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Central Bank of India
CENTRAL TO YOU SINCE 1911

TENDER FOR RATE CONTRACT WITH SERVICE PROVIDERS FOR SUPPLY OF CUSTOMIZED CASH VANS ON FULLY OUTSOURCED MODEL FOR CASH MOVEMENT BETWEEN BANK'S CURRENCY CHESTS AND BRANCHES.

Reference: - Bid No: GEM/2026/B/7898359 dated 10 Aug 2026

CORRIGENDUM

Based upon the proceedings of the Pre-Bid meeting held on **20 Aug 2026** and correspondences received from firms, following clarification is hereby given:

Sl. No	RFP /ATC Sl No & Page Reference	FOR	READ
i.	Page 19, Annexure II, ATC Sl No.vi	The bidder should have earned a revenue of not less than ₹ 300 Crore (for MSE ₹ 150 Crores) per annum from the operation of the Cash Van Services for the last 3 financial years consecutively i.e. during FY 2023-24, 2024-25 and also 2025-26, so as to ensure the entry of capable bidders only.	The bidder should have earned a revenue of not less than **₹ 150 Crore (for MSE ₹ 80 Crores)** per annum from the operation of the Cash Van Services for the last 3 financial years consecutively i.e. during FY 2023-24, 2024-25 and also 2025-26, so as to ensure the entry of capable bidders only.
ii.	Page 19, Annexure II, ATC Sl No.viii	The Bidder should be operatingminimum fleet of **600** specifically fabricated cash vans (owned/leased).	The Bidder should be operating minimum fleet of **400** specifically fabricated cash vans (owned/leased).
iii.	Page 7, ATC Sl No.10 {f(i)}	Fixed monthly charges for covering 3000 KM per month and working for **10 hours** per day.	Cash Van rates must be quoted for 3000 KM per Month **OR 8 Hours** per Day with Extra KM and Extra Hour Rates being quoted separately.
iv.	Page 9 ATC Sl No. 20,	Compliance with Laws	As per Para 2(d)(i) of Code of Wages 2019, the Appropriate Authority for fixing Minimum Wages Banking Industry is the Central Govt. Hence, it is recommended that wages as per Central Govt Notification be paid.
v.	Page No 42, Annexure 11, ATC Sl No 3	Age of the vehicle	Information required is as under: 1. Regn No. 2. Regn Date. 3. Make. 4. Model. 5. Organization where deployed. 6. Mobile No. of the Contact

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Sl. No	RFP /ATC Sl No & Page Reference	FOR	READ
			Person.
vi.	Page 19, Annexure II, ATC Sl No.v	The bidder should have minimum tangible net worth of ₹ 60 Crores and should be maintained at all times.	The bidder should have minimum tangible net worth of **₹ 100 Crores** during **FYs 2023-24, 2024-25 and 2025-26.**
vii.	Page 4 ATC Sl No. 5 (j)	The successful bidder shall commence his services in the identified region/s within one month from the date of Letter of Intent. Any **delay in commencement of the services** will attract **penalty @ ₹ 5000 per Cash Van per week or part thereof.** If delay is beyond **8 weeks**, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.	The successful bidder shall commence his services in the identified region/s within **8 weeks** from the date of Letter of Intent. Any **delay in commencement of the services** will attract **penalty @ ₹ 5000 per Cash Van per week or part thereof.** If delay is beyond **8 weeks**, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.
viii.	Page 33 ATC Sl No. 5 (j)	Indicative Price Bid for all Regions - Medium Cash Van (Non AC)	Revised Bid Sheet is attached as **Annexure I** . The Bidder will be required to fill in 3 **Consolidated Inputs** as under for all the five regions combined: 1. Rate for Month. 2. Rate for Additional KM. 3. Rate for Additional Hour. Based upon the above the total amount will be calculated **for all the 340 Cash Vans Including GST for the Contract Period of 60 Months** on the basis of: 1. Monthly Rate for 3000 KM per Month OR upto 8 Hours/ Day. 2. Amount for additional 1500 KM. 3. Amount for additional 50 Hours. 4. Overnight Stay No. will be 0 (Zero).

Sl. No	RFP /ATC Sl No & Page Reference	FOR	READ
			Subsequently, the Bidder will be required to provide the **Break-Up** of the Consolidated Quote for each of the 5 regions as per RFP.
ix.	GeM Bid Page 1	Last date of submission of bid is 31 Aug 2026	Keeping in mind the date of the Corrigendum and the Last Date of Submission (31 Aug 2026), it is recommended that the Bid Submission Date has been extended to **16 Sep 2026.**
x.	Page 4 ATC Sl No. 5 (j)	The successful bidder shall commence his services in the identified region/s within one month from the date of Letter of Intent. Any delay in commencement of the services will attract penalty @ ₹ 5000 per Cash Van per week or part thereof. If delay is beyond 8 weeks, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.	The successful bidder shall commence his services in the identified region/s within **8 weeks** from the date of Letter of Intent. Any delay in commencement of the services will attract penalty @ ₹ 5000 per Cash Van per week or part thereof. If delay is beyond 8 weeks, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.

Col A K Jha (Retd)
AGM – CSO

Date : 01 Sep 2026

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Annexure-I

सेन्ट्रल बैंक ऑफ इंडिया
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MINUTES OF PRE BID MEETING FOR RATE CONTRACT WITH SERVICE PROVIDERS FOR SUPPLY OF CUSTOMIZED CASH VANS ON FULLY OUTSOURCED MODEL FOR CASH MOVEMENT BETWEEN BANK'S CURRENCY CHESTS AND BRANCHES.

Ref: Bid No: GEM/2026/B/7898359 dated 10 Aug 2026

1. A pre-bid meeting was held as per schedule mentioned in the Bid Document at Conference Hall, 9th Floor Chandermukhi Building, Central Bank of India, Nariman Point, Mumbai at **1400 H** on **20 Aug 2026**. Following officials from the Bank and the representatives of the firms attended the meeting:-

S No.	Name	Firm/Organization
a.	Col AK Jha (Retd), AGM-CSO	Central Bank of India
b.	Lt Cdr Vibhav Trivedi (Retd), Senior Manager Security	Central Bank of India
c.	Mr. Bhupendra Singh Karasi , Asst Manager Security	Central Bank of India
d.	Mr. Pankaj Kumar, Asst Manager Security	Central Bank of India
e.	Mrs. Dinesh Kumar	Shiva Industrial Security Agency (Guj) Ltd.
f.	Mrs. Roshni Lakdavala	Checkmate Services Pvt Ltd
g.	Mr. Chandra Shekhar Jha	SAM Security
h.	Mr. Ashok More	Premier Vigilance & Security Pvt Ltd.
i.	Mr. Soumendu Roy	Hitachi Cash Management Services Pvt Ltd.
j.	Mr. Kamlesh Parab	R S Enterprises.
k.	Mr. Satish Singh	CMS Infosystems Ltd.
l.	Mr. Trushan Manohar Redkar	S & IB Services Private Limited.
m.	Mrs. Neerja Goswami	SIS Cash Services Ltd.

2. The queries of the vendors were discussed one by one and the recommendations are as under:

Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
Page 4. ATC Sl No.5 (k)	As per RBI & MHA circular, a cash van is fit for Services upto 7 years of ageing however the RFP mandates that the vehicle should not be older than 3 years and greater than 5 years during any point of contract.	CMS Infosystems Ltd.	Kindly allow the van upto 7 years ageing	The ceiling is the maximum allowed. Bank has taken a conscious call to utilize vehicles in good condition. Hence, no change recommended.
Page 19, Annexure II, ATC Sl No.iv	The bidder should have been in Cash in Transit services in India for at	Hitachi Cash Management Services Pvt	1. The Bank should consider the financial and experience credentials of entities that have undergone corporate	Bank will follow the statutory provisions and the Govt Guidelines while evaluating the bids.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
	least 5 years as on 1st Apr, 2026	Ltd.	restructuring, including acquisitions, mergers, demergers, rebranding, or business transfers part/full as going concern, for eligibility purposes. To support such claims, bidders must submit valid documentary evidence, including: - Merger/acquisition agreements - Demerger notifications - Business transfer agreements - Relevant regulatory approvals - Financial statements demonstrating continuity of operations. 2. Copy of Purchase order / agreement or satisfactory service certificate from Public Sector/Schedule Commercial Bank.	
Page 19, Annexure II, ATC Sl No.vi	The bidder should have earned a revenue of not less than ₹ 300 Crore (for MSE ₹ 150 Crores) per annum from the operation of the Cash Van Services for the last 3 financial years consecutively i.e. during FY 2023-24, 2024-25 and also 2025-26, so as to ensure the entry of capable bidders only.	Hitachi Cash Management Services Pvt Ltd.	The bidder should have an annual turnover of not less than ₹ 100 Crore for the last 3 financial years consecutively i.e. during FY 2023-24, 2024-25 and also 2025-26 OR The bidder should have an annual turnover of not less than ₹ 300 Crore for the last 2 financial years consecutively i.e. during FY 2024-25 and also 2025-26.	Turnover has been reduced to ₹ 150 Crores in the interest of competition and for increasing participation.
		Security Engineers Pvt Ltd.	The relaxed threshold of ₹150 Crore prescribed for MSE bidders is, respectfully, still set well beyond the statutory turnover ceiling applicable to Small Enterprises. As per the revised MSME classification notified by the Ministry of Micro, Small and Medium Enterprises (effective April 1, 2025), a Small Enterprise is defined as an entity with annual turnover not exceeding ₹100 Crore. A qualifying threshold of	Accordingly, Annual Average Turnover for MSEs is recommended to be reduced to ₹ 80 Crores.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			₹150 Crore therefore falls outside the very category it purports to relax the criterion for, and effectively excludes genuine Micro and Small Enterprises from this tender despite the Bid Document's stated intent to accommodate them. This outcome runs counter to the Public Procurement Policy for Micro and Small Enterprises, 2012, and the Government's broader objective of enhancing MSME participation in public procurement. We respectfully request the Bank to revise the MSE turnover threshold downward to ₹100 Crore or lower, in line with the statutory turnover ceiling for Small Enterprises, so that eligible MSMEs are not disqualified in practice.	
		Checkmate Services Pvt Ltd	As per RBI & MHA guidelines, the service provider maintaining net worth of Rs 100 Crores at all times. Bank to confirm followance of referred RBI guidelines & MHA notification during the course of CIT services. Bank to confirm	RBI requirement of Net Worth of ₹ 100 Crores to be followed.
Page 19, Annexure II, ATC Sl No.v	The bidder should have minimum tangible net worth of ₹ 60 Crores and should be maintained at all times.	Hitachi Cash Management Services Pvt Ltd.	Request bank to consider the net worth of Rs. 60 Crores to be maintained as on 31st March 2026.	The bidder should have minimum tangible net worth of ₹ 100 Crores during FYs 2023-24, 2024-25 and 2025-26.
		Security Engineers Pvt Ltd.	A minimum tangible net worth requirement of ₹60 Crore, to be maintained throughout the currency of the contract, is a stringent financial benchmark that, read together with the turnover and fleet-size criteria discussed above, compounds the exclusion of Micro and Small Enterprises from this tender. Net worth	Net Worth of ₹ 100 Crores is required for qualification. Turnover Criteria reduced to ₹ 150 Crores and the No. of Cash Vans required to be owned is recommended to be reduced to 400 Nos. MSME Turnover Criteria is recommended to be reduced to ₹ 80 Crores.

Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			requirements of this scale are ordinarily associated with large, capital-intensive enterprises and are disproportionate to the scope of services contemplated at the individual currency chest/regional level. We respectfully request the Bank to waive or substantially relax this net worth criterion for bidders qualifying under the MSE category, consistent with the purchase preference and relaxations ordinarily extended to MSEs under the Public Procurement Policy for Micro and Small Enterprises, 2012, and consistent with the relaxation already granted to MSEs under the turnover criterion.	
		SAM Security	As a MSE Companies there should be Networth approximately 6 Cr or 7 Cr accordingly.	No change recommended in order to ensure credible Service Providers for this sensitive contract.
Annexure XIII,XIV,XVI ATC		Hitachi Cash Management Services Pvt Ltd.	Do we have to take a print the same document on the company letter head with seal and signature?	The RFP document needs to be stamped and signed as a token of acceptance of terms and conditions. Hence no change recommended. Clarification was provided to this effect during the meeting.
Page 28, Annexure VI ATC	Bank Guarantee (EMD)	Hitachi Cash Management Services Pvt Ltd.	EMD Amount is not mention in the RFP document pls confirm the surety amount of Rs.25 Lacs mentioned in the Annexure IV should be considered as the EMD amount ?	The Annexure is a 'Sample' for guidance. EMD Amount is mentioned in the GeM Bid Document. Hence, no change recommended.
Page 56, Annexure XVIII ATC	Agency registered with Director General Re-Settlement (New Delhi) (5 or Nil).	Hitachi Cash Management Services Pvt Ltd.	This Point is not applicable for Cash Management Companies registered under The Companies Act hence request bank to waive off this point.	This is a Govt policy providing preference to such agencies. Hence, no change recommended.
		Checkmate Services Pvt Ltd	The referred RFP is to provide Cash in Transit services which includes secured transport of cash, between the Bank CC & branches or a vice versa. This is purely a service agreement No Director General Re-Settlement New	

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			Delhi -is require. Bank consideration requested	
Page 13, Sl No 27 (b) ATC	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 ₹ 5 Crore.	Hitachi Cash Management Services Pvt Ltd.	We have an umbrella insurance policy covering all risk we will get Central Bank of India endorsed as a beneficiary in the policy after receiving the Letter of Intent.	RFP is clear about the Bankers Indemnity Policy being taken by the Bank and all other insurances or safeguards, including the Fidelity Insurance, are required to be taken by the Service Provider to safeguard Bank's Interest. Hence, no change recommended.
Page 19, Annexure II, ATC Sl No.viii	The Bidder should be operating minimum fleet of 600 specifically fabricated cash vans (owned/leased)	Security Engineers Pvt Ltd.	The prescribed requirement of a standing fleet of 600 specifically fabricated cash vans is disproportionately high when weighed against the scope of this tender, which contemplates deployment of approximately 340 cash vans. A pre-qualification threshold of this magnitude effectively confines eligibility to a very small number of large pan-India operators and forecloses participation by competent regional and mid-sized Cash-in-Transit service providers, including MSEs, who otherwise hold the requisite licenses, experience, and demonstrated capability to scale up their fleet strength upon award of the contract. Restricting the field of bidders in this manner is not conducive to healthy price discovery through Reverse Auction, nor is it aligned with the Government's policy of widening MSME participation in public procurement. We respectfully request the Bank to reduce the minimum fleet requirement to 20 specifically fabricated cash vans (owned/leased), which would continue to demonstrate adequate operational capability while	Bidder must own 400 Cash Vans to be able to qualify.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			enabling fair, broad-based, and competitive bidding.	
		Checkmate Services Pvt Ltd	This clause is contradictory to your Clause No VI on page No 19 (vi. The bidder should have earned a revenue of not less than ₹ 300 Crore (for MSE ₹ 150 Crores) per annum from the operation of the Cash Van Services for the last 3 financial years consecutively and Page NO 21 and Annexure III	No change recommended as there is no contradiction.
Page 21-28, Annexure III, ATC Sl No.viii	Cash Van Specification (Compliance with Govt. and RBI Circulars/Guidelines)	Security Engineers Pvt Ltd.	We understand that certain provisions of the above-referenced Rules and allied guidelines have, from time to time, been the subject of representations and legal proceedings before courts of law at the instance of industry stakeholders, on grounds including practical implementability and cost impact on service providers. In view of this, we respectfully request the Bank to confirm the current legal status of the specifications reproduced in Annexure III and to clarify whether any provision therein stands modified, stayed, or is otherwise sub judice as on the date of this bid. Should any part of Annexure III be found to be under active legal challenge or inconsistent with the presently applicable RBI/MHA guidelines, we request that the Bank review, update, or withdraw the affected clause(s) by way of a corrigendum, so that all bidders may submit fully compliant bids with certainty as to the governing regulatory framework.	Turnover Criteria reduced to ₹ 150 Crores and to ₹ 80 Crores for MSEs and Net Wirth has been increased to ₹ 100 Crores.
Page 4 ATC Sl No. 5 (o)	Character and antecedent verification of all crew members associated with cash	Checkmate Services Pvt Ltd	Mandatory checks including antecedent verification, police verification, background check is being carried out at the time of recruitment. However,	No change recommended.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
	van movement should be done meticulously. Strict Background Check of the employees should include Police Verification of at least the last two addresses. Such verification should be updated every year and shared on a common database at industry level. The Self-Regulatory Organization (SRO) can play a proactive role in creating common data base for the industry. In case of dismissal of employee, the Service Provider should immediately inform the police with details		annual verification, sharing on a common database is not mandatory and practically not feasible. Termination of staff is being notified to concerned clients, but notification to police is not mandatory. Moreover, SRO is not a registered or Govt recognised entity.	
Page 9 ATC Sl No. 20, Page 7 ATC Sl No. 10 (f)	Compliance with Laws	Checkmate Services Pvt Ltd	1. Laws enforce 8Hrs of working per day excluding break. However the Bank has asked for 10 Hrs shift on all working days. We are thus compelled to calculate 8hrs working hours per day & additional 2 H under OT, which is one of the major cost component. 2. Central labour law has been issued detailing the wages for skilled & unskilled resources Bank to confirm the acceptable norms with reference to wages, to be considered while preparing the proposal.	Cash Van rates must be quoted for 3000 KM per Month **OR** 8 Hours per Day with Extra KM and Extra Hour Rates being quoted separately.
		SIS Cash Services Ltd.	1. As per the applicable labour law, the standard working hours are limited to 8 hours per day and 48 hrs. per week. However, more than 8 hrs is considered	

Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			as Over time and is paid as per policy of OT policy hence we are requesting you to reduce 10 hrs. to 8 hrs. for commercial bid purposes. 2. Referring to this clause point 14 as referring the Four Labour codes hence the applicable wages will be applicable of central minimum wages are the appropriate govt of the bank. Please confirm.	As per Para 2(d)(i) of Code of Wages 2019, the Appropriate Authority for fixing Minimum Wages Banking Industry is the Central Govt. Hence, it is recommended that wages as per Central Govt Notification be paid.
Page 11 ATC Sl No. 24 (a)	Penalty	Checkmate Services Pvt Ltd	CV as per RBI & MHA directives will be provided for CIT services. However, wear-and-tear especially related to components like functioning of CCTV, camera, hooter, cash boxes etc during course of operations is unavoidable. Thus, any issue identified during inspection, must be notified to service provider, for repair/fixing within mutually agreed timelines. Straight imposement of penalty is discouraged. Bank consideration requested.	No change is recommended.
Page 11 ATC Sl No. 24 (a)	Penalty	Checkmate Services Pvt Ltd	DCV will be provided at the Bank CC as per mutual agreement. However, there are external uncontrollable factors [like excessive traffic, diversions, sudden break-down, sudden absentism of crew etc], which needs to be considered, as exception, where service provider will take efforts to ensure availability of alternate DCV within reasonable timelines, in case of a delay. Bank & service provider to mutually	No change is recommended.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			agree on incidents for exemption. Enforcement of penalty discouraged.	
Page 11 ATC Sl No. 24 (a)	Penalty	Checkmate Services Pvt Ltd	The external uncontrollable factors [like excessive traffic, diversions, sudden break-down, sudden absentism of crew etc], cannot be completely avoided during course of operations. On learning about break-down or notification from Bank, service provider will take efforts & confirm arrangement of alternate CV within reasonable timelines, on mutual agreement, which needs to be considered, as exception. Bank & service provider to mutually agree on incidents for exemption. Enforcement of penalty discouraged.	No change is recommended.
Page 20 ATC Annex II Sl No 9 (iii)	Under Contract labour (Regulation & Abolition) Act, 1970 with the and State Governments.	Checkmate Services Pvt Ltd	The same is replaced by new code on wages 2019	To be complied with.
Page 20 ATC Annex II Sl No 9 (vii)	All the license/ permissions as required under the law for engagement of Armed Guards/ use of Arms.	Checkmate Services Pvt Ltd	Clarification required- for license/ permissions as required under the law for engagement of Armed Guards/ use of Arms.	No change is recommended.
Page 23 ATC Annex III Sl No. 2 (e)	Credit history check – the private security agency shall conduct a credit history check of every individual appointed or engaged to ensure that willful credit defaulters are not appointed or engaged for the cash transportation activities; Checking of credit	Checkmate Services Pvt Ltd	Mandatory checks including antecedent verification, police verification, background check is being carried out at the time of recruitment. However, conducting a credit history check is not mandatory and practically not feasible.	No change recommended.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
	history of crew is practically not feasible			
Page 23 ATC Annex III	The vans should not follow the same route and timing repeatedly so as to become predictable. Predictable movement on regular routes must be discouraged. Implementing the change of route and time is practically not feasible	Checkmate Services Pvt Ltd	DCV provided to Bank for CIT services will operate on best efficient [time & fuel] & feasible routes during the course of operations, to provide services within bank working hours. There could be a thin possibility on modification of routes or change in timing, depending upon the environmental situation can be explored & exercised, However practically difficult and administratively difficult to adhere to at all times. Bank consideration requested	No change is recommended.
Page 23 ATC Annex III	In case of inter-state movement, changeover of security personnel at the border crossing must be pre-arranged. Change of crew members enroute, practically not feasible	Checkmate Services Pvt Ltd	Outstation movements, to be notified to service provide in advance for deployment of the crew with required permissions/licences during the course of operations. However, feasibility & possibility of change of security personnel will be explored but cannot be mandated, as alignment of deployment of crew is purely internal to the service provider, while rendering services to the Bank Bank consideration requested	
Page 24 ATC Annex III	Specification for private cash vaults used for holding and overnight vaulting of Bank Currency.	Checkmate Services Pvt Ltd	The referred RFP is to provide Cash in Transit services which includes secured transport of cash, between the Bank CC & branches or a vice versa. The scope of CIT services does not include cash handling and/or safekeeping of cash and thus	This is not a requirement but part of a compilation of the RBI Circular and the MHA Gazette guidelines.

Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			requirements related to Vaults is irrelevant in this RFP. Bank consideration requested	
Page 26 ATC Annex III	The SRO can play a proactive role in creating a common data base for the industry. In case of dismissal of an employee, the CIT / CRA concerned should immediately inform the police with details	Checkmate Services Pvt Ltd	Mandatory checks including antecedent verification, police verification, background check is being carried out at the time of recruitment. However, annual verification, sharing on a common database is not mandatory and practically not feasible. Termination of staff is being notified to concerned clients, but notification to police is not mandatory. Moreover, SRO is not a registered or Govt recognized entity.	This is not a requirement but part of a compilation of the RBI Circular and the MHA Gazette.
Page 27 ATC Annex III	Premise specification	Checkmate Services Pvt Ltd	The referred RFP is to provide Cash in Transit services which includes secured transport of cash, between the Bank CC & branches or a vice versa. The scope of CIT services does not include cash handling and/or safekeeping of cash and thus requirements related to Vaults or premise specifications, is irrelevant in this RFP. Bank consideration requested	This is not a requirement but part of a compilation of the RBI Circular and the MHA Gazette.
Page 36 ATC Annex VII Sl no 7.1,7.2	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	Checkmate Services Pvt Ltd	What document is expected from SP-Clarification required?	As per instructions mentioned on the Page 34, the requirements have been clearly mentioned and hence no change recommended.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
	Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process. 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.			
Page 49 ATC Annex XIV	Cash Pick - up Process & Cash Delivery Process & Lost/Misplaced / Stolen Currency	Checkmate Services Pvt Ltd	The referred RFP is to provide Cash in Transit services which includes secured transport of cash, between the Bank CC & branches or a vice versa. The scope of CIT services does not include any activity related to cash processing, delivery etc and thus requirements mentioned in this section, is irrelevant in this RFP. However, a separate RFP or set of services [DSB or CA-CP] can be considered to meet the requirements of the Bank. Bank consideration requested	The responsibility of the Service Provider is to ensure proper Pick Up and proper Handing Over of the Cash to the authorized representative of the Bank and hence the content is relevant and no change is recommended. DSB is beyond the scope of this RFP.
Page 4 ATC Sl No 5 (q)	The period of the contract will be 5 years with a provision for a 'Review' every year, to ascertain the quality of service including the rates (rate escalation ceiling being maximum of 10 %).	SIS Cash Services Ltd.	This tender is based on New Labour code, there is scheduled revision of wages in every year bank is required to provide the fixed revision of rates every year.	RFP already has a Clause on price revision with mutual consent and the Service Provider is expected to quote rates after factoring the increase. However, the escalations cannot be too frequent. Hence, no change is recommended.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
Bid Document Page No 4, Sl No 6	Reverse Auction	SIS Cash Services Ltd.	We do not agree with the exclusion of the technically qualified H-1 bidder from participation in the Reverse Auction. In our view, all technically qualified bidders should be provided an equal opportunity to participate in the RA process, irrespective of their initial price ranking. Restricting participation of any technically qualified bidder may limit competitive price discovery and could affect the overall competitiveness of the procurement process. Accordingly, we request the Buyer to permit participation of all technically qualified bidders, including H-1 bidders, in the Reverse Auction without any restrictions. Therefore, this clause is not acceptable to us in its present form.	Reverse Auction is a feature of GeM and we are bound to follow GeM Procurement Rules and hence the provision cannot be changed.
Page No 4, ATC Sl No 5 (c)	Fidelity Insurance will cover the risk to infidelity/disloyalty of the employees engaged by Service Provider and will be taken by them.	SIS Cash Services Ltd.	Fidelity insurance of 5 Cr need to be mentioned.	RFP is clear about the Bankers Indemnity Policy being taken by the Bank and all other insurances or safeguards, including the Fidelity Insurance, required to be taken by the Service Provider to safeguard Bank's Interest. Hence, no change recommended.
Page No 5, ATC Sl No 5 (m)	Damages for non-fulfillment of terms of contract will be calculated per day per van at double the rate paid by the Bank considering working days in a month. Such recovery will be up to a maximum of 10% of the Annual Contract Value.	SIS Cash Services Ltd.	Not acceptable.	No comments. However, the clause seems to be essential to ensure 'Quality Of Service'.

Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
Page No 8, ATC Sl No 15	The successful bidder whose bids is accepted by the Bank shall be bound to deposit a sum equivalent to 3% of accepted "Annual Contract Value" as Security Deposit (SD) in the form of Bank Guarantee (BG) issued by any Nationalized / Scheduled Commercial Bank (other than CENTRAL BANK OF INDIA) favoring "CENTRAL BANK OF INDIA" payable at Mumbai. The Bank Guarantee (BG) must be as per format at **Annexure V**.	SIS Cash Services Ltd.	Need to be reconsider at 1% of annual contract value.	The provision is as per Policy and hence no change is recommended.
Page No 11, ATC Sl No 24 (a)	Penalty Worn out tyre not replaced once intimated	SIS Cash Services Ltd.	We request reconsideration of this penalty. The worn-out tyre was intimated and reported promptly; however, replacement could not be completed within the stipulated time due to operational constraints. Necessary corrective action has since been taken. Hence, we request withdrawal of the penalty.	Keeping in mind the sensitive nature of the contract and to ensure quality of service, no change is recommended.
Page No 11, ATC Sl No 24 (a)	Penalty Breakdown enroute while carrying cash or returning	SIS Cash Services Ltd.	The breakdown was a sudden and unforeseen mechanical failure despite regular maintenance and inspections. As the incident was beyond our control, we request removal of the penalty clause.	Keeping in mind the sensitive nature of the contract and to ensure quality of service, no change is recommended.
Page No 11, ATC Sl No 24 (a)	Penalty e.g. CCV not made available for the day	SIS Cash Services Ltd.	The non-availability of CCV may occur due to circumstances beyond our control despite all reasonable efforts. The proposed penalty of the entire alternate arrangement cost plus double the pro-rata CCV charges is excessive.	Keeping in mind the sensitive nature of the contract and to ensure quality of service, no change is recommended.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
			We request that the penalty be reviewed and restricted to actual costs incurred by the Bank, where applicable, and waived in cases of force majeure or other genuine operational constraints.	
Page No 11, ATC Sl No 24 (a)	Penalty Unable to provide cash van with 60 days from order	SIS Cash Services Ltd.	Delay non-availability of security head how the bank will clear the pertaining the penalty impose on non-clearance of delay by security head	Keeping in mind the sensitive nature of the contract and to ensure quality of service, no change is recommended.
Page No 5, ATC Sl No 5 (i) &(m)	Bank reserves its right to recover the damages through any mode by recovering from the amounts payable for the services rendered or invoking the Bank Guarantee or any other assets of the bidder lying with the Bank.	SIS Cash Services Ltd.	The provisions contemplate recovery through deductions from amounts payable, invocation of the Performance Bank Guarantee and other available amounts/assets, in addition to specified damages and potential further damages. Kindly clarify whether an aggregate liability cap shall apply and confirm that there shall be no double recovery for the same event.	The RFP has been framed to partner with credible dependable Service Providers. Keeping in mind the above and the sensitive nature of the contract and to ensure quality of service, there is a need to associate with a Service Provider who requires minimal intervention and monitoring. Hence, no change is recommended.
Page No 5, ATC Sl No 5 (m)	Damages for non-fulfillment of terms of contract will be calculated per day per van at double the rate paid by the Bank considering working days in a month. Such recovery will be up to a maximum of 10% of the Annual Contract Value beyond which the contract is liable to be terminated at the sole discretion of the Bank; the Bank shall also seek further damages from the service provider for disruption in the service.	SIS Cash Services Ltd.	The provision contemplates damages at double the rate paid by the Bank, up to 10% of Annual Contract Value, with the possibility of termination and further damages. Kindly clarify the circumstances in which further damages may be claimed and whether such liability shall be subject to an overall contractual cap.	The Bank is merely trying to safeguard itself from loss of Bank Cash due to an act of omission or commission by the Service Provider or the staff hired by them. Hence, credible and reliable partners are being sought and therefore, no change is recommended.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
Page No 5, ATC Sl No 5 (r)	The successful bidder will ensure strict compliance to all Government Guidelines/Acts/ Gazette and other statutory provisions including compliance to the new Labour Code. In the event of any penalty/demand served by any of the Government 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 their assets available in the Bank premises.	SIS Cash Services Ltd.	The provision permits recovery of statutory penalties/demands from bills, amounts payable, Performance Guarantee or other available assets. Kindly clarify that such recovery shall be limited to amounts legally established as attributable to the Service Provider's breach or non-compliance, and shall not extend to demands arising from the Bank's acts/omissions or disputed third-party claims.	RFP is clear about the recovery being associated with the compliances to be ensured by the Service Provider and various related penalties. Hence, no change is recommended.
Page No 5, ATC Sl No 5 (s)	The bidder while providing the required services should strictly follow procedure/ process given in the Annexure XIV, which is as per the extant policies of the Bank and Reserve Bank of India (RBI). The procedure/process can be modified by the Bank as and when required to improve efficiency/mitigate risk, if any and/or guidelines issued by RBI.	SIS Cash Services Ltd.	The Bank may modify operating procedures from time to time. Kindly clarify whether any material modification resulting in additional manpower, equipment, technology, vehicle requirements or other costs shall be accompanied by an additional commercial.	RFP contains a provision for a revision based upon 'review' carried out and with Mutual Consent. Moreover, there is a Force Majeure Clause as well. Hence, no change is recommended.
	Compliance requirement	SIS Cash Services Ltd.	The Service Provider is required to comply with Government/RBI guidelines and directions issued from time to time. Kindly clarify whether additional costs arising from material changes in statutory or regulatory requirements during the contract period shall be considered for corresponding commercial adjustment.	Compliance is the responsibility of the Service Provider and a provision exists for revision of costs at the time of 'Review'. Hence, no change is recommended.
Page No 10,	Of any robbery, theft,	SIS Cash	Kindly clarify the extent of the Service	The Service Provider is fully responsible

Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
ATC Sl No 22 (b)	extortion, misappropriation, accident when any assets or properties or documents or instruments are or deemed to be in the custody of the selected bidder.	Services Ltd.	Provider's liability in respect of robbery, theft, extortion, misappropriation and accidents, particularly where the Bank maintains insurance coverage for money in transit. The respective liability of the Bank, insurer and Service Provider should be clearly delineated.	for the Cash handed over to the Service Provider till such time it is not delivered to the designated authority of the Bank. Instructions in this regard are already a part of the RFP. Banker Indemnity Insurance Policy is taken by the Bank to cover risk during transit and the same is already mentioned in the RFP.
Page No 10, ATC Sl No 20 (a)	The Service Provider agrees that it shall comply with all applicable Central, State and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required. If at any time during the term of this Agreement, the Bank is informed or information comes to the Bank's attention that the Service Provider is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this Agreement with immediate effect.	SIS Cash Services Ltd.	The provision permits termination where the Bank is informed or information comes to its attention that the Service Provider "is or may be" in violation of law. Kindly clarify that termination shall ordinarily follow an established material violation, with notice and reasonable opportunity to cure wherever the violation is capable of being cured, except in cases involving serious or immediate risk.	Please refer to the Termination Clause. No change recommended.
Page No 42, Annexure 11, ATC Sl No 3	Age of the vehicle	SIS Cash Services Ltd.	Please share the format for providing the details.	Information required is as under: 1. Regn No. 2. Regn Date. 3. Make. 4. Model. 5. Organization where deployed. 6. Mobile No. of the Contact Person.

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Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
Page 4 ATC Sl No. 5 (j)	The successful bidder shall commence his services in the identified region/s within one month from the date of Letter of Intent. Any **delay in commencement of the services** will attract **penalty @ ₹ 5000 per Cash Van per week or part thereof**. If delay is beyond **8 weeks**, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.	CMS Infosystems Ltd..	Within one month from the date of letter of Intent however for a given quantity, the lead time from OEMs including fabrication will take 60-90 days this regard will be done by the Service Provider.	It is recommended to replace 1 Month with 8 Weeks.
		Hitachi Cash Management Services Pvt Ltd.	We request bank to kindly consider the timeline for deployment of cash vans from one month to Two month from the date of issuance of LOI. Since as per the clause we are supposed to deliver new vehicles for which we will require sufficient time for vehicles fabrication as per the specification of the RFP which requires minimum time of 60 days approx.	
Page 33 ATC Sl No. 5 (j)	Indicative Price Bid for all Regions - Medium Cash Van (Non AC)	CMS Infosystems Ltd..	ATC consist Annexure VI for Indicative price bid however same doesn't match with Offer Price Bid in Gem Portal Request: Need to change Price bid format in RFP a per GEM to match the pricing value. Refer Sheet 2 FYR.	Revised Bid Sheet is attached as **Annexure I**. The Bidder will be required to fill in 3 **Consolidated Inputs** as under for all the five regions combined: 1. Rate for Month. 2. Rate for Additional KM. 3. Rate for Additional Hour. Based upon the above the total amount will be calculated **for all the 340 Cash Vans Including GST for the Contract**

Ref Page and Sl. No	Existing Clause	Vendor proposing	Proposal/Query	Justification
				Period of 60 Months on the basis of: 1. Monthly Rate for 3000 KM per Month OR upto 8 Hours/ Day. 2. Amount for additional 1500 KM. 3. Amount for additional 50 Hours. 4. Overnight Stay No. will be 0. Subsequently, the Bidder will be required to provide the **Break-Up** of the Consolidated Quote for each of the 5 regions as per RFP.

3. There being no further queries, the meeting was adjourned.

4. Keeping in mind the date of the Corrigendum and the Last Date of Submission (31 Aug 2026), it is recommended that the Bid Submission Date be extended to **16 Sep 2026**.

(AK Jha)
Asst. General Manager – Chief Security Officer

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Annexure I

Cash in Transit Service – Price Breakup Calculator - Central Bank of India

Component	Rate / Price including GST (18%) for all Geo Regions	Estimated number of cash vans/Additional km per month/Additional hours per month	Contract Months	Calculated Amount including GST (18%)
Base price per month per cash van for 3000 KM/ 8 Hours/Day	₹ 6,000.00	340	60	₹ 122,400,000.00
Additional km addon price	₹ 60.00	1,500	60	₹ 5,400,000.00
Additional hours addon price	₹ 350.00	50	60	₹ 1,050,000.00
Overnight stay addon price	₹ -	0	0	₹ -
TOTAL BID VALUE				₹ 128,850,000.00

GeM Formula:

(Base price per month per cash van × Estimated number of cash vans × Contract months) + (Additional km addon price × Additional km per month × Contract months) + (Additional hours addon price × Additional hours per month × Contract months) + (Overnight stay addon price × Overnight stays per month × Contract months)

Details as per RFP - Bid Document

Usage Variant per Month	3000	KMs
Additional KM per month	1500	KMs
Additional Hours per Month	50	H
Estimated No of Months of Contract	60	Months
No of Cash Vans	340	Number

BREAKDOWN OF GeM Quote

Rate to be put by the bidder in GeM

Sample Rates for Calculation for Geo Regions	Eastern Including GST 18%	Northern Including GST 18%	Southern Including GST 18%	Western Including GST 18%	Special Including GST 18%	Total for all Geo Regions Including GST 18%
For 3000 KM / 8 Hours/Day	₹ 1,000.00	₹ 1,100.00	₹ 1,200.00	₹ 1,300.00	₹ 1,400.00	₹ 6,000.00
For additional KM	₹ 10.00	₹ 11.00	₹ 12.00	₹ 13.00	₹ 14.00	₹ 60.00
For Additional HR	₹ 50.00	₹ 60.00	₹ 70.00	₹ 80.00	₹ 90.00	₹ 350.00

Additional Terms and Conditions for Empanelment of Service Providers for Supply of Customized Medium Size Cash Van as per practice on Hire Basis for the purpose of movement of Cash among Bank's Currency Chest and Branches all over India under Rate Contract

Central Bank of India, Human Capital Management Department , Office, 16th Floor, Chandermukhi Building, Nariman Point, Mumbai – 400 021

1. **Objectives of the RFP**

Central Bank of India (hereinafter called as "Bank" or "the Bank") invites proposals from eligible entities (hereinafter referred to as "Respondent" or "Bidder" or "Service Provider") for empanelment of Service Providers for supply of customized Medium Size Cash Van as per practice on hire basis for movement of cash among Bank Branches and Currency Chest all over India under Rate Contract for 5 years. 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.

2. **Make In India/ MSE/Neighbouring Country Clause:**

a. Only Class I and Class II local suppliers are eligible to participate in the bidding process as applicable under the orders issued by Govt. of India namely Public Procurement (Preference to make in India) Order 2017 as revised from time to time. (**Annexure XVI refers)**

b. Ref: PPP-MII Order dated 16.09.2020 (Order number P-45021/2/2017-PP (BE-II) and as amended time to time. (**Annexure XVI refers**)

c. The Medium Size Cash Van outsourcing involves use of customized/specialized vehicles requiring the personnel employed to handle Govt Treasure and weapons. It is prudent to have firms with the requisite experience in this field. Hence, considering the procurement of services related to Public safety and health, no exemptions/relaxation shall be given to a STARTUP. (Ref: As defined in the Gazette notification No DL-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended time to time). (**Annexure XVI refers**)

d. The exemptions/relaxation shall be given to MSEs which are not a STARTUP. (Ref: Gazette notification No DL-33004/99 dated 23.03.2012 as amended time to time.) (**Annexure XVI refers**)

e. The clauses regarding restrictions on procurement from a bidder of a country which shares a land border with India shall be adhered to.(Ref: Order No F.No.6/18/2019-PPD, Ministry of Finance, Department of Expenditure). (**Annexure XVII refers**)

3. **Eligibility Criteria of Bidder**

The Service Provider should comply with Govt AND/OR RBI guidelines/directions on Cash Management Service (CMS) providers issued from time to time(except those stayed by any Court of Law). Document/s in support of eligibility criteria as per **Annexure II** are required to be submitted along with the Technical Bid.

a) The bidder should have registered itself :

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

ii) Under the Excise, Sales Tax act and GST, as applicable.

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

iv) With the Employees State Insurance Corporation (ESI)

v) Under the EPF and MIS Provision Act, 1952

vi) Under the new Labour Code wherever applicable.

vii) Security personnel should be sourced through agencies having valid License/Registration under the Private Security Agency (Regulation) Act (PASARA Act), 2023. Further, Security Personals should be provided 12 bore guns with short barrel and have valid gun license as required under PASARA Act or other relevant laws.

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

b) The **fleet of vehicles must comply with the Govt AND/OR RBI guidelines/directions on Medium Size Cash Vans.** Each Medium Size Cash Van should be specially designed and fabricated Light Commercial Vehicle (LCV) having separate passenger and cash compartment. The design of the compartments should closely conform to the specifications for dedicated secured Medium Size Cash Vans as per **Annexure III** to the RFP. The vehicles should comply with all statutory requirements including latest pollution control stipulations, FASTAG and be fitted with GPS Tracking System & three CCTV cameras to cover front and rear sides of the van as well as covering inside compartments i.e passenger and cash, with at least 07 days recording facility.

c) The Medium Size Cash Vans to be put into service should meet the specifications given on **Annexure III.**

d) **The prospective bidder must provide a dashboard for the Cash Van management and monitoring at each RO of the Bank being serviced. The mapping should be done on the portal Zone/Region/Currency Chest wise.**

e) Details of services being provided **as on 01.04.2026** to other institutions should be given as per **Annexure X.**

f) The bidder shall adhere to the security measures as per **Annexure XIII** during the cash in transit.

4. **Scope of Work**

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

5. **Terms and Condition**

a) The bidder (referred to as Service Provider or SP also) will provide dedicated cash van(s) as per the specifications given in the **Annexure III**. Services are required to be provided region-wise and the names of Regions andStates/Central Territories it covers is as under:

Region	**States/Central Territories**
Eastern	Chhattisgarh, Odisha, Arunachal Pradesh, Assam, Bihar, West Bengal, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura
Northern	Delhi, Haryana, Himachal Pradesh, Jammu & Kashmir, Ladakh, Punjab, Uttar Pradesh, Uttarakhand, Rajasthan and Chandigarh
Southern	Karnataka, Tamil Nadu, Andhra Pradesh, Pondicherry, Lakshadweep and Andaman & Nicobar
Western	Madhya Pradesh, Maharashtra, Goa, Gujarat, Daman & Diu and Dadra & Nagar-Haveli
Special	Kerala, Telangana, Coimbatore

b) Bankers Indemnity Insurance Policy will cover the risk to the money in transit and will be taken by the Bank.

c) Fidelity Insurance will cover the risk to infidelity/disloyalty of the employees engaged by Service Provider and will be taken by them.

d) The Service Provider shall provide the said services at centres as communicated by Bank. Any addition/deletion to the list of centres may be done by exchange of letters with mutual consent of parties hereto.

e) Cash Vans will be attached to Currency Chest/Nodal Branch and details of approximate no. of branches attached to currency Chest/Nodal Branch will be advised in due course. The number of cash vans is likely to be **340** 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 3000 KM per month and a minimum of 10 H** on all working days and in exceptional cases as per demand. The Financial Bid should indicate charges for every additional KM beyond 3000 KM per month. The financial bid should also indicate charges per hour for working beyond 10 hours on a single day.

f) The bank will decide the usage and the route planning of van, depending on the requirement of the Bank from time to time.
g) The service provider will be ready with stand-by arrangements in case of any vehicle breakdown or absenteeism of personnel. In case of non-availability of Cash Van or its crew as per policy, alternate vehicle arrangement will be the responsibility of the service provider.
h) In case the Bank opens new currency chests or closes old ones, resulting in change in allocation of branches to existing currency chests, the service area of the service providers shall get modified accordingly. Bank's decision in this regard will be final.
i) The successful bidders should convey their acceptance within 7 days of intimation from the Bank.
j) The successful bidder shall commence his services in the identified region/s within one month from the date of Letter of Intent. Any **delay in commencement of the services** will attract **penalty @ ₹ 5000 per Cash Van per week or part thereof**. If delay is beyond **8 weeks**, the services of the Service Provider will be deemed to have been terminated and the EMD/ performance guarantee submitted will be forfeited/ invoked.
k) **The Cash Van provided at the time of commencement of contract must not be older than 3 years (from the date of registration). At any point of time during the duration of the contract, any Cash Van must not be older than 5 years (from the date of registration).**
l) Bank reserves its right to recover the damages through any mode by recovering from the amounts payable for the services rendered or invoking the Bank Guarantee or any other assets of the bidder lying with the Bank.
m) **Damages for non-fulfillment of terms of contract will be calculated per day per van at double the rate paid by the Bank considering working days in a month. Such recovery will be up to a maximum of 10% of the Annual Contract Value** beyond which the contract is liable to be terminated at the sole discretion of the Bank; the Bank shall also seek further damages from the service provider for disruption in the service.
n) The successful bidder/service provider 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 06/04/2018**. The Service Provider will provide list of sufficient number of persons so as to take care of arrangements for leave and absence.
o) The Service Provider shall engage person/crew members only after Antecedent Check and Police Verification & will keep the same on record. The Service Provider shall withdraw or bar any of its employee(s)or agent(s) if in the opinion of Bank the quality of service rendered by the said personnel is not as per specifications of the Bank or it is not in the interest of Bank that such personnel of the Service Provider continues to be involved in the said services. Character and antecedent verification of all crew members associated with cash van movement should be done meticulously. Strict Background Check of the employees should include Police Verification of at least the last two addresses. Such verification should be updated every year and shared on a common database at industry level. The Self-Regulatory Organization (SRO) can play a proactive role in creating common data base for the industry. In case of dismissal of employee, the Service Provider should immediately inform the police with details.
p) **The successful bidder will provide KYC documents and Police Verification report of all the staff at least 15 days in advance of the commencement of trial operations and such documents should be to the satisfaction of the Bank's officials at the Regional Offices and their decision in this regard will be final and binding on the service provider**.
q) **The period of the contract will be 5 years with a provision for a 'Review' every year, to ascertain the quality of service including the rates (rate escalation ceiling being maximum of 10 %).**

r) The successful bidder will ensure strict compliance to all Government Guidelines/Acts/Gazette and other statutory provisions including compliance to the new Labour Code. In the event of any penalty/demand served by any of the Government 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 their assets available in the Bank premises.

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

t) Bank reserves the right to determine and notify Region-wise branches and Currency Chests to be allotted to the successful bidder. Bank shall also determine and notify additional cash van for the region, as per requirement from time to time till the contract is valid.

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

v) The Service Provider should have systems in place to generate and supply MIS reports as required by the Bank from time to time. Day end reports shall be submitted every day, giving the time spent on the activity and distance covered. For calculating the distance, actual distance from the originating point to the ultimate destination point (if it is at the same place as the Service Provider's office/ or out of station) will be taken into account.

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

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

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

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

aa) The Service Provider(SP) should equip themselves with necessary standby facilities in case of any contingency, to ensure continuous and uninterrupted services.

bb) A Request for Extension must be submitted at least 4 months prior to the Date of Expiry of the Contract by the Service Provider. In the absence of such a request the 'Contract' will expire as per the 'Agreement'.

6. **Independent Service Provider**

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

b) 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.

7. **Sub-Contractors**

No sub-letting of any provisions of this contract will be permitted beyond first level under any circumstances. The biddershall not assign or sub-contract any of its responsibilities contained in this RFP to any agent, sub-agent or sub-contractor 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 or any agent, 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. The bidder shall not 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. Bank shall have right to assign this agreement or benefits of this agreement to its subsidiary, associate or group company.

8. **Authorization to Bid**

a) 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 Powerof Attorney.
b) All pages of the bid should be initialed by the person or persons signing the bid.
c) Bid form as per **Annexure II** should be signed in full & official seal affixed.
d) Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
e) All such initials shall be supported by a rubber stamp impression of the Bidder’s firm.
f) 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.

9. **Technical Evaluation**

a) Only those Bidders and Bids who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. **Bids which do not qualify the Eligibility Criteria and all terms during preliminary examination will not be taken up for further evaluation**.
b) The Bank reserves the right to evaluate the bids on the technical parameters as per **Annexure XVIII**. Bidders have to fill the marking matrix and provide details and documentary evidence for each of the parameter, for which marks have been scored, and the originals are required to be produced for verification within the time limit prescribed by the bank.
c) **To qualify in the technical round, a bidder has to score a minimum of 70 marks.**
d) During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason of their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
e) 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.
f) 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.

10. **Price Composition**

a) The price bids should be submitted as per format at **Annexure VI.** The price quoted shall comprises of charges for cash in transit service between branches and currency chest vice-e-versa on all working days for 3000 KM in a month and minimum of 10 hours per day. Charges for services provided above 10 hours for a day should be quoted separately on hourly basis. Additional time exceeding half an hour and more will be treated as one hour. Charges for services provided beyond 3000 KM in a month should be quoted separately on per KM basis. Additional

KM shall be considered only if the distance covered exceeds by one KM and more.

b) Date of commencement of agreement with the successful bidder will be the date of acceptance of the Letter of Intent issued by the Bank.

c) The price quoted should be 'All Inclusive' including one cash van as per specifications with fuel (as per specification given in this RFP), one driver, two custodians and two armed security guards and all associated requirements.

d) **Tolls and any other statutory charges will be paid in addition based upon the physical verification of the receipts produced.**

e) The charges for the man power deployed with the cash van would be inclusive of minimum wages laid down by the Government, cost of training, miscellaneous cost.

f) **Total Cost of Ownership (TCO)** refers to aggregate amount payable by the Bank for providing services of movement of cash TO AND FROM Bank's branches/Currency Chests. TCO for each van shall encompass but will not limited to the following :

   i) **Fixed monthly charges for covering <u>3000 KM per month</u> and working for <u>10 hours per day</u>.**

   ii) Charges for covering additional **500 KM in a month**.

   iii) Charges for working beyond 10 hours in a day for **50 hours in a month**.

11. **Taxes, Duties and other statutory regulations**

   a) The Bidder/Service Provider will be entirely responsible for all applicable taxes like / State Government levies, Sales Tax, GST, excise duty, cess, charges, license fees, Road Permits etc. Bank will only pay the GST, if applicable.

   b) **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.

   c) **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.

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

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

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

12. **No Erasures or Alterations**

a) 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.

b) The offer should be complete and self-contained in all respects and avoid cross- referencing other offers from the same Service Provider.

13. **Bidding Document**

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

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

14. **Pre Bid Meeting**

a) For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank intends to hold a pre bid meeting as under:
Date : 18 Aug 2026
Time : 1500 H
Venue : 9th Floor Conference Hall, Chandermukhi Building, Nariman Point, Mumbai - 21

b) Only authorized representative of bidder (maximum two) will be allowed to attend the Pre-bid meeting.

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

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

15. **Performance Bank Guarantee(PBG)/ Security Deposit (SD)**

The successful bidder whose bids is accepted by the Bank shall be bound to deposit a sum equivalent to 3% of accepted "Annual Contract Value" as Security Deposit (SD) in the form of Bank Guarantee (BG) issued by any Nationalized / Scheduled Commercial Bank (other than CENTRAL BANK OF INDIA) favoring "CENTRAL BANK OF INDIA" payable at Mumbai. The Bank Guarantee (BG) must be as per format at **Annexure V**.

16. **Splitting of Order**

The contract is proposed to be split between 2 Service Providers in 60:40 ratio, provided the L2 Service Provider agrees to match the price and other terms and conditions quoted by L1 Service Provider. In case of the same not being feasible, the contract may be given to a single Service Provider as well at the discretion of the Bank.

17. **Payment Terms**

a) Payments will be made at monthly intervals in accordance with the rate accepted during reverse auction plus applicable GST thereon. The Successful bidder is required to submit his bills once a month, not later than 15th of the following month, to the Branch Head or Currency Chest in-charge. Claim for payment should be supported by daily log register duly verified and certified by branch/currency chest officials at the Centre. Format of the claim form is given as **Annexure XV**. 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.

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

c) 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.

d) 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.

18. **Delivery**

a) On acceptance of bid, the Bank shall issue a Letter of Intent/Approval to the successful bidder. The Bidder shall give an unconditional letter of acceptance of offer, provide Performance Guarantee within 15 days of the date of letter of intent failing which the Bank reserves the right to invoke the Bank Guarantee for the Earnest Money Deposit and cancel the purchase contract. Firm purchase order will be placed by the Bank, only after the successful bidder signs the Agreement.

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

19. **Authorized 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 OR as applicable, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with theBank, 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.

20. **Compliance with Laws**

a) The Service Provider agrees that it shall comply with all applicable Central, State and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required. If at any time during the term of this Agreement, the Bank is informed or information comes to the Bank's attention that the Service Provider is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this Agreement with immediate effect.

b) 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.

c) Labour Law Adherence and Compliance with Court Directions.

- The Bidders shall ensure full compliance with all applicable labour laws, employment laws, industrial relations regulations, social security legislation, and any orders/directions issued by competent Labour Courts/Industrial Tribunals/Authorities / RBI and any other Regulatory/ Statutory body in India.
- The Bidders shall be solely responsible for payment of salaries, wages, statutory contributions, benefits, and all dues to its employees, subcontractors, labour, and statutory personnel deployed for execution of work under this RFP.
- No employer-employee relationship shall be deemed to exist between the Bank and the personnel engaged by the Bidders.
- In case of any claim, demand, dispute, or litigation arising due to non-compliance by the Bidder/Service Provider, the same shall be solely borne and resolved by the Bidder/Service Provider without any liability upon the Bank.
- The Bidders shall indemnify the Bank against any losses, costs, or legal liabilities on account of any violation or non-compliance of applicable laws including any liabilities, costs or expenses arising in connection with any proceedings in respect thereof."

21. **Confidentiality and Secrecy**

a) 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”).

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

c) 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.

d) 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.

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

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

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

22. **Indemnity**

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

a) of any act, commission or omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this RFP by the selected bidder/its employees/agents/subcontractors.

b) Of any robbery, theft, extortion, misappropriation, accident when any assets or properties or documents or instruments are or deemed to be in the custody of the selected bidder.

c) The selected bidder shall be liable to pay the amount to the Bank as determined bythe 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.

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

e) Infringement of any patent trademarks copyrights etc. or such other statutory infringements in respect of all components provided to fulfill 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.

f) 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.

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

23. **Ownership and Retention of Documents**

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

24. **Penalty**

a) Following penalties may be imposed: - The penalty imposed will be borne by Service Provider and shall under no circumstances be passed on to the manpower of the Service provider.

S No	Instance	Frequency	Remarks	Penalty
a.	Non-functional of CCTV	Per Instance	Immediate	₹ 500 / van per day
b.	CCV not reached nodal branch at appointed time	Per Instance	Immediate	₹ 1000/- per instance
c.	Worn out tyre not replaced once intimated	Per Instance	0-72 hours	₹ 500 per day till replaced
d.	Breakdown enroute while carrying cash or returning	Per Instance	Monthly CCV Rates with manpower/26 days	One day charges as per remarks
e.	Manpower/Driver not wearing uniform	Per person	Each instance	₹ 500/- per instance
f.	CCV not reported with full fuel tank	Per Instance	Immediate	₹ 1000/- per instance
g.	e.g. CCV not made available for the day	Per Instance	Immediate	Entire cost of alternate arrangement by bank plus double the pro-rata rates of CCV for the Day
h.	Unable to provide cash van with 60 days from order	Per instance	Immediate	Cancelation of Order or ₹5000/- per instance or both

b) Penalties shall be imposed by the Nodal Branch / Currency Chest where the CCV is provided or by any of the executive of the bank finding deficiency in services / terms of agreement during routine check-up / inspections etc. Computation of all penalties shall be done at the Regional Office level. All penalties shall be recovered concurrently from the total bill payable to the Private Security Agency (PSA) for the particular month.

c) 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 Service Provider, irrespective of the fact whether such payment is releasing to this contractor otherwise or invoking the Bank Guarantee or any other assets of the bidder lying with the Bank.

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

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

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

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

25. **Audit**

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

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

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

d) 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.

e) The Service Provider will be liable to make good any loss incurred by the Bank due to any act of omission/commission by the Service Provider related to the activities covered under the contract.

26. **Force Majeure**

a) Force Majeure is herein defined as any cause, which is beyond the control of the parties Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, , earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action(except where such strikes, lockouts or other industrial action are within the power of the party invoking Force majeure to prevent), confiscation or any other action by Government agencies.

b) Force Majeure shall not include
   (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's sub-consultants or agents or employees, nor
   (ii) any event which is a diligent party could reasonably have been expected both to take into account at the time of the conclusion of this contract, an avoid or overcome in the carrying out of its obligations hereunder.

c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

d) A party affected by an event of force majeure shall continue to perform its obligations under the contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of force majeure.

e) A party affected by an event of force majeure shall notify the other party of such event as soon as possible, and in any case not later than 14 days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of restoration of normal conditions as soon as possible. This provision shall survive the termination of this agreement for any reason.

27. **Insurance**

a) Insurance during transit will be provided by the Bankers Indemnity Insurance Policy.

b) 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 ₹ 5 Crore for up to first 10 cash vans and thereafter additional cover @ ₹ 5 lakh per cash van** covering but not restricted to :

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

ii) Dishonesty, theft, extortion, robbery, forgery, altered documents, fraud, fidelity / dishonest acts on the part of Service Provider's employees as beneficiary.

c) The service provider shall obtain adequate insurance (including terrorist attack, fire, burglary, strike, riot and civil commotion, natural calamities such as earth quake, 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. 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.

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

28. **Enforceability**

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

29. **Successors**

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

30. **Termination of Contract**

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

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

c) The Bank will be entitled to terminate this Contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following conditions:

i) The selected bidder commits a breach of any of the terms and conditions of the bid.

ii) The Service Provider goes into liquidation voluntarily or otherwise.

iii) An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.

iv) The progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves theright to get the contract executed by the another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the contract. This clause is applicable, if for any reason, the contract is cancelled.

v) If deductions on account of liquidated damages exceeds more than 10% of the total contract price.

vi) Non-satisfactory performance of the selected bidder during implementation and operation.

vii) An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.

viii) Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected bidder.

ix) The average availability of Cash Vans in 3 (three) consecutive months of all together is less than 90%.

x) Selected bidder or its sub-contractors are found to be indulging in frauds.

xi) The Bank suffers a financial and reputation loss on account of any activity of Service Provider.

xii) In the event of any default by the Service Provider, if in the reasonable opinion of the Bank, performance of any of the said services under this RFP contract by the Service Provider, is not acceptable being in contravention of any laws as may be applicable from time to time or industry practice, under the circumstances which would amount to objectionable service.

xiii) If Service Provider fails to perform the said services under this RFP contract or to observe any of its obligations or breaches all or any of the terms of this Agreement.

xiv) If a petition for insolvency is filed against the Service Provider and such petition is not dismissed within Ninety (90) days after filing and/or if the Service Provider makes an arrangement for the benefit of its creditors or, if the CourtReceiver is appointed as receiver of all/any of Service Provider's properties.

xv) If in the opinion of the Bank the interest of the Bank are jeopardized in any manner whatsoever.

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

xvii) Failure of the bidder to accept the contract and furnish the Performance Bank Guarantee within 30 days from receipt of purchase order.

xviii) Delay in delivery beyond the specified period.

xix) In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder.

31. **Waiver**

a) 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 notfundamental 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 agreedstipulation which is in accordance with the applicable Indian Law and which shall be as close as possible to the party's original indent.

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

32. **Proprietary Rights**

The work product including but not limited to all information, reports, studies, software (including source codes, object codes and executables), flow charts, diagrams and other intangible and tangible material of any nature whatsoever produced by or as a result of any of the services rendered by the Service Provider shall be the sole and exclusive property of the Bank. In furtherance thereof, the Service Provider hereby-irrevocably grants, assigns, transfers to the Bank all rights, title and interest of any kind, in and to any work product produced under RFP contract. The Service Provider shall be entitled to make absolutely no use of any of the materials except as may be expressly permitted in writing by the Bank.

33. **Liability of the Successful Bidder**

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

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

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

34. **Negligence**

In connection with the work the provisions of General Terms, if the Successful Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable notice given to him in writing calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default, the Bank shall have the right to cancel the Contract holding the Successful bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank is to be compensated to make good the failure at the risk and cost of the Successful Bidder.

35. **Proposal Ownership**

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

36. **Arbitration**

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

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

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

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

37. **Other terms and conditions**

a) In case any information furnished during the bidding process is found to be incorrect, Bank will not only be summarily rejecting the current bid but the company itself may be debarred from any future bidding with the Bank for a period of 5 years. The Bank may share such information with Indian Bankers' Association (IBA), which is the voluntary representative body of all banking institutions in the country, who, in turn, may share the information among its member institutions. This clause would beapplicable only if the Bidder fraudulently misrepresents itself to the Bank.

b) All notices regarding corrigenda, addenda, amendments, time-extension, clarification, response to bidders' queries etc., if any to this RFP, will not be published through any advertisement in newspapers or any other mass media. Prospective bidders shall regularly visit Bank's website to get themselves updated on changes / development in relation to this RFP.
c) Please note that any other terms and conditions whether implicitly or explicitly stated in any of your responses will be ignored.
d) The Bank shall have the right to cancel the RFP process at any time prior to award of contract, without thereby incurring any liabilities to the affected Bidder(s). The reasons for cancellation, as determined by the Bank in its sole discretion.
e) Bank reserves the right to cancel the contract in the event of any of the following events:
    i) Delay in delivery beyond specified period/delivery against prescribed guidelines and practices.
    ii) Serious discrepancy in the dealings /functioning of service provider which results in branch of terms, financial loss /reputation loss to bank.
    iii) Detection of fraud/criminal intention/background with Service provider or its employees or agents.
f) Bank reserves the right to appropriate the damages though encashment of bid security/PBG given by the service provider or recover the loss from the amount payable if any to service provider.

38. **Jurisdiction**

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

(K K Kala)
General Manager

****

Annexure I - Bidder's Profile

Sr. No.	Parameters	Response	
i.	Name of the Service provider (SP)		
ii.	Constitution		
iii.	Year of Establishment/Incorporationin India		
iv.	Names of the Partners/Directors		
v.	Addresses of Firm/Company		
vi.	a) Head Office		
vii.	b) Local Office in Mumbai (if any)		
viii.	Authorized Contact person		
ix.	a) Name and Designation		
x.	b) Telephone number/Mobile No		
xi.	c) E-mail ID.		
xii.	Website Address, if any		
xiii.	Name and Address of the Principal Banker		
xiv.	Permanent Account Number (PAN)		
xv.	Financial Performance		
xvi.	Annual Turnover from cash transportation (in crores)	2023-24	
		2024-25	
		2025-26	
xvii.	Net Profit/Loss (` in crores)	2023-24	
		2024-25	
		2025-26	
xviii.	Tangible Net Worth	2023-24	
		2024-25	
		2025-26	
xix.	GST Registration No.		
xx.	No. of Banks to whom cash movement facility is being provided		

Sr. No.	Parameters	Response
	at present: Name(s)and addresses of such institutions with contact details of their key persons	
xxi.	No of other organizations to whom cash movement facility is being provided: Name(s)and address/es of with contact details of their key persons	
xxii.	Other activities of the SP	
xxiii.	No. offices State-wise and addresses thereof	
xxiv.	No. of cash vans presently in use	
xxv.	Make/ model of the vehicles	
xxvi.	Age of the oldest vehicle	
xxvii.	No. of persons deployed on each vehicle excluding the driver	
xxviii.	Whether all cash van related activities are computerized and end of day reports are sent to the clients every day.	
xxix.	Types Of arms provided to the guards	

Declaration

1. I/We have read the instructions and terms conditions given in the notice inviting Request for Proposal (RFP) for providing cash movement services to the Bank. I/ We understand that any decision to be taken by the Bank will be on the basis of the information furnished/ declarations made by us in the RFP. Should the information given by us in this document prove to be false / incorrect at any time afterwards, contract awarded to us will be liable to termination without any prior notice. I/ We shall be solely responsible for the consequences and decision of the Bank will be binding on me/ us
2. I/We understand and agree that the decision of the Bank in short-listing/ selection of the Service Provider(s) will be final and binding on me/ us. Like-wise, the decision of the Bank in allotment of States/ Centres will be final and binding on us
3. I/We declare that no material fact with regard to operations of cash movement services has been suppressed / withheld by us and l/we have no objection in the Bank making independent inquiries with the Banks/clients for whom we are presently providing cash movement services.

Place: Authorized Signatories:
Date: Name &Designation,

Seal of the Company

Annexure II - Eligibility Criteria

Sr. No.	Criteria	Documents to be submitted	Compliance Yes/No
i.	Bidder's Profile	Submit details as per **Annexure I**	
ii.	The bidder should commit themselves to Integrity Pact (IP) with the Bank.	Submit Integrity pact as per **Annexure VII**	
iii.	Bidder should have been registered as a company /firm/ LLP under the Indian Companies Act/ Partnership/ LLP Act.	Certificate of Registration / Certificate of Incorporation	
iv.	The bidder should have been in Cash in Transit services in India for at least **5 years** as on 1st Apr, 2026	Copy of Purchase order and satisfactory service certificate from Public Sector/Schedule Commercial Bank	
v.	The bidder should have minimum tangible net worth of ₹ 60 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 tangible net worth. 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.	
vi.	The bidder should have earned a revenue of not less than ₹ 300 Crore (for MSE ₹ 150 Crores) per annum from the operation of the Cash Van Services for the last 3 financial years consecutively i.e. during FY 2023-24, 2024-25 and also 2025-26, so as to ensure the entry of capable bidders only.	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 ₹ 300 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.	
vii.	The Bidder should have made operating profit in each of the three financial years i.e. **FY 2023-24, 2024-25 and 2025-26**	Audited financial statements of last three years to be submitted	
viii.	The Bidder should be operating minimum fleet of **600** specifically fabricated cash vans (owned/leased).		
ix.	The bidder should have at least one running contract with Public Sector/scheduled commercial	A copy of purchase order and satisfactory service certificate from the Public Sector/scheduled	

	Bank for similar line of activity i.e. Cash transport services.	commercial Bank to be submitted.	
9	The bidder should have registered itself : i. Under the Shops and Establishment Act, if applicable, in the states where it is operating/offering to provide its services. ii. Under the Excise, Sales Tax act and GST, as applicable. iii. Under Contract labour (Regulation & Abolition) Act, 1970 with the and State Governments. iv. With the Employees State Insurance Corporation (ESI) v. Under the EPF and MIS Provision Act, 1952 vi. Security personals should be sourced through companies licensed under PASARA Act. vii. 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.	
10	The bidder should be an Income Tax Assesses	Self-attested PAN card and Income Tax Returns for the last threefinancial years.	
11	Bidder should have not been black listed at any time by any of the Central/State Governments/ PSUs/any Commercial Bank/any Financial Institutions in India or abroad.	Submit declaration as per **Annexure - VIII**	
12	The bidder should ensure that there are no pending cases against the bidder involving cheating/fraudulent activities.	Submit declaration as per **Annexure - VIII**	
13	Bidder should not be defaulter in repayment of installment against credit with any Bank	Submit declaration as per **Annexure - VIII**	

Authorized Signatory:

Place: **Name & Designation:**

Date: **Business Address & email id:**

Annexure III – Cash Van Specification (Compliance with Govt. and RBI Circulars/Guidelines)

RBI Circular	**MHA Gazette Aug 2018**
Minimum net worth requirement of Rs 100 Crores to be maintained at all times.	Private Security for cash transportation activities, etc.- No private security shall be provided by the private security agency for cash transportation activities unless he holds a license under the Private Security Agencies (Regulation) Act (PSARA), 2005.
Minimum fleet size of 200 cash vans specifically fabricated cash vans (owned / leased) to be maintained pan India.	For the purpose of providing private security for cash transportation activities, a contract may be entered into between,- i) a private security agency holding a license under the Act and the bank concerned; or ii)a cash handling agency and the bank concerned:
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.	Use of specially designed and fabricated cash van: i) No private security agency shall provide private security or private security guards to a Bank or a cash handling agency for cash transportation activities, unless such activities are carried out in a secured cash van, which complies with the conditions for design and specification specified in the First Schedule (of the Gazette), owned by it or owned by the Bank or the cash handling agency, as the case may be. ii) No taxi or hired vehicle shall be used for cash transportation activities by the private security agency:
The passenger compartment should accommodate two custodians and two armed security guards (gunmen) besides the driver.	**Requisite number of trained staff per cash van**: i) The private security agency shall provide the private security for the cash transportation activities with the requisite number of trained staff, directly appointed or engaged by the private security agency, as specified at Para 2(d) (ii) below. ii) Every cash van shall have the following minimum staff, possessing the qualifications and training laid down under section 10 of the PSARA Act, on board for every single cash transportation activities, namely:— aa) Driver – one; ab) Armed security guards – two; and ac) ATM officer or custodian – two. iii) The cash van shall always be escorted by at least two trained armed security guards on board: provided that more than two armed security guard may be deputed on a cash van depending on the amount of cash carried and in accordance with the individual company's insurance guidelines or client contract or

	terrain of operation. iv) Where the cash van is a medium motor vehicle, one armed guard shall sit in the front along with the driver and another in the rear portion of the van and while in transit, loading or unloading, nature's call, tea or lunch break, at least one armed security guard shall remain present with the cash van all the time. v) Notwithstanding any other provision in these rules, the ex-serviceman, otherwise eligible, may preferably be appointed or engaged by the private security agency for providing security for cash transportation activities.
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.	**<u>Antecedent check of personnel</u>**. 1. No private security agency shall appoint or engage or deploy any personnel for the cash transportation activities, unless such personnel has undergone thorough antecedent check and his proper KYC verification and police verification is done, before appointing or engaging or deploying them by the agency, in accordance with the provisions of the Act or any other law for the time being in force. Explanation.— For the purposes of this sub-rule, the expression "KYC" means the know your customer process of an agency or business identifying and verifying the identity of its clients or person associated or to be associated with the agency or business. 2. Every private security agency shall be responsible to comply with the following checks before an individual is appointed or engaged to participate in cash transportation activities, namely:— (a) police clearance certificate – every individual shall obtain the police clearance certificate from his local police station before appointment or engagement; (b) residence verification – the private security agency shall use its own resources to conduct a physical verification of the residential address of every individual, including general conduct check and the individual shall furnish to the security agency the proof of residential address of at least three years before appointment or engagement for the cash transportation activities; (c) previous employer check – the private security agency shall use its own resources to conduct

	reference check with previous employers of the individual, if any; (d) Aadhaar verification – each individual appointed or engaged for the cash transportation activities shall be antecedent verified through Aadhaar number from the Unique Identification Authority of India; (e) credit history check – the private security agency shall conduct a credit history check of every individual appointed or engaged to ensure that willful credit defaulters are not appointed or engaged for the cash transportation activities; (f) fidelity insurance – the private security agency shall obtain a fidelity insurance in respect of every personnel appointed or engaged for the cash transportation activities.
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.	**Adequate training and certification of personnel.** The private security agency shall ensure that every personnel appointed or engaged for cash transportation activities shall be imparted: i) The training and certified for the security and safe handling of such activities as per the requirements of training laid down in the Second Schedule; ii) The refresher training once in every two years.
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.	**Live GPS tracking of cash van during operations**. 1) Every cash transportation activities shall be carried out only in secured cash vans fitted with GPS tracking device. *Explanation*.— For the purposes of this sub-rule, the expression “GPS” means the global positioning system which is a space based navigation system that provides location and time information in all weather conditions, anywhere on or near the Earth where there is an unobstructed line of sight to four or more GPS satellites. (2) The private security agency shall ensure that each cash van shall be monitored at all times during cash transportation activities through a redundant communications protocol.
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	**Guideline for maximum cash carrying limit in a single cash van.** i) The private security agency involved in cash transportation activities shall ensure that no cash van carries cash of more than **five crores rupees per trip.** ii) The private security agency shall ensure that

crossing must be pre-arranged.	secured cash van shall be deployed for carrying cash of more than ten lakh rupees per trip.
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.	**Specification for private cash vaults used for holding and overnight vaulting of Bank currency.—** The private security agency shall ensure that all cash handling, including counting, sorting, and bundling activities shall be carried out in secured premises in accordance with the following guidelines, namely:— (a) Location of private cash vault premises – the premises used for cash handling activities shall be located to ensure safety of activities/ operations, including areas closer to bank's cash withdrawal centre or police station and secluded areas with poor connectivity be avoided; (b) Design of premises – the premises shall be designed to include two physically independent areas, one for general office purpose and other for secured cash processing and handling activities and it shall accommodate space for cash deposit, collection, sorting, counting and delivery and dispatch of cash on secured cash vans; (c) Cash vault – a secured area shall be designed to store cash to meet with the requirement of the reserve Bank of India specified for cash vaults in accordance with the following specifications, namely:— (i) in smaller cities with limited overnight vaulting requirements of less than ten crore rupees, a strong room with defender safes; (ii) at operation centres with overnight vaulting requirements between ten to one hundred crore rupees, vaulting facility as per the norms of the Reserve Bank of India specified for C Class vaults; (iii) at large operation centres with overnight vaulting requirements of more than one hundred crore rupees, increased vaulting facility in consultation with the concerned Bank; and (iv) all overnight vaulting facilities shall have provision to store currency of multiple Banks in separate and exclusive bins; (d) Security of cash vault – the private security agency shall ensure the following security aspects at its cash vault used for secured handling of cash on behalf of the Bank, namely:— (i) adequate number of armed private security guards are deputed round the clock; (ii) premises is under 24x7 electronic surveillance and monitoring; (iii) cash vault is provided with CCTV system with

	adequate number of cameras having at least ninety days recording facility; (iv) the activities at cash vault is undertaken under dual custody basis; (v) the main cash vault area complies with all safety norms, like firefighting systems, smoke detection systems, emergency lighting, control room for monitoring the movement of vehicles, auto-dialer and burglar security systems; (vi) security alarm with GSM based auto dialer, fire and magnetic sensor are installed; (vii) the loading and unloading area of cash is covered by night vision CCTV cameras; (viii) electric power supply inside the cash vault is provided through plug-in, plug-out system; (ix) carrying of naked light inside the cash vault is strictly prohibited and dry battery operated torches or emergency lights are used inside strong rooms; (x) emergency lighting with the help of inverter shall always be available to the security staff; and (xi) cash processing and vault areas shall have restricted and controlled access, preferably through interlocking systems and frisking. Explanation - For the purposes of this rule, the expression "CCTV" means the closed circuit television which is a self-contained surveillance system comprising cameras, recorders and displays for monitoring activities in a store or company.
ATM operations should be carried out only by certified personnel who have completed minimum hours of classroom learning and training. The content of such training may be certified by a Self-Regulatory Organisation (SRO) of Cash-in-Transit (CIT) Companies / Cash Replenishment Agencies (CRAs) who may tie up with agencies like National Skill Development Corporation for delivery of the courses.	**Measures for risk mitigation.—** (1) The private security agency shall ensure that the ATM under its security shall be fitted with one time electronic combination locks for reducing the instances of crew pilferage losses and ATM frauds. (2) The cash for loading in to an ATM machine shall be collected from the Bank on previous day or in the first half of the day so that operations can be concluded before the time stipulated in sub-rule (3). (3) No cash loading of the ATMs or cash transportation activities shall be done — (a) after 9 PM in urban areas; (b) after 6 PM in rural areas; and (c) before 9 AM or after 4 PM in the districts notified by the Central Government as Left Wing Extremism (LWE) affected areas.
The staff associated with cash handling should be adequately trained and duly certified through an accreditation process. Certification could be carried out through the SRO or other designated agencies.	Design and specification as mentioned at the 1st Schedule (a) **Make**.— The cash van shall— (i) be a Light Commercial Vehicle, with an engine capacity of not less than 2200 CC, preferably turbocharged; (ii) be not more than seven years old;

	(iii) have tubeless tyres; (iv) have a ground clearance of not less than 190 mm; and (v) accommodate minimum of five passengers. (b) **Layout**.— The cash van shall have the compartment for storing cash, physically separated and locked from the passenger compartment unit; (c) **Cash compartment security**.— (i) 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; (ii) the entrance of the cash compartment shall be from the rear side to ensure proper visibility, operational feasibility and CCTV surveillance; (iii) all windows and wind screen shall have wire mesh protection of not more than one square inch and each window mesh shall have a circular port-hole of six inches diameter for use of weapons; (iv) the panic switches for operating the hooter are available with the driver and other occupants. (d) **Cash box security**.— Each of the 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 shall be carried, preferably, in a separate box with the name of the bank written on it. (e) **Other security features**.— (i) The cash van shall be provided with a small CCTV system with at least five days recording facility and three cameras installed in front, rear and inside of the cabin. (ii) A security alarm with GSM based auto-dialer shall be provided with a motorized siren. (iii) The cash van shall be equipped with hooter, fire extinguishers and emergency lights to ensure quick reaction in case of an attack.
Character and antecedent verification of all crew members associated with cash van movement, should be done meticulously. Strict background check of the employees should include police verification of at least the last two addresses. Such verification should be updated periodically and shared on a common database at industry level. The SRO can play a proactive role in creating a common data base for the industry. In case of dismissal of an employee, the CIT / CRA	Training of personnel employed on Cash Transportation activities as per 2nd Schedule

concerned should immediately inform the police with details.	
Safe and secure premises of adequate size for cash processing / handling and vaulting. The premises should be under electronic surveillance and monitoring round the clock. Technical specifications of the vault should not be inferior to the minimum standards for Chests prescribed by the Reserve Bank. The vault should be operated only in joint custody and should have colour coded bins for easier storage and retrieval of different types of contents.	
All fire safety gadgets should be available and working in the vault which should also be equipped with other standard security systems live CCTV monitoring with recording for at least 90 days, emergency alarm, burglar alarm, hotline with the nearest police station, lighting power backup and interlocking vault entry doors.	
Work area should be separate from the cash area. The premises should be under the security of armed guards whose number should have reference to the scale of operations specific to the location but not less than five in any case.	
Critical information like customer account data should be kept highly secure. Access to the switch server should be restricted to banks. Interfaces where a bank gives access to the service provider or its sub- contractor to the bank's internal server should be limited to relevant information and secured.	

Annexure IV –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 (HCM),
Chandermukhi Building
Nariman Point, Mumbai-400 021

No   Date :

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

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

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

NOW THIS WITNESSETH

1. That the Surety in consideration of the above premises hereby undertakes and guarantees payment on demand without demur to the Bank of the said amount of Rs. 25,00,000/- (Rupees Twenty Five Lakh only) within 3 days from the date of receipt of the demandfrom the Bank, (which amount the Tenderer is bound to deposit with the Bank by way of earnest Money in connection with his Tender), if the Surety fails to make payment within the said period of 3 days, interest at the rate of 10% per annum with monthly rests will bepayable by the Surety till payment
2. This guarantee shall not be affected by any infirmity or irregularity on the part of the Tenderer or by the dissolution or any change in the constitution of the Bank, Tenderer or the Surety.
3. The Bank shall be eligible to make claim under this Guarantee if the Tenderer after submitting his Tender, resiles from his offer or modifies the terms and conditions thereof in a manner not acceptable to the Bank or expresses his unwillingness to accept the contract after the Bank has decided to award the contract to the Tenderer and fail or refuse to furnish the Security Deposit. The Bank's decision in this regard shall be final and binding and the surety is bound to make payment if demand is made by

the Bank. The Bank is not bound to mention any reason for invocation of the Guarantee in the demand letter. A statement to the effect that the amount is due under the Guarantee from the Surety will be proper invocation of the Guarantee.

4. The Surety shall not and cannot revoke this guarantee during its currency except with previous consent of the Bank in writing.
5. Notwithstanding anything contained in the foregoing, the Surety's liability under the guarantee is restricted to Rs. (Amount in figures) (Rupees (Amount in words) only) plus interest for the delay, if any.
6. This guarantee shall remain in force and effective up to……………. and shall expire and become ineffective on intimation thereof being given to the Surety by the Bank in which event this guarantee shall stand discharged.
7. The Surety will make the payment pursuant to the demand notice issued by the Bank, notwithstanding any dispute that may exist or arise between the Tenderer and the Bankor any other person.
8. Any forbearance, act or omission on the part of the Bank in enforcing any of theconditions of the said tender or showing of any indulgence by the Bank to the tenderer shall not discharge the Surety in any way.
9. Notwithstanding anything contained hereinabove, a demand or claim under this guaranteeshould be made on the Surety in writing on or before………………………………….
10. The Surety has the power to issue this guarantee under statute under which it is incorporated and / or its Memorandum and Articles of Association and the person who is hereby executing this deed has the necessary powers to do so.

SIGNED AND DELIVERED

For and on behalf of

(Banker's Name and Seal)
Branch Manager

Annexure V – Performance Bank Guarantee (for Security Deposit)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Central Bank of India, as per the following format.
2. This bank guarantee should be furnished on non-judicial paper of appropriate value as per Stamp Act. (not less than Rs. 500/-).
3. The stamp paper should be purchased either in the Name of the Bank executing theGuarantee or in the name of Central Bank of India.
4. This Bank Guarantee should be furnished within 30 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
5. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

To
General Manager,
Central Bank of India,
Human Capital Management Department
Chandermukhi Building,
Nariman Point,
Mumbai-400021.

No. Date :

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

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

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

NOW THIS GUARANTEE WITNESSETH AS UNDER:

1. In consideration of the above premises, the Surety hereby unconditionally and irrevocably guarantees that the Tenderer shall fulfill its commitments and obligations under the Tender Documents in connection with movement of Cash between Bank's Currency Chest and its linked branches at……………………………(incorporate here the name of the centre) and in the event of the Tenderer failing to perform / fulfil its commitments / obligations under the Tender Documents (i.e. Tenderer committing default), the Surety shall on demand(s) from time to time from the Bank without protest or demur or without reference to the Tendererand notwithstanding

any contestation or existence of any dispute between the Tenderer and the Bank, pay to the Bank forthwith the sums so demanded by the Bank in each ofthe demand(s).

2. Notwithstanding anything to the contrary, Bank's decision as to whether the Tendererhas made any such default or defaults and the amount or amounts to which the Bank is entitled by reasons thereof will be binding on Surety and Surety shall not be entitled to ask the Bank to establish claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by the Bank on the application by the Tenderer after the Tenderer had discharged all its obligations under the Tender Documents, including those arising during the period of warranty and on furnishing a fresh Bank Guarantee for a period of one year, subject to its renewal every year till the expiry of 3 year, as security deposit for the fulfillment of service contract conditions. The Bank shall be entitled to invoke the Bank Guarantee towards the SecurityDeposit if the Bank Guarantee for further period is not furnished.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, Surety undertakes to extend the period of this Guarantee on Bank's request till such time as may be required by the Bank. Bank's decision in this respect shall be final and binding on Surety.
5. Bank has the fullest liberty without effecting Surety's obligation under this guarantee from time to time to vary any of the terms and conditions of the Tender Documents or extend the time of performance by the Tenderer its obligation commitment under the Tender Documents or to enforce or forbear to enforce any of the terms and conditions of the Tender Documents and Surety shall not be released from its liability under this guarantee.
6. This guarantee shall not in any way be affected by Bank taking or varying or giving up anysecurities from the Tenderer or any other person, firm or company on its behalf or by winding up, dissolution, insolvency or death as the case may be of the Tenderer.
7. In order to give full effect to the guarantee herein contained Bank shall be entitled toact as if Surety is Bank's principal debtors in respect of all Bank's claims against the Tenderer and the Surety hereby expressly waive all its rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of its liability under this Guarantee, the Guarantee covers all Bank's claim or claims against the Tenderer from time to time arising out of or in relation to the Tender Documents and in respect of which Bank's claim in writing is lodged on Surety before expiry of six months from the date of expiry of this guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to Surety's local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.
10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto givento the Bank by Surety (whether jointly with others or alone) and now existing un-cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the Tenderer or Surety nor shall it be affected by any change in Bank's constitution.
12. Any forbearance, act or omission on the part of the Bank in enforcing any of theconditions of the Tender Documents or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Suretyunder this guarantee shall be discharged only on the intimation thereof being given tothe Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without previous consent in writing of the Bank.
14. Surety further agrees and undertakes to pay to the Bank without demur the amount demanded by the Bank in writing notwithstanding any difference or dispute or controversy that may exist or arise between the Bank and Tenderer or any other person.
15. Notwithstanding anything contained herein above Surety's liability under this guarantee is restricted to Rs...................(Rupees..only). This Guarantee is valid up to...............................A written claim should be lodged on the Surety for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee.
16. Surety has power to issue this guarantee in Bank's favour under the Memorandum and Articles of Association of Surety and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank**.**

For and on behalf of

(Banker's Name and Seal)

Branch Manager
(Bank's Seal)

Annexure VI – Indicative Price Bid for all Regions - Medium Cash Van (Non AC)

Sr No	Head	Eastern Region	Western Region	Northern Region	Southern Region	Special Region	TOTAL
1	Monthly Charges for 10 hours per day and upto 3000 KM per month	0.00	0.00	0.00	0.00	0.00	
2	Per KM charges for additional KMs above 3000 per month	0.00	0.00	0.00	0.00	0.00	
3	For 500 KM (Sr 2 x 500)	0.00	0.00	0.00	0.00	0.00	
4	Per hour charges for additional hours above 10 hours per day **(PER PERSON)**	0.00	0.00	0.00	0.00	0.00	
5	For 50 Hours KM (Sr 4 x 50)	0.00	0.00	0.00	0.00	0.00	
Total (1+3+5)		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	

N.B. :

1. The charges should be quoted inclusive of all taxes, duties, levies etc.
2. Unit rate must be quoted in words and figures. In case of any discrepancy, unit price quoted in words will be considered.
3. 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 VII – Pre Contract Integrity pact

To be executed by the Bidder on a Non judicial Stamp Paper of appropriate value applicable in the Consignee state

Whereas Central Bank of India having its registered office at Chandermukhi Building, Nariman Point, Mumbai, India -400 021 acting through its ……………Department, represented by General Manager / Dy. General Manager hereinafter referred to as the Buyer and the first party, proposes to procure (Name or category of the Equipment, services, etc.) hereinafter referred to as Stores and / or Services.

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 Service Provider /Customer Nominated Source/Licensor 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 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 entitledto.

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 obtains 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 informto 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 Service Providers) and Base Rate of SBI (State Bank of India) plus 2% (for

Indian Service Providers). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

7. 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 thepresent 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 Vigilance Commission (Names and Addresses of the Monitors 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, Central Bank Of India, Nariman Point, Mumbai -21 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 Mumbai, 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 form 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, Central Bank of India.

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 anagreement 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 approachany court of law during the examination of any allegations/complaint by IEM and until the IEMdelivers 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 Central Bank of India exclusively and hence shall not betreated 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	BIDDER * /SELLER*
Signature:	Signature:
General Manager/Dy G M,	Authorized Signatory (*)
Central Bank of India, …………………………..Division	
Date:	Date:
Stamp:	Stamp:
Witness	Witness
1. ______________________ ______________________	1. ______________________ ______________________
2. ______________________ ______________________	2. ______________________ ______________________

(*) – Authorized signatory of the company who has also signed and submittedthe main bid.

Annexure VIII - Undertaking by Bidder for not being blacklisted

Place:

Date:

To:

The General Manager
Central Bank of India
Human Capital Management Department
Chandermukhi Building,
Nariman Point,
Mumbai- 400021.

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

We__________________________(bidder name), hereby undertake that-

- As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments in India or any Financial Institution in India or abroad.
- 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 tobank.
- There are no pending cases against us involving cheating/fraudulent activities.
- We are not a defaulter in repayment of installment against credit with any Bank.

Yours faithfully,

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

Annexure IX - Undertaking for Know Your Employee (KYE)

(To be submitted by all bidders on their letter head)

To
The General Manager
Central Bank of India
Human Capital Management Department
Chandermukhi Building,
Nariman Point,
Mumbai- 400021.

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 noncompliance 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 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 X - 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. email ID	

88. **Annexure XI - Details of Cash Vans/Cash Vehicles in possession as on 01.04.2026**

Sr. No.	Items	
1	Number of Cash Van/Vehicles in Possession (owned/leased) as on 01.04.2026	
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	a. Whether all the vehicles are GPS enabled and monitored live with geo-fencing mapping with the additional indication of the nearest police station in the corridor for emergency? 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? c. Whether all the vehicles have separate Front Driver cum Guard/passenger compartment, Cash compartment and Rear Guard compartment with a CCTV covering both compartments. 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. e. Whether the front and rear passenger compartmentaccommodates one cashier/custodian and one armed security guards each besides driver. f. Whether all vans are provided with two portable 1 litre fire extinguishers (Type), two emergency lights, one battery operated air-pump and a Puncture repair kit.	
6	If answer to above is NO, please give number of vehicles not adhering to above norms.	

89. Annexure XII - Confidentiality/ Non Disclosure Agreement

This CONFIDENTIALITY AGREEMENT (the "Agreement") entered into on this _ day of 2026, and shall be deemed to have become in full force and effect from (the "EffectiveDate").

BY and between M/s.______________________a company incorporated under the provisions of the Companies Act, __________ in force in India, having its registered office at ____ (hereinafter referred to as "--------" or "Service Provider" which expression shall, unless it be repugnant or contrary to the context ormeaning thereof, mean and include its, successors and permitted assigns) of the ONE PART AND

Central Bank of India, a corresponding new bank constituted under section 3 of Banking Companies (Acquisition & Transfer of Undertakings) Act 1970 having its Head office at Central Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai – 400021 (hereinafter referred to as "Central Bank" or "Bank" which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and permitted assigns), of the OTHERPART:

---------- and the Bank shall hereinafter jointly be referred to as "Parties" and individually asa "Party".

In this Agreement, "**Affiliate**" means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where "Control" means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

W H E R E A S:-

I. Service Provider inter-alia is engaged in the business of providing IT related solutions & services to various business entities in India & abroad.

II. Central Bank has agreed to disclose, transmit, receive, and/or exchange certain "confidential information" to cover the business transaction between parties for the provisionof services related to " ("the Purpose") as more particularly described in Purchase Order no , issued by Central Bank in favor of M/s. ----------------------.

NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement "**Confidential Information**" means all information belonging to a Party thatis or has been disclosed to one Party (the "Receiving Party") by the other Party (the "Disclosing Party") in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and inconnection with the business transacted/ to be transacted between the Parties.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent developmentcan be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. Confidentiality:

2.1 Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality hereunder the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.

2.1.1 disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, partners, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose aforesaid; or

2.1.2 use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which itis disclosed; or

2.1.3 disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or

2.1.4 Use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

2.2 The Receiving Party also agrees and accepts that it may endeavor:

2.2.1 use at least the same degree of care in safeguarding such Confidential Information asit uses for its own Confidential information of like importance and such degree of care shallbe at least that which is reasonably calculated to prevent such inadvertent disclosure;

2.2.2 keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;

2.2.3 limit access to such Confidential Information to those of its (including its Affiliates") directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Informationin the manner prescribed in this Agreement; and

2.2.4 upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. Return or destruction:

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the disclosing party:

i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such party's possession or under its custody and control;

ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the other party;

iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any member of their group or their projects from any computer, word processor or other device in its possession orunder its custody and control.

4. Permitted disclosure:

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

5. Ownership of Information:

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectualproperty rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

6. No Representation:

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Partyor be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

7. Remedies and Relief:

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including Advocate’s fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate’s fees.

8. No Assignment

This Agreement shall not be assigned by either party, by operation of law or otherwise, without the prior written consent of the other party. This Agreement shall inure to thebenefit of and will be binding upon the parties‟ respective successors and permitted assigns.

9. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

10. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non- enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

11. Notices

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

12. Term

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for a period of ---------------- years there from. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. EitherParty may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

13. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Mumbai.

14. Indemnity

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.

15. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

16. Headings

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

17. Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be anoriginal. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED REPRESENTATIVES ON THIS__DAY OF 2026

Signed and delivered by	Signed and delivered by
M/s__________________________	Central Bank of India
Signed by:	Signed by:
Name ……………….…….……….	Name …………….……….……………
Title ………………….….……….	Title …………………….…………..
in the presence of	in the presence of
……………….……………….….….	……………….………………………

Annexure XIII - Security Measures for Cash in Transit

The Service Provider shall ensure the following salient security guidelines whileengaging 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 PSARA license under the Act.
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:

   a. 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 VI.
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 for the cash transportation activities, 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 bythe 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.
6. The private security agency shall ensure that every personnel appointed or engaged for cash transportation activities shall be the imparted training and certified for the security and safe handling of such activities as per the requirements of training laid down in The Gazette of India, Ministry of Home Affairs notification No.24021/13/2016-PM-I dated 08 Aug 2018.
7. Cash should be transported only in the owned/leased security cash vans of Service Provider or its first level sub-contractors.
8. The Class of Vehicle as "Light Commercial Vehicle "and the seating capacity as " 5 " including driver should be clearly endorsed by the RTO in the RC of the vehicle.
9. Cash will be carried in a proper locked steel box with strong pad locks. Each cash box should be of dimensions not less than 24" length, 18" inch width and 12" height.
10. The cash container should be secured to the cash compartment with the help of hooks, iron chain and lock. The chain should be long enough to cover almost six to eight cash boxes.
11. Each of cash boxes shall be secured to the floor with separate chains and have locks that can be opened or locked only by using separate keys kept with different custodians and cash for each bank shall be carried, preferably, in a separate box with the name of the bank written on it.
12. Each cash van should be escorted by two armed guards, one armed guard shall sit in the front along with the driver and another in the rear position of the van and while intransit, loading or unloading, nature's call, tea or lunch break, at least one armed security guard shall remain present with the cash van all the time. Staff should be rotated and assigned the work only on the day of trip.
13. Wherever possible, routes that have heavy traffic flow and that pass through thickly inhabited areas should be selected. Deserted routes should not be taken unless such a route is unavoidable

to reach the branch to which remittance is taken.

14. When the cash boxes are ready in the branch for loading into the cash van, the two armed guards escorting the cash should load their DBBL guns, keep safety catch at ready position to go out of the branch first to position themselves at advantageous points. Both the armed guards will always carry 8 rounds of reserve ammunition in their pouches on person at all times.
15. Once armed guards are positioned, the loader and cash custodian should load the boxes one by one into the cash van under the supervision of the accompanying cash officer, and be loaded onto the vehicle. The cash boxes should be chained and locked to the body of the vehicle, as these are being loaded.
16. After the crew and armed guard are seated, the rear door of the cash van should be locked and its key will be held by the cash custodian.
17. While loading is in progress, the driver of the vehicle along with the ignition keyshould stay away from the vehicle. The driver should be the last person to board the vehicle.
18. No one other than those detailed for the remittance duty should be allowed to enter, or to take a lift on, the vehicle throughout the journey.
19. The driver will board the vehicle after loading cash boxes and drive along the route as may be specified by the Cash custodian of the remittance.
20. The van should not follow the same route and timing repeatedly so as to become predictable.
21. The Service Provider shall ensure that additional regulations/guidelines as prescribed by Private Security Agencies (Regulation) Act, 2005, the Government of India, and the State Government are adhered to.
22. Throughout the journey the guns of the armed guards shall remain loaded and shall be kept in ready position with their ‘Safety Catches’ applied to ‘Safe’ position.
23. The armed guards shall remain alert throughout the journey and remain ready to thwart any attempt to rob the cash.
24. The driver and the escort must be on their guard against fake accidents, bogus police officials, unexposed traffic diversions, road blocks and suspicious vehicles and persons following the cash van.
25. The vehicle generally should not halt en route. If the vehicle has to halt for some genuine reasons, it should be preferably at pre-decided police stations/chowkis. In any case no conversation should be entered into with unknown persons and the doors / windows should not be opened.
26. If the same cash van is used for transporting remittances to more than one branch, itis necessary that there are no delays at any one point and that security precautions are not slackened at any of these places. The receiving branches will be informed of arrivals of the van to avoid inordinate delay in receiving / handling over cash.
27. Utmost secrecy should be maintained regarding the dispatch of remittances by all concerned including the service provider.
28. Night movement of cash vans should be discouraged. All cash movements should be carried out during daylight. There can be some relaxation in metro and urban areas though depending on the law and order situation specific to the place or the guidelines issued by the local police. If the cash van has to make a night halt, it necessarily has to be in a police station. In case of inter-state movement, changeover of security personnel at the border crossing must be pre-arranged.

Annexure XIV - Cash Remittance Procedure

The Service Provider shall render the following services :

1. Pick up/collect/obtain cash, from the Bank's Branches, Bank's or Currency Chest Bank's 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.

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 cash shall be handed over to Service Provider's officer only by putting the dual signature of the branch staff on the cash slips of note pockets congaing 100 pieces.
5. The Service Provider's Officer in front of the Bank's Branch Official will count all the packets and Bundles of notes of each denominations and tally the details mentioned in the credit voucher and put one copy of the Bank's Credit Voucher in the iron box.
6. The Service Provider's 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.
7. The Service Provider's Officer will ensure all the details asked on the slip and thesame 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.
8. The acknowledgement slips to be used will bear the printed serial numbers in Chronological order. The Currency chest/specified branch will maintain proper control and record of use of acknowledgement slips including those cancelled by the Service Provider's officer.
9. 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 theacknowledgement slip and ensure that the containers 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.

10. If there is a discrepancy in the iron box, the iron box has been tampered with, then the contents of the same should be immediately counted and verified for forged notes / shortages in front of the Service Provider’s Officer for confirming the contents of the iron box with respect to that deposited by the Bank’s Branch.
11. 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.
12. The Service Provider should also be in a position to provide branch wise daily report, which shall contain the details of branch wise cash deposited in to chest branch/received from chest branch.
13. Any Discrepancy / overwriting in the Credit slip or omission of Seal No. on the slips will be the responsibility of the Service Provider. The seal number on the BANK’S Branch acknowledgement slip will be considered as valid.
14. F
15. 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”**
16. 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.
17. 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.

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 ServiceProvider’s copy • acknowledgement Slip as well as the BANK’S Branch copy.
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 wilt carry the iron box to the concerned Branch ofthe 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 handoverthe cash to BANK officers / who will count all the packets and bundles ofnotes 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.

If there is a discrepancy in the iron box, BANK'S officer feels that the iron box hasbeen tampered, then the contents of the same should be immediately counted and verified.

Lost/Misplaced / Stolen Currency :

1. The Service Provider's Officer on duty should immediately escalate the incident toService Provider's Call Centre.
2. Service Provider's Call Centre will inform the Bank and formally submit a report about the incident & also indemnify the Bank for the amount involved.
3. Service Provider will lodge FIR with the area Police Station.

After receipt of FIR Copy from the police station, the Service Provider shall handover a copyto the Bank.

Annexure XV – Format of the Claim Form

(To be submitted by the Service Provider on their Letter Head)Bill
for the month of

Sr. No.	Claim details	Rate claimed	Amount in ₹
1	No. of days the vehicle was put intoservice : i) Vehicle No. 1___________________ ii) Vehicle No. 2___________________ iii) Vehicle No. 3___________________		
2	No. of Kms covered: i) Vehicle No. 1___________________ ii) Vehicle No. 2___________________ iii) Vehicle No. 3___________________		
3	Claim for 3000 Kms i) Vehicle No. 1___________________ ii) Vehicle No. 2___________________ iii) Vehicle No. 3___________________		
4	Claim for extra kilometers covered i) Vehicle No. 1___________________ ii) Vehicle No. 2___________________ iii) Vehicle No. 3___________________		
5	No. of hours of duty i) Vehicle No. 1___________________ ii) Vehicle No. 2___________________ iii) Vehicle No. 3___________________		
6	Claim for extra hours worked i) Vehicle No. 1___________________ ii) Vehicle No. 2___________________ iii) Vehicle No. 3___________________		
7	Claim for Night Halt i) Vehicle No. 1___________________ ii) Vehicle No. 2___________________ iii) Vehicle No. 3___________________		
	Total		
8	GST, where applicable		
	Total amount billed		

N.B.

1. The consolidated claim should be submitted for each centre, duly supported by the log sheets for the month concerned.
2. The Service Provider should indicate the following details to facilitate TDS and payment of the bill amount through electronic mode:
   i. PAN details :
   ii. Title of account to which the amount is to be credited:

iii. Account Number in Full :
iv. Name of the Bank :
v. Name of the Branch and its address:
vi. IFSC Code of the Branch :
vii. GST No.:

Place :

Signature
(Name and designation)
Company Seal

Date :

Annexure XVI – Make In India/ MSE/Start Up

Purchase Preference to Micro and Small Enterprises (MSEs) and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.

1. **MICRO & SMALL ENTERPRISES [MSEs]:**

   Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines:

   1.1. MSEs should provide proof of their being registered as MSE (indicating the Terminal Validity Date of their Registration) for the item under Tender/ RFP along with their offer, with any agency mentioned in the Notification, including:

   1.1.1. District Industries Centers or
   1.1.2. Khadi Village Industries Commission or
   1.1.3. Khadi & Village Industries Board or
   1.1.4. Coir Board or National Small Industries Corporation or
   1.1.5. Directorate of Handicrafts & Handloom or
   1.1.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
   1.1.7. For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012.

   1.2. MSEs are exempted from paying Application fee/cost & EMD, subject to furnishing of valid certificate for claiming Exemption.

   1.3. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with the Bank.

   1.4. The details are available on web site dcmsme.gov.in. Interested Service Providers are requested to go through the same for details.

2. **STARTUP**

   No exemptions/relaxation shall be given to the STARTUP owing to the criticality and the sensitivity of the project. (Ref: As defined in the Gazette notification No DL-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time)

3. **Procurement through Local Suppliers (MAKE IN INDIA):**

   Department for Promotion of Industry and Internal Trade, in partial modification (Paras 2. 3, 5, 10 & 13) of Order No P-45021/2/2017-B.E.II dated 15 6.2017 as amended by Order no. P-45021/2/2017-BE dated 28.05.2018, Order no. P.45021/1/2017-BE-II dated 29/05/2019 and Order no. 45021/2/2017-BE-II dated 04.06.2020 hereby issued the revised "Public Procurement (Preference to Make in India), Order 2017" dated 16.09.2020 to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

Note: The bidder should refer to detailed circular(s) issued by the concerned Ministry/Department of the Govt. of India.

Annexure XVII – Certificate for Land Border Sharing Clause

CERTIFICATE

(On letter head of the Company/ Firm)

To,

The General Manager
Human Capital Management Department
Central Bank of India, Central Office
Chandermukhi, Nariman Point
Mumbai - 400021

Request for Proposal (RFP) Ref: ……………………………………………….

1. 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.

Place:

Date:

Signature:

Name & Designation

Company Seal

Note: The bidder should refer to detailed circular(s) issued by the concerned Ministry/Department of the Govt. of India.

Annexure XVIII – Marking Matrix for Technical Evaluation

Sr. No.	Ite m	Marking Methodology	Max. Marks	Marks scored
1	Revenue of the bidder for the last 3 Years		15	
	I. ₹ 300 Crore and above	15		
	II. Above ₹ 200 Crore & upto ₹ 299 Crores	10		
	III. Above ₹ 100 Crore & upto ₹ 199 Crore	05		
2	Profit during the last 3 years EACH		10	
	I. Profitability increasing	10		
	II. Profitability decreasing	05		
3	No of states in which cash movement services are offered - 2 marks for each state		20	
4	No of commercial banks to whom cash movement services are being offered on the date of RFP- 3 marks for 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 for every 10 vans in operation		15	
7	No of years into Cash movement Service		10	
	I. More than 10 years	10		
	II. More than 7 years & upto 10 years	08		
	III. More than 5 years & upto 7 years	06		
8	Agency registered with Director General Re-Settlement (New Delhi)(5 or Nil)		05	
	Total		100	