear end.	
Vehicle should be GPS enabled and monitored live with geo-fencing mapping with additional indication of the nearest police station in the corridor for emergency.	
Should have vents / port holes to bring down fire From within the vehicle, during emergency.	
Small Fan at the roof above the rear seats	
Insurance for the vehicle	
Generate alert on email and on mobile to respective CC In-Charges and Security officers (regional & Nominated) on pressing alert by driver.	

### **Annexure –Compliance of terms and conditions -in Technical Bid**

I / we have read and understood the instructions and the terms and conditions contained in the tender document.

I do hereby declare that the information furnished in the response to tender document and other supplementary sheets is correct to the best of my / our knowledge and belief.

**Signature of Authorized Signatory:** \_\_\_\_\_

**Name of Authorized Signatory:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Address of firm:** \_\_\_\_\_

**Place:**

**Date:**

**‘Commercial Bid’** - to be quoted in the following format, for providing new vehicles only.

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<b><u>Escort Team</u></b>	<b><u>Module 1</u></b>	<b><u>Module 2</u></b>	<b><u>Module 3</u></b>	<b><u>Module 4</u></b>	<b><u>Module 5</u></b>
Cash Van	1	1	1	1	1
Driver	1	1	1	1	1
Loader	-	1	1	1	1
Custodian	-	-	1	1	1
Armed Guard	-	-	-	1	2
total crew to escort Cash van	1	2	3	4	5
<b><u>Approved KMs &amp; Hours</u></b>					
<b><u>Cost in ₹</u></b>					
Hiring cost for 2000 kms per month 8 hours per day (Fixed) /Module.					
Taxes at actuals _____%					
Total cost along with GST					
<b><u>Additional cost in case of extra Run/ hours / out-station stay</u></b>					
Charges for extra KMs beyond the monthly KM fixed (excl of GST)					
Charges for extra hours beyond 8hrs/day (excl of GST)					
Allowance for escort team as per Module, in case they are required to stay out-station (excl of GST)					

**Note** – KM/month need to be fixed based upon usage in a particular Zone / Region and charges for additional KM must only be paid if the cumulative KM fixed for the month is exceeded.

**- Only one module as per existing policy of Central bank of India in force (changing time to time) will be selected and SLA (service level agreement) will be accordingly issued.**

**Bidders are requested to check the enclosures mentioned below. The list is only indicative and not exhaustive.**

### **(a) Technical Bid:**

(i) **Separate sealed** envelope super scribed:

**Technical Bid for Cash Van outsourcing - Envelope - A**

(ii) Vendors profile:

- Name of the firm
- Registration No. and Date  
Office address with telephone / fax Nos.
- Name of the proprietor / partners
- Turnover of last three financial years
- Net worth
- Profit for the last three financial years
- Details of / Registration Nos / GST / PAN / PF / ESIC
- Name and address of Bankers
- ISO certification if any
- Branches in Panaji and across the country
- Number and Details of type of vehicles owned and registered in the firm's name.

(iii) Specifics of Cash Vans with Photographs showing the internal and external structure of the cash van.

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- (iv) Tender fees and EMD favoring Central Bank of India, Panaji
- (v) Empanelment details with other organization (Government / PSU / Banks / Private Organization)
- (vi) Registered details with DGR or accredited by State etc. (if applicable)
- (vii) Details of good quality services provided to various organizations. (if applicable)
- (viii) Covering letter stating that the vendor is not blacklisted by any organization

**(b) Commercial Bid:**

**(i) Separate sealed** envelope super scribed:

**Commercial Bid for Cash Van outsourcing - Envelope - B**

**(ii)** Rates to be quoted in the prescribed format, for providing new vehicles only

Note:

- Copy of all supporting documents to be enclosed.
- All pages of the tender shall carry the seal and signature of the firm's authorized signatory at the right hand bottom corner.
- Photographs showing the internal and external structure of the cash van are enclosed.
- All relevant details to be duly flagged and to be shown in index for ready reference / perusal, in a proper file.
- All information to be placed in a file, duly indexed
- A legally vetted **service level agreement (SLA)** ensuring strict adherence to the terms and conditions of the SLA will be signed between selected agency and the bank. The agreement will be executed at respective Region under whose jurisdiction the centers allotted to vendor falls 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.