



**REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF
VENDORS FOR MOVEMENT OF CASH AMONG THE BANK'S
CURRENCY CHESTS, BRANCHES IN EAST ZONE
UNDER RATE CONTRACT**

RFP No: HOCMS: 02/2022

**CANARA BANK, CASH MANAGEMENT SECTION,
CMS WING, HEAD OFFICE-ANNEX, MANIPAL-576104**

DISCLAIMERS

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

This RFP is neither an agreement nor an offer. It is only an invitation by the Bank to the interested and eligible parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist them for formulation of their proposals. This RFP does not claim to contain all the information that each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary, obtain independent advices/clarifications. The Bank may at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by the duly authorized officers of the Bank with the selected Bidder.

The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid Stage.

The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from the reliance of any Bidder upon the statements contained in this RFP.

The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all the costs associated with or relating to the preparation and submission of Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

PART-I TECHNICAL BID

REQUEST FOR PROPOSAL (RFP)

**CANARA BANK, CMS WING, HEAD OFFICE ANNEXE, MANIPAL INVITES
ONLINE TENDER FOR THE WORKS MENTIONED BELOW**

Name Of The Work	Selection Of Vendors For Movement Of Cash Among The Bank's Currency Chests, Branches In East Zone Under Rate Contract
Date of issue of RFP/Download Start Date & Time	29/07/2022 at 10.00 am
Last date and time for clarification /Query on RFP	08/08/2022 till 02.00 pm Interested Bidders are requested to send the email to: hocashmgt@canarabank.com containing below mentioned information, so that same shall be considered along with queries, if any, during pre-bid meeting : Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.
Pre bid meeting	10/08/2022 at 11.00 am Physically at: CANARA BANK, CASH MANAGEMENT SECTION, CMS WING, HEAD OFFICE ANNEX-MANIPAL-576104 Tel:(0820) 2572388
Last date and time for submission Of Bidding Document	Tender Response to be submitted on or before 29/08/2022, 12.00 pm online through the e-Procurement portal https://canarabank.abcprocure.com For any queries regarding submission of the tender kindly call or mail on the below mentioned details: Name: Dinki Adhiya. E-mail ID: dinki@eptl.in , support@abcprocure.com , khushboo.mehta@eptl.in , sujith@eptl.in Mobile No. : +91 9510813067 +91 9510812960 +91 9265562821 +91 9510812971 +91 6354919566
Date and Time of Technical Bid Opening	Technical bid will be opened on 29/08/2022 at 3.00 PM

Date and Time of Commercial Bid Opening and Reverse Auction	The date for opening the indicative price bids will be intimated subsequently only to such firms whose technical bids are qualified.
Cost of RFP	Rs. 5000/- (Rupees Five Thousand only) plus GST as applicable in the form of Demand Draft (DD)/ Pay Order(PO) in favour of Canara Bank, payable at Manipal. The Demand Draft/ Pay Order (PO) should be submitted in the separate envelope to the address mentioned elsewhere in the RFP before the date of opening of technical Bid.
Earnest Money Deposit (EMD)	Rs. 22,00,000/- (Rupees Twenty two Lacs Only) as applicable in the form of Pay Order or Demand Draft in favour of Canara Bank, payable at Manipal. EMD can also be paid in the form of Bank Guarantee (BG) of any Scheduled Commercial Bank other than Canara Bank.

ABBREVIATIONS

The full form of some of the abbreviations commonly used in the document is given below:

ABBREVIATIONS	DESCRIPTION
AMC	Annual Maintenance Contract
BG	Bank Guarantee
CGST	Central Goods and Service Tax
EMD	Earnest Money Deposit
GST	Goods and Service Tax
IGST	Integrated Goods and Service Tax
IP	Integrity Pact
KYE	Know Your Employee
NDA	Non-Disclosure Agreement
PBG	Performance Bank Guarantee
PO	Purchase Order
PSB	Public Sector Bank
PSU	Public Sector Undertaking
RFP	Request for Proposal
RBI	Reserve Bank of India
RO/CO/HO	Regional Office/Circle Office/Head Office
TCO	Total cost to Ownership
TDS	Tax deducted at Source
PSA	Private Security Agency
SP	Service Provider
PG	Performance Guarantee
CMS	Cash Management & Stationary Wing

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1. INTRODUCTION

1.1 CANARA BANK, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 with its Head Office at 112, J C Road, Bengaluru – 560 002 , is one among India's largest banks with a network of over 9700 + branches and 10000 + ATMs spread across India. The Bank is having overseas presence also. The Bank offers wide range of products and services to the Corporate as well as Retail Customers. The Bank provides services to its customers through alternate banking channels such as Internet Banking, ATMs, Kiosks and Mobile Banking etc. For further expansion of its reach, the Bank is also forging ahead with cutting edge technologies and innovative new banking models and is implementing various initiatives.

1.2 The Bank is now taking the initiative for outsourcing of cash movement in East Zone between the various Currency Chests and the Branches of the Bank as detailed elsewhere in this RFP document.

2. INTEGRITY PACT (IP)

2.1 Only such of those Vendors/bidders/sellers who commit themselves to the Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process.

2.2 The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.

2.3 The Bidders shall submit signed Pre-Contract Integrity Pact as per Annexure **X** along with Part-A –Technical Bid. Those Bids which are not containing the Integrity Pact are liable for rejection.

2.4 Foreign Bidders, if any, shall disclose the name and address of the agents and representatives in India and Indian Bidders shall disclose their foreign principals or associates. Bidders shall disclose the payments to be made by them to agents/brokers or any other intermediary.

2.5 Bidders shall disclose any transgressions with any other company that may impinge on the anti-corruption principle.

2.6 The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/Guarantee/AMC if contracted whichever is later.

2.7 Integrity Pact, in respect of a particular contract would be operative from the stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. Integrity Pact shall be signed by the person who is authorized to sign the Bid. The following Independent External Monitors (IEMs) have been appointed by the Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

Sri. Rakesh Jain, IA & AS (Retd) Email: rakeshjain18@hotmail.com	Sri. D.R.S Chaudary, IAS (retd) Email: dilip.chaudhary@gmail.com
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3. OBJECTIVES OF THE RFP

3.1 Canara Bank (hereinafter called as “Bank” or “the Bank”) invites proposals from eligible entities (hereinafter referred to as “Bidder” or “Vendor”) for outsourcing of cash vans services on hire basis for movement of cash between the Currency Chest and Bank in Eastern India under rate contract for a period of 3 years.

3.2 All offers of the bidders shall be unconditional and once accepted, whether with or without modifications by the Bank, shall be binding between the Bank and such Bidder.

3.3 The Document may be obtained from the Bank at the communication address given elsewhere in this RFP or can be downloaded from Bank’s Website which can be accessed through the web address www.canarabank.com and the response should be submitted online through the e-Procurement portal <https://canarabank.abcpocure.com>.

3.4 We have broadly divided the Cash Van services provided by our bank all over India into four major Zones. States, Circles and Chests covered under Eastern Zone are appended below.

Zone	States/Union Territories	Circles	RO	Branches	CC	Cash Van Required
East Zone	Odisha, Arunachal Pradesh, Assam, Bihar, West Bengal, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura and Jharkhand	Bhubneswar	05	285	Bhuneswar-06	60 CASH VANS (+/-) 25%. (No. of ROs, Branches and Currency Chests may increase or decrease by opening and closing/merging in future)
		Guwahti	03	173	Guwahti-NIL	
		Patna	05	315	Patna-06	
		Kolkata	07	426	Kolkata -03	

4. INVITATION OF TENDER BIDS THROUGH E-TENDERING

4.1 Canara Bank invites tenders (through e-Tendering) comprising of Eligibility, Technical and Commercial bid from the experienced bidders having proven capabilities for outsourcing of customised cash van on hire basis for movement of cash among the Currency Chests and Branches for Eastern Zone, under a rate contract. The selected bidder is required to adhere to the terms of this RFP document and any deviation to the same shall not be acceptable to Bank. Only those bidders, who satisfy the eligibility criteria mentioned in this RFP document need to respond.

4.2 This RFP is an invitation for bidder responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process, unless and until a formal contract is signed & executed by duly authorized officials of the Bank and the successful bidder. However, the bidder shall be bound by the terms of this RFP.

4.3 Bidders are expected to examine all the instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP.

4.4 Any bid received after the target date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Furthermore, Bidders are advised to submit responses well before the last date and time of bid submission.

5. ELIGIBILITY CRITERIA OF BIDDER

5.1 Only those Bidders who fulfil all the following criteria are eligible to respond to the RFP. Document/s in support of all the 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.

- 5.1.1 The Bidder should be a Company registered under the Companies Act or a Partnership firm whether registered or not under the Partnership Act or a LLP registered under the Limited Liability Partnership Act, 2008 or a Proprietorship firm. Documents related to the same is to be attached.
- 5.1.2 The bidder should have been in the field of movement of cash and/or Cash Processing services in India for at least 3 years as on 1st April, 2022. Documents related to the same is to be attached.
- 5.1.3 The bidder should have minimum net worth of **Rs.100 Crores** and the same should be maintained at all times. Net worth shall mean 'paid up equity capital, free reserve, balance in share premium account and capital reserve representing surplus arising out of sale proceeds of assets but not reserve created by revaluation of assets' adjusted for 'accumulated loss' balance, book value or intangible and deferred revenue expenditure, if any. A certificate from Company's Statutory Auditor, who has signed the Audited Balance Sheet of the company/firm confirming net worth as on 31.03.2022 should be attached.
- 5.1.4 The bidder should have earned revenue of not less than ₹10 crore per annum from the cash movement services for the last 3 financial years i.e. FY 2019-20, 2020-21 and 2021-22, if the **audited** financial papers for the FY 2021-22 are not ready then **Provisional** for FY 2021-22 shall be

provided. For FY 2019-20 and 2020-21 audited financial paper is mandatory. Documents (Audited balance sheets) are to be attached.

- 5.1.5 The bidder should have at least one running contract with Public Sector/Private Sector Commercial Bank for similar line of activity i.e. cash movement between the Currency Chests and Branches. A copy of the order from the Public Sector/Scheduled Commercial Bank shall be submitted.
- 5.1.6 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. Authorities 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 for the bids to be considered. **An undertaking to this effect must be submitted in their letter head. (Annexure-I)**
- 5.1.7 The Bidder should indicate the name(s) of the commercial banks to which similar services are currently being provided along with their full addresses and details of the contact persons, for reference purpose. Certificates of good performance from these banks should be enclosed to the Technical bid. In addition, the names and addresses of all other banks/ agencies for which similar services are being provided should be enclosed to the Technical bid. Self attested proof should be enclosed to the Technical Bid for Fidelity Insurance cover for the existing contract. **(Annexure-XIII)**
- 5.1.8 The Bidder should be operating minimum fleet of **300** specially fabricated cash vans (owned/leased) and should be in a position to provide dedicated cash vans (as per latest RBI & MHA guidelines) within the stipulated period in case it turns out to be a successful bidder. Details of all the 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 XIV.
- 5.1.9 Private Security for cash transportation activities – The bidder shall adhere to the Private Security to Cash Transportation activities- Model Rules, 2018 issued by MHA and/or any State enactment in this regard..
- i. If the Bidder is not having a PSARA License, they may provide the security services through any other registered PSA Company, provided an undertaking is submitted as per Annexure-III . In case, if the PSA/(s) is withdrawing their support to the SP, the SP shall engage another PSA/(s), who is eligible as per Terms of the RFP. Such engagement of PSA/(s) shall be only with prior permission of the Bank.

Note: Self attested copies of documents/ certificates in support of the foregoing

clauses should be submitted along with the Technical bid. Originals of the documents/ certificates should be produced for verification to the Bank authorities at the address given, within 5 days from the opening of the Technical bid, or as and when required. 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 independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder.

6. SCOPE OF WORK

6.1 The Bank proposes to outsource Cash Van services for movement of Cash among Bank's Branches and Currency Chests. The scope of the work involves picking up cash in locked steel containers by engaging one driver, two custodians and two armed guards for the job from Currency Chests/ Branches and delivering them at the destination and vice versa as per the travel plan indicated in advance.

6.2 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)/. The custodian should get the cash loaded into the cash van after giving an acknowledgement to the remitting Currency Chest(s)/ Branch(es). Entire process has to be videographed.

6.3 The Custodian shall ensure that the steel cash trunks are delivered in good condition properly locked at the destination currency Chest(s)/Branch(es) and may obtain an acknowledgement from the destination Currency Chest(s)/Branch(es) in this regard.

6.4 The cash vans to be put into service should meet the specifications given in the Annexure V. The fleet of vehicles should be roadworthy and in excellent working condition, not older than **2 years** (from the date of registration) on the date of commencement of contract and should not have run more than 75000 KM. No cash van should be more than **5 years** of age (from the date of registration) at any point of time during the currency of the contract or extensions thereof i.e. if any van exceeds the age of 5 years during the currency of the contract, the vendor shall replace it with a van not older than 2 years (from the date of registration) each time.

6.5 The SP shall adhere to the security measures as per Annexure XVII during the cash in transit.

6.6 An online complaint redressal system for Users (Currency Chests), shall be made available which can be viewed by all Officials of the Bank as per Hierarchy.

6.7 The SP shall ensure compliance of all aspects specified in the RFP/Contract.

7. TERMS AND CONDITIONS

7.1 The successful bidder will provide dedicated cash van(s) as per the specifications given in the Annexure V. 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 zone-wise and the name of zone and States/Union Territories it covers are as under :

Zone	States/Union Territories	No. of Cash Van Required
East Zone	Odisha, Arunachal Pradesh, Assam, Bihar, West Bengal, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura and Jharkhand.	60 (+/-) 25%

7.2 The L1, L2 & L3 bidders will be shortlisted on the basis of Reverse Auction. L2 & L3 will be given option to match L1 bidders. If L2 or L3 denies the option, L4, L5 and so on will be given option for the same. Upon matching the L1 rates, the works will be allotted in the ratio of 50:30:20 to L1, L2 and L3 bidders respectively OR 60:40 to L1 & L2 OR 100% to L1 if no other vendor is matching the lowest bid, whichever the case may be.

7.3 Rates quoted by the vendor, shall include staff engaged by the Service Provider including security staff (gun men) and secured Cash van and all other services specified in the RFP.

7.4 Cash Vans will be attached to the Currency Chests/Nodal Branches and the details of branches attached to Currency Chests/Nodal Branches will be intimated along with the work order to successful bidder in due course. The number of cash vans required is likely to be 60 +/- 25% and 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 Service Provider shall provide the said services at the centres as communicated by Bank. Any addition/deletion to the list of centres may be done by exchange of letters by the Bank only.

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

7.6 The Service Provider shall provide its services for cash movement on all the working days, and be ready with stand-by arrangements for handling any vehicle break-down or absenteeism of personnel. In case of Break-down, the stand-by CV shall reach within 3 Hours for transport of Cash, Custodians and Guards. It shall be the responsibility of the SP to inform and get Police Aid from the near-by Police Station during such instances.

7.7 On any day when cash van as per Bank's specification is not available, making alternate vehicle arrangement (with similar specification as per MHA & RBI specifications) will be the responsibility of the Service Provider for which the Service Provider will not be eligible for any extra payment.

7.8 In case the Bank opens new Currency Chests resulting in change in allocation of branches to existing Currency Chests, the service area of the Service Providers shall get modified accordingly. The Bank's decision in this regard will be final.

7.09 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, within 15 days along with performance guarantee.

7.10 The successful bidder shall commence his services within one month from the date of Letter of Intent. Any delay in commencement of the services will attract penalty **as specified elsewhere in the RFP.**

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

7.12 The successful bidder will provide trained staff for operation of movement of Cash, duly certified through an accreditation process as per RBI circular no.RBI/2017-18/152 dated 6/4/2018 and as per MHA guidelines (Rule No 7 - Private Security to Cash Transportation activities- Model Rules, 2018). The SP will provide list of sufficient number of persons so as to take care of arrangements for leave and absence.

7.13 Character and antecedent verification of all crew members associated with cash van movement should be done meticulously as specified in Rule No 6 - Private Security to Cash Transportation activities- Model Rules, 2018. All crew members will be verified by the Police after their antecedent check has been carried out by the Service Provider. Such verification should be updated every year and shared on a common database at industry level. 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, as specified in Rule No 6 referred above, 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 Circle Office/Head Office and their decision in this regard will be final and binding on the Service Provider.

7.14 The period of initial arrangement will be 3 years which may be extended on satisfactory operations for a further period of 1 year on the same terms and conditions.

7.15 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.

7.16 The bidder while providing the required services should strictly follow procedure/process given in the Annexure XVIII, which are 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.

7.17 The Bank reserves the right to determine and notify branches and Currency Chest to be allotted to the successful bidder. The Bank shall also determine and notify additional cash vans, as per the requirement from time to time during the validity of the contract period.

7.18 The Service Provider shall engage person/crew members only after antecedent check and police verification done (as specified in Rule No 6 - Private Security to Cash Transportation activities- Model Rules, 2018), kept on record and submission of the copy to the Bank. 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 the Bank to continue to involve such personnel of the Service Provider in the said services.

7.19 The Service Provider shall ensure that no Bank officer, director, employee or immediate family member thereof (collectively termed as, "The Bank Personnel") has received, receives 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.

7.20 The Service Provider should have systems in place to generate and supply MIS reports as required by the Bank from time to time. The Day-end reports shall be submitted every day, giving the time spent on the activity and distance covered. For calculating the distance, actual distance from the originating point to the ultimate destination point i.e. From Currency Chests' -Branches, Branches-Currency Chests' will be taken into account. Complaint redressal system shall be a part of this MIS.

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

7.22 The Service Provider shall not have right to lien on any of the assets, properties, documents, instruments or material belonging to the Bank including but not limited to Cash which may be in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from the Bank.

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

7.24 The bidder shall use the cash vans provided under this contract exclusively for the Bank's service and the same shall not be engaged for any other assignment during the tenure of contract.

7.25 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 36 months, on a month to month basis until renewed 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.

7.26 The SP should equip themselves with necessary standby facilities to meet any contingencies and to ensure continuous and uninterrupted services.

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

7.28 Profile of the bidder should be furnished as per Annexure II and enclosed to the Technical bid. Details of services being provided as on 31/03/2022 to other institutions should be given as per Annexure XIII

8. SYSTEM OF CASH VANS SERVICE

8.1 The cash will be transported only in owned / leased security cash-vans of the Service Provider. No sub-letting of any provisions of this contract will be permitted.

8.2 The bidder shall not assign or subcontract any responsibility contained in this RFP to any agent, sub-agent or subcontractor without prior written permission of the Bank, which the Bank may deny at its absolute discretion and if the Bank gives such prior written permission to sub - contract, it shall not be construed as waiver of any accrued rights and/or liabilities and the bidder shall be fully responsible for all acts and omissions of its contractors, sub-contractors or agents. No such permission granted by the Bank shall be construed to create any contractual or other relationship between the Bank and any such contractor/ sub-contractor or agent, nor any obligation on the part of the Bank to pay or see to the payment of any money due to any contractor/ sub- contractor/agent.

8.3 The services under the RFP have to be provided by the SP and cannot be assigned/transferred to its subsidiary, associate or group company. The Bank shall have right to assign this agreement or benefits of this agreement to its subsidiary, associate or group company.

9. COST OF RFP

The RFP document is available on the Bank's website www.canarabank.com and the Government tender portal. The cost of the RFP documents i.e. Rs. 5,000/- (non-refundable) as applicable should be paid by way of Demand Draft (DD)/ Pay Order (PO) drawn in favour of Canara Bank payable at MANIPAL. The above Demand

Draft/PO should be handed over to the Bank authorities as specified elsewhere in the RFP. The envelope should be duly super-scribed as "Cost of RFP Rs. 5,000/- paid through Demand Draft /Pay Order". Offers without DD/PO for Rs. 5,000/- will be rejected.

10. BID SECURITY/EMD

10.1 The bidder should deposit bid security of Rs. 22,00,000/- (Rupees Twenty two Lacs Only) as applicable in the form of a demand draft favouring Canara Bank, payable at MANIPAL or Bank Guarantee as per Annexure VII, from any Commercial Bank other than Canara Bank. The Bank Guarantee should be valid for minimum 6 months and with additional claim period of one month. In case of bidders registered with NSIC or registered as MSME, they are eligible for waiver of EMD.

10.2 However, they need to provide NSIC/MSME Certificate, valid as on date of opening of tender, clearly mentioning that they are registered with NSIC/MSME under single point registration scheme. Other terms & conditions relating to Bid security is as under:

10.2.1 No interest will be payable on the Bid Security amount.

10.2.2 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.

10.3 Bid Security will be forfeited in the following cases:

10.3.1 If a bidder withdraws its bid during the period of bid validity;

10.3.2 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.

10.3.4 In case of a successful Bidder, if the Bidder fails:

10.3.4.1 To execute Contract within the stipulated time: or

10.3.4.2 To furnish Performance Bank Guarantee within 30 days from receipt of service contract.

10.3.4.3 To get copy of agreement signed between SP and PSA, where the security services are being provided through PSA as per Terms of the RFP.

10.4 The successful Bidder's Bid security will be released upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee as per the format mentioned in Annexure VIII

11. PERFORMANCE BANK GUARANTEE

11.1 Successful bidders shall submit a Performance Bank Guarantee as per the format mentioned in Annexure VIII @ 3 % of the contract amount (Rounded upto next Five Lakhs) along with the unconditional letter of acceptance within 30 days of the

date of approval letter issued by the Bank.

11.2 The Performance Bank Guarantee shall be for a period of 42 months from the date of signing the agreement by the successful bidder, obtained from any Public/Private Sector Bank, excluding Canara Bank. In case, if Bank permits extension of agreement for further one year, Performance guarantee should also be extended for one year beyond 42 months. The bidder is responsible for and obliged to conduct all the 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.

11.3 If the supplier fails to submit the Performance 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 service contract.

12. 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 the purpose of evaluation of the bids, the English translation will govern.

13. 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.

14. PERIOD OF VALIDITY OF BID

14.1 Bids shall remain valid for a 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 of opening of the bid. A Bid valid for a shorter period shall be rejected by the Bank as non-responsive.

14.2 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

14.3 The Bank reserves the right to call for fresh quotes any time during the validity

period, if considered necessary.

15. CLARIFICATION/AMENDMENT OF BIDDING DOCUMENT

15.1 To assist in the examination, evaluation and comparison of bids, the Bank may, at its absolute 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.

15.2 Bidder requiring any clarification on the Bidding Document may notify the Bank in writing as per Annexure XIX– 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.

15.3 The Bidder is requested to collate and submit queries together to seek clarifications / responses from the 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.

15.4 A pre-bid meeting is scheduled as specified in the RFP.

15.5 Canara 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 Canara Bank to do the aforesaid.

15.6 The 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 the 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.

15.7 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 the Bank's Website.

15.8 All the 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. The Bank will not take responsibility for any omissions by bidders.

15.9 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.

15.10 If required, Canara Bank at its sole discretion may extend the deadline for submission of bids in order to allow the prospective bidders reasonable time in which they need to take the amendment into account in preparing their bids. Canara 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. The Bank's decision in this regard shall be final, conclusive and binding on all the Bidders.

16. AUTHORIZATION TO BID

16.1 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.

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

16.3 Bid form as per Annexure I should be signed in full & official seal affixed.

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

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

16.6 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.

17. NO ERASURES OR ALTERATIONS

17.1 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.

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

18. BIDDING PROCESS (ONLINE TWO BID SYSTEM WITH REVERSE AUCTION)

18.1 The Bid comprises the following components:

Part I: **"TECHNICAL BID"**

Part II: **"Indicative COMMERCIAL BID"**

18.2 Bidders, who have not paid the cost of the RFP, will be disallowed to participate

in the bid.

18.3 In the first stage, Integrity Pact (IP) signed by authorized signatory & submitted by bidder will be reviewed and only if the same is found to be as per the prescribed format, TECHNICAL BID will be further 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, the COMMERCIAL BID of only those bidders, whose technical bids are qualified, will be opened to arrive start price for reverse auction.

18.4 Further, Reverse Auction will be conducted to arrive final L1 price.

19. TECHNICAL BID

19.1 The bidder will have to submit the Technical Bid Online separately under Part-I in the e-Procurement portal <https://canarabank.abcprocure.com>. The Technical offer should be complete in all respect and contain all the information required in this document. The Technical Offer should comprise of the following and it should be duly signed and sealed.

Sr. No.	Title Document	Remarks
i	Bid Document	To be signed by the authorized signatory duly supported by a copy of necessary Board Resolution and Power of Attorney, wherever applicable. Annexure I & II
ii	Cost of RFP	Rs. 5,000/- (Rupees Five Thousand only) plus GST as applicable towards the cost of RFP documents, as specified in RFP
iii	EMD	Amount of EMD may be deposited in the form of a Demand Draft (DD)/ Pay order (PO) drawn in favour of Canara Bank payable at Manipal or Bank Guarantee valid for minimum 6 months plus a claim period of one month from the last date of bid submission, obtained from a Scheduled Commercial Bank other than Canara Bank. (as per details given in RFP). Bidders registered with NSIC and who are eligible for waiver of EMD, shall provide valid NSIC Certificate clearly mentioning that they are registered with NSIC under single point registration scheme
iv	Eligibility Criteria	Supporting documents in respect of Eligibility criteria as mentioned in the bid documents. *Annexure IV
v	Cash Van Specification	Cash Van Specification as per Annexure V

vi	Financial Statements	Audited B/S and Profit & Loss account for the last FY i.e.2019-20, 2020-21 & 2021-22 to be submitted if the audited financial papers for the FY 2021-22 are not ready, Provisional for FY 2020-21 shall be provided. If the audited B/S and Profit & Loss account for the FY 2021-22 are ready, then Audited B/S and Profit & Loss account shall be submitted for the FYs 2019-20, 2020-21 & 2021-22
vii	Authorization letter/ Undertaking	Bidder's Profile - Annexure II Undertaking by Bidder- Annexure I Know Your Employee – Annexure XII Details of Bank availing services for cash movement – Annexure XIII Integrity Pact – Annexure X Details of Cash van in possession as on 01.04.2022 – Annexure XIV
viii	Non-Disclosure Agreement	Bidder shall sign the Non-Disclosure Agreement as per Annexure XVI
xi	Others	Signed & Sealed copy of all the pages in RFP and corrigendum if any

19.2 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. **All the items except (ii) and (iii) are to be submitted online only. Item No. ii cost of RFP and (iii) EMD along with confirmation on Online submission of tender, should be submitted physically to address mention elsewhere in this RFP to reach before the last date for receipt of bid mention in this documents.**

19.3 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. The recommended practice is to number the documents and show the 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).

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

19.5 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.

19.6 The Bank further reserves the right to reject any or all the 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.

19.7 The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in any nationalized Bank within stipulated time i.e. supply and Implementation etc.

19.8 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 the completion of evaluation of technical bids from the participating bidders.

20. INDICATIVE COMMERCIAL BID

20.1 The bidder will have to submit the commercial offer separately under Part-I in the e-Procurement portal <https://canarabank.abcprocure.com>. The relevant price information should be given only in Indian Rupees.

20.2 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 indicative commercial offer.

20.3 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.

20.4 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 to the Bank.

21. OPENING AND EVALUATION OF BIDS

Technical bid will be opened on the date and time as specified in RFP, in the e-Procurement portal <https://canarabank.abcprocure.com> and the status can be viewed by the bidders by logging in. No separate intimation shall be sent to the bidders for their presence at the time of opening of technical bid. The indicative price bids of the technically responsive bidders will be opened in the presence of the bid opening committee and the date of opening of commercial bids will be informed to the technically qualified bidders.

22. PRELIMINARY EXAMINATION

22.1 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.

22.2 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.

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

22.4 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.

23. TECHNICAL EVALUATION

23.1 Only those Bidders and Bids who have been found to be in conformity with 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.

23.2 The Bank reserves the right to evaluate the bids on the following technical parameters:

Sr. No.	Item	Weightage	Max. Marks	Marks scored
1	Revenue of the bidder for the last 3 years		20	
	I. Above Rs. 40 Crore	20		
	II. Above Rs. 20 Crore & upto Rs.40 Crore	15		
	III. Above Rs.10 Crore & upto Rs. 20 Crore	10		
2	Net worth during the last 3 years		10	
	I. Net worth increasing	10		
	II. Net worth fluctuating	08		
	III. Net worth decreasing	06		
3	No of states in which cash movement services are offered - 2 mark for each state		15	
4	No of commercial banks to whom cash movement services are being offered on the date of RFP - 3 marks of each commercial bank (excluding Co-op and Rural Banks)		15	
5	No of branches being serviced for each of the banks above 1 mark for every 25 branches		10	
6	No. of cash vans in operation on the date of submission of the bid 1 mark every 10 vans in operation		15	

7	No of years into Cash movement service		10	
	I. More than 5 years	10		
	II. More than 4 years & upto 5 years	08		
	III. More than 3 years & upto 4 years	06		
8.	Experience in servicing East Zone		05	
	Total		100	

23.3 To qualify in the technical round, **a bidder has to score a minimum of 60 marks.**

23.4 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.

23.5 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 invariably substantiate the same in detail with 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 to process the technical offer.

23.6 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.

23.7 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.

24. COMMERCIAL EVALUATION PROCESS

24.1 The indicative price bid of only the technically qualified bidders will be opened on a pre-notified time & date, under intimation to such qualified / shortlisted applicants. Thereafter, Bank will fix a start price and conduct reverse auction among the technically qualified bidders. Bank reserves the rights to fix the starting price for reverse action. Lowest quoted tender (L1) will be arrived based on the evaluation of all the financial bids and after having online reverse auction. Bank reserves right of accepting / rejecting any / all the financial bids without assigning any reasons whatsoever. Refer Annexure-XI

24.2 The final decision on the bidder will be taken by the Bank. The Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

24.3 The Bank will identify L1, L2, L3, and L4 and so on bidders. The order will be given to the L1, L2, and L3 bidder in the ratio of 50:30:20, if L2 & L3 match with L1. If L2 or L3 denies the L1 rates, option will be given to L4, L5 and so on. However, if

only one vendor matches L1, then order will be given in the ratio of 60:40. In case, no other vendor match with L1, then order may be given to L1 for entire requirement of that zone.

25. PRICE COMPOSITION

25.1 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. It shall also be inclusive of all other services specified in the RFP. 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. Additional kms shall be considered only if the distance covered exceeds by one km and more.

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

25.3 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 and other services specified in the RFP.

25.4 The charges for the manpower deployed with the cash van would be inclusive of minimum wages laid down (including VDA notified by the GOI) by the Central or State Government as applicable, cost of training, miscellaneous cost, etc.

25.5 The prices should be inclusive of all applicable taxes like Central/State Government levies, sales taxes, VAT, excise duty, cess, charges, license fees, road permits, toll etc. 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.

25.6 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 the actual requirement of the Bank from time to time during the rate contract, by our respective Circle Offices situated in the states of Zone and payment shall be made by them on monthly basis as per agreed rate contract, subject to submission satisfactory service report obtained from each Currency Chest.

25.7 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 Chests. TCO for each van shall encompass but not be limited to following:

25.7.1 Fixed monthly charges for covering 2000 Kms per month and working for 8 hours per day.

25.7.2 Per Km charges over and above 2000 Kms.

25.7.3 per hour charges beyond 8 hours in a day.

25.8 for arriving at the L1 rates (indicate Financial Bid) following system of calculation shall be undertaken for the TCO.

25.8.1 TCO for one cash van will be calculated taking into account of monthly charges, additional 500 KMs, additional 50 hours and one night stay.

25.8.2 – Calculation shall be as under.

Monthly Charges for 8 hours per day and 2000 KM per month	X
Per KM charges for additional KMs above 2000 per month	A
Per hour charges for additional hours above 8 hours per day	B
Overnight Stay Charges	C
TCO	$= X + (500 * A) + (50 * B) + C$

25.8.3 – Illustration for arriving at TCO

Monthly Charges for 8 hours per day and 2000 KM per month	1,00,000
Per KM charges for additional KMs above 2000 per month	10
Per hour charges for additional hours above 8 hours per day	200
Overnight Stay Charges	150
TCO (Calculation)	$= 1,00,000 + (500 * 10) + (200 * 50) + 150$
TCO	1,15,150

26. TAXES, DUTIES AND OTHER STATUTORY REGULATIONS

26.1 The Bidder/Service Provider will be entirely responsible for all the applicable taxes like Central / State Government levies, sales tax, VAT, excise duty, cess, charges, license fees, road permits etc. Bank will only pay the GST, if applicable.

26.2 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.

26.3 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.

26.4 The supplier/Bidder shall comply with all the statutory obligations of the Government of India / State Governments/ labour 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.

27. 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 Bangalore, Karnataka State, India only.

28. BIDDING DOCUMENT

28.1 The Bidder is expected to examine all the instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all the 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 Bidder's risk and may result in the rejection of its bid. Bidder should strictly submit the bid as per the RFP failing which the bid will be rejected as non-responsive.

28.2 The bidders are 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 undertaken and of the conditions, rates and other factors which have a bearing on the execution of the works. No clarifications will be entertained after submitting the tenders.

29. CONTACTING THE BANK

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

29.2 Any effort by a bidder to influence the Bank in the evaluation of the bid, bid comparison or awarding of contract award 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.

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 the bids at any time prior to the 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.

31. FRAUD & CORRUPT PRACTICES

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.

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 when 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.

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

31.3.1 "Corrupt practice" means (i) 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.

31.3.2 “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.

31.3.3 “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.

31.3.4 “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

31.3.5 “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.

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.

33. CLARIFICATIONS OF BIDS

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.

33.2 The bidder may seek clarification/queries on RFP in the format as per Annexure XIX. The bidder is requested to send the format on email to hocashmgt@canarabank.com at the specific date and time mention in RFP elsewhere.

34. DEADLINE FOR SUBMISSION OF BIDS

34.1 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. All the correspondence should be addressed to Bank at the following address:

**THE GENERAL MANAGER
CANARA BANK, CASH MANAGEMENT SECTION,
CMS WING, HEAD OFFICE ANNEX-MANIPAL-576104**

35. SIGNING OF CONTRACT

35.1 The successful bidder shall execute an Agreement as per the format provided by the Bank within 15 days from the date of issue of work order or within such extended period as may be permitted by the Bank and such execution of Agreement shall be 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.

35.2 If in the case, the Bidder is engaging PSA for security services, then SP shall submit copy of agreements with the PSA before signing the Contract as specified above.

36. GENERAL TERMS & CONDITIONS

36.1 The tender documents shall be submitted strictly in conformity with the specifications.

36.2 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.

36.3 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 or non availability of Internet connection.

36.4 The Bank reserves the right to the following:

36.4.1 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.

36.4.2 canvassing of any kind will not only invite disqualification but also will debar the Bidder from future participation in the tendering process.

36.4.3 Bidder has to comply with the latest RBI/MHA Guidelines.

36.4.4 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.

36.4.5 The 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, at the sole discretion of the Bank and if such waiver serves the best interest of the Bank.

36.4.6 The RFP and all supporting documents are the sole property of the Bank and violation of this will be a breach of trust and the 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.

36.5 The bidder should have registered itself for the following:

36.5.1 Under the Shops and Establishment Act, if applicable, in the states where it is operating/offering to provide its services.

36.5.2 Under the Central Excise, Sales Tax act and GST, as applicable.

36.5.3 Under the Contract labour (Regulation & Abolition) Act, 1970 with the Central and State Governments.

36.5.4 with the Employees State Insurance Corporation (ESI)

36.5.5 under the EPF and MIS Provision Act, 1952

36.5.6 Either The bidder shall have Armed Guards in their roll or shall avail the services of Security personnel through the agencies having valid License/Registration under the PSARA Act, as specified in this RFP. Further, Security Personnel should be provided with 12 bore guns and have valid gun license as required under the PSARA Act or other relevant laws.

36.5.7 All the license/ permissions as required under the law for engagement of Armed Guards/ use of Arms.

36.6 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.

36.7 Preference to Micro and Small Enterprises (MSEs), Make in India, Start-ups and service Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the tender and Contract.

36.8 TENDER DOCUMENTS SHALL BE SIGNED BY THE DULY AUTHORIZED SIGNATORY/IES WITH SEAL ON ALL THE PAGES OF THE DOCUMENT BEFORE SUBMISSION.

37. CONTRACT PERIOD

37.1 The period of initial arrangement will be 3 years which may be extended on satisfactory operations for a further period of 1 years on same terms and

conditions.

37.2 The arrangement may further be renewed and extended on mutually agreed terms and conditions.

37.3 Any offer falling short of the contract validity period (3 years from the date of Agreement) is liable for rejection. Bank reserves the right to call regular meetings with successful bidder during the tenure of the contract.

38. REJECTION OF BID:

The Bid is liable to be rejected if:

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

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

38.3 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)

38.4 It is evasive or contains incorrect information.

38.5 Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. is resorted to.

38.6 It does not comply with any of the points mentioned in the scope of work. Non-compliance of any RFP clause will lead to rejection of the bid.

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

39. PRE BID MEETING

39.1 For the purpose of clarifications of doubts of the bidders on issues related to the RFP, the 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 in the Bank's web site. Only authorized representative of the bidder (maximum two) will be allowed to attend the Pre-bid meeting.

39.2 Non-attendance at the Pre-bid Meeting will not be a cause for disqualification

of a bidder.

39.3 Any modification of the RFP, which may become necessary as a result of the Pre- bid Meeting, shall be made by the Bank exclusively by issuance of an Addendum/Corrigendum on the Bank's website www.canarabank.com

40. MODIFICATION AND WITHDRAWALS OF BID

40.1 The Bidder may modify or withdraw its Bid after the submission of the bid, 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.

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

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

40.4 No Bid may be withdrawn in the intervening period between the deadline 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 forfeiture of the EMD furnished by the Bidder concerned.

41. RFP RESPONSE

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

41.2 All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to the 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.

42. LIQUIDATED DAMAGE

42.1 The 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.

42.2 Damages for non-fulfilment of the terms of the contract will be calculated per

day per van at double the rate payable by the Bank. 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 services.

42.3 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/Service Order.

43. 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.

44. PAYMENT TERMS

44.1 Payments will be made at monthly intervals in accordance with the rate accepted plus applicable GST thereon. The Successful bidder is required to submit 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 the Branches/Currency Chests officials concerned & attendance sheet of the personnel, Salary slips as per Min Wages Act, ECRs of ESI & EPF of previous month. Format of the claim form is given as Annexure XX. 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. The payment shall be made only after ensuring the submission of the same by the respective Circle Offices situated in the states of Zone for the service provider to the Currency Chest/branches coming under their jurisdictions.

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

44.3 The 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.

44.4 The 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.

45. DELIVERY

45.1 On acceptance of the bid, the Bank shall issue a Letter of Approval to the successful bidder. The Bidder shall give an unconditional letter of acceptance of offer within 7 days of the date of letter of intent & provide Performance Guarantee and enter into Agreement with the Bank as per the format 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 bid. Firm service order will be placed by the Bank, only after the successful bidder signs the Agreement.

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

46. 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.

47. COMPLIANCE WITH LAWS

47.1 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 the Contract, 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 the Contract with immediate effect.

47.2 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.

48. CONFIDENTIALITY AND SECRECY

48.1 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").

48.2 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 the 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.

48.3 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.

48.4 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.

48.5 The provision under this para shall survive even after the expiry or termination of the RFP.

48.6 On the expiry or termination of the 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.

49. INDEMNITY

49.1 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:

49.1.1 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;

49.1.2 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

49.1.3 Of non compliance with any applicable Central, State and/or local laws, ordinances, regulations, codes, Regulatory guidelines and/or Circulars

49.1.4 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.

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

49.1.6 Infringement of any patent trademarks copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. The selected Bidder shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third- party copyright, patents, or other intellectual property, and third-party claims on the Bank.

49.1.7 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.

50. NORMALIZATION OF BIDS

50.1 If required, the 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:

50.1.1 Incremental bid submission in part of the requested clarification by the bank or

50.1.2 Revised submissions of the entire bid in the whole.

50.2 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.

51. OWNERSHIP AND RETENTION OF DOCUMENTS

All the information processed, stored, or transmitted by successful Bidder 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 shall be final.

52. PENALTY

52.1 The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner, failing which Bank shall be at the liberty to impose penalty as per conditions specified in Annexure - **XXI**

53. AUDIT

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

53.2 The selected Bidder shall at all times whenever required furnish all information, records, data stored in whatsoever form to internal, external, Bank appointed and/or 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 out 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.

53.3 In line with the above, the selected bidder shall ensure that all Regulatory, Statutory, Local Administration requirements are adhered to subsequently while undertaking services during the period of contract without any additional cost to Bank.

53.4 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.

54. INSURANCE

54.1 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.10.00 crore for first 10 cash vans and thereafter additional cover @ Rs. 2 lakh per cash van covering but not restricted to :

54.1.1 Comprehensive General Liability Insurance and Employee Compensation Insurance covering bodily harm, injury, death of all individuals employed/assigned by Service Provider to perform the services required under this Agreement.

54.1.2 Fidelity Guarantee Policy dishonesty, theft, extortion, robbery, forgery, altered documents, fraud, fidelity / dishonest acts on the part of Service Provider's employees as beneficiary.

54.2 The Service Provider shall obtain adequate insurance (including terrorist attack, fire, burglary, strike, riot and civil commotion, natural calamities such as earthquake, flood etc) 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.

54.3 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.

54.4 In case of any cash loss, the Vendor shall reimburse the loss amount to the Bank within 5 (five) working days, without waiting for settlement of insurance claim.

55. ENFORCEABILITY

The decision of the Bank in arriving at the conclusion on 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.

56. ASSIGNMENT

The whole of the works 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.

57. MINIMUM WAGES

The selected bidder shall ensure that wages not below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948 are paid to its employees/personnel.

58. SUCCESSORS

The Agreement with successful bidder/s shall bind the heirs, executors, administrators, successors and permitted assigns of the Service Provider with respect to all covenants therein, and cannot be changed except by written agreement signed by both the 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 all such employees, agents, subcontractors and representatives.

59. TERMINATION OF RFP

The Bank reserves the right to terminate RFP process at any stage without assigning any reasons whatsoever. The Bank shall not incur any liability towards the bidders unless Agreement is executed in terms of the RFP.

60. WAIVER

60.1 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.

60.2 The inaction/failure on the part of the Bank to insist upon the performance of any terms and conditions of the 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 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 inaction/failure affect any subsequent breach or subsequent action in that behalf.

61. NEGLIGENCE

In connection with the work and as per 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.

62. REVIEW OF CONTRACT AND PERFORMANCE

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

62.2 The 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.

63. ARBITRATION

63.1 Any dispute, controversy or claims, arising out of or relating to this RFP or the breach, termination or in validity thereof, shall be settled by arbitration through 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 Parties 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.

63.2 The place of arbitration shall be Bengaluru, Karnataka 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 Bengaluru, Karnataka State, India.

63.3 The award of the arbitrators shall be final and conclusive and binding upon the Parties. The Parties further agree that such enforcement shall be subject to the provisions of the Arbitration and Conciliation Act, 1996.

63.4 Subject to the aforesaid, for all the 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 Bengaluru, Karnataka State, India entering in to the agreement, shall have exclusive jurisdiction.

64. SUBMISSION OF BIDS

64.1 Tenders to be submitted only through online from the e-Procurement portal <https://canarabank.abcpurchase.com>, for any queries regarding the submission of the tenders online the vendors can contact on the below mentioned details –

Name	Fahad Khan, Shaik Nasruddin, Hiral Purohit	
E-mail ID	fahad@eptl.in; shaik@eptl.in; hiral.purohit@eptl.in	
Landline No	079 - 6813 6857, 6820, 6842	
Mobile No	9904406300, 9510812960, 9510812971	

Note: Tenders submitted through any other form will be rejected.

64.2 No interest shall be allowed on the Earnest Money. Tenders without Earnest Money shall be rejected.

64.3 The 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 the bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the correspondence/bid should be addressed to Bank at the following address:

**The General Manager
CANARA BANK, CASH MANAGEMENT SECTION,
CMS WING, HEAD OFFICE-ANNEX-MANIPAL-576104**

65. OTHER TERMS AND CONDITIONS

65.1 In case any information furnished during the bidding process is found to be incorrect, the 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 Banks' Association (IBA), which is the voluntary representative body of all the 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.

65.2 All the 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 the Bank's website to get themselves updated on changes / development in relation to this RFP.

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

65.4 No contract nor contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized officials of the Bank and the successful Bidder.

65.5 All the pages of tender document shall be sealed (stamped) and signed by Authorized signatory as a 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 the Bank's format.

66. INDEPENDENT SERVICE PROVIDER

66.1 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 the control of the successful bidder subject to the terms and conditions agreed upon and the SP also agrees not to hold itself out to be an employee, agent or servant of the Bank or any subsidiary or affiliate thereof.

66.2 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.

67. BUSINESS CONTINUITY PLAN (BCP)

The selected bidder should have a well-defined BCP in place for continuation of the entrusted works in case of an emergency/disaster. A certificate in this regard shall be submitted to the Bank on regular intervals.

ANNEXURE I - BID COVERING LETTER

(Bidder's Letter Head)

Ref No

Date:

TO

**THE GENERAL MANAGER
CANARA BANK, CASH MANAGEMENT SECTION,
CMS WING, HEAD OFFICE - ANNEX,
MANIPAL 576104**

Dear Sir,

SUB: Our bid for RFP for Empanelment of Vendors for outsourcing of Customized Cash Van on Hire Basis for the purpose of movement of Cash among the Bank's Currency Chests and Branches in East zone under Rate Contract Ref: RFP REFERENCE NO. HO: CMS: 04/ 2022 DATED:

1. Having examined the tender document including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.
2. If our offer is accepted, we undertake to provide Customized Cash van in conformity with the RFP/TENDER terms and conditions.
3. We agree to abide by this offer till 180 days from the date of opening of Commercial Bid and for such further period as mutually agreed between the Bank and successful bidder, and agreed to in writing by the bidder.
4. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us.
5. We agree to abide by and fulfill all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.
6. We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP.
7. We hereby state that we have submitted the above tender documents duly filling at the appropriate places without making any alterations, corrections, omissions in the tender issued by the bank or downloaded from the web site.

8. We undertake that as on the date of submission of tender, we are not blacklisted by the Central Government / any of the State Govt.s in India or any Financial Institution in India
9. We undertake that 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
10. We undertake that there are no pending cases against us involving cheating/fraudulent activities
11. We undertake that we are not a defaulter in repayment of instalment against credit with any Bank
12. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever. We are enclosing herewith our DD or Fixed deposit of Canara Bank No. _____ Dtd. _____ for Rs. drawn on _____ Bank towards Earnest Money Deposit or Bank guarantee. No. (strike whichever is not applicable)

	<i>Signature</i>
	<i>Name, Designation, Mobile and Email ID of</i>
<i>Seal of the Company & Date</i>	<i>Authorised Signatory</i>

<i>Signature - Witness 1</i>	<i>Name, Designation, Mobile and Email ID of Witness 1</i>
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<i>Signature - Witness 2</i>	<i>Name, Designation, Mobile and Email ID of Witness 2</i>
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ANNEXURE II - BIDDER'S PROFILE

SN o.	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 Main Office in the area of the Zone		
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 (Rs. in crores)	2019-20	
		2020-21	
		2021-22	
11	Net Profit/Loss (Rs. in crores)	2019-20	
		2020-21	
		2021-22	
12	Paid up Capital (Rs. in crores)	2019-20	
		2020-21	
		2021-22	
		2020-21	
		2020-21	
		2021-22	
		2021-22	
		2020-21	
		2021-22	
13	Net Worth	2019-20	
		2020-21	
		2021-22	

14	GST Registration No.	
15	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	
16	No of other organizations to whom cash movement / door step banking facility is being provided: Name(s)and address/es of such organizations with contact details of their key persons	
17	Other activities of the SP	
18	No. offices State-wise and addresses thereof	
19	No. of cash vans presently in use	
20	Make/ model of the vehicles (List to be appended)	
21	Age of the oldest vehicle	
22	No. of persons deployed on each vehicle excluding the driver	
23	Whether all cash van related activities are computerized and end of day reports are sent to the clients every day	
24	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 for 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. Likewise, 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.

Seal of the Company& Date

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory

ANNEXURE III – UNDERTAKING – ENGAGING OF PSA

To

The General Manager

C M W Wing

.....

.....

UNDERTAKING

With reference to your RFP No. _____
Dated....., we..... having examined the RFP document and understood its contents, hereby undertake that we are ready to engage reputed Private Security Agencies, as per details given below, for providing security services (Armed Guards), if we are selected for Cash Van Services, as specified in the RFP under reference.

SNo	Private Security Agency	State	PSARA License No	Valid upto
1.				
2.				
3.				
4.				
5.				

I/We agree that we shall be solely responsible for ensuring the compliance of all aspects related to Security Services for Cash Van as specified in the RFP.

I/We totally undertake that the above PSA is a reputed company with all credibility's as per PSARA.

I/We totally indemnify the Bank from all responsibilities related to the Armed Guards / Guards being deployed through the PSAs specified above.

If in any case, the PSAs/(s) is/are found liable for any penal action as per the Terms of the RFP/ Contract, we agree that the Bank shall be having all liberty to make good of the loss from any amount due from our side.

If in any case, the PSAs/(s) is/are found liable as per the Terms of the RFP/ Contract, we agree that the Bank shall take any action against our

deployment with the Bank elsewhere also and shall de-empanel / black list from offering services to Canara Bank .

I/We agree that in case, the above said PSA is not available for providing security services, after issue of contract/ during the currency of contract, it shall be our sole responsibility to provide another PSA as per the Terms of the RFP.

I/We undertake that, after issue of work order we shall be submitting the copy of the agreement entered between our Company and above said PSA / nominated PSAs with regard to this RFP, along with other required documents while signing the Contract.

1/We also undertake that, if any PSA declines their service, we shall be providing another PSA as per the Terms of the RFP and the copy of agreement between our company and the new PSA shall also be submitted to the concerned offices, before deployment of guards through the new PSA.

*Seal of the Company &
Date*

*Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory of PSA*

Signature - Witness 1

*Name, Designation, Mobile and Email ID of
Witness 1*

Signature - Witness 2

*Name, Designation, Mobile and Email ID of
Witness 2*

ANNEXURE IV - 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 X	
2	Bidder should have been registered as a company/ firm under the Indian Companies Act/Partnership Act/Proprietorship Company.	Certificate of Registration/ Certificate of Incorporation	
3	The bidder should have been in Cash in Transit and/or Doorstep banking services in India for at least 2 years as on 1 st April, 2022	Copy of Purchase order and satisfactory service certificate from Public Sector/Schedule Commercial Bank	
4	The bidder should have minimum net worth of Rs.100 Crores and should be maintained at all times	A certificated from chartered accountant (Company's Statutory Auditor) who has signed the audited balance sheet of the company/firm confirming net worth as on 31.03.2022. If, company/firm is not dealing now with that CA who has signed the balance sheet of earlier years, the present chartered accountant/statutory auditor can sign the certificate.	
5	The bidder should have earned a revenue of not less than Rs.10 crore per annum from the cash in transit services for the last 2 financial years i.e. FY 2019-20 and 2020-21 OR 2020-2021 and 2021-22 as the case may be	A certificated from chartered accountant (Company's Statutory Auditor) who has signed the audited balance sheet of the company/firm confirming revenue of not less than Rs.10 crore per annum. If, company/firm is not dealing now, with that CA who has signed the balance sheet of earlier years, the present chartered accountant/statutory auditor can sign the certificate.	
6	The Bidder should be operating minimum fleet of 300 specifically fabricated cash vans (owned/leased).		
7	The bidder should have at least one running contract with Public	A copy of purchase order and satisfactory service	

	Sector/Scheduled Commercial Bank for similar line of activity i.e. Cash transport or door step banking.	certificate from the Public Sector/Scheduled Commercial Bank to be submitted.	
8	<p>The bidder should have registered itself :</p> <ol style="list-style-type: none"> 1. Under the Shops & Establishment Act, if applicable, in the states where it is operating/ offering to provide its services. 2. Under the Central Excise, Sales Tax act & GST, as applicable. 3. Under Contract labour 4. (Regulation & Abolition) Act, 1970 with the Central & State Governments. 5. With the Employees State 6. Insurance Corporation (ESI) 7. Under the EPF and MIS Provision Act, 1952 8. Security personals should be sourced through companies licensed under PASARA Act. 9. All the license/ permissions as required under the law for engagement of Armed Guards/ use of Arms 	Self attested copies of certificates in support of this clause to be submitted.	
9	The bidder should be an Income Tax Assesses	Self attested PAN card and Income Tax Returns for the last three financial years.	
10	Bidder should not have been black listed at any time by the Central /any of the State Governments/ PSUs in India or abroad, or by any Financial Institutions in India or abroad.	Submit as per declaration in Annexure I	
11	The bidder should ensure that there are no pending cases against the bidder involving cheating/fraudulent activities.	Submit as per declaration in Annexure I	
12	Bidder should not be defaulter in repayment of instalment against credit with any Bank	Submit as per declaration in Annexure I	

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory

Seal of the Company& Date

ANNEXURE V – CASH VAN SPECIFICATION

S No	Technical Requirement	Service provider Compliance (Yes/No)	Make/ Part No. Wherever applicable
1.	The body of the vehicle shall be made up of strong metal sheets		
2.	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 from time to time		
3.	The cash van should have three compartments viz. Drivers Compartment, Cash. Compartment & Rear Compartment (Passenger Compartment). Passenger compartment should accommodate custodians and armed guards.		
4.	<p>Fabricating and Mounting cash van body on the vehicle of the 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:</p> <ul style="list-style-type: none"> - The schematic diagram of cash van is provided at the end of this Annexure 		
5.	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.		
6.	The Cash compartment and the Guard Compartment should be segregated by a partition made partially of M.S Structure having aluminum paneling on both sides and partially of collapsible gate with proper locking arrangements.		
7.	The Cash Compartment should have strong metal hooks fitted onto its Floor and iron chains to facilitate securing the cash boxes to the Cash Compartment. The chains provided should be of adequate thickness, size & sufficient length.		
8.	The entrance of the cash compartment shall be from the rear side to ensure proper visibility, operational feasibility and CCTV surveillance. CCTV system shall have minimum 4 Camera as shown in the schematic diagram of cash van at the end of this Annexure		
9.	CCTV system shall have minimum 4 Camera as shown in the schematic diagram of cash van at the end of this Annexure. The CCTV system shall		

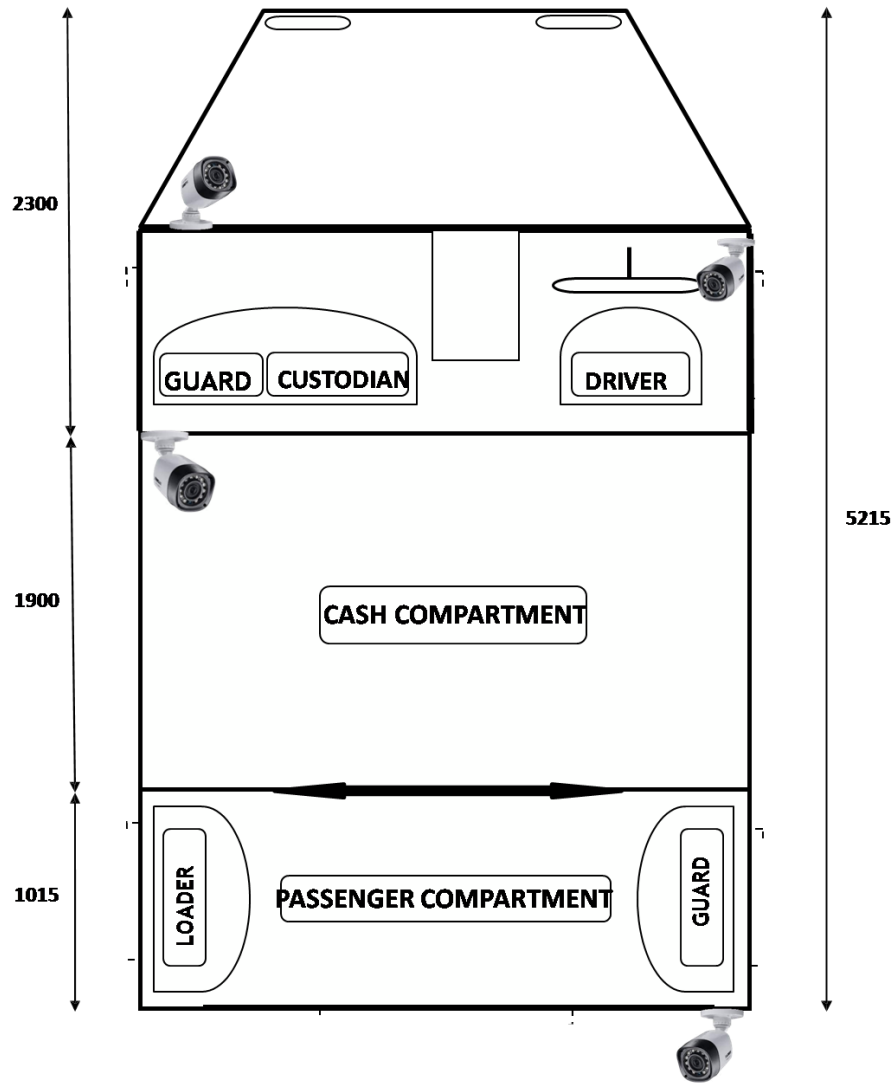
S No	Technical Requirement	Service provider Compliance (Yes/No)	Make/ Part No. Wherever applicable
	have a minimum 90 days backup at any point of time.		
10.	The Cash compartment should be inaccessible from outside the van unless operated internally through manual or electronic lock and cash compartment is specially reinforced with steel with only one door and grill gate.		
11.	Two doors in front and one door at the rear with aluminum extruder buffed Section windows with sliding glasses.		
12.	No windows should be provided in Cash compartment; however, minimum two roof lights to be provided Cash compartment and one in Passenger Compartment.		
13.	Windshield should be a single piece, clear toughened glass in the front with a provision for fixing anti - riot wire mesh covering. All other glasses to have fixed anti-riot mesh covering.		
14.	The door windows in the driver compartment must have movable glass panes with welded mesh grills outside. The doors should have facility for locking & opening from inside		
15.	The wire mesh on the co-driver window and other windows be of one square inch.		
16.	The wire mesh on the co-driver window and other windows should have gun ports of 6 inch dia to enable the Armed Guards fire at outside targets, if need be.		
17.	20 gauge aluminum checkered plate for flooring.		
18.	Two rear-view mirrors in front i.e. one on each side.		
19.	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. (Even at the rear side at the vehicle). Panic switch shall be available in other two compartments also.		
20.	Heavy Duty Shock Absorbers should be fitted for the rear portion of the Chassis.		
21.	Roadworthy and tip top condition, not older than 2 years vehicle and maximum of 75,000 KM run, on the date of execution of agreement should be pressed		

S No	Technical Requirement	Service provider Compliance (Yes/No)	Make/ Part No. Wherever applicable
	into service		
22.	<p>All essential features of an efficient vehicle required. (Pollution compliant, GPS, CCTV recording facility, safety features, regulatory compliant vehicle along with other features).</p> <p>- Insurance to be compliant in respect to all the passengers (1+4) including driver and all staff. (Armed Guards/Custodians/Loader).</p>		
23.	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.		
24.	<p>Each cash van should have</p> <ol style="list-style-type: none"> tubeless tyres including spare tyres, wireless (mobile) communication hooters. Fire Extinguishers Two Emergency lights One battery operated Air-Pump Puncture repair kit 		
25.	The vehicle should have a ground clearance of not less than 190 mm.		
26.	All cash vans to be accorded security clearance from respective Security Officers before it becomes functional on duty (in writing).		
27.	One roof light to be provided in the driver cabin, (where the Guard/Custodian sits).		
28.	The hinges of all the doors to be such that these are not visible externally		
29.	At least three water bottle brackets shall be provided		
30.	One first Aid Medical Box shall be provided		
31.	The tool box shall be kept in the rear compartment		
32.	<p>Specification for Burglar Alarm:- SMART ATM SECURITY AND FIRE ALARM CONTROL PANEL WITH KEY PAD(SEPARATE NOT ON BOARD) PACKAGE:- (Minimum specification)</p> <p>SUPPORTING BOTH SECURITY AND FIRE ALARM DETECTORS -</p> <p>1.CONTROL PANEL WITH SEPARATE(NON ONBOARD) KEY PAD.</p>		

S No	Technical Requirement	Service provider Compliance (Yes/No)	Make/ Part No. Wherever applicable
	<p>2. IP (AND/OR) GSM/GPRS INBUILT WITH CMS ENABLED (COMPATIBLE TO ANY THIRD PARTY CMS THROUGH GSM(GPRS) & IP, MINIMUM ANY ONE AS PER BANK REQUIREMENT)</p> <p>3. SIMULTANEOUSLY AUTO DIALS PRESET NUMBERS.</p> <p>4. INBUILT BATTERY BACK UP.</p> <p>5. SHOULD SUPPORT AND COMMUNICATE ALERTS TO ANY THIRD PARTY CMS/HEALTH MONITORING SOFTWARE, READILY, AND THE PROTOCOL FOR COMMUNICATION SHOULD NOT BE BOUND OR LIMITED TO ANY PROPRIETARY SOFTWARE OR PROTOCOL OF THEIR OWN. SHOULD COMMUNICATE VIA SIA DC 09/CONTACT ID/CONTACT IP OR ANY INTERNATIONAL OPEN SOURCE INTRUSION PROTOCOLS.</p> <p>6. SHOULD SUPPORT ZONE DOUBLING AND/OR ZONE EXPANDERS .</p> <p>7. MINIMUM FEATURES: AUTO ACTIVATION ON GROUPS/PARTITION ON PRESET TIME, ARM/DISARM THROUGH SMS/IVR USING SECURE PASSKEYS, BYPASS FAULTY COMPONENTS, MINIMUM 10 PASSWORD ACCESS, PROVISION TO STORE LOGS AND EXPORT TO EXCEL, HEALTH BEAT FOR HEALTH CHECK-UP MONITORING SOFTWARE , FREE PROGRAMMING SOFTWARE, FREE MOBILE MONITORING APP.</p> <p>8.TAMPERPROOF HOOTERS (TWO)</p> <p>Accessories: - Key pad compatible with smart panel, GSM (GPRS) dialer cum communicator module, Panic Switch, Magnetic Switch, optical smoke detector, battery etc or any other accessories required for Burglar & Fire Alarm.</p> <p>Warranty / CAMC Support</p> <p>Note:- The power supply for the alarm system shall be taken from the battery connection of the vehicle to ensure constant power supply. In addition, the alarm control panel should have a battery backup on its own so that in case of power failure from the vehicle battery, it will take over.</p> <p>The cost of AMC, SIM Charges, Monthly call charges / data charges etc shall be part of the monthly cost</p>		

S No	Technical Requirement	Service provider Compliance (Yes/No)	Make/ Part No. Wherever applicable
	quoted. No separate charges will be paid by the Bank and it shall be the sole responsibility of the SP to ensure seamless services of above aspects.		
33.	<p>Specification of CCTV:- (Minimum specification)</p> <p>MOBILE DVR:- 4 CHANNEL, COMPACT 1U, UL/ EN / EU/ CE CERTIFIED. H.265+/H.264 CODEC DECODING,</p> <p>FREE PROGRAMMING SOFTWARE</p> <p>HDD:- Capacity shall be to ensure 90 days backup at any given point of time)</p> <p>Camera:- Vandal Proof (Dome / Bullet Camera- UL/ EN/EU/CE CERTIFIED)) 2MP IP NETWORK IR CAMERA , H.265+ & H.265, H.264&MJPEG DUAL-STREAM ENCODING & DWDR,1/2.7" 2MP PROGRESSIVE CMOS, H.265+ & H.265 DUAL - STREAM ENCODING,25/30FPS@1080P(1920×1080) DWDR, DAY/NIGHT(ICR), 3DNR, AWB, AGC, BLC ,</p> <p>Other Accessories:- 18.5" SURVEILLANCE GRADE MONITOR WITH HDMI & VGA INPUT, Keyboard and Mouse and any other accessory required for CCTV system.</p> <p>DVR to be fixed in a proper cabin with lock and key in a concealed manner.</p> <p>Warranty / CAMC Support</p>		
34.	<p>GPS System.</p> <ul style="list-style-type: none"> - GPS System with user name and strong Pass word shall be provided, it should work on Vehicle battery - GPS System shall be able to generate on line reports and periodical reports including present positron. P to P and total distance - The user name and password should be shared in sealed cover to the CC I/C and as per requirement of RO/CO/ HO Authorities. - The option of resetting of this password shall be with HO. - The system shall be under proper Warranty / AMC. 		
	<p><u>Fire Safety</u></p> <ul style="list-style-type: none"> - The CASH VAN shall be provided with portable Fire-Extinguishers (CO2 gas type & ABC type). One FE shall be kept in the drivers compartment & other one in the rear compartment near the door. 		

S No	Technical Requirement	Service provider Compliance (Yes/No)	Make/ Part No. Wherever applicable
	<p>FEs shall be properly secured using clamps on the body of the vehicle.</p> <ul style="list-style-type: none"> - Periodical servicing/ refilling of the Fire Extinguishers to be carried out. - One secretly located fuel lock to be fixed inside the vehicle 		
35.	Insurance:- Adequate insurance coverage (other than Cash) for vehicle, Driver, and escorts against any injury / death due to road accident.		
36.	Mobile phone sets with SIM:- Mobile phones with SIM has to be provided to the Driver and Custodian		
37.	<p>Attested copies of the following documents are to be submitted to the concerned currency chest (Copy of the same to be available in each Cash Van also):-</p> <ol style="list-style-type: none"> a. Registration Certificate of CV b. Vehicle permit of CV c. Tax paid challans of CV d. Vehicle insurance policy of CV e. PUC certificate of CV f. Insurance coverage of an appropriate amount for risk relating to life of remitting staff/ escort team. g. Fitness certificate of the Vehicles h. Road permit for the vehicle to ply in related states. i. Copy of drivers' driving license j. Copy of drivers medical examination report k. Copy of Police verification & KYC of all Staff as per Rule 6 of PSA(Private Security to Cash Transportation Activities) Rules -2018. l. Copy of Training provided of all Staff as per Rule 5 of PSA (Private Security to Cash Transportation Activities) Rules -2018. m. AMC documents of CCTV, Alarm, GPS etc. n. Authorization slip issued by the SP specifying the name of all staff (On daily basis) o. Telephone number of all Police Stations enroute (To be available while on duty) <p>Note:- In case any staff is changed on temporary or permanent basis, document pertaining to the new staff shall be made available before CV Duty.</p>		
38.	<p>Operational Aspects:- Readiness of CV before duty. Fuel should be available for completing the day's duty.</p> <p>Fastag balance shall be available.</p> <p>At no moment, CV while on duty shall be taken to Petrol Pump or shall get stranded in queues for non availability of fastag balance.</p>		



ANNEXURE VII – BANK GUARANTEE (EMD)

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

To

THE GENERAL MANAGER
CANARA BANK, CASH MANAGEMENT SECTION,
CASH MANAGEMENT & STATIONARY WING,
HEAD OFFICE - ANNEX,
MANIPAL-576104

WHEREAS _____

(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____ (Date) for the execution of (Name of Contract) _____ (hereinafter called "the Tender") in favour of _____ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, _____ (Name of the issuing Bank), a Body Corporate constituted under the _____ having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the Beneficiary for the _____ sum of Rs _____ (Rupees _____ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
 - i. fails or refuses to execute the Agreement, if required; or
 - ii. fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii) This Bank Guarantee is valid up to _____ and

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 2022.

(SIGNATURE & SEAL OF THE BANK)

SIGNED AND DELIVERED

For and on behalf of

(Banker's Name and Seal)

Branch Manager

ANNEXURE VIII – PERFORMANCE BANK GUARANTEE

Guarantee No.....
Amount of Guarantee Rs.....
Guarantee cover from Dated :
To Dated:
Last Date for Lodgment of claim:

THE GENERAL MANAGER
CANARA BANK, CASH MANAGEMENT SECTION,
CASH MANAGEMENT & STATIONARY WING,
HEAD OFFICE - ANNEX,
MANIPAL-576104

In consideration of
(hereinafter called "Beneficiary") having agreed to exempt
..... Ltd., having its
Registered Office situated at (hereinafter called
the "the obligator(s)") from the demand of Security Deposit of
Rs.....(Rupees.....
..... only)
under the terms and conditions of an agreement dated
(hereinafter called the "said Agreement") for the due fulfillment by the said obligator
of the terms and conditions contained in the said agreement, on production of the
Bank Guarantee for Rs.....(Rupees
.....
..... only), at the request of
the obligator _____ Bank, a Scheduled Bank
within the meaning of Schedule 2 of Reserve Bank of India Act, 1934 having its Head
Office at _____ amongst others a branch at
(hereinafter referred to as "the Bank") has agreed to give following guarantee in favour
of the beneficiary for an amount not exceeding Rs..... (Rupees
..... only)
against any loss or damage caused to or suffered or would be caused to or suffered
by reason of any breach by the said Obligator(s) of any of the terms and conditions
contained in the said agreement.

1. We, the Bank to hereby undertake to pay the amount payable under this
guarantee without any demur merely on a demand from the beneficiary stating
that the amount claimed is due by way of loss or damage caused to or would be
caused to or suffered by reason or any breach of the terms and conditions
contained in the said agreement or by reason of the obligator's failure to perform
the said agreement. Any such demand in writing made on the Bank shall be
conclusive as regards the amount due and payable by the Bank under the
guarantee. However, our liability under this guarantee shall be restricted to an
amount not exceeding Rs.....
2. We, the Bank further agree that the guarantee herein contained shall remain in
full force and effect during the period that would be taken for the performance of
the said agreement and that it shall continue to be enforceable till all the dues of

the beneficiary under or by virtue of the said agreement have been fully paid and its claims satisfied or till the beneficiary certifies that the terms and conditions of the said agreement have been fully discharged this guarantee. Unless a demand for claim under this guarantee is made on us in writing on or before we shall be discharged from all liabilities under this guarantee thereafter.

3. We, the Bank further agree that the beneficiary shall have the fullest liberty, without consent and without effecting in any manner or obligations hereunder, to extend time of performance the said obligator(s) from time to time or to postpone for any time any of the powers exercisable by the beneficiary against the said obligator(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved of our liability by reason of any extension being granted to the said obligator(s) for any forbearance, act or omission on the part of the beneficiary or any indulgence by the beneficiary to the said obligator(s) or by any such matter or thing whatsoever which under the law relating to sureties would not for this provision have effect of so relieving us.
4. We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the beneficiary in writing.
5. Notwithstanding anything contained herein:
 - I. Our liability under this Bank Guarantee shall not exceed Rs. (Rupees only)
 - II. This Bank Guarantee is valid upto and
 - III. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before (mention period of the guarantee as found under clause (ii) above plus claim period)

PLACE:

DATE :

SIGNATURE

For and on behalf of

(Banker's Name and Seal)

Branch Manager

(Bank's Seal)

ANNEXURE IX –INDICATIVE PRICE BID (EAST ZONE)

Sr. No.	Services	Crew/Team Member	Approved KMs & Hours	Unit	Rate (₹)
1(a)	Dedicated Secured Cash Van INCLUDING the cost of Crew/Team Members , insurance policy and extra as specified in this RFP. (The rate quoted shall be firm and binding for period of three (3) years. The rate shall be revised with the mutual consent of the Bank and the bidder after the expiry of three years period).	1- Driver 2 - Armed Guards 2 - Custodians	Monthly Charges for 8 hours per day and 2000 KM per month	Per month	
1(b)			Per KM charges for additional KMs above 2000 per month	Per Kilometre	
1(c)			Per hour charges for additional hours above 8 hours per day	Per hour	
1(d)			Overnight Stay Charges	Per night	
TOTAL (₹)					
Rupees :					
<p>N.B. :</p> <ol style="list-style-type: none"> 1. The charges should be quoted inclusive of all taxes, duties, levies etc., but excluding GST. GST will be paid on the bill amount. TCO for one cash van will be calculated taking into account, 500 additional KMs, 50 additional hours and one night stay. 2. Except for the monthly rental at para 1(a) and rates quoted in para 1(b), 1(c) and 1(d) of the indicative price bid, all other rates/charges quoted by the bidder will be discarded and would not be taken into account while considering the indicative price bid. 4. Unit rate must be quoted in words and figures. In case of any discrepancy, unit price quoted in words will be considered. 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. 					
Place		(Authorized Signatory) (Name)			
		(Seal of the Firm/Company)			
date					

ANNEXURE X- (INTEGRITY PACT) PRE CONTRACT INTEGRITY PACT

1. GENERAL

This pre-bid contract Agreement (herein after called the Integrity Pact) is made on _____ day of the month of _____ in the year 20____, between, the Canara Bank, a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970 having its Head office at 112, J.C. Road, Bangalore 560 002, with branches spread over India and abroad (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri _____, (Designation of the officer) representing _____, of the BUYER, of the FIRST PART

AND

M/s _____ represented by _____ Chief Executive Officer, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as “Party” or collectively as the “parties”, as the context may require.

3. Preamble

3.1 Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc of __and the Bidder/Seller is one amongst several bidders /Proprietary Vendor Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

3.2 In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. Commitments of the Buyer

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

4.1.1 No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a

promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

4.1.2 The Buyer will during the tender process treat all Bidder(s) / Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) / Seller(s) the same information and will not provide to any Bidders(s) / Seller(s) confidential / additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.

4.1.3 The Buyer will exclude from the process all known prejudiced persons.

4.2 if the buyer information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5. Commitments of the Bidder(s)/Seller(s):

5.1 The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

5.1.1 The Bidder(s) / Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.

5.1.2 The Bidder(s) / Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

5.1.3 The bidder(s) / Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) / Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

5.1.4 The Bidder(s) / Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder / Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) / Sub- contractor(s).

5.2 The Bidder(s) / Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder / Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub- contractor(s).

5.3 The Bidder(s) / Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

6. Agents / Agency Commission

The Bidder / Seller confirms and declares to the Buyer that the bidder/Seller is the

original manufacturer and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression

7.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

7.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

8. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

9. Sanctions for Violation

9.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

9.1.1 To disqualify the Bidder /Seller with the tender process and exclusion

from future contracts.

9.1.2 To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.

9.1.3 To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.

9.1.4 To encash EMD /Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

9.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

10. Compensation for Damages

10.1 If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

10.2 If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

11. Price Fall Clause

The Bidder undertakes that it has not supplied /is not supplying same or 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 or Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price 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”.

12. Independent External Monitor(s)

12.1 The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given in RFP).

12.2 As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.

12.3 The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.

12.4 If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

12.5 If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.

12.6 The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, Canara Bank, 112 JC Road, Bengaluru 560002, within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

13.Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Bengaluru, Karnataka, India

14. 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 provision of the extant law in force relating to any civil or criminal proceedings.

15. Integrity Pact Duration.

15.1 This Integrity Pact begins when both parties have legally signed it. It expires for the successful Bidder / Seller 10 months after the last payment under the contract, and for all other Bidders / Sellers within 6 months from date of placement of order / finalization of contract.

15.2 If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, Canara Bank, 112 JC Road, Bengaluru 560002.

15.3 Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

16. Other Provisions

16.1 Changes and supplements need to be made in writing. Side agreements have not been made.

16.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

16.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

16.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.

17. This Integrity Pact is signed with Canara Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

18. The Parties here by sign this Integrity Pact at _____ on _____ (Seller/Bidder) and _____ on _____ (Buyer)

BUYER
Name of Wing
Canara Bank

Witness

1

2

BIDDER
Name of the
CHIEF EXECUTIVE OFFICER /
AUTHORISED SIGNATORY
Designation

Witness

1

2

ANNEXURE XI- REVERSE AUCTION PROCEDURE

1. BIDDING PROCEDURE

Nature of the document: **TWO BID CONCEPT along with Reverse Auction**

a) The indicative price bid of only the technically qualified / shortlisted applicants who qualify in the criteria mentioned in this RFP will be opened on a pre-notified time & date, under intimation to such qualified / shortlisted applicants. Thereafter, Bank will fix a start price and conduct reverse auction among the technically qualified bidders. Bank reserves the rights to fix the starting price for reverse auction. Lowest quoted tender (L1) will be arrived based on the evaluation of all the financial bids and after having online reverse auction. Bank reserves right of accepting / rejecting any / all the financial bids without assigning any reasons whatsoever.

2) ONLINE REVERSE AUCTION (ORA): Bidders, whose Commercial Bids **(Indicative)** have been opened by bank will be called for the Reverse Auction.

Reverse Auction event will be carried out among the technically qualified Bidders, based on Technical Evaluation, for providing opportunity to the Bidders to quote the price dynamically for the service for which RFP is floated and also to get the most competitive price.

i. For finalization of the most competitive offer, Bank will conduct “Reverse auction”. The detailed procedure and Business rules for the Reverse auction is given in para-4 below.

ii. Bank will inform the technically qualified bidders whose Commercial Bids (Indicative) have been opened for participating in the Reverse auction process which will be conducted by an Auction Agency authorized by Bank. Bank will share the contact details of the concerned person of the Auction Agency. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Agency to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial bid (indicative) to facilitate finalizing the start bid for “Reverse auction”. However, the CAP price for Reverse auction will be fixed by Bank.

iii. Bidders should note that the indicative Commercial bid (indicative) is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

3) RE-AUCTION/S RULES: Bank may consider the option of a Re-Auction/s in the following circumstances:

a. At the end of the Reverse Auction, L1 price is not acceptable to Bank.

b. During the process of reverse auction, if there is no bids from logged in bidders, Bank may decide a re-auction by revising the CAP price for Re- auction.

c. At the end of the Reverse Auction If only one bidder bids, Bank at its discretion may decide to finalize or a re-auction.

d. If only two price bids are qualified, for reverse auction, Bank reserve rights for Re-Auction with the required amendments if necessary.

Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to Bank, Bank at its discretion can ask all the technically qualified Bidders to submit the Commercial bid (indicative) by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial bid (indicative) within due date and Time, their EMD will be liable to be forfeited. If the EMD is submitted by way of BG, Bank can on its discretion invoke the Bank Guarantee.

Bank reserves the right to reject any or all the proposals without any assigning any reasons. Similarly, it reserves the right not to include any bidder in the final short-list.

Bank reserves the right to modify any terms, conditions and specifications of the RFP and reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. Bank reserves the right to accept any bid in whole or in part.

4. Business Rules and Terms & Conditions of Reverse Auction

Reverse Auction event will be carried out among the Technically Qualified Bidders, for providing opportunity to the Bidders to quote the price dynamically for the service for which RFP is floated

A) Definitions :

- 1) "Bank" means Canara Bank
- 2) "Service Provider" means the third party agency / company who has been selected by Bank for conducting Reverse Auction. [M/s e-Procurement Technologies Ltd.]
- 3) "L1" means the Bidder who has quoted lowest price in the Reverse Auction process.
- 4) "L2" means the Bidder who has quoted second lowest price in the Reverse Auction process.

B) Eligibility of Bidders to participate in Reverse Auction:

- 1) Bidders who are technically qualified in terms of the relative Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Reverse Auction and submit the undertakings as per Annexure-XXV, can only participate in

Reverse Auction related to the service for which RFP is floated. Bidders not submitting the above undertaking or submitting with deviations / amendments there to, will be disqualified from further evaluation / participation in the process of relevant procurement.

2) Bidders should ensure that they have valid digital certificate well in advance to participate in the Reverse Auction. Bank and / or Service Provider will not be responsible in case Bidder could not participate in Reverse Auction due to non-availability of valid digital certificate.

C) Training:

1) Selected vendors shall coordinate with Bank /Our Service Provider [M/s e-Procurement Technologies Ltd. Or Any other Agency engage by Bank] for getting necessary details and reverse auction demos before commencement of live reverse auction process. Else, bidder not getting the required clarification / demos will do so at his own risk. The service provider for Reverse Auction and their contact details shall be shared with the selected bidders.

D) Reverse Auction Schedule:

1) The date & time of start of Reverse Auction and its duration of time will be informed to the eligible Bidders well in advance before the Reverse Auction date.

2) Bank reserves the right to postpone / change / cancel the Reverse Auction event even after its communication to Bidders without assigning any reasons there for.

E) Bidding Currency: Bidding will be conducted in Indian Rupees (INR).

F) Start Price (CAP Price):

Bank will determine the Start Price (CAP Price) for Reverse Auction –

1) on its own and / or

2) evaluating the price band information called for separately from each eligible Bidder at appropriate time and / or

3) Based on the price bids received and if opened, Bank may determine the start price (CAP Price) on the basis of the lower quote received.

G) Decremental Bid Value :

1) The bid decrement value will be specified by Bank before the start of Reverse Auction event. It can be a fixed amount or percentage of Start Price (CAP Price) or both.

2) Bidder is required to quote his bid price only at a decremental value.

3) Bidder need not quote bid price at immediate next available lower level, but it can be even at 2/3/4 level of next available lower level .

H) Conduct of Reverse Auction event :

- 1) Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by Bank [M/s e-Procurement Technologies Ltd. or any other agency engaged by Bank]
- 2) Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training/demo to eligible Bidders etc., and finally conduct of Reverse Auction.
- 3) Bidders will be participating in Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidder themselves.
- 4) Bank and / or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.
- 5) For making the process of Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each eligible Bidder, before the start of Reverse Auction event. Without this Bidder will not be eligible to participate in the event. The format of the agreement is as per the ANNEXURE-XXV-1.
- 6) Bidders name will be masked in the Reverse Auction process and will be given random dummy names by the Service Provider.
- 7) Bidder / his authorized representatives will be given unique Login ID & Password by Service Provider. Bidder/his authorized representative will change the Password after the receipt of initial Password from Service Provider to ensure confidentiality. All bids made from the Login ID given to the Bidders will be deemed to have been made by the concerned Bidder/his company.
- 8) Reverse auction will be conducted as per English Reverse Auction with no tie where more than one Bidder cannot have identical bid price.
- 9) Any bid once made by the Bidder through registered Login ID & Password, the same cannot be cancelled. The Bidder is bound to supplies as per the RFP at the bid price of Reverse Auction.
- 11) Reverse Auction will normally, be for a period of ½ hour (i.e. 30 Minutes). If a Bidder places a bid price in last 10 minutes of closing of the Reverse auction, the auction period shall get extended automatically for another 10 minutes. No. of extension will be unlimited. In case there is no bid price in the last 10 minutes of closing of Reverse Auction, the auction shall get closed automatically without any extension.
(The time period of Reverse Auction & Maximum number of its extensions & time are subject to change and will be advised to eligible Bidders before the start of the Reverse Auction event.)
- 12) Bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction:
 - i) Opening Price
 - ii) Leading / Lowest Bid Price in Auction (only total price)
 - iii) Last Bid Price placed by the respective Bidder.
- 13) During Reverse Auction, if no bid price is received within the specified time, Bank, at its discretion, may decide to revise Start Price (CAP Price) / Decremental Value / scrap the reverse auction process / proceed with conventional mode of tendering.

l) Reverse Auction Process:

- 1) At the end of Reverse Auction event Service Provider will provide Bank, all necessary details of the bid prices and reports of Reverse Auction.

- 2) Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Successful Bidder.
- 3) Successful Bidder has to mail the scanned copy duly signed filled-in prescribed format Annexure-XXV-2 as provided on case-to-case basis to Bank within 48 hours of Reverse Auction without fail. The Original signed Annexure- XXV-2 should be couriered so as to reach us within 2 working days of Reverse Auction without fail.
- 4) Any variation between the on-line Reverse Auction bid price and signed document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure.
- 5) Successful Bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 48 Hours without fail.
- 6) Successful Bidder is bound to supply/service at their final bid price of Reverse Auction. In case of back out or does not supply/service as per the rates quoted, Bank will take appropriate action against such Bidder and / or forfeit the Bid Security amount, debar him from participating in future.

ANNEXURE XII - UNDERTAKING FOR KNOW YOUR EMPLOYEE (KYE)

(TO BE SUBMITTED BY ALL BIDDERS ON THEIR LETTER HEAD)

To
THE GENERAL MANAGER
CANARA BANK, CASH MANAGEMENT SECTION,
CASH MANAGEMENT & STATIONARY WING,
HEAD OFFICE - ANNEX,
MANIPAL-576104

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the Resource (both on-site and off-site) deployed/to be deployed on Bank's project for (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.
2. 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.
3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc) to Bank before deploying officials in the Bank Premises for _____ (Name of the RFP). ”

Signature of Competent Authority with company seal _____

Name of Competent Authority _____

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorized Representative _____

Designation of Authorized Representative _____

Signature of Authorized Representative _____

Verified above signature

Signature of Competent Authority _____

Date _____

ANNEXURE XIII - 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	

**ANNEXURE XIV - DETAILS OF CASH VANS/CASH VEHICLES IN
POSSESSION AS ON 01.04.2022**

SNo.	Items	
1	Number of Cash Van/Vehicles in Possession (owned/leased) as on 01.04.2022	
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, radio/ wireless/mobile communication 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 diagram given at Annexure V to this RFP) with a CCTV covering both compartments.</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 fire extinguishers (_____ Type), two emergency lights, one battery operated air-pump and a Puncture repair kit.</p>	

**ANNEXURE XV - FINANCIAL POSITION OF BIDDER FOR LAST THREE
FINANCIAL YEARS**

PARTICULAR	2021-2022	2020-21	2019-20
TURNOVER			
NET PROFIT (PROFIT AFTER TAX)			
OPERATING PROFIT			

Note: Enclose

1. 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

Seal of the Company& Date

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory

ANNEXURE XVI - CONFIDENTIALITY/ NON DISCLOSURE AGREEMENT

NON-DISCLOSURE AGREEMENT FORMAT (TO BE GIVEN ON THE COMPANY'S LETTER HEAD)

WHEREAS, _____ we _____, having _____ Registered _____ Office _____ at _____, hereinafter referred to as the Bidder, are agreeable for supply of Customized Cash Van on Hire Basis for the purpose of movement of Cash between the Bank's Currency Chests, Branches and Customers all over India under Rate Contract to CANARA BANK having its Head Office at 112, J C Road, Bengaluru-560002 hereinafter referred to as the Bank and,

WEHEREAS, the Bidder understands that the information provided for supply of Customized Cash Van on Hire Basis for the purpose of movement of Cash between the Bank's Currency Chests and Branches all over India under Rate Contract in their request for proposal is confidential and / or proprietary to the BANK, and

WEHEREAS, the Bidder understands that in the course submission of the offer for supply of Customized Cash Van on Hire Basis for the purpose of movement of Cash between the Bank's Currency Chests and Branches all over India under Rate Contract and / or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs / duties on the Bank properties and / or have access to certain plants, documents, approvals or information of the BANK;

NOWTHEREFORE, in consideration of the foregoing,

The Bidder agrees to all of the following conditions, in order to induce the Bank to grant the Bidder specific access to the BANK's property / information.

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

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or prepared or produced by the Bidder for the purpose of submitting the offer to the Bank for the said solution, will not be disclosed during or subsequent to submission the offer to the Bank, to anyone outside the Bank.

The Bidder shall not, without the BANK's written consent, disclose the contents of this request for the proposal (BID) or any provision thereof, or any specifications, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in

connection there with, to any person(s) other than those employed / engaged by the Bidder for the purpose 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 purpose of such performance.

Seal of the Company& Date

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory

ANNEXURE XVII - SECURITY MEASURES FOR CASH IN TRANSIT

I. The Service Provider shall ensure the following salient security guidelines while engaging a Private Security Agency and during Cash in Transit:

1. No Private security shall be provided by the private security agency for cash transportation activities unless he holds a valid PSARA license under the Act or any Amendments to the Act from time to time.

2. For the purpose of providing private security for cash transportation activities, a contract may be entered into between a cash handling agency and the Bank concerned.

3. No taxi or hired vehicle shall be used for cash transportation activities by the private Security agency. Provided that a vehicle which is on long term contract with the private security agency or Bank or Cash handling agency and the vehicle complies with the conditions for design and specification laid down in Annexure V.

4. Notwithstanding any other provision in these rules, the ex-servicemen, otherwise eligible may preferable be appointed or engaged by the private security agency for providing security for cash transportation activities.

5. KYC Verification and Police Verification. No Private security agency shall appoint or engage or deploy any personnel, unless such personnel has undergone through antecedent check and his proper KYC verification and police verification is done, before appointing or engaging or deploying them by the agency, in accordance of the Act or any other law for the time being in force. Every private security agency 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. (As per Rule 6 of PSA (Private Security to Cash Transportation Activities) Rules -2018.)

6. The private security agency shall ensure that every personnel appointed or engaged for cash transportation activities is 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 and with refresher courses. (As per Rule 5 of PSA(Private Security to Cash Transportation Activities) Rules -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 “and the seating capacity as “ 5 ” including driver should be clearly endorsed by the RTO in the RC of the vehicle.

9. Cash shall be carried in a properly and securely locked steel box with strong pad locks as per the guidelines..

10. The cash container shall be secured to the cash compartment with the help of hooks, iron chain and lock. The chain shall 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 bank branch shall be carried, in a separate box with the name of the bank branch written on it.

12. Each cash van shall 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, answering nature's call, tea or lunch break, at least one armed security guard shall remain present with the cash van all the time. Staff shall be rotated and assigned the work only on the day of trip.
13. Wherever possible, the routes that have heavy traffic flow and that pass through thickly inhabited areas shall be selected. Deserted routes shall not be taken unless such a route is unavoidable to reach the branch to which remittance is being taken.
14. When the cash boxes are ready in the branch for loading into the cash van, the two armed guards escorting the cash must load their DBBL guns, keep safety catch in 'safe position' and guns in ready state to go out of the branch. Guards will position themselves at advantageous points. Both the armed guards shall always carry atleast 8 rounds of reserve ammunition in their pouches on person at all times and 2 rounds loaded in the weapon. The armed guards may carry more rounds as per requirement or threat perception
15. Once armed guards are positioned, the loader and cash custodian shall load the boxes one by one into the cash van under the supervision of the accompanying cash officer. The cash boxes shall 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 shall be locked and its key shall be held by the cash custodian.
17. While loading is in progress, the driver of the vehicle along with the ignition key shall stay away from the vehicle. The driver shall be the last person to board the vehicle.
18. No one other than those detailed for the remittance duty shall be allowed to enter, or to take a lift on, the vehicle throughout the journey.
19. The driver shall 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 shall not follow the same route and timing repeatedly so as to become predictable and routes will not be divulged to any third person.
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. Guards will carry only NPB weapons with current Gun License/Retainership and Area of Operation specified.
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 shall 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 shall not halt en route. If the vehicle has to halt for some

genuine reasons, it shall be preferably do so 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. It is necessary that transporting Cash from currency chest to branches and vice versa 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.

29. Important telephone numbers of all police station enroute to be available in the cash van.

30. In case of breakdown, Guards to take position in front and rear of cash van not allowing any one near the cash van. This shall continue till stand-by CV arrives of stand-by arrangement reaches the location.

II. The selected Service Provider shall also ensure the following:

1. Minimum fleet size of 300 specifically fabricated cash vans (owned / leased).

2. Cash should be transported only in the owned / leased security cash vans of the Service Provider or its first level sub-contractors. Each cash van should be a specially designed and fabricated Light Commercial Vehicle (LCV) having separate passenger and cash compartments, with a CCTV covering both compartments.

3. Cash Vans deployed with Canara Bank shall not be deployed elsewhere for any other duty during the Contract period. Proper servicing of the Vehicles (Cash Vans) shall be ensured as per schedule prescribed by the Manufacturers.

4. No cash van should move without armed guards. The gunmen must carry their weapons in a functional condition along with valid gun licenses. The Service Provider or its first level sub-contractor should also furnish the list of its employed gunmen to the police authorities concerned.

5. Each 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.

6. Each cash van should have tubeless tyres, wireless (mobile) communication and hooters. The vans should not follow the same route and timing repeatedly so as to become predictable. Predictable movement on regular routes must be discouraged. Staff should be rotated and assigned only on the day of the trip. With regard to security, additional regulations / guidelines as prescribed by Private Security Agencies (Regulation) Act, 2005, the Government of India and the State Governments from time to time must be adhered to.

7. Night movement of cash vans should be discouraged. All cash movements should be carried out during daylight. No vaulting facility shall be provided. The cash held has to be remitted to the Bank's Currency Chest to which the Cash Van is attached or if the same is not possible owing to some external factors, the cash held shall be parked at the designated pooling branches the list of which shall be provided to the Service Provider. 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, the SP shall deploy PSA Armed Guards with All- India Licenses. However, if such guards are not available, changeover of security personnel at the border crossing must be pre-arranged by SP.
8. Proper documentation including a letter from the remitting bank should be carried invariably in the cash van, at all times, particularly for inter-state movement of currency.
9. The staff associated with cash handling should be adequately trained and duly certified through an accreditation process as per RBI circular no.RBI/2017-18/152 dated 6/4/2018 and as per MHA guidelines (Rule No 7 - Private Security to Cash Transportation activities- Model Rules, 2018).
10. Character and antecedent verification of all crew members associated with cash van movement should be done meticulously as specified in Rule No 6 - Private Security to Cash Transportation activities- Model Rules, 2018.
11. All activities right from loading of Cash Box from Currency Chest / Branch to unloading of Cash from Currency Chest / Branch shall be captured clearly in the CCTV system of the Cash Van. In case of non-availability of CCTV footage, the SP shall be held liable for any loss to the bank. The Cash Van shall be parked in the Cash Van bay at the CC for loading / unloading of Cash.

ANNEXURE XVIII - CASH REMITTANCE PROCEDURE

I. The Service Provider shall render the following services:

1. Pick up/collect/obtain cash, from the Bank's Branches, 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 premises.

II. 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 officer who is authorized to collect cash on that day.
2. The Currency chest branch / branch official will identify the cash officer authorized to collect cash by I) Authorization slip. II) Identity card
3. All Service Provider's Officers will carry the iron boxes and uniquely numbered plastic seals along with them to be used for all cash pick-ups.
4. The Service Provider's Officer has to ensure that the Seal Number is written on the Service Provider's copy, acknowledgement Slip as well as the Bank's Branch copy.
5. The Service Provider's Officer will ensure that 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 bag/iron box and close the zip of the bag/close the iron box and seal the bag or seal the iron box firmly.

6. 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 officer.
7. The Service Provider's Officer 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 Banks 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 officers will open the box and handover the cash to Bank's officers, who will count all the packets and Bundles of notes of each denomination in the presence of the Service Provider's Officer.
8. 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 Officer for confirming the contents of the iron box with respect to that deposited by the Bank's Branch.
9. The Service Provider's Officer 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 Officer at the time of handover of the iron box to the Bank's Officer.
10. 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.
11. 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.
12. 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 Officer has left the BANK'S / Customer'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.
13. 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 / Customer.
14. Acknowledgement slips shall be issued by the Service Provider's Officer 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"
15. The Acknowledgement Slips issued by Service Provider's Officer 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 Officer Records and Third copy shall be handed over to the Currency Chest Branch.

16. The Service Provider to carry adequate copies of the BANK deposit slips provided by the BANK to be used by BANK'S Branch if required and at the end of the day statement of all the transactions shall be compared and reconciled with BANK'S Branch account nos. and sent to BANK with deposit slips for acknowledgement.

III. Cash Delivery Process: The Service Provider shall comply with the following process flow for cash delivery:

1. All Service Provider's Officer 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 Officer has to ensure that the Seal No. is written on the Service Provider's copy • acknowledgement Slip as well as the BANK'S Branch.
3. The Service Provider's Officer 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 Officer 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 Officer 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 officers will open the box and handover the cash to BANK officers, 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 Officer will acknowledge the receipt of cash and then follow the existing procedure for crediting the Currency Chest branch account post verification at his end.
6. If there is a discrepancy in the iron box, BANK'S officer feels that the iron box has been tampered, then the contents of the same should be immediately counted and verified.

Lost/Misplaced / Stolen Currency: The Service Provider's Officer on duty should immediately escalate the incident to:

1. 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.
4. After receipt of FIR Copy from the police station, the Service Provider shall handover a copy to the Bank.

ANNEXURE XIX - FORMAT FOR SENDING PRE-BID QUERIES

SL NO	PAGE NO OF THE RFP	CLAUSE/ SUB- CLAUSE NO	CLAUSE AS PER RFP DOCUMENT	BIDDER'S QUERY
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Yours faithfully,

Seal of the Company& Date

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory

ANNEXURE XX - FORMAT OF THE CLAIM FORM

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

Bill for the month of.....

S/No	Monthly Status of Cash Van No.-----	Details
1	No. of days the vehicle was put into service	
2	No. of Kms covered:	
3	No. of hours of duty	
Claim Status		Amount
4	Claim for 2000 Kms	
5	Claim for extra kilometers covered	
6	Claim for extra hours worked	
7	Claim for Night Halt	
8	Total Amount	
9	GST	
10	G/Total (per Cash Van)	

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:

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

Seal of the Company& Date

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory

ANNEXURE XXI - PENALTY

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

2. If the SP fails to complete the due performance of the contract in accordance with the specifications 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. The penalty will be levied over and above related recoveries if any.

	<i>Nature of default</i>	<i>Penalty (In Rs)</i>
a.	The successful bidder shall commence his services in the identified zone/s within one month from the date of Letter of Intent.	<p>i. Any delay in commencement of the services will attract penalty @ Rs. 5,000/- per Cash Van per week or part thereof.</p> <p>ii. 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.</p>
b.	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 the schedule given by the Bank	<p>i. Failing which the Bank shall levy penalty @ Rs.500/- per hour. Delay over 30 minutes will be considered as full hour.</p> <p>ii. In case, the successful bidder remains absent for the whole day, Bank shall levy penalty equivalent to proportionate charges payable on monthly basis.</p>
c.	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 Bank incurs or the loss it suffers for such failures
d.	Refusal of duties by the CV Staff which is specified in the contract	Rs. 1000/-per instance
e.	Non-observation of dress-code and turn-out of Guards as per PSARA License	Rs. 1000/-per instance
f.	Change of Staff & Guards without prior Permission from	Rs. 1000/-per instance

	Bank.	
g.	Sufficient Fuel not available for Duty	Rs. 1000/-per instance
h.	Sufficient Fasttag Balance not available for Duty	Rs. 1000/-per instance
i.	CCTV not working	Rs. 1000/-per instance
j.	Alarm not working	Rs. 1000/-per instance
k.	FE not refilled	Rs. 1000/-per instance
l.	CCTV footage not provided to CC when asked for	Rs. 1000/-per instance
m.	GPS not working	Rs. 1000/-per instance
n.	Cash Van taken for fuelling to Petrol pump or stranded in toll queue due to non-availability of Fasttag, while on duty.	Rs. 1000/-per instance
o.	Non-Adherence of any other contractual obligations, unless and until bank is informed in advance and permission in written is obtained from Bank.	Rs. 1000/-per instance
p.	Any breach of contractual obligations of serious nature Or Non-responsiveness of HO's directions under the ambit of the Contractual T & C Or Repetition of any violation as specified in sub-para d to g above	Withdrawal of CV with one month's notice period from the SP's responsibility thereby reducing the stake of the CV as far as CV deployment is considered.
q.	Highly serious violations of the Contractual obligations as well as frequent repetition of any violation as specified above.	Withdrawal of all CVs, without any notice period / de-empanelment with forfeiture of PGs / recommending for black-listing with IBA.
r.	Any other aspects specified in the RFP related to Penalty	Penal action as per the clause referred
s.	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 on the same or the next working day 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.	
t.	The Bank may impose penalty to the extent of damage to any of its equipment, if	

	the damage was due to the actions directly attributable to the staff of the Bidder
--	--

3. Any penalty specified above shall be imposed by Head Office on specific recommendation from CC through RO & CO or on specific recommendation of the Concerned Security Officer through Chief Security Officer.

4. If the services are not provided for continuous 3 days, or repeated defaulting of above instances by the SP, Bank may be imposing further penalty as below.

- a. Reduction/removal of Cash Vans with one month notice and awarding the same to other Service Provider (Banks discretion)
- b. Termination of the Contract and forfeiture of the PGs
- c. de-empanelment,
- d. black listing from Bank / Letter to IBA

5. In case, if there is any withdrawal / reduction of CVs from any Service Provider in view of any penalty as specified above, the advantage of distribution ratio to L1 to L4 will not be applicable.

6. The Bank reserves, the right to en cash the PGs deposited by the Service Provider in case if it finds any serious deviation in the terms and conditions specified above. The Bank shall give the reasons in writing to the PSA pointing out the deviations while invoking the Performance Guarantee.

7. Bank shall also take-up case with IBA for blacklisting in all such cases and with government authorities for cancellation of PSARA, if any violation is against government directives.

8. The 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.

ANNEXURE XXII - GENERAL REQUIREMENT/TERMS OF SERVICE OF SERVICE PROVIDER / PSA

1. The PSA shall be providing Security Services for Cash Van, on behalf of the Service Provider / SP (Bidder).
2. The PSA shall have the same responsibility as that of the service provider to ensure that the security services are as per T & C specified in the RFP / Agreement.
3. However, the Service Provider shall be responsible and answerable to the Bank for every aspects related to the Security Services. The Bank shall not have any dealing with the PSA directly and all correspondences, communications between Bank and PSA shall only be through the Service Provider. The Service Provider is solely responsible to respond to each and every query raised by the Bank with reference to any aspect specified in the RFP/Contract during the currency of the contract.
4. The Service Provider shall ensure that the security guards deployed conform to the STANDARDS prescribed in the Private Security Agencies Rules framed by the respective State Governments/ Union Territories.
5. The Service Provider shall ensure that the guard will report to Bank's designated office and guard will function under their general directions. The authorized representative of the Service Provider will introduce their security staff to such Officer in this behalf for the operation of the agreement by Bank for his verification and satisfaction before their deployment and the Service Provider shall furnish the complete particulars / bio-data (names, permanent & local addresses) of security personnel along with latest passport size colour photo duly attested by the Gazetted Officer or the Service Provider, thumb impression & signatures of the guards before deployment including the copy of arm license, wherever applicable. This exercise shall be mandatorily repeated whenever a new guard reports to a site, even in case of temporary reliever.
6. The Service Provider shall furnish the following documents in respect of each security guard deployed, before the commencement of contract :
 - a. List of trained security guards identified/selected by agency for deployment with Bio data i.e., date of birth, age, qualification address etc. (KYC documents).
 - b. Training certificate issued by training /institute /organization, as per RBI circular no.RBI/2017-18/152 dated 6/4/2018 and as per MHA guidelines (Rule No 7 - Private Security to Cash Transportation activities- Model Rules, 2018).
 - c. Certified copy of the character certificate, as as specified in Rule No 6 - Private Security to Cash Transportation activities- Model Rules, 2018
 - d. Medical certificate as specified in this RFP
 - e. Copy of Valid Arms Licesnes clearly specifying the name of the Guard.
 - f. In case of Ex-Service Men, copy of discharge certificate / book issued by MoD shall be provided. In case, if the discharge book/certificate is not

provided, the guard shall not be considered as ESM.

7. In case, the guards deployed by the PSA / Service Provider commits any act of omission / commission resulting in loss/damage to the Bank, the Service Provider shall take appropriate disciplinary action against such personnel immediately on being brought to their notice, failing which it would amount to breach of contract and may lead to termination of contract. The Bank is also not precluded from taking action on its own against the guards and the Service Provider & /or PSA if the act and omissions of the guards result in loss/damage as aforesaid.
8. The Service Provider should, at his own expense, provide proper uniform and other accessories, to the guards deployed. No personal items will be supplied by the Bank. The Guards shall also be provided with an identity card having the photograph of the person and personal information such as name, designation, address and identification mark etc.
9. The Service Provider should, at his own expense, designate/deploy a field officer at its own cost, as per labor laws, who would regularly interact with officers of the Bank for better co-ordination, utilization of services, so as optimal manpower deployment etc., could be addressed. The security supervisor/field officer is to be provided exclusively for supervising the guards deployed with CV / Bank and he shall report to the concerned branch/officer in charge/official at least once a week for the purpose of briefing the developments. He must carry out checking of guards wherever deployed for alertness on regular basis as instructed by branch/office. Bank will not be liable for separate payments for this arrangements and the cost of such arrangements shall be borne entirely by the Service Provider.
10. It will be the responsibility of the Service Provider to provide accommodation, transport, food, medical and any other requirement for their personnel deployed. The Bank will have no liability what so ever in this regard at any stage.
11. The Service Provider shall be responsible for arranging and maintaining at his own cost all facilities for workers and all other services as required for undertaking the specified work unless otherwise specifically provided for in the contract documents.
12. The Service Provider shall provide guards of the age (as per PSARA) & referably from local area / State with knowledge of local language and /or English / Hindi. The Guard shall have well-built physique and medically fit.
13. The Service Provider should be able to provide guards, with minimum educational qualifications of 10th class.

14. The Service Provider shall not engage any person who is below 18 years of age.
15. The Service Provider shall engage only guards who are in good health, active, physically & medically. They should not be suffering from any infectious disease. The guard should be physically fit in all respects, i.e. should not be in Low Medical Category i.e. Medical category recorded in discharge book of ex-servicemen/ex-Para military personnel will be considered valid for 2 years from date of discharge and thereafter his medical fitness will be considered as per fresh medical fitness certificate from Registered Medical practitioner with qualification not less than M.B.B.S. as produced for verification by the Service Provider. Certificate of medical fitness from a Medical Practitioner (having at least MBBS qualification) in respect of each and every deployed guard will be required to be produced by the Service Provider every year on or before 31 Mar.
16. The supervisory mechanism of the Service Provider should be such that the Supervisor visits the CC/Branch / Office where guard / guards are deployed in attached Cash Vans, at least once in a week, seeks feedback from the Branch / office incumbent, submits its visit remarks in the guard duty register kept at the Branch and initiates corrective / remedial measure, if required. He must carry out checking of guards wherever deployed for alertness on regular basis as instructed by reporting official.
17. The personnel so deployed by PSA shall be under the direct control and supervision of the Service Provider.
18. The Service Provider shall engage guards having adequate knowledge and experience in use / handling of portable fire extinguishers and shall take necessary proactive preventive action in case of activation of fire alarm system or in case of a fire in the Branches / Admin Units.
19. Service Provider shall ensure that guards possessing the required skill and training shall only be deployed.
20. The Service Provider shall ensure that the PSA and their employees deployed with the Bank shall comply with all obligations, conditions and restrictions regarding uniform, photo identity card, etc., stipulated in the Private Security Agencies (Regulation) Act 2005 and associated rule of appropriate State Government i.e Private Security Agencies Rules, and rules framed thereafter.
21. The Personnel deployed by the Service Provider shall maintain a high standard of discipline, turnout and alertness. Therefore the PSA shall adhere to the instructions from the Bank from time to time and ensure deployment of only well trained able bodied guards of age group above 18 years for guarding Bank's Branches / Administrative units.

22. The guards shall remain alert during their working hours to prevent any Theft/ Burglary/ Robbery/ Dacoity / waylaying enrooted / Fire and other untoward incidents.
23. Service Provider shall maintain duty register for each PSA's employees and get the register checked by the Bank's branch/office daily, along with timings. In case a PSA's employee is found absent from the place of his duty, the penal action shall be initiated against the Service Provider as per T & C of the RFP/Agreement.
24. Service Provider / PSA shall alone decide and be responsible for the leave or absence of the PSA's employees and Bank shall not in any way be responsible for sanction of leave, etc., to the PSA's employees.
25. The Service Provider, PSA and the deployed guards shall be fully responsible to protect Cash Van and other assets (Cash, Vehicle HR etc) and its assets against burglary, theft, robbery, Dacoity and pilferage etc
26. The Service Provider shall change the guard immediately on instructions from the Bank if the posting of that particular guard is not acceptable to the Bank due to misbehavior, indulging in unlawful activities, inefficiency, intoxicated condition, alcoholic, physically/medically unfit, or any other reason concerning the safety and security of site, equipment and customers.
27. Bank shall not be responsible for providing food and/or transport to the staff / guards of the PSA. Service Provider have to make their own arrangements.
28. Bank will not be responsible for any loss to the property or to persons of the PSA in the event of fire, catastrophe or civil commotion etc., if they occur.
29. The Service Provider shall get antecedents of all guards verified through local Police and submit the Police Verification report to the Bank for scrutiny before deploying the guards at the sites.
30. The Service Provider hereby undertakes to abide by the requirements of physical standards for the PSA's employees and their training as prescribed in the Private Security Agencies (Regulation) Act 2005 and the rules framed there under.
31. The Service Provider shall ensure that all the PSA's employees are subjected to basic training & refresher training program on regular basis at its cost and the proof of the same to be submitted along with the Contract. The armed guards shall be imparted firing practice with their own guns during the annual training. Proper report regarding this shall be submitted to RO

32. The Service Provider shall ensure that the PSA's employees function under general directions of branch manager/Authorized officials.
33. The Service Provider shall ensure that the guard shall wear full prescribed uniform with proper photo identity card.
 - a. All essential items for security purposes like torches, baton, whistle, shoes/rain boots, raincoats, first aid arrangement etc. shall be provided by the Service Provider at their own cost
 - b. The identity cards shall be produced on demands by the guards to any authority of the Bank or of Government.
 - c. The guards shall be smartly dressed, disciplined and shall maintain an apt turn-out with proper hair-cut and properly shaved while on duty.
34. The Service Provider shall ensure that the PSA's employees shall not accept any eatables, tea, coffee, tobacco, etc., from strangers. The PSA's employees shall not take any alcohol or intoxicants or be found in an inebriated state or smoke during the duty hours. It will be the responsibility of the Service Provider to ensure such decorum and discipline of the guard during duty hours.
35. The Service Provider shall ensure that no familiarity develops between the PSA's employees and the Bank staff. Further, the Service Provider shall ensure that the PSA's employees do not indulge in any activities including money transactions, which may tarnish the image of the Bank.
36. PSA Guards are not the employees of Bank and hence they shall not claim any privilege which is entitled for Bank Staff.
37. The Service Provider & PSA should deal with any incidence/contingency/mishaps that may arise during the execution of contract.
38. The Service Provider & PSA must ensure that its employees entrusted to provide service to Bank are aware of the Official Secrets Act 1923 and adhere to it.
39. Valid Police Verification certificate for the guards deployed to be submitted along with the contract and to be renewed from time to time each year.
40. In case of any pilferage, damage or theft, the Service Provider or their representative shall report the matter immediately to the authorities of the Bank and shall take up the matter with the police for lodging FIR/Proper investigation and recovery of loss. The Service Provider will be wholly responsible for any loss due to theft, pilferage etc. and will make good the loss sustained by the negligence, absenteeism, lethargic attitude or dereliction of duty by their guards.

41. If act of an armed guard / guards, whether deliberate or inadvertent, casual or negligent, being that of omission or commission causes any injury to a customer or staff or any individual or causes loss of property of Bank or of customer or of any individual, the compensation for the same in full will have to be borne by the PSA.
42. Media Interaction by the Service Provider /PSA/ Guards: No information of any kind is to be divulged to the media (press/ social media) including still photographs, video footage, any written document or any oral information. Any such disclosure of information would be viewed seriously and the Bank would be free to take any legal action against the Service Provider as deemed fit.
43. The Service Provider shall ensure that the guard shall be conversant with the use of fire extinguishers, security alarm system and other security gadgets and shall take necessary action in case of activation of alarm system /emergency.
44. The Service Provider shall comply with all the provisions of laws of the land applicable while providing guards to the Bank.
45. It is clarified that.
 - a. The guards deployed by the PSA during contract with Canara Bank shall not work in any other organization or shall not be deployed by the Service Provider & PSA to any other organisation
 - b. If any such case comes to the notice during the agreement period, Bank shall have the right to impose suitable penalty on the Service Provider, which will be recovered from the monthly bills or security deposit or any other dues of the Service Provider.
 - c. The Service Provider shall employ good and trained persons with good health and clean record and must have good working knowledge of English or Hindi or vernacular language.
 - d. In case, any of the guard so provided is not found suitable by the Bank, the Bank shall have the right to ask for his replacement without giving any reason thereof.
 - e. It will be the responsibility of the Service Provider to ensure that approved strength is maintained at all the times and security services continue without any break.
 - f. The Service Provider will change the Guard immediately on instructions from the Bank if the performance of that particular guard is not acceptable or found physically/medically unfit and decision of the Bank is final in this regard.
 - g. The Bank reserves the rights to ask the Service Provider to remove any guard found not discharging his duties satisfactorily or of doubtful character and he will immediately remove such person / persons and provide replacement.

- h. The Bank shall not provide any residential accommodation in the premises of the Bank or elsewhere for the guards deployed by the PSA.
 - i. It may be distinctly understood that there shall not be any absenteeism by the guards and in case of absenteeism an immediate replacement will be provided by the Service Provider.
46. Neither the Service Provider / PSA nor any of their Guards will have any claim against the Bank for any liability arising out of any commission/omissions caused by the guard while on duty.
47. In case of any property loss of Bank, Bank Staff or Bank customer while inside Bank's premises(Indoor) / injury to any one of Bank staff due to negligence of the PSA guard or due to dereliction of duty or in-attentiveness or negligence of the guard, all liabilities arising out of such incident will be fully met by the Service Provider. Indemnity of Debts / loss occurred due to the acts of the guards will be with the Service Provider.
48. For all intents and purposes, the Service Provider or PSA shall be the "Employer" within the meaning of various Labour Legislations in respect of guards so employed and deployed as per this RFP/ contract.
49. The Service Provider shall alone, be solely responsible for redressal of grievances/resolving of disputes relating to guards deployed. Bank, shall in no way, be responsible for any damages, losses, FINANCIAL or other injury claims to any guards deployed by the PSA in the course of his performing the functions / duties, or for payment towards any compensation.
50. The guards deployed by the Service Provider shall not have any claim of Master and Servant relationship vis-a-vis Canara Bank. They also shall not have any Principal and Agent relationship with or against the Bank. The guards of the PSA shall not be treated or considered as employees of the Bank and they shall not have any right to claim permanent employment with the Bank under any circumstances.
51. The guards deployed by the Service Provider / PSA under contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, part time/confirmed employees of the Bank, during and/or after expiry of the contract. In case of termination of the contract also, the guards deployed by the Service Provider / PSA shall not be entitled to any or/and will not have any claim for absorption or relaxation for absorption in the regular/otherwise, in any capacity in the Bank.
52. The Service Provider shall alone be liable to pay compensation for any damage/death/injury sustained by the guards or any other member of the Service Provider as sustained by them in the course of their work/duty at any site during the contract period.

53. In case, the Service Provider or PSA fails to comply with any statutory / taxation liability under appropriate law and as a result thereof, if the Bank is put to any loss/obligation, monetary or otherwise, Bank will be entitled to recover such damage/loss/deemed loss, either out of the outstanding bills or from the security deposit of the Service Provider or PSA.
54. The Service Provider & PSA will indemnify the Bank from all legal, financial, statutory, taxation and any other liabilities.
55. The Bank reserves the right to include / exclude any clause related to the security duty which seems required at that point of time with regard to the safety and security of Banks resources.
56. The Service Provider shall be responsible for the provision and maintenance of the authorized Non Prohibited Bore weapons (preferred Pump Action Guns) to the Armed Guards along with ammunition (10 Rounds) for the weapon. A valid License and the retainership for the Armed Guard is to be carried by him at all times and is to be produced whenever asked for.
57. The Service Provider shall be responsible to ensure that the Armed Guards deployed are not involved in any type of Strike/Dharna as long as they are performing their duties for Canara Bank.
58. The Service Provider must ensure that the Armed Guards thus deployed are not involved in any type of commercial activities or Personal employment (regular/Part time) at any given point of time during the period of contract.
59. Armed Guard deployed must carry a copy of Valid GUN License with UIN number and Retainer ship on his person at all times. He must carry a minimum of 10 rounds of ammunition (02 rounds loaded and 03 rounds in pouch and 05 rounds as spare).
60. The Armed Guards should perform his duty only with non lethal category weapon of Non Prohibited Bore (DBBL/PUMP ACTION 12 BORE) as approved by regulatory authorities and endorsed in the license.
61. Armed Guard deployed must identify a safe place for loading /unloading of weapon, before duty and shall follow all prescribed safe procedure for the same.
62. Renewal of Gun license should be done promptly and the responsibility lies with the Service Provider & Private security agency
63. In case of any accidental firing, all legal/ medical / Financial responsibility to customers lies with Service Provider. The matter /incident is to be immediately informed to the Bank authorities through branch. Bank will not be responsible for any dispute thus arising.

64. Annual inspection of the guns of the deployed Armed Guards will be required to be got done from an authorized Armourer / Arms Dealer and certificate of fitness of the gun will be required to be submitted on or before 31st of March every year along with Annual Training report.
65. Gun should be IOF (Indian Ordnance Factory) Tested.
66. Safe keeping of Guns after the office hours is the sole responsibility of the guards and the Gun will not be allowed to be kept inside the branch/CC /CV.
67. The Service Provider should ensure that the gun used by the guard should be in working condition and cost of any repairs, cartridges etc. shall be borne by the Guard /PSA/ Service Provider and the Bank shall not be responsible for its maintenance & repairs.
68. The Service Provider should ensure that the gun shall be kept loaded and the safety catch is kept in safe position while on duty and adequate extra cartridges shall be carried by the guard.
69. The Service Provider should instruct the armed Guard that any use of weapon should be only as per Indian penal code / Indian Arms Act for defending the property of the Bank and the property and lives of the employees and customers of the Bank or in self-defence during the duty as provided in IPC.
70. The Service Provider is entirely liable for any mishaps/ accidental firing deliberate or otherwise occasioned by PSA Armed Guard deployed at branches, and is responsible for all criminal, civil, monetary liability arising out of such incident/mishap against claims made against Bank either by its own staff, customers or outsiders.
71. The Service Provider to ensure that the Armed Guard should always be in possession of a valid arms license which is valid for deployment in the jurisdiction of State/ States and shall be renewed on or before due dates. The PSA should ensure that the Armed Guard registers the license in the area police station of the Duty site.

ANNEXURE XXIII – CERTIFICATE as per MoF Order dated 23/07/2020

CERTIFICATE

(On letter head of the Company / Firm)

To
THE GENERAL MANAGER,
CANARA BANK, CASH MANAGEMENT SECTION,
CASH MANAGEMENT & STATIONARY WING,
HEAD OFFICE-ANNEX, MANIPAL-576104

Dear Sir,

Request For Proposal (RFP) Ref: RFP HOCMS:02/2022 Dt:

This is to certify that we have read the clause regarding restrictions on procurement from bidders of countries sharing land border with India as per Ministry of Finance Order (Public Procurement No. 1) dated 23rd July, 2020. Further, it is certified that our company is neither from a country sharing land border with India nor our company is an entity as under:

- a) An entity incorporated, established or registered in such a country
- b) A subsidiary of an entity incorporated, established or registered in such a country
- c) An entity substantially controlled through entities incorporated, established or registered in such a country
- d) An entity whose beneficial owner (as per definition attached) is situated in such a country
- e) An Indian (or other) agent of such an entity
- f) A natural person who is a citizen of such a country
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

2. Further, it is certified that provisions of paragraph 28 of the above order are not applicable to us in respect of captioned RFP.

Place:

Signature:

Date:

Name & Designation

Company Seal

ANNEXURE XXIV - Definition of “Beneficial Owner”

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation-

- a. “Controlling ownership interest” means ownership of, or entitlement to, more than twenty-five percent of shares or capital or profits of the company;
 - b. “Control” shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
4. Where no natural person is identified under 1. or 2. or 3 above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

ANNEXURE XXV – Eligibility for Online Submission

The bidder has to submit the following documents to eligible for submitting the Online Bid:

1. Earnest Money Deposit of Rs./- (Rupees Lakhs only) by way of Demand Drafts of a Scheduled commercial Bank issued in favour of Canara Bank, Manipal/ BG issued by a Nationalised Bank other than Canara Bank payable at Manipal.
2. The Pre Contract Integrity Pact format as per Bank's format should duly filled in a non judicial stamp paper of Rs 200/-.
3. The following documents to be duly signed by the Authorised person with company seal:
 - Business Rules and Terms & Conditions of Reverse Auction as per Annexure XI-in para-4
 - Acceptance of Reverse Auction Business Rules and Terms & conditions as per Annexure XXV-1.
 - Successful Bidder of Reverse Auction within 2 Working Days from the end of Reverse Auction event as per Annexure XXV-2.
 - Process Compliance Form as per Annexure XXX-3.

The above required documents along with DDs should be submitted to the following address as per the time specified in the RFP:

THE GENERAL MANAGER,
CANARA BANK, CASH MANAGEMENT SECTION,
CASH MANAGEMENT & STATIONARY WING,
HEAD OFFICE-ANNEX, MANIPAL-576104

Those submit the DD will required documents will be only be able to submit the Bid online tendering process.

Submission of EMD in the form of fixed deposit or in any other form is not acceptable and tenders with such EMD shall be rejected.

No interest shall be allowed on the Earnest Money Deposit (EMD). Tenders without EMD shall be summarily rejected.

ANNEXURE XXV-1 : Acceptance of Reverse Auction Rules

(To be submitted on company letter head by all Bidders participating in Reverse Auction)

To,
THE GENERAL MANAGER,
CANARA BANK, CASH MANAGEMENT SECTION,
CASH MANAGEMENT & STATIONARY WING,
HEAD OFFICE-ANNEX, MANIPAL-576104

Date : -----

Acceptance of Reverse Auction Business Rules and Terms & conditions in respect of Tender / RFP No: RFP-HOCMS:02/2022 for selection of venders for movement of cash among banks Currency Chests , branches in East Zone under rate contract .

We refer to the captioned subject and confirm that –

- 1) The undersigned is our authorized representative.
- 2) We have accepted and abide by all Terms of captioned Tender documents and Business Rules and Terms & conditions of Reverse Auction for the procurement for which RFP is floated.
- 3) Bank and Service Provider shall not be liable & responsible in any manner whatsoever for my / our failure to access & bid in Reverse Auction due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 4) We understand that in the event we are not able to access the auction site, we may authorize Service Provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either Bank or Service Provider regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
- 5) I / We do understand that Service Provider may bid on behalf of other Bidders as well in case of above mentioned exigencies.
- 6) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
- 7) We will participate in Reverse Auction conducted by _____ (name of Service Provider) and agree to enter into an agreement with him (Service Provider) for making the process of Reverse Auction and its result legally binding on us.

8) We will mail the scanned copy duly signed filled-in prescribed format (Annexure-XXV) as provided on case-to-case basis, to Bank within 24 hours of end of Reverse Auction without fail.

9) We will give break-up of our last / lowest bid price as per Bill of Material at the end of Reverse Auction event within 2 working days without fail.

10) We undertake to supply at our final lowest bid price of Reverse Auction. In case of back out or not supply as per the rates quoted by us, Bank is free to take appropriate action against us and / or forfeit the Bid Security amount, debar us from participating in future tenders.

11) We nominate our official Shri _____ Designation _____ of our company to participate in Reverse Auction. We authorize Bank to issue USER ID & PASSWORD to him. His official e-mail & contact number are as under –

Email :

Mobile:

Seal of the Company& Date

*Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory*

ANNEXURE XXV-2 : Successful Bidder of Reverse Auction

(To be submitted by Successful Bidder of Reverse Auction within 2 Working Days from the end of Reverse Auction event)

To
The General Manager,
CANARA BANK, CASH MANAGEMENT SECTION,
CASH MANAGEMENT & STATIONARY WING,
HEAD OFFICE-ANNEX, MANIPAL-576104

Date: -----

Sir,

Final / Lowest Bid Price quoted in Reverse held on _____ in respect of Tender
/ RFP Ref. No. _____ Dated _____ For servicing of _____

We confirm that the final total bid price quoted by us in the captioned Reverse Auction event for captioned tender is as under – Rs. (in figure) : _____
Rs. (in words) : _____

We confirm that –

- 1) We enclose herewith the detailed break-up of above price as per Bill of Material
OR We undertake to give detailed break-up of above bid price as per Bill of Material within 2 working days from the end-of Reverse Auction event.
- 2) Any variation between the on-line Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and / or forfeit the Bid Security amount and / or debar him from participating in future.
- 3) We are bound to supply at the above final bid price of Reverse Auction.
- 4) We note that in case of back out or not supply as per the above rates quoted by us, Bank will take appropriate action against us and / or forfeit our Bid Security amount and / or debar him from participating in future.

Seal of the Company& Date

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory

ANNEXURE XXV-3 : Process Compliance Form

(The Bidders are required to print this on their company's letter head and sign, stamp before faxing to Service Provider)

To

(Name & Address of Service Provider)

Sub: Agreement to the Process related Terms and Conditions for the Reverse Auction

Dear Sir,

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender document for..... against the RFP/Tender No. _____

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the Reverse Auction and the RFP as mentioned in your letter and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 4) We confirm that ____ (Bank) and ____ (Service Provider) shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 5) We understand that in the event we are not able to access the auction site, we may authorize ____ (Service Provider) to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either ____ (Bank) or ____ (Service Provider) regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
- 6) I/we do understand that ____ (Service Provider) may bid on behalf of other Bidders as well in case of above mentioned exigencies.
- 7) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
- 8) We also confirm that we will fax the price confirmation & break up of our quoted price as per Annexure – XXV-2) as requested by ____ (Bank) / ____ (Service Provider) within the stipulated time.

We, hereby confirm that we will honour the Bids placed by us during the auction process.

With regards

Seal of the Company& Date

Signature
Name, Designation, Mobile and Email ID of
Authorised Signatory