

PUNJAB NATIONAL BANK

TENDER DOCUMENT

REQUEST FOR PROPOSAL FOR SUPPLY OF CUSTOMISED CASH VANS ON HIRE BASIS FOR THE PURPOSE OF CASH REMITTANCES FROM CURRENCY CHESTS TO BRANCHES AND VICE VERSA IN STATES OF TELANGANA, ANDHRA PRADESH AND KARNATAKA

Ref: ZOHYD/SEC/CCV/E-Tender/1/2022

Dated: 07.07.2022

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GENERAL TENDER DETAILS

Request for Proposal (RFP) for supply of Customised Cash Vans (CCV) on hire basis (PNB ZO Hyderabad)

Sl. No.	Tender Schedule	Bidder Schedule	Start Time	End time
1	Tender Release		07.07.2022; 10:00	07.07.2022; 13:00
2		Tender Download	07.07.2022; 13:01	28.07.2022; 13:00
3		Bid Hash Preparation	07.07.2022; 13:01	28.07.2022; 13:00
4	Close for Technical & Commercial Bid		28.07.2022; 13:01	28.07.2022; 13:02
5		Bid Re-encryption	28.07.2022; 13:02	29.07.2022; 10:00
6	Technical Bid opening		29.07.2022; 12:01	29.07.2022; 15:00
7	Technical Evaluation		29.07.2022; 15:01	29.07.2022; 17:00
8	Commercial Bid opening		30.07.2022; 15:00	30.07.2022; 16:00
9	Commercial Evaluation		30.07.2022; 16:01	30.07.2022; 17:00
10	Upload E-Auction MOM		01.08.2022; 13:00	01.08.2022; 16:00
11	Tender Award		01.08.2022; 16:01	02.08.2022; 16:00

NOTE- THE ABOVE SCHEDULE IS TENTATIVE.

The Last date and time for submission of Hard Copies is 28.07.2022; 13:02

Technical Evaluation shall be OFFLINE and it may take more time as prescribed in the schedule.

The COMMERCIAL BID will be intimated only to those bidders who qualify in technical bids separately.

13.	Place of opening of Bids	Punjab National Bank, Zonal Office, Hyderabad , 6-1-73, 2 nd Floor, Saeed Plaza, Lakdi-Ka-Pul, Hyderabad-500004
14.	Address for communication	As above at Ser 13
15.	Physical Inspection of CCV	Date and time will be intimated to those bidders who qualify in accordance with technical bid.
16.	Cost of RFP	Rs. 5,000/- + GST@18% (Non refundable) should be submitted in the form of Demand Draft in favour of Punjab National Bank, payable at Hyderabad.
17.	Earnest Money Deposit (EMD)	Rs. 2,50,000/- (Rupees Two Lakhs Fifty Thousand Only) Demand Draft in favour of Punjab National Bank payable at Hyderabad
18.	Contact to Bidders	Interested bidders are requested to send the email to zohydsec@pnb.co.in containing following information, so their query may be resolved: Name of Company, Contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No., Landline No. etc.

*Firms registered under MSEs and Start Up Indian would be exempted from payment of Earnest Money Deposit (EMD).

Note: 1) Technical Bids will be opened online as well as in physical form but Commercial bid shall be opened by online mode only.

2) Vendors, who have not registered earlier with e-procurement site, would have to register with our e-procurement site as per mentioned in annexure XXII.

3) All the technical supporting documents should also be submitted in physical form to our office as per time schedule.

INTRODUCTION

Punjab National Bank is the second largest public sector bank in India with more than 10650 Branches / Offices spread over pan India basis. The Bank is fully computerized and networked in order to achieve the effective and efficient customer services and back office operations. Bank business involves large amount of cash transactions and remittances from branches to currency chests, RBI and vice versa. Bank has 24 Zonal Offices and 151 Circles offices working under the supervision of the respective Zones.

Hyderabad Zone consists of 404 Branches & 04 Currency Chests in Six Circles namely Hyderabad, Secunderabad, Vijayawada, Vizag, Hubli and Bangalore. The jurisdiction of Zonal Office Hyderabad is in states of Telangana, Andhra Pradesh and Karnataka.

1. PURPOSE OF THE REQUEST FOR PROPOSAL (RFP)

This document is a request for proposal (RFP) for supply of customised cash vans on hire basis, their running and maintenance, also for providing Driver in each van, one loader and Armed Guard per CCV.

2. PRE-QUALIFICATION CRITERIA

Only those Bidders who fulfil the pre-qualification criteria mentioned in [Annexure-III](#) are eligible to respond to the RFP. Offers received from the Bidders, who do not fulfil any of the eligibility criteria mentioned are liable to be rejected without assigning any reason. This invitation of Bids is open to all registered companies/ agencies involved in above field.

INSTRUCTION TO BIDDERS

1. SUBMISSION OF POWER OF ATTORNEY/AUTHORIZATION LETTER OR RESOLUTION COPY.

In case of company, Board Resolution in favour of authorized person and Power of Attorney/Authorization letter in case the authorized person delegates authority to another person of the company to sign the Bid documents is to be submitted with bid documents.

2. TRAINING

The successful bidder shall be responsible for providing security training including hands-on to his staff deployed on vans. Training shall include safe driving, security of cash and vehicle, security drill for cash loading and unloading, vigilant to be while on move, firing of guns, liaison with local police and district administration, action to be taken during way laying / holdup/ attack on CCV/ action to be taken during break down of vehicle during transit, protection of cash and staffs during emergency, SOP with regard to security precautions to be taken during remittances, secrecy and other security related aspects connected to remittances etc. The training facility is subject to inspection/ visit by bank official, if required.

3. COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of their bid and, Punjab National Bank, hereinafter referred to as "The Hirer", shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should submit the bid strictly as per RFP failing which bid will be rejected as non-responsive.

5. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and PNB, shall be written in English.

6. AUTHENTICATION OF ERASURES/ OVERWRITING ETC.

Any inter-lineation, erasures or overwriting shall be valid only if the person(s) signing the bid authorised them by putting their initials then with full signature.

7. **AMENDMENT OF BIDDING DOCUMENTS**

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the Bank. All amendments/corrigendum shall be uploaded on the Bank's websites (www.pnbindia.in and <https://etender.pnbnet.in>) and will be binding on all those who have applied. The Bank may, at its discretion, change or extend the time schedule for submission of bids.

8. **VALIDITY OF BID DOCUMENT**

Bid shall remain valid for 180 days from last date of submission of bid prescribed by PNB. A bid valid for shorter period shall be rejected by the purchaser as non-responsive.

9. **LATE BIDS** Any bid received by the Bank after the deadline for submission of bid shall be rejected outrightly.

10. **BID CURRENCY** Prices shall be expressed and accepted in Indian Rupees only.

11. **BID EARNEST MONEY**

Bidder has to submit the Bid Securing Declaration Form for the tender as Proforma attached at Annexure XXV

12. **BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two stage bidding process will be followed. The response to the present tender will be submitted in two parts:

- (a) Technical bid
- (b) Commercial bid

The bidders will have to submit the technical bid, in bank's e-procurement system as well as in hard copy, and commercial bids in online form only, through bank's e-procurement system.

(a) **TECHNICAL BID**

(i) TECHNICAL BID shall contain with all the supporting documents regarding eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in the RFP, and **NOT contain any pricing or commercial information at all. Technical bid documents with any commercial information will be rejected.**

(ii) All Bidders must ensure to submit bids for entire zone consisting six circles in the states of Telangana (02 Circles), Andhra Pradesh (02 Circles) and Karnataka

(02 Circles) in order to qualify for bidding (as per annexure XV). No part bidding (for city or part of state) shall be accepted. Failing this, the bid shall be rejected.

(iii) In the first stage, only TECHNICAL BIDs will be opened and Technical aspects shall be evaluated as per the norms.

(iv) All the documents related to technical bids be submitted in a sealed envelope and the Demand draft for cost of RFP and Earnest money deposit be submitted in another separate envelope. Both envelopes be submitted by hand to our office as per time schedule. In this regard no courier/speed-post/postal mail will be accepted.

Copies of all documents as asked in RFP shall be self certified and stamped. The original documents may be asked for verification of the technical bid by the bank before opening of commercial bids.

(b) COMMERCIAL BID :

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are found satisfactory, shall be opened. During technical evaluation, Customised Cash Van shall also be inspected by the Bank.

Rate Table Annexure XV

Bidders have to submit the rates for CCV alongwith driver, loader, Armed guard and cash custodian for different mileage slab and time period i.e. for 2000 Km, 3000 Km, 3500 km, 5000Km subject to 8 hours per day with maximum 200 hrs per month. **Rate for Extra running and over time should also be given.**

13. SUBMISSION OF BIDS

Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> the bank by using their digital certificates. All the interested bidders should register themselves in the e-procurement system <https://etender.pnbnet.in> for submitting the bids online, if they have not done earlier. The RFP document and further corrigendum, if any can also be downloaded from bank's website www.pnbnet.in or <https://etender.pnbnet.in>. Bids received after closure of the bid in the e-procurement system shall be summarily rejected without any reason. The commercial bid should be submitted online only. Technical Bid documents disclosing any commercial information will be rejected.

All the technical supporting documents should be submitted manually before the final date & time of bid submission at the following address.

THE DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD

6-1-73, 2ND FLOOR, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABD 500004

At the time of physical submission of bid, bidder has to submit acknowledgement e-mail received after completion of the bid submission in proof of having submitted the bid online. Detailed guidelines for bidders for submission bids through e procurement systems are enumerated in Annexure XXII

14. **LAST DATE FOR SUBMISSION OF BIDS**

Bids must be submitted within the specified date and time mentioned in the Bid Document. If the specified date of submission of bids being declared a holiday, the bids will be received up to the specified time of the next working day. The bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended.

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

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABD 500004

Please note that **HASH SUBMISSION** is a mandatory activity, failing which Bidder will not be able to submit the bid. For details you may visit our e-Procurement Site <https://etender.pnbnet.in>

15. **MODIFICATION AND/OR WITHDRAWAL OF BIDS**

Bids once submitted shall be treated as final and no further correspondence shall be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

16. **CONTACTING THE BANK**

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

17. **BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about

the grounds for the bank's action. The Bank reserves the right to select more than one vendor keeping in view its requirements.

18. **BID OPENING AND EVALUATION**

In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the specified time on next working day. In the first stage, only TECHNICAL BID will be opened and evaluated. Those bidders satisfying the technical Requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short-listed (as per Para 12(b)), will be opened. The bank reserves the right to reject any bid without assigning any reason thereof. Decision of the bank in this regard shall be final and binding on all the participating bidders.

19. **CLARIFICATIONS OF BIDS**

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

20. **PRELIMINARY EXAMINATION**

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are in order. Bids from agents without proper authorization from the PSA shall be treated as non-responsive. Arithmetical errors will be rectified on the following basis:-

- (a) If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected.
- (b) If the supplier does not accept the correction of the errors, its bid will be rejected. If there is discrepancy between words and figures, the amount in the words will prevail.

The bid determined as not substantially responsive will be rejected by the Bank and may not be made responsive by the bidder by correction of the non-conformity.

The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

21. **REVELATION OF PRICES**

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

22. **ACCEPTANCE TEST/ INSPECTION OF THE CUSTOMIZED CASH VAN**

A sample Customised Cash Van will have to be physically produced for inspection before opening of commercial bids to ascertain if the CCVs are meeting the required technical standards. Each bidder shall give an undertaking that they will have a standby CCV for replacement of any CCV which goes out of service for any reason (maintenance, accident, vintage etc.), failing which bank shall impose penalty as per norms given in the documents.

23. **EVALUATION AND AWARD CRITERIA**

- (a) After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated on the basis of eligibility criteria.
- (b) Only those bidders, satisfying the technical terms and conditions shall be short-listed for further steps.
- (c) The selection of technical bids will be on the basis of profile of the company, experience in the field, list of major existing clients, registered number, SGST/CGST and other tax details, copies of TIN No., PIN No., PAN No. and copy of PSA license, Income tax returns of past three years, clearance from local police/ other authorities.
- (d) The evaluation of the technical bid shall be based on the scoring chart as prescribed in **Annexure XXIII**. The **minimum score/ marks** for qualifying the technical bid is **60** out of 100 score(**60%**). However, the bank may increase or decrease the score to shortlist the bidders, in case minimum number of vendors do not qualify. The decision of the Bank in this matter shall be final and binding.
- (e) Demonstration of the Customised Cash Vans by the bidder on specific date and time as decided by the Bank, is essential part of technical evaluation. Bank may also visit and inspect the Office/ service centres of the bidders.
- (f) Bank will determine to their satisfaction, whether the bidder selected is eligible to perform his duty as per the requirement of the Bank. The decision of bank in this regard shall be final.
- (g) The determination will be based on bidder's financial, technical and support capabilities, as evidence submitted by bidders.

(h) The commercial bids for only those bidders will be opened who have qualified on the basis of technical evaluation and reviewed to determine whether the commercial bids are substantially responsive. **Commercial bids that are not substantially responsive are liable to be disqualified at bank's discretion.** The award of contract shall be based on evaluation of technical and commercial bids.

(i) The bank reserves the right to select multiple PSA for quantum of work and may award work to one or more than one vendors on the rates of L1 as decided by the Bank as per feasibility and requirements of the Bank.

(j) L2 vendor will be approached for consideration for empanelment, if consented to work on L1 rates, In case L2 does not consent, L3 and thereafter L4 will be approached and considered for empanelment.

(k) Bank has sole discretion in allotment and division of work among the service provider(s). However, the Bank shall be at liberty to make a decision in its own capacity keeping in view the requirement(s) from time to time.

(l) This agreement shall continue to be in force for a period of 3 years (1+1+1 year subject to extension every year for further one year on satisfactory performance).

(m) There shall be no binding on the Bank to engage the same service provider(s) at the end of three years or on expiry of the agreement to engage the same service provider(s) for the same.

(n) The Bank may change any or all of these depending on the situation and its discretions.

(o) Security deposit in the form of Performance Bank Guarantee 3% of the value of contract shall be taken from each of the selected vendor(s).

Procedure for Finalizing L1 Vendor

(p) The financial bids of only those vendors will be evaluated, who meet the technical requirements as per the norms. In order to select service provider(s) for empanelment rates filled by the vendor in Annexure XV shall be considered as the deciding factor selection of L1.

(q) All taxes shall be payable in addition at applicable rates. L2, L3, L4, L5..... L7 shall be determined similarly. Format for financial bid is at annexure XV. After determination of L1 the Bank may seek consent of L2 & L3 to provide services of CCV at L1 rates. This consent shall be sought and obtained in writing. This would enable the Bank to maintain uniformity in wage rates and empanelment criteria.

1 will be decided by the total offer Amount of item Id 1 to 34 of ANNEXURE XV

24. **Process of Billing by the Bank**

In the event of running of a particular Cash Van exceeding a particular slab, the Bank reserves the right to pay as per the following, whichever is lower:-

- (a) The rates quoted for the base slab which has been exceeded plus additional running over that particular slab as per rates quoted by the vendor.
- (b) Minimum rate for the next/ higher slab.

Example 1

The Total monthly running by the CCV is 1950 Kilometer

Amount Payable = Fixed payment of 2000 Km SLAB + Applicable taxes.

Example 2

The Total monthly running by the CCV is 4550 Kilometer

Amount Payable= Fixed payment of 3000 Km SLAB + Amount of 1550 Km @ extra mileage rate +Applicable taxes

If the Fixed Payment for 5000 km SLAB is lower than the amount arrived at as per calculation above, payment for 5000 km SLAB will be paid, else, the amount calculated will be paid.

Example 3

The Total monthly running by the CCV is 5700 Kilometer

Amount Payable= Fixed payment of 5000 Km SLAB + Amount of 700 Km @ extra mileage rate +Applicable taxes

25. SIGNING OF CONTRACT

The successful bidder(s) shall mandatorily to execute Service Level Agreement (SLA), Non-Disclosure Agreement (NDA), submission of Performance Bank Guarantee and Integrity Pact (IP) with Bank, within 15 days of the award of the tender or within such extended period as may be permitted by the bank. There shall be agreement between bidder, and the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 days), the EMD will be forfeited after a grace period of 15 days.

26. GOVERNING LAW AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Hyderabad.

The bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, obtained. The venue of the arbitration shall be Hyderabad.

The bank shall not be responsible to any liability towards any dispute raised by labour law or any other matter. In such cases the PSA/Service provider will be responsible to settle the issue by their own cost.

27. USE OF CONTRACT DOCUMENTS AND INFORMATION

The bidder shall not, without the banks prior written consent, make use of any document or information provided by the Bank or otherwise except for purposes of performing contract. Successful bidder will have to sign separately Bank's approved Non Disclosure Agreement (NDA).

28. CONFIDENTIALITY

The bidder shall not, without the written consent of the Bank, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the Bank in connection therewith, to any person(s). The bidder shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement.

29. ASSIGNMENT

The qualifying bidder shall not assign work, in whole or in part, its obligation to perform under the contract, except with the bank's prior written consent.

30. FORCE MAJEURE

Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the bidder and not involving the bidders' fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the bidder shall promptly notify the bank in writing of such condition and the cause thereof. Unless

otherwise directed by the bank in writing, the bidder shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

31. DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery / Deployment of Customised Cash van and performance of the Services shall be made by the supplier in accordance with the time schedule specified by bank. Any delay in performing the obligation by the supplier will result in termination of rate contract for default.

32. LIMITATION OF LIABILITY

Bidders' aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- (a) Infringement indemnity Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of orders placed by bank on the vendor that gave rise to claim, under this tender.
- (b) Bidder shall not be liable for any indirect, consequential, incidental or special damages under the agreement.

TERMS AND CONDITIONS

1. ACCEPTANCE OF ORDER (ORDER PLACEMENT)

Orders for supply of Customised Cash Vans along with driver, Armed Guards (as and when required) and loader will be placed by Zonal/ Circle Office Security Department. The number of CCVs with drivers, Armed guards and loaders shall be decided by Zonal/ Circle Office. It may vary from time to time as per requirement of the Bank. The bidder shall have to accept and acknowledge orders within 7 days from the date of order placement.

The Bank has a right to cancel the order and forfeit the entire EMD/ Security Deposit amount if the same is not accepted within a period of 7 days from the date of order.

2. NON ACCEPTANCE/ NON EXECUTION OF ORDER

In case the bidder refuses to accept / execute the order, Bank may take action against the bidder to put their name in the category of blacklist in addition to forfeiting the EMD/performance bank guarantee/ security deposit, de-panel their name without any correspondence in this regard.

3. DURATION OF CONTRACT

The agreement will be for a period of 3 years (1+1+1) year subject to extension every year for further one year on satisfactory performance.

4. TAXES

The rates quoted in commercial bid should be **exclusive of all taxes**. However, Taxes, if any, including GST, shall be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the customised cash van for hire.

5. DELIVERY AND OPERATION

The Customised Cash Van is to be delivered within 4 weeks from the date of placing of order.

6. INSURANCE

The customised cash vans supplied under the contract period shall be fully insured till completion / termination of contract, by the bidder against loss or damage incidental to transportation and delivery. All expenses towards insurance shall be borne by the vendor/ service provider.

Any damage/ loss caused to the bank's property/ person(s) by any lapses/ negligence/ error/ dishonesty etc on part of the vendor's service, will be born by the vendor. The vendor should

mandatorily have fidelity insurance of the driver/ other staff provided under the contract to Punjab National Bank to the tune of Rupees 5.00 Crore per employee on contract or subcontract by the vendor.

7. **ON-SITE COMPREHENSIVE SUPPORT**

Bidders will ensure smooth functioning of CCVs. Onsite technical (servicing/repairs etc) support to be provided at all times during the period of contract. If any CCV gets damage (not able to function) the replacement of the same should be provided by the vendor within 24 hours. In case of failure the Bank is at liberty to hire a cash van/ taxi from open market till the time the cash van is again provided by the vendor and the bill for cash van/ taxi will be deducted from vendor's monthly bill.

8. **PAYMENT TERMS**

Payment will be made by the Bank's respective currency chests/ branches to which the CCVs are attached for use within 7 working days from the presentation of the Bill for previous month. There will be no enhancement in rates/charges during the validity period of the present agreement. No other charges shall be payable to bidder, except the agreed amount. Payments will be released online by the concerned currency chest/ branch to which the customised cash van is attached, only after submission of bills and vehicle log book for sanction by the service provider and on proper verification by the branch. Zonal Office may call the same for inspection any time.

9. **SECURITY DEPOSIT IN THE FORM OF PERFORMANCE BANK GUARANTEE**

The successful bidder has to submit the Performance Bank Guarantee. Details are as under:

- (a) The successful bidder will have to submit Security deposit in the form of Performance Bank Guarantee 3% of the value of contract within one week after award of contract whose validity shall be up to contractual period i.e. from the date of award of tender and may be extended for 1 year on extension of agreement if decided by the bank.
- (b) In case if it has been found that vendor submits any false information or declaration during the tender process or period of rate contract, Bank shall invoke the EMD/ Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case vendor fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.
- (c) EMD Money of un-successful bidders will be returned on completion of rate approval process whereas EMD of successful bidder will be returned on submission of the Performance Bank Guarantee. No interest charge shall be paid on EMD by Bank.

10. **PENALTY**

(a) DELAY IN DELIVERY

If the bidder fails to deliver the offered cash vans within stipulated time schedule, the bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price, as liquidated damage, 1.00% of the contract amount shown in the tender per week subject to maximum of 10% of the accepted Contract Sum. The bank has right to cancel the order in case delivery/ service not affected within stipulated time schedule from date of order, a penalty of 5% per week of the order cost, up to a maximum of 20% of the total of order shall be deducted as per the order issued by the Bank.

The Bank is entitled to withhold (deduct) from the contracted rate or from any other amount, which is due to bidder from the contract, or any other contract. Same penalty be applicable in case of additional customised cash vans hired.

(b) FAILURE IN MAINTAINING SERVICE LEVEL AGREEMENT (SLA) & RESOLUTION OF REPORTED ISSUE

Bidder has to enter into **Service Level Agreement (SLA)** with Bank. SLA will include the terms and conditions mentioned in this bid along with the resolution commitments by the bidder.

During contract period the penalty will be recovered from performance bank guarantee or to be paid by the bidder. The bidder will have to pay the penalty amount as and when demanded by the bank, within 7 days from the demand date, otherwise bank reserves the right to invoke performance bank guarantee (security deposit) for recovery of the penalty amount.

(c) DELAY IN PROVIDING ON-SITE COMPREHENSIVE SUPPORT DURING THE CONTRACTUAL PERIOD

Any delay in providing the technical support shall attract penalty with consequences as provided herein below for the mention cases:-

- (i) Delay in deploying Cash Vans after placement of order.
- (ii) Delay in providing the substitute, in case of emergency when the assigned workforce goes on leave without intimation to the Bank.
- (iii) Non-availability of vans for any scheduled activity on holidays or in non-working hours.

In such cases, Bank shall deduct proportionate payment from applicable monthly bill or as per the guidelines.

(d) NON-EMPANELMENT OF STAFFS I.E. LOADER, DRIVER OF THE CCV, ARMED GUARDS WITH VALID GUN RETAINER

If the bidder fails to provide the required number of loaders /drivers/Armed Guards with valid gun licence and its retainership as and when required by the Bank, a penalty of Rs. 1000 per day up to maximum of Rs. 30,000/- for each (i.e. One Loader or One Driver or One Armed Guard) shall be deducted as per the order issued by the Bank. The Bank is entitled to deduct the penalty amount from the Bills claimed by the Vendor at the end of the month.

11. SIGNING OF CONTRACT INTEGRITY PACT

The bidder should undertake a Integrity Pact as per the Performa provided by the bank to the bidder as per CVC guidelines (**as per Annexure XVII**).

12. INDEMNITY

The bidder assumes responsibility for and shall indemnify and keep the Bank unaffected from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the contract. In this regard bidder has to give undertaking as per **Annexure XIX**.

13. CANCELLATION OF ORDER

After issuance of placement of order to successful bidder, Bank reserves the right to cancel the order without giving any notice, for following reasons –

- (a) Non submission of acceptance of order within 7 working days of date of placement of order.
- (b) Non submission of performance bank guarantee within stipulated time as specified
- (c) Non execution of contract within the time specified by bank.

14. TERMINATION OF CONTRACT :

The quality of services given by the bidder & progress of the project will be reviewed on monthly basis by the bank and if the services are not found satisfactory, the bank reserves the right to terminate the contract by giving 15 days notice to the bidder, including 7 days curing period. The decision of the bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 15 days, for any valid reason, including but not limited to the following :-

- (a) Excessive delay in execution of order placed by the Bank.
- (b) Discrepancies / deviations in the agreed processes and / or vans.
- (c) Failure of bidder to complete implementation within the time as specified.
- (d) Violation of terms & conditions stipulated in this RFP

15. It is informed / intimated that the Bank reserves the right to re-tender the engagement of Private Security Agency for providing Customized Cash Vans pending pursuance to the RBI Circular no. RBI/ 2017-18/ 152 DCM(plg) no. 3563/ 10.5.07/ 2017-18 dated 6th April, 2018 to make it on accordance with the Order of the Delhi High Court that may be adjudicated in the event the tender announced accorded or executed.

Date: _____

Place: Hyderabad

Signature of Authorized Signatory

Name of the Signatory

Designation: Seal of Company

UNDERTAKING FROM BIDDER

To,

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir

Reg.: Our bid for the Supply of Customised Cash Vans on Hire Basis to Punjab National Bank Hyderabad Zone

We submit our Bid Documents herewith. We understand that:

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
2. We shall not represent in case of rejection of our bid, by the bank, at their discretion, under any circumstance.
3. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Till such a formal contract is prepared and executed, this bid shall constitute a binding contract between us and bank.
4. If our bid is accepted, we are responsible for the due performance of the contract.
5. You may accept or entrust the entire work to one Bidder or divide the work to more than one bidder as mentioned in tender.
6. We have entered into "Back to Back support" agreement with M/s _____ to ensure smooth running of cash vans and provide security guards and loaders and to achieve the highest uptime of the offered solution

Yours faithfully

Date:

Place:

Signature of Authorized Signatory
Name of Signatory:
Designation:
Seal of Company

PRE-QUALIFICATION CRITERIA FOR BIDDERS

The minimum pre- qualification criteria for the bidders are as under:-

Sl.	Pre-Qualification Criteria	Document(s) to be submitted	Compliance (Yes/No)
1.	PSA shall fulfil all the conditions as contained Min of home Affairs guidelines in the gazette notification dated 08 Aug 2018 and as contained in RBI letter no. RBI/2017-18/152 DCM (plg) No. 3563/10.25.07/2017-18 dated 06 Apr 2018. (except Annual Turnover and Number of fleet parameters, since under judicial process in H'ble High Court of Delhi)	Submit point by point compliance along with all relevant documents	
2.	Bidder providing Commercial Customised Cash Van (CCV) should have been licensed and registered with state government authorities as per laid down laws of land and should have been in business of providing CCV for the last five years as on 31st March 2022 and must be licensed /registered on or before 31 st /March/2017 under law of government. The company is providing cash vans for an area which traverses through another state; it should be holding valid permit/PSARA license for all the states/ jurisdiction wherein his service are being used.	Duly certified copies of following documents:- (a) Relevant licence/certificate of incorporation of the company/agency (b) Registrations with state governments (PSARA) (c) Certificates/letters of appreciation from Govt. organizations/ Public Sector undertakings as applicable.	
3.	Bidder must have qualified staffs and basic infrastructure and network for provision of maintenance of CCVs and also for follow up with law enforcing agencies.	Submit Undertaking	
4.	Bidder must have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of Proprietorship.	Letter of Proprietorship / Certificate of registration.	

5.	<p>Bidder has to submit</p> <p>(a) Copy of Audited Balance sheet of last 03 financial years</p> <p>(b) Copy of PAN card & Aadhar card details of Owner (s)</p> <p>(c) Latest Available Assessment order by Income Tax.</p>	<p>Certificate is to be provided by the chartered accountant / statutory auditor, who have audited the latest balance sheet.</p> <p>Copy of Audited Balance sheet of last 03 financial years to be attached</p>	
6.	The bidder must not be involved in any litigation which threatens solvency of company.	Submit Undertaking	
7.	Bidder has not been black listed by the Government / Government agency / Banks / Financial Institutions in India during last 3 years.	Submit Undertaking	
8.	Bidder must be registered with Shops & Establishment Act and provide latest Certificate for ESI Corporation.	Please submit copies of registration and certificate and other	
9.	Bidder must provide the latest certificate for EPF Organisation under EPF and Misc Provision Act 1952 if applicable as per criteria of number of employees held.	Please submit copies of certificate from EPF dept. relevant documents.	
10.	Bidder has to be registered with the Govt under the Contract Labour Act (Regulation & Abolition) 1970.	Please submit copies of registration certificate and other relevant	
11.	Bidder has to be registered under GST.	Please submit copies of registration.	
12.	The antecedents of staff deployed on Cash Vans and cash van owner must be verified by the police.	Copies of police verification should be submitted to the bank before placement of order by bank.	

13	Cash should be transported only in the owned/ leased security cash vans of the Service provider or its first sub- contractor. 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.		
14	The passenger compartment should accommodate two custodians, one loader and two armed security guards (gunmen) besides the driver.		
15	All Cash Vans are to be prefitted with GPS devices and user name and password for accessing the same will be given to bank.		

Note:- In case any order that has been issued to the bidder by the Bank in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and is pending for execution as on date of bid, the bid of the respective bidder is liable for rejection.

**SIGNATURE OF BIDDER WITH SEAL
NAME OF THE AUTHORISED SIGNATORY**

BIDDERS INFORMATION

S. No.	Information	Particulars / Response
1.	Company Name	
2	Company Profile	
3.	Constitution	
4.	(a) Date of Incorporation/firm/agency (b) Company licence No / Registration No.	
5.	Company Head Office Address	
6.	Registered office address	
7.	TIN No TAN No GST No PAN No	
8.	PSA Licence No and Copy	
9.	Police verification of employees of Bidder to be deployed on customised cash vans	
10.	Whether bidder eligible for providing service by the approved agency.	

11.	(a) Bank Account Detail: (b) Account Number, (c) Account Name, (d) IFSC, (e) Bank Name													
12.	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (Please enclose the copy of board resolution)													
13.	Specimen Full signature and Initials of Authorized Signatory													
14.	Contact persons address, telephone number, mobile number, Fax Number, E-Mail ID. (give at least 2 contact persons details)	1. 2.												
15.	Provide Details of 2 similar projects implemented by your company in last 3 financial years.	1. 2.												
16.	Copy of Registration Certificate of Vehicles not older than three years.													
17.	Mention turnover for last three financial years and include the copies of Audited Balance Sheet in support of it.	<table border="1"> <thead> <tr> <th>Year</th> <th>Turnover Rs.(in Cr)</th> <th>Profit/Loss Rs. (in lacs)</th> </tr> </thead> <tbody> <tr> <td>2019-20</td> <td></td> <td></td> </tr> <tr> <td>2020-21</td> <td></td> <td></td> </tr> <tr> <td>2021-22</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Turnover Rs.(in Cr)	Profit/Loss Rs. (in lacs)	2019-20			2020-21			2021-22		
Year	Turnover Rs.(in Cr)	Profit/Loss Rs. (in lacs)												
2019-20														
2020-21														
2021-22														

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

UNDERTAKING

To,

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

Reg.: Tender for supply of Customised Cash Vans on Hire basis to Punjab National Bank in Hyderabad Zone

We hereby submit the following:-

We are the registered and Licensed PSA as per "Private Security Agency (Regulation) Act 2005 No. 29 of 2005 dated 23.06.2005" and are registered with States (Telangana, Andhra Pradesh and Karnataka) as per "State PSARA Act" with valid licence and are authorised to provide Customised Cash Van services with driver/armed guards/ loader etc. and involved in the business of cash management and the cash remittances and are authorised to provide Customised Cash Van Services to banks (Proof and relevant documents attached).

Date:

Place:

Yours faithfully

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company

LITIGATION CERTIFICATE

To be provided by Statutory Auditor/Chartered Accountant

To,

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

Reg.: Undertaking for supply of Customised Cash Vans on Hire basis to Punjab National Bank in Hyderabad Zone

This is to certify that M/s _____, a company incorporated under the companies Act, 1956/2013 with its headquarters at, _____ is not involved in any litigation which threatens solvency of the company.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document at ____ day of _____ 2022.

Thanking You,

Yours faithfully,

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Seal of Company

UNDERTAKING FOR NON- BLACKLISTED

To be provided on letter head of the Bidder's Company

To

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

We M/s _____, a company incorporated under the companies Act, 1956/2013 with its headquarters at, _____ do hereby confirm that we have not been blacklisted/ debarred by Government / Government agency / Banks / Financial Institutions in India during last 3 years.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document Dated at _____ day of _____.

Thanking You,

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

ANNEXURE -VIII**LIST/DETAILS OF TECHNICAL SUPPORT CENTERS**

Sr. No.	Location: address	Location: Telephone/ Fax No	Status of office working days and hours	Number of Maintenance Staff employed
1	Hyderabad			
2	Secunderabad			
3	Vijayawada			
4	Vizag			
5	Hubli			
6.	Bangalore			

Additional rows may be added as required

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Date-

ANNEXURE- IX

UNDERTAKING FOR ESTABLISHING SERVICE SUPPORT CENTRE AT STATE CAPITALS

To be provided on letter head of the Bidder's Company

To

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

We M/s _____, a company incorporated under the Companies Act, 1956/2013 with its headquarters at, _____ do hereby undertake to establish/open service support centre at within one month from the date of award of contract to us by the bank.

This undertaking is submitted and limited to, in response to the tender reference mentioned in this document.

Dated at ____ day of _____.

Thanking You,

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

TURN OVER CERTIFICATE**To be provided by Chartered Accountant/Statutory Auditor**

This is to certify that M/s _____, a company incorporated under the Companies Act, 1956/2013 with its headquarters at, _____ is having..... Lacs turnover per year for the last three years and is having positive net worth in the last financial year i.e. 2021-22.

The last three years turnover and net worth status are as under:

Sr. No.	Financial Year	Turnover (in Lac)	Profit/Loss (in Lac)	Net Worth
1.	FY 2019-20			
2.	FY 2020-21			
3.	FY 2021-22			

Dated at __ day of _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Seal of Company

ANNEXURE XI**PROFORMA FOR PERFORMANCE STATEMENT:**

Order Placed by (Full Address of Bank)	Order No. and Date	Description and Qty of ordered CCVs	Value of Order	Date of Completion of order	Remark/ Reason for late delivery	Performance of Storage Solution (Attach Certificate from customers)	Check List

(Add as many rows you want to)

Signature-
Name-
Designation-
Date-

COMPLIANCE STATEMENT

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bids).	
Technical Specification	We certify that the services offered by us for tender confirms to the scope of work and specifications stipulated by you. (Any deviation may result in disqualification of bids).	

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Date-

TECHNICAL SPECIFICATIONS

Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements.

TECHNICAL SPECIFICATIONS FOR CUSTOMIZED CASH VAN (CCV)

1. The PSA undertakes that the CCV would be based on TATA 207 / TATA Xenon Yodha / Mahindra BMT Plus (strike out whichever is not applicable or modify as per requirement of each type of vehicle) with Air Conditioner (AC) or equivalent vehicle and modified suitably in terms of the RBI Letter No. RBI/2017-18/152 DCM (Plg) No.3563/10.25.07/2017-18 dated 6th April 2018 to meet bank's requirement. THE PSA further covenants that points contained in this part would be/ have been incorporated during customization of the vehicle.

2. General Features

2.1. The CCV would be on brand new chassis and registered with the Transport authority and would have all legal formalities completed to Motor Vehicles act and pollution norms.

2.2. Each cash van would have tubeless tyres and a spare tubeless tyre. Spare tyre (Stepney) would be provided with easy access and one toolkit would be available with each vehicle. Stepney would not be carried in the cash compartment. The toolkit would contain sufficient spares of fan belts, spare bulbs, emergency safety triangles/cones (orange colored glow in the dark), jack & handle and tools to carry out minor repairs.

2.3. Vehicle must accommodate minimum 1+4 passengers and insurance coverage would also cover minimum 1+4 passengers.

2.4. 20 gauge Cold Rolled Close Annealed (CRCA) sheets for all sides & roof top for panelling would be used. In the interiors, insulation would be provided in the form of thermo cool provided between interior and exterior panelling.

2.5. All windows and wind screen would have wire mesh protection (of not more than 1 sq. inch). No window to be provided on sides of cash box area. Each window mesh would have a rectangular port hole of width 6 inches for use of weapon. Front wind screen to have 1" square thick wire meshes in two partitions to cover wind shield from stone pelting. The hinges of all the doors to be such that these are not visible externally.

2.6. Cash van would have CCTV, GPS, Standalone Security Alarm, Fire Extinguishers as per guidelines and specifications given herein. Periodic servicing of all the electronics equipment and refilling of Fire Extinguishers to be carried out. Every cash van would be provided with a mobile phone. The instrument, installation charges & monthly expenditure would be borne by THE PSA. One secretly located fuel lock would also be fixed in the vehicle.

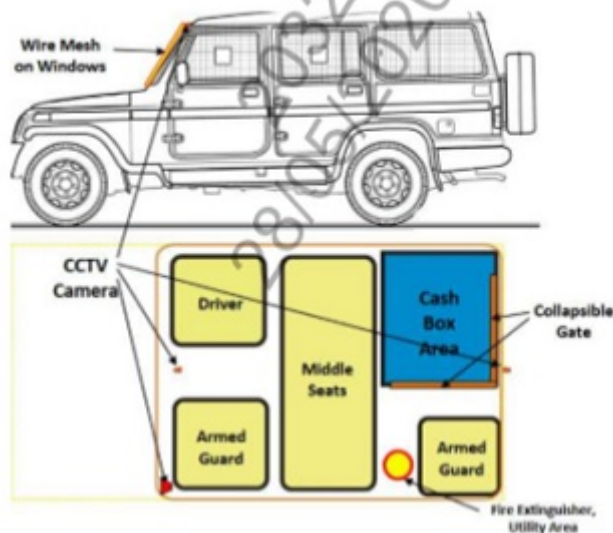
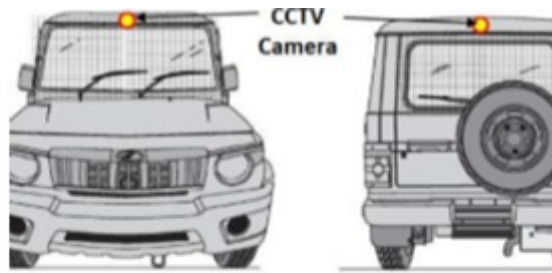
2.7. CCV must have air conditioning facility. The air conditioning vents would be extended to the rear compartment where Armed Guard will be seating.

3. **Security Features.** THE PSA further covenant that: -

3.1. CCV would have minimum three doors. Two in front sides and one at the rear. All doors to have glass with regulator and strong iron wire mesh of 1" square having 5" to 6" firing slot. The wind shield also would have wire mess. All doors would have double locks i.e. one from inside and other from outside. The rear door to have internal (in built) and aldrop with pad lock arrangement. Combination lock or OTP operated lock in cash area will be additional bonus

3.2. The CCV would have 03 compartments namely front (Driver), Middle (Cash) and Rear as illustrated below:-

3.2.1. **Driver Compartment.** Seating for at least four persons (including driver) to be available. There may be two rows of seats in the driver's cabin, front row for driver and co-driver and the rear row for two/ three persons to sit. All seats shall have a minimum of 6" seat cushion with washable seat covers. The door windows in the driver compartment must have movable glass panes with welded mesh grills (1Sq Inch) outside. The doors would have facility for locking & opening from both sides. At least one roof light to be provided over the driver. Two to three Fans to be provided for the Driver's compartment to cater for AC failure. The hinges of all the doors to be such that these are not visible externally. Engine immobilizing switches would be provided near the driver and the Armed Guard in the rear. Arrangement for mobile charging to be available. One Portable Fire Extinguisher ABC type of 2 Kg (IS: 15683) to be provided in Driver Compartment



3.2.2. Cash Compartment. The cash hold compartment would be sufficiently strengthened by providing additional 3.15 mm metal sheet on the floor and all the sides. It would be separated with Driver compartment with a welded metal grill of one inch steel bars duly supported by horizontal metal sheet of 3.15 mm thickness from both sides covering three fourth from bottom. It would have sufficient space (if feasible with racks) to keep at least 4-6 large size steel boxes. The entrance of the cash compartment would be from the rear compartment. A cash compartment would have only one collapsible gate (with sufficient space to move the boxes) from the rear compartment side with double locking facility. Minimum four chains to be provided, one end of which would be welded with the body of the vehicle, for securing the cash boxes. The chains provided would be of adequate thickness, size & sufficient length so as to enable locking of at least 10 boxes. At least two roof lights

to be provided. No windows would be provided in Cash compartment but a meshed window to communicate between rear guard and front guard/driver shall be there.

3.2.3. **Rear Compartment.** The rear compartment would have minimum one seat for the guard while two are preferable. It would have sufficient head room, space & visibility for guards to move their guns and fire in case of need. The rear door would have facility to lock from inside & outside. There would be two side windows & two door windows. All the windows would have welded mesh grills. The windows would have window panes, which may be sliding in nature as in normal vehicles. One Fan to be provided for the rear compartment. At least one water bottle bracket shall be provided. One first Aid Medical Box shall be provided. At least two roof lights shall be provided. The tool box shall be kept in the rear compartment. One portable Fire Extinguisher of CO2 type (IS 15683) to be fixed to the body in the rear compartment opposite to the guard. Rear door to have strong steps to board the boxes into the cash van.

3.2.4. The cash van would also have gun firing ports with sliding cover on all the three outer sides. It would have proper locking arrangements both from inside as well as outside.

3.2.5. The Middle and Rear compartments are to be separated by a collapsible grill gate.

3.2.6. The CCV would have a secured partisan between driver cabin and cash box area. This partisan would also have a small window with grill for visibility & voice communication for the person sitting in the front and rear compartment.

4. **Security Accessories.** THE PSA further agrees that: -

4.1. A brand new Security Alarm with inbuilt battery integrated with 03 Panic buttons located with driver, remittance party, cash compartment and rear compartment. The system would have two hooters in addition to the built in hooter. One hooter would be provided inside the bonnet (along with vehicle horn) and one in the rear compartment (near the window facing outside) of the vehicle. The system would be tamper proof.

4.2. GPS facility with username and strong password is to be provided for each cash van with "SOS" facility activated. Online tracking facility with/without SMS alerts to be provided. It would be able to generate online reports and periodical reports presenting location, point to point and total distance. It would have the function to switch off the vehicle remotely via SMS. The recurring monthly expenditure on GPS facility is to be borne by the PSA. GPS machine has to be brand

new. GPS tracking software will be made available and installed at each currency chest and circle office and possibly at police station if required. Geo fencing capability would be there and marked as per the area of the operation of the CCV.

4.3. The van must be installed with at least three CCTV IR Cameras and one pinhole camera with facility for remote monitoring through mobile/internet. The Cameras to cover front, cash compartment area and rear side of the vehicle. THE PSA would keep minimum 30 days of recording backup for each cash van.

4.4. Wireless (mobile) communication with cash van is must. It would be provided through mobiles or through licensed radio sets by the PSA at his own cost.

5. **Safety Features.** THE PSA further agrees that the CCVs provided would have following safety features: -

5.1. It would be fitted with remote operated central locking system in addition to conventional locking arrangements.

5.2. CCV would have essential features of an efficient vehicle requiring minimum maintenance and providing maximum driving and riding comforts.

5.3. All seats must have adequate lumbar and thigh support.

5.4. It would conform to local laws stipulated by transport department and other Government bodies including pollution norms.

5.5. The Bank will not provide any sort of fuel/maintenance/renewal charges/road tax/insurance premium, if any related to provided vehicle and staff.

5.6. In case of Disturbed/High Risk areas, semi bullet proof vehicles (if required) may be provided.

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Date-

REQUIREMENT OF CUSTOMISED CASH VANS IN DIFFERENT CIRCLES

Sl. No.	Circle	Currency Chest/ BO	Required No of CCVs	Tentative time of requirements	with Armed Guards	No of cash loaders (One Loader per CCV)
1	Hyderabad	CC Sanathnagar	04	Immediate basis	08	04
2	Secunderabad	CC Nampally	04	as above	08	04
3	Vijayawada	CC Vijayawada	05	as above	10	05
4	Bangalore	CC Indiranagar	05	as above	10	05

Note:- The Above figures are indicative only. The number of Cash Vans alongwith driver, loader, armed guards and cash custodians may be increased or decreased as per requirement of the Bank. After empanelment & final selection of the vendor/ agency, the bank will place order for Customised Cash Vans with driver and/or Armed Guards and/or Loader as per its requirement.

COMMERCIAL / FINANCIAL BIDS FOR CUSTOMIZED CASH VANS

Item Id	Item Description	Unit of Measurement	QTY	Offer Rate	Offer Amount
1	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 2000 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Telangana State under ZO: Hyderabad (WITH AC)	Each	01		
2	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 3500 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Telangana State under ZO: Hyderabad (WITH AC)	Each	01		
3	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 5000 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Telangana State under ZO: Hyderabad (WITH AC)	Each	01		
4	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 2000 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Andhra Pradesh State under ZO: Hyderabad (WITH AC)	Each	01		

5	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 3500 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Andhra Pradesh State under ZO: Hyderabad (WITH AC)	Each	01		
6	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 5000 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Andhra Pradesh State under ZO: Hyderabad (WITH AC)	Each	01		
7	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 2000 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Karnataka State under ZO: Hyderabad (WITH AC)	Each	01		
8	Cash van based on TATA -207 OR equivalent like Bolero and Marshall Jeep etc. usage up to 3000 KM per month. Rates (INR) of CCV per month with Driver excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) (The service of cash vans will be provided for 8 hours daily subject to maximum 200 hrs per month) For Entire Karnataka State under ZO: Hyderabad (WITH AC)	Each	01		
9	Rate per kilometre when the vehicle runs above the prescribed mileage slab as mentioned in Sr. 1 to 6. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). For States of Telangana and Andhra Pradesh under ZO: Hyderabad (WITH AC)	Per Km	1499 (Assumed value)		

10	Rate per kilometre when the vehicle runs above the prescribed mileage slab as mentioned in Sr. 7 to 8. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). For State of Karnataka under ZO: Hyderabad(With AC)	Per Km	999 (Assumed value)		
11	Rate per hour for Cash Van Driver, when the vehicle runs above the prescribed time period as mentioned in Sr. 1 to 8. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). For Entire States of Telangana, Andhra Pradesh and Karnataka under ZO: Hyderabad	Per Hour	20 (Assumed value)		
12	Loader to be provided on CCV for loading/unloading the cash from/to Currency Chest/Branch Office/Other Offices. Rates are additional on rates quoted in items no. 1 to 8. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). Rates (INR) excluding taxes. (The service will be provided for 8 hours daily subject to maximum 200 hrs per month). For Telangana State	Each	1		
13	Loader to be provided on CCV for loading/unloading the cash from/to Currency Chest/Branch Office/Other Offices. Rates are additional on rates quoted in items no. 1 to 8. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). Rates (INR) excluding taxes. (The service will be provided for 8 hours daily subject to maximum 200 hrs per month). For Andhra Pradesh	Per Hour	20 (Assumed value)		
14	Loader to be provided on CCV for loading/unloading the cash from/to Currency Chest/Branch Office/Other Offices. Rates are additional on rates quoted in items no. 1 to 8. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). Rates (INR) excluding taxes. (The service will be provided for 8 hours daily subject to maximum 200 hrs per month). For Karnataka	Per Hour	20 (Assumed value)		

15	Rate per hour for loader when the vehicle runs above the prescribed time period as mentioned in Sr. 12. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). For Entire Karnataka State under ZO: Hyderabad	Per Hour	20 (Assumed value)		
16	Armed Guard to be provided on CCV for Security of CCV, Staffs, Cash etc. (Arms shall be provided by the PSA and it must fulfil all the related legal aspects.) Rates are additional on rates quoted in items no. 1 to 8. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). (The service will be provided for 8 hours daily subject to maximum 200 hrs per month). For Telangana State under ZO: Hyderabad	Each	1		
17.	Armed Guard to be provided on CCV for Security of CCV, Staffs, Cash etc. (Arms shall be provided by the PSA and it must fulfil all the related legal aspects.). Rates are additional on rates quoted in items no. 1 to 8. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). (The service will be provided for 8 hours daily subject to maximum 200 hrs per month). For Entire Andhra Pradesh State	Each	1		
18.	Armed Guard to be provided on CCV for Security of CCV, Staffs, Cash etc. (Arms shall be provided by the PSA and it must fulfil all the related legal aspects.). Rates are additional on rates quoted in items no. 1 to 8. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable). (The service will be provided for 8 hours daily subject to maximum 200 hrs per month). For Entire Karnataka State under ZO: Hyderabad	Each	1		
19.	Rate per hour for one Armed Guard when the vehicle runs above the prescribed time period as mentioned in Sr. 14 to 16. Rates (INR) excluding taxes. (Minimum wages 1948 & other Government statutory rules/Act/Guidelines are strictly applicable) For Entire State of Telangana, Andhra Pradesh and Karnataka under ZO: Hyderabad	Per Hour	20 (Assumed value)		

Note 1. Fill the **rate of one unit only** in each column no.9, 10, 11, 13 and 17. Calculation will be done after multiplying the assumed value and rate of one unit in each above column. Assumed value is on the basis of assumed extra running distance (Km) and assumed extra hour (Hr).

Note 2. It is informed / intimated that the Bank retains the right to re-tender in case order of the honorable High Court is not in accordance with tender/contract for engagement of Private Security Agency for providing Customized Cash Vans pending pursuance to the RBI Circular no. RBI/ 2017-18/ 152 DCM(plg) no. 3563/ 10.5.07/ 2017-18 dated 6th April, 2018. The Bank will re-tender as per the Order of the Delhi High Court that may be adjudicated in the event the tender is announced accorded or executed.

Procedure for Finalizing L1 Vendor

The financial bids in respect of technical short-listed service provider shall be considered and evaluated only. In order to select service provider(s) for empanelment, rates filled by the vendor in Annexure XV shall be considered as the deciding factor. The lowest total amount submitted in commercial bids by company/ agency shall be awarded L1.

All taxes shall be payable in addition at applicable rates. L2, L3, L4, L5..... L7 shall be determined similarly. After determination of L1 the Bank may seek consent of L2 L3 and so on to provide services of CCV at L1 rates. This consent shall be sought and obtained in writing. This would enable the Bank to maintain uniformity in wage rates and empanelment criteria.

L1 will be decided by the Total Offer Amount of Item Id 1 to 19 of ANNEXURE XV.

Process of Billing by the Bank

In the event of running of a particular Cash Van exceeding a particular slab, the Bank reserves the right to pay as per the following, whichever is lower:-

- (a) The rates quoted for the base slab which has been exceeded plus additional running over that particular slab as per rates quoted by the vendor.
- (b) Minimum rate for the next/ higher slab.

Example 1

The Total monthly running by the CCV is 1950 Kilometer

Amount Payable = Fixed payment of 2000 Km SLAB + Applicable taxes.

Example 2

The Total monthly running by the CCV is 4550 Kilometer

Amount Payable= Fixed payment of 3000 Km SLAB + Amount of 1550 Km @ extra mileage rate
+Applicable taxes

If the Fixed Payment for 5000 km SLAB is lower than the amount arrived at as per calculation above, payment for 5000 km SLAB will be paid, else, the amount calculated will be paid.

Example 3

The Total monthly running by the CCV is 5700 Kilometer

Amount Payable= Fixed payment of 5000 Km SLAB + Amount of 700 Km @ extra mileage rate
+Applicable taxes

Special Note:- For Entire Telangana, Andhra Pradesh and Karnataka under ZO: Hyderabad

1. Armed Guards deployed with CCV must have valid gun license(s) and retainership as case may be.
2. Above mentioned quantities are tentative and considered for the rate approval which may vary up to any extent. Procurement of CCV would be purely on need basis without any guarantee for any minimum quantity.
3. The customized Cash Vans must be fitted with Air Conditioner (AC), Alarm System, Emergency Siren, GPS, Cameras (inside the Cash Cage and Rear of the vehicle, with recording facility), Grills etc. as specified.
4. We have 04 Currency Chests in states of Telangana, Andhra Pradesh and Karnataka.
5. The price should be mentioned in Words also. In case of any difference between amount mentioned in words and number, the amount mentioned in words will be prevailed.
6. Quoting zero as the price is not allowed. If any bidder quotes zero price for any item, he/she shall be disqualified from tender process.
7. The rates quoted in commercial bid should be exclusive of all taxes. However Taxes, if any including GST shall be paid to the bidder on actual basis at the rate applicable.
- 8) The CCV shall be attached with Currency Chest/branch and it may be used/ monitored by any branch/ office of the bank as decided by the Bank.

ANNEXURE - XVI

**PROFORMA FOR THE BANK GUARANTEE (AS SECURITY DEPOSIT) BY THE SHORTLISTED
BIDDER AFTER COMPLETION OF TENDER PROCESS**

(To be stamped in accordance with stamp Act)

Ref:
Bank Guarantee Date
Punjab National Bank
Zonal Office Hyderabad

Dear Sir,

In accordance with your bid reference no. _____ Dated
_____ M/s _____ having its registered office
at _____ herein after Called "bidder") shall
submit an irrevocable Financial Bank Gurantee (issued by a nationalized/ scheduled commercial Bank)
against security deposit amounting to **Rs./- (Rupees.....)**(3% of the value of
Contract) valid for a contractual period of **three years** extendable upto **2 years** (if required by the bank), is
required to be submitted by the bidder, finalised, after the tender process, which amount is liable to be
forfeited on happening of any contingencies mentioned in the bid document.

M/s _____ having its registered office at _____
_____ has undertaken in pursuance of their offer to Punjab
National bank (hereinafter called as the beneficiary) dated _____ has expressed its
intention to participate in the said bid and in terms thereof has approached us and requested
us _____ (Name of Bank) _____ (Address of
Bank) to issue an irrevocable financial Bank Guarantee against security deposit amounting to
Rs./- (Rupees.....)(3% of the value of Contract) valid up to end of contractual
period of three years extendable to another 2 years (if required).

We, the _____ (Name of Bank) _____
(Address of Bank) having our Head office at _____ therefore Guarantee and
undertake to pay immediately on first written demand by Punjab National Bank, the amount
Rs./- (Rupees.....)(3% of the value of Contract) without any reservation, protest,
demur and recourse in case the bidder fails to Comply with any condition of the bid or any
violation against the terms of the bid, Without the beneficiary needing to prove or
demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be
conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further
extension of this guarantee is required, the same shall be extended to such required period on
receiving instructions in writing, from the Bidder, on whose behalf guarantee is issued

"Notwithstanding anything contained herein above Our liability under this bank guarantee shall not exceed Rs _____ Rupees (in words).

This bank guarantee shall be valid up to We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand, on or before _____ hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ at _____

Name of signatory
Designation
Bank Common Seal

PERFORMA FOR INTEGRITY PACT

To,

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Subject: Submission of Tender for hiring of customised cash vans
(To be stamped with twice the duty of an agreement (agreement + Indemnity))

Dear Sir,

I/We acknowledge that Punjab National Bank is committed to follow the principle of transparency equity and competitiveness as enumerated in the Integrity Agreement enclosed with the tender/ bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by Punjab National Bank. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 6 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, Punjab National Bank shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of Punjab National Bank.

INTEGRITY AGREEMENT
MODEL FORMAT OF AGREEMENT FOR HIRING OF CUSTOMISED CASH VANS

(To be stamped with twice the duty of an Agreement (Agreement + Indemnity))

+AGREEMENT

MODEL FORMAT OF AGREEMENT FOR HIRING OF CUSTOMISED CASH VANS

(To be stamped with twice the duty of an Agreement (Agreement + Indemnity))

AGREEMENT

This agreement is made at _____ on the _____ day of _____

BETWEEN

PUNJAB NATIONAL BANK, a body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970, having its Head Office at Plot No 4, Sector 10 Dwarka, New Delhi-110075 and inter alia, Zonal/Circle/Branch Office at _____ (hereinafter called the '**THE BANK**' which term shall, wherever the context so permits, mean and include its successors and assigns) of the First Part;

AND

M/s _____ a Proprietorship concern/Partnership Firm/Private/Public Limited Company/Private Security Agency (PSA) having its Office/Registered Office at _____ (hereinafter referred to as "**THE PSA**" which expression shall, wherever the context so permits, mean and include its successors and assigns) of the Second Part;

Whereas

- a) The Bank is engaged in the business of banking and is desirous of strengthening its cash remittance services between its various Branch Offices, Currency Chests as well as its clients;
- b) THE PSA registered under Private Security Agencies Regulation Act (PSARA) of state vide registration certificate No..... dated is engaged and experienced in the business of assisting banks and others in such cash remittance and wishes to offer its services to the Bank.

IT IS NOW AGREED BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. Period of the Agreement: This agreement shall come into effect from_____ and continue to be in force for a period of 36 months up to and inclusive of _____ or its sooner determination in terms hereof.

2. The Service

2.1. THE PSA agrees to provide to the Bank its Customised Cash Vans (CCVs) with driver and with / without guards/ loaders for cash remittance as may be requested and authorized by the Bank to PSA from time to time in the manner and on the terms and conditions hereinafter set out and the Bank agrees, on the basis of the representations and undertakings made by THE PSA as stated hereinafter, to avail the service from THE PSA. The service of cash vans will be provided for 8 hours daily excluding lunch break of one hour subject to a maximum of 200 hours per month. Fuelling / Refuelling, lunch time or maintenance/ breakdown time will not be counted towards the 8 hour period. The CCV shall report to the branch / currency chest with top up fuel tank and no refuelling shall be done during duty hours.

2.2. The Mileage per vehicle will be 2000/ 3000/ 3500/ 5000 km (as per slabs fixed in the commercial bid) per month on daily cumulative basis. Services provided in excess of these limits will be charged extra as per rates agreed between the Bank and PSA.

2.3. The distance will be calculated from Nodal Branch office / Currency Chest or the Initial Reporting Point to place of work only. Distance covered from PSA's depot or overnight parking place to the Initial reporting Point as well as to/from petrol pump / repair garage will not be included. Similarly, any meterage spent for repairs etc or any other work not assigned by the Controlling/Designated Officer of the Bank will be EXCLUDED. A proper log book will be maintained for each CCV. Each page will be initialled by the driver of THE PSA and the designated officer of BO DAILY. Monthly summary will be signed by the Branch Incumbent and Authorised Officer of THE PSA and presented to the Paying authority along with the Monthly Bill.

3. No extra meterage and additional working hours (i.e. beyond 2000 kms per month) is permitted except with the prior and written sanction of the Branch Incumbent. Delays on account of breakdowns due to external events such as accidents, road blocks, unusual traffic jams or work assigned by the vendor will be EXCLUDED while working out the total hours done. Time of reporting and time of dispersal will be recorded daily and initialled by the Designated Official of the BO/ Currency Chest for cash remittance.

4. THE PSA's representations, Undertakings and Covenants. THE PSA covenant that: -

4.1. THE PSA will comply with all legal requirements and obtain such licences, approvals and consents, if any, prescribed/required under any law/rules/regulations and for providing services as per this agreement and keep them valid during the currency of this agreement.

4.2. THE PSA would provide cash vans registered in the name of his firm and manpower hired by his firm and shall not be entitled to sublet the contract further and if found shall be liable to be blacklisted and loss of performance guarantee money in favour of the bank.

4.3. THE PSA is adequately equipped, in terms of infrastructure, manpower and expertise to provide the Service and undertakes to provide the service all the time during the period of this agreement.

4.4. THE PSA's personnel including its owner(s), director(s), partner(s), employee(s) engaged by THE PSA in relation to the Service will be the sole responsibility of THE PSA as to their costs and consequences arising out of their engagement or conduct. It is understood that the Bank shall not be liable to pay any remuneration or compensation to THE PSA or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representatives) engaged by THE PSA in relation to the service except the fee payable to THE PSA.

4.5. The CCVs shall be placed at the time and place appointed by THE BANK fully equipped and fit to perform duties as per timings and place intimated by the in charge of the currency chest / branch under whom the CCV(s) is/are placed.

4.6. The credentials of the manpower employed and deployed by the PSA (such as driver of the CCV, loaders and the guards etc.) will be properly verified by the local police. Further they would carry tamper proof photo identity cards issued by THE PSA and wear prescribed uniform. A copy of the police verification report will be provided to the bank in respect of all manpower provided by THE PSA before deployment.

4.7. Only the type of vehicle listed at Para 5 below shall be provided & there would not be any variation. Further in case of any defaults/shortcomings THE BANK will be entitled to impose any reasonable penalty.

4.8. At no point of time during the prescribed duty hours, drivers and guards would leave their place of duty. THE PSA covenants to arrange and send a relief/ substitute wherever the regular

driver(s)/ guard(s) is (are) absent or on leave. The relief/ substitute shall also be a person duly verified by the police.

4.9. THE PSA shall provide a "Checking Register" with each CCV for the purpose of checking carried out by THE PSA and THE BANK authorities on following format: -

Sl.	Date	Time & Place	Particulars of Inspection Person	Observations	Signature

4.10. THE PSA shall Maintain up-to-date record of all manpower provided to THE BANK as per Shops & Establishment Act and will discharge all obligations under various Labour Laws viz EPF Act, ESI Act, Gratuity, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition Act) etc or under any other State/Union Legislation in respect of all manpower engaged by THE PSA.

4.11. THE PSA takes full responsibility of all acts of commission and/or omissions by all manpower engaged by THE PSA or any injury or mishap caused during the course of transport or during rendering the service and will meet all liabilities arising out of such situations.

4.12. THE PSA would immediately change any manpower engaged by him on the instructions from THE BANK if the performance of a particular person is not acceptable or found physically/medically unfit and decision of THE BANK shall be final in this regard.

4.13. THE PSA would be absolutely responsible for the payment of salary, all other statutory obligations for drivers/guards (or their dependents), on account of salary/wages, bonus, arrears, employment/termination benefit, compensation or other claim whatsoever under Workmen's Compensation Act or any other law and THE BANK has no connection in relation to such matters. The salary shall be paid to the manpower by 7th of the following month in the bank accounts maintained at the local PNB Branch irrespective of the fact whether the payment for the month of THE PSA has been paid by THE BANK or not.

4.14. In case of any mishap/injury sustained by the driver/guard of whatsoever nature (minor/major/fatal including death during the course of their duty) the responsibility of granting compensation to any of the manpower or a third party if any, on that count will be that of THE PSA and not of THE BANK. All MACT (Motor Accidents Claims Tribunal) cases would be liability of THE PSA and dealt by THE PSA.

4.15. If for any reason, compensations, costs etc, are paid by THE BANK, the same shall be reimbursed by THE PSA to THE BANK without any demur, with interest at the rate as applicable for clean advances.

4.16. In the event of theft, robbery, dacoity or pilferage of THE BANK's property or materials, THE PSA shall actively assist THE BANK for the investigation of the case and if negligence/collusion of drivers/guards is established, such loss due to theft etc is to be made good by THE PSA. PSA agrees to indemnify such loss, irrespective of the fact that such risk might have been insured.

4.17. In case of any property loss/injury to any one of THE BANK staff due to negligence of THE PSA driver/guard or due to dereliction of duty or inattentiveness or negligence of the driver/guard, all liabilities arising out of such incident will be fully met by THE PSA. PSA agrees to indemnify the loss.

4.18. THE PSA would furnish the names and permanent and local addresses of the drivers and security guards being posted for the above purpose from time to time along with their latest photographs, thumb impression and signatures and identification proofs.

4.19. THE PSA would furnish the proof of having paid the wages, provident fund contributions and other legal liabilities to the driver(s) and security guard(s) engaged by them, within one week of the disbursement of wages to them. If proof is not tendered, THE BANK may not reimburse the payment due to THE PSA.

4.20. THE PSA would ensure that the guards are provided with guns that are licensed in the name of PSA as per Arms Rule 2016 and the guards names are entered as retainers. No private guns of private persons will be deployed for commercial use and duty and protection of bank's cash. (To be modified in case affidavit is provided by the PSA to say that State Govt is not issuing licenses in the name of the Company as per Arms Rule 2016).

4.21. THE PSA would ensure that the guards and drivers do not enter the cash areas, vaults of branches and currency chests, and offer cooliage service for carting boxes in branches and currency chests etc but are firmly deployed at their assigned duty. The driver would not leave the CCV at any point of time but shall remain seated on his seat while cash is in vehicle. The guards when deployed by THE PSA also will not leave the CCV unprotected at any point of time; especially when the cash is being loaded / Unloaded / carted from vault to the CCV and vice versa.

4.22. THE PSA would make its own arrangement for parking of CCVs at its own cost or place.

4.23. The mileage will commence and shall be counted from the assigned currency chest or assigned nodal branch to the dependent branches and back to the assigned currency chest or the assigned nodal branch.

4.24. THE PSA would not change the Van /driver / guards without informing the in charge of assigned currency chest or the assigned nodal branch or the concerned Security officer. In doing so, THE PSA will provide proper authority letter to the new person, under intimation to the Branch/Currency Chest Manager or the Security Officer. The letter will be annexed with police clearance of the person and his details of ID/Residential address proof (permanent and present).

TECHNICAL SPECIFICATIONS FOR CUSTOMIZED CASH VAN (CCV)

5. THE PSA undertakes that the CCV would be based on TATA 207 / TATA Xenon Yodha / Mahindra BMT plus (strike out whichever is not applicable or modify as per requirement of each type of vehicle) with Air Conditioner (AC) or equivalent vehicle and modified suitably in terms of the RBI Letter No. RBI/2017-18/152 DCM (Plg) No.3563/10.25.07/2017-18 dated 6th April 2018 to meet bank's requirement. THE PSA further covenants that points contained in this part would be/ have been incorporated during customization of the vehicle.

6. General Features

6.1. The CCV would be on brand new chassis and registered with the Transport authority and would have all legal formalities completed to Motor Vehicles act and pollution norms.

6.2. Each cash van would have tubeless tyres and a spare tubeless tyre. Spare tyre (Stepney) would be provided with easy access and one toolkit would be available with each vehicle. Stepney would not be carried in the cash compartment. The toolkit would contain sufficient spares of fan belts, spare bulbs, emergency safety triangles/cones (orange colored glow in the dark), jack & handle and tools to carry out minor repairs.

6.3. Vehicle must accommodate minimum 1+4 passengers and insurance coverage would also cover minimum 1+4 passengers.

6.4. 20 gauge Cold Rolled Close Annealed (CRCA) sheets for all sides & roof top for panelling would be used. In the interiors, insulation would be provided in the form of thermo cool provided between interior and exterior panelling.

6.5. All windows and wind screen would have wire mesh protection (of not more than 1 sq. inch). No window to be provided on sides of cash box area. Each window mesh would have a

rectangular port hole of width 6 inches for use of weapon. Front wind screen to have 1" square thick wire meshes in two partitions to cover wind shield from stone pelting. The hinges of all the doors to be such that these are not visible externally.

6.6. Cash van would have CCTV, GPS, Standalone Security Alarm, Fire Extinguishers as per guidelines and specifications given herein. Periodic servicing of all the electronics equipment and refilling of Fire Extinguishers to be carried out. Every cash van would be provided with a mobile phone. The instrument, installation charges & monthly expenditure would be borne by THE PSA. One secretly located fuel lock would also be fixed in the vehicle.

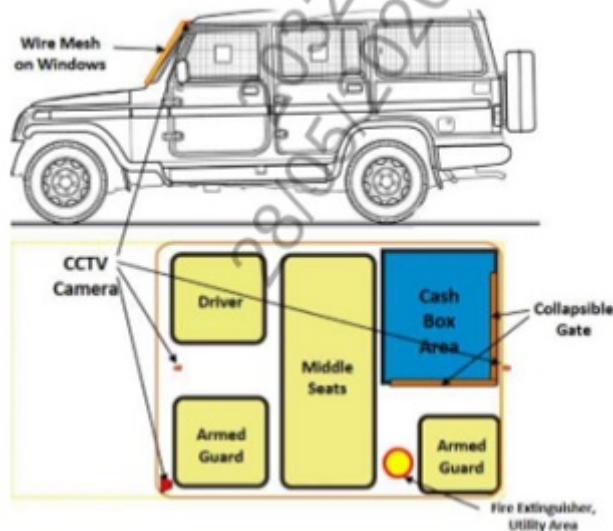
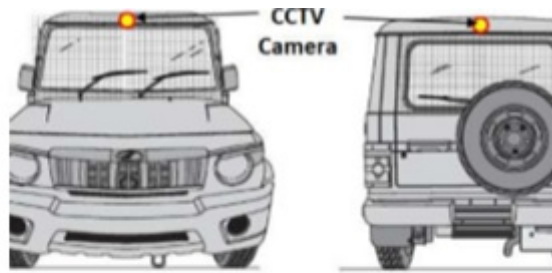
6.7. CCV must have air conditioning facility. The air conditioning vents would be extended to the rear compartment where Armed Guard will be seating.

7. Security Features. THE PSA further covenant that: -

7.1. CCV would have minimum three doors. Two in front sides and one at the rear. All doors to have glass with regulator and strong iron wire mesh of 1" square having 5" to 6" firing slot. The wind shield also would have wire mess. All doors would have double locks i.e. one from inside and other from outside. The rear door to have internal (in built) and aldrop with pad lock arrangement. Combination lock or OTP operated lock in cash area will be additional bonus

7.2. The CCV would have 03 compartments namely front (Driver), middle (Cash) and Rear as illustrated below:-

7.2.1. **Driver Compartment.** Seating for at least four persons (including driver) to be available. There may be two rows of seats in the driver's cabin, front row for driver and co-driver and the rear row for two/ three persons to sit. All seats shall have a minimum of 6" seat cushion with washable seat covers. The door windows in the driver compartment must have movable glass panes with welded mesh grills (1Sq Inch) outside. The doors would have facility for locking & opening from both sides. At least one roof light to be provided over the driver. Two to three Fans to be provided for the Driver's compartment to cater for AC failure. The hinges of all the doors to be such that these are not visible externally. Engine immobilizing switches would be provided near the driver and the Armed Guard in the rear. Arrangement for mobile charging to be available. One Portable Fire Extinguisher ABC type of 2 Kg (IS: 15683) to be provided in Driver Compartment



7.2.2. Cash Compartment. The cash hold compartment would be sufficiently strengthened by providing additional 3.15 mm metal sheet on the floor and all the sides. It would be separated with Driver compartment with a welded metal grill of one inch steel bars duly supported by horizontal metal sheet of 3.15 mm thickness from both sides covering three fourth from bottom. It would have sufficient space (if feasible with racks) to keep at least 4-6 large size steel boxes. The entrance of the cash compartment would be from the rear compartment. A cash compartment would have only one collapsible gate (with sufficient space to move the boxes) from the rear compartment side with double locking facility. Minimum four chains to be provided, one end of which would be welded with the body of the vehicle, for securing the cash boxes. The chains provided would be of adequate thickness, size & sufficient length so as to enable locking of at least 10 boxes. At least

two roof lights to be provided. No windows would be provided in Cash compartment but a meshed window to communicate between rear guard and front guard/driver shall be there.

7.2.3. Rear Compartment. The rear compartment would have minimum one seat for the guard while two are preferable. It would have sufficient head room, space & visibility for guards to move their guns and fire in case of need. The rear door would have facility to lock from inside & outside. There would be two side windows & two door windows. All the windows would have welded mesh grills. The windows would have window panes, which may be sliding in nature as in normal vehicles. One Fan to be provided for the rear compartment. At least one water bottle bracket shall be provided. One first Aid Medical Box shall be provided. At least two roof lights shall be provided. The tool box shall be kept in the rear compartment. One portable Fire Extinguisher of CO2 type (IS 15683) to be fixed to the body in the rear compartment opposite to the guard. Rear door to have strong steps to board the boxes into the cash van.

7.2.4. The cash van would also have gun firing ports with sliding cover on all the three outer sides. It would have proper locking arrangements both from inside as well as outside

7.2.5. The middle and rear compartments are to be separated by a collapsible grill gate.

7.2.6. The CCV would have a secured partisan between driver cabin and cash box area. This partisan would also have a small window with grill for visibility & voice communication for the person sitting in the front and rear compartment.

8. Security Accessories. THE PSA further agrees that: -

8.1. A brand new Security Alarm with inbuilt battery integrated with 03 Panic buttons located with driver, remittance party, cash compartment and rear compartment. The system would have two hooters in addition to the built in hooter. One hooter would be provided inside the bonnet (along with vehicle horn) and one in the rear compartment (near the window facing outside) of the vehicle. The system would be tamper proof.

8.2. GPS facility with username and strong password is to be provided for each cash van with "SOS" facility activated. Online tracking facility with/without SMS alerts to be provided. It would be able to generate online reports and periodical reports presenting location, point to point and total distance. It would have the function to switch off the vehicle remotely via SMS. The recurring monthly expenditure on GPS facility is to be borne by the PSA. GPS machine has to be brand new. GPS tracking software will be made available and installed at each currency chest and circle office and possibly at police station if required. Geo fencing capability would be there and marked as per the area of the operation of the CCV.

8.3. The van must be installed with at least three CCTV IR Cameras and one pinhole camera with facility for remote monitoring through mobile/internet. The Cameras to cover front, cash compartment area and rear side of the vehicle. THE PSA would keep minimum 30 days of recording backup for each cash van.

8.4. Wireless (mobile) communication with cash van is must. It would be provided through mobiles or through licensed radio sets by the PSA at his own cost.

9. Safety Features. THE PSA further agrees that the CCVs provided would have following safety features: -

9.1. It would be fitted with remote operated central locking system in addition to conventional locking arrangements.

9.2. CCV would have essential features of an efficient vehicle requiring minimum maintenance and providing maximum driving and riding comforts.

9.3. All seats must have adequate lumbar and thigh support.

9.4. It would conform to local laws stipulated by transport department and other Government bodies including pollution norms.

9.5. The Bank will not provide any sort of fuel/maintenance/renewal charges/road tax/insurance premium, if any related to provided vehicle and staff.

9.6. In case of Disturbed/High Risk areas, semi bullet proof vehicles (if required) may be provided.

10. Principal to Principal Relationship.

10.1. It is agreed and understood by the parties that neither THE PSA nor any of the personnel engaged by THE PSA for the purpose of the service (including its owner(s), director(s), partner(s), employee(s) and representative(s) shall have employee employer relationship with the Bank.

10.2. The employees engaged by the PSA M/s _____ shall be deemed to be the employees of THE PSA only, and THE BANK shall not be connected with the employment or the terms and conditions thereof in any way. THE PSA, M/s _____ alone would comply with the statutory obligations and Labour Regulations/ Rules in this regard. None of the provisions of this Agreement shall be deemed to constitute a partnership between the parties hereto, and neither party shall have authority to bind

the other except as specifically provided for hereunder. Neither party hereto is the agent of the other nor there no master-servant relationship between the parties. The relationship is on principal to principal basis.

10.3. THE PSA, M/s _____ shall be responsible for payments of all statutory dues with respect to each of his personnel/employees engaged by him to render service under this Agreement with respect to each applicable Labour law, including, the Minimum Wages Act, 1948, The Payment of Wages Act, 1936, the Payment of Bonus Act, 1965, the Employees' State Insurance Act, 1948, The Payment of Gratuity Act, 1972, The Maternity Benefit Act, 1961, The Employees' Provident Funds and Miscellaneous Provisions Act, 1952, etc. No dues/contributions under any labour legislations as applicable, remain payable with respect to his personnel/employees. THE PSA will have no claims whatsoever against the THE BANK with respect to payment of statutory dues/contributions to his personnel/employees under applicable labour legislations.

THE PSA's Indemnity and Assurance

11. THE PSA hereby expressly agrees to indemnify the Bank and keep the Bank indemnified against all loss, liability or obligation arising out of its conduct or that of any of the personnel (including its owner(s), director(s), partner(s), employee(s) and representative(s) in connection with the service and this agreement.

12. THE PSA further agrees to provide an interest free Security Deposit equivalent to one month's charges per cash van. In case of loss or damage suffered by the Bank due to negligent act of the PSA or its personnel/ guards/ driver etc., the Bank shall be entitled to recover the same from the Security Deposit, in addition to the other remedies available to it under the law. Their deposit shall be returned on termination of this agreement.

13. THE PSA shall take and service the policy of fidelity insurance in respect of drivers and guards provided and comprehensive/3rd party insurance for CCV at its own cost and furnish a copy to the Bank.

14. THE PSA undertakes that in case THE PSA fails to provide CCV with driver or the guard or loader anytime, the Bank will remit the cash under own arrangements, and double the pro rata charges will be debited from PSA's bill every month.

15. THE PSA undertakes to ensure CCV's roadworthiness at all times. In case of breakdown of van enroute, THE PSA shall be liable for penal action in the form of fine equivalent to one day's payment to THE PSA for CCV for loss of man hours and time.

16. THE PSA shall be fined for their guards & Drivers not wearing prescribed uniform or not carrying the identity cards equivalent to one day's wage as per government prescribed wages for the concerned category of the manpower.

17. No manpower shall be allowed to escort the CCV with expired Gun License, if detected later, THE BANK may impose fine equivalent to one week payment to THE PSA for the CCV, for non-renewal of their gun license for every one week of delay per gun license.

THE Bank's representations, Undertakings and Covenants

18. THE BANK covenant that: -

18.1. The Bank shall in consideration of the services pay to THE PSA charges indicated below. (Also see 'Note' at the end): -

SI	Type of Vehicle	No. Of Vehicles	Meterage	Remarks
	e.g. Small cash van based on Tata 207 or equivalent like Bolero and Marshall Jeep etc. or e.g. Large cash van based on Tata 407 or equivalent.		e.g. Charges to be paid would be Rs * _____ per month upto * _____ Kms duty per month. Additional charges will be @ Rs. * _____ per Km. The duty hours would be 200 hours per month on cumulative basis. Additional charges for duty hours beyond 200 hrs would be @ Rs * _____ per hour	

18.2. The charges payable are all inclusive and no other charges shall be payable or reimbursed to THE PSA, except the agreed amount. Rates include all taxes, levies, cell phone charges, fuel charges, insurance premium, salaries/wages etc to be paid to the Govt or any other bodies or drivers or guards provided with CCV. However, toll charges if any shall be payable by the bank against proper toll receipts with vehicle Registration number and same shall be included in the invoice clearly mentioning the summary of tolls paid by PSA for particular vehicle.

18.3. THE BANK shall not be liable to pay to THE PSA any amount (whether by way of compensation, remuneration, reimbursement or otherwise) other than the fee as aforesaid, in relation to the service.

18.4. The payment will be made by the Bank within 7 working days of the presentation of the Bill. There will be no enhancement in rates/charges during the validity period of the present agreement.

Blacklisting

19. THE PSA shall be liable to be blacklisted for any of the reasons which are contradicts any clause of the agreement. Besides, following acts on part of THE PSA or its owner or its employee shall invite blacklisting on the discretion of THE BANK: -

19.1. Misbehaviour/ threatening of THE BANK's staff and its supervisory officers during execution of work/tendering process.

19.2. Involvement in any sort of tender fixing.

19.3. Constant non-achievement of performance on insufficient and imaginary grounds and non-adherence to quality specifications despite being pointed out.

19.4. Persistent and intentional violation of important conditions of contract.

19.5. Security consideration of the cash, THE BANK or the State i.e., any action that jeopardizes the security of the cash, THE BANK, employees /contractual persons of THE BANK or the State.

19.6. Submission of false/fabricated/forged documents for consideration of a tender.

19.7. Any kind of malpractice which tarnishes / likely to impact the reputation of the BANK or its employees.

Non Exclusive Agreement.

20. It is expressly agreed and understood between the parties hereto that this agreement is on nonexclusive basis and THE PSA does not have any exclusive right to provide the said services set out herein to the Bank and that the Bank is free to engage as many companies/firms, whether similar or otherwise, to provide such services and enter into agreements with any other person, Firm, Company, Organisation, as may be deemed fit by the Bank. THE PSA shall also be at liberty to secure assignments from any other body Corporate or Bank without impacting operations of THE BANK.

Publicity

21. THE PSA, its employees, representatives etc shall not use the name, trademark and/or logo of the bank in any sales or marketing publication or advertisement or in any other manner.

Confidential Information

22. Confidential Information" as used throughout this agreement means (i) all information disclosed/furnished by the Bank to or come to the knowledge of, in whatsoever manner, THE PSA during the tenure of his engagement; (ii) any secret or proprietary information relating directly to the Bank's business and that of the Bank's affiliated companies and subsidiaries, including, but not

limited to, products, customer lists, pricing policies, employment records and policies, operational methods, marketing plans and strategies, product development techniques or plans, business acquisition plans, technical processes, investor information, software processes, algorithms, computer processing systems, object and source codes, user manuals, systems documentation, and other business affairs of the Bank and its affiliated companies and subsidiaries.

Damages

23. Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, neither party shall use the Confidential Information in a manner that will jeopardise or adversely affect in any manner such future strategies, plans, business activities, methods, processes, information, and/or competitive and strategic advantage of the Disclosing Party.

24. The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Agreement shall be liable for the entire loss and damages on account of such disclosure.

25. THE PSA agrees to indemnify the other against loss suffered due to breach of terms of this agreement and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.

26. The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

27. No failure or delay by either party in exercising or enforcing any right remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

Penalties

28. Following penalties may be imposed: - The penalty imposed will be borne by THE PSA and shall under no circumstances be passed on to the manpower of the PSA.

SI	Instance	Frequency	Remarks	Penalty
1.	e.g. Non-Functional of CCTV	Per Instance	Immediate	Rs.500/- per van per day
2.	e.g. CCV not reaches Nodal Branch at appointed time	Per Instance	Immediate	Rs.1000/- per instance
3.	e.g. worn out tyre not replaced once intimated	Per Instance	0 – 72 Hours	Rs.500/- per day till installed
4.	e.g. Breakdown enroute while carrying cash or returning	Per Instance	Monthly Rates with manpower /26 days	One day charges as per remarks
5.	e.g. Manpower not wearing uniform	Per person	Each instance	One day salary of concerned manpower
6.	e.g. Gun License not renewed before due date	Per license	Each instance	Rs.5000/- per week of delay
7.	e.g. CCV not reported with full fuel tank	Per Instance	Immediate	Rs.1000/- per instance
8.	e.g. CCV not made available for the day	Per Instance	Immediate	Entire Cost of the alternate arrangement by Bank plus double the prorated rates of CCV for the Day

29. Penalties shall be imposed by the base 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 at the Zonal Office level. All penalties shall be recovered concurrently from the total bill payable to THE PSA for the particular month, subject to the maximum of 35% of the bill payable (except for actual loss and transition penalty).

30. No penalties shall be levied for delays not attributable to THE PSA or delays on account of uncontrolled circumstances which shall be decided by THE BANK and shall be binding on THE PSA.

31. In case the penalties levied on THE PSA are more than 35% in any of the CCV in a Zone for a consecutive period of six months, then THE BANK has the right to terminate the services of the THE PSA from that particular ZONE.

Waiver

32. No term or provision of this Agreement will be considered waived by either party, and no breach consented to by either party, unless such waiver or consent is in writing signed on behalf of the party against whom it is asserted. No consent to or waiver of a breach of this Agreement by either party, whether express or implied, will constitute consent to, waiver of, or excuse for any other, different, or subsequent breach of this Agreement by such party.

Severability

33. If any provision of this agreement or its application is determined/ held to be invalid, illegal, or unenforceable in any respect such illegal, unenforceable, or invalid provisions or part(s) thereof shall be severed from this agreement and such provision shall not affect the validity, legality, or enforceability of remainder of this agreement.

Force Majeure

34. Any interruption in services happening in the instance of "Force Majeure" where one or both of the contracting individuals becomes unable to perform their obligations under the terms of this contract; then no party shall be held responsible for termination of contract. THE BANK is then responsible for the calculation of payment up to the point where services were interrupted.

Amendment, Suspension or Termination of the Contract

35. The Bank may amend this agreement by giving a notice of one month of such amendment to THE PSA, on the address first stated above.

36. The Bank shall have a right to suspend or terminate this agreement any time without assigning any reason whatsoever by giving notice. On such termination, THE BANK will have right to get service from other Agencies or make such alternate arrangements, as it deem fit, without any let or hindrance and if termination is caused due to any default or non-performance or unsatisfactory performance of PSA. PSA shall be liable to pay damages being the extra cost to be incurred by THE BANK. PSA shall reimburse the amount claimed by THE BANK immediately after demand.

37. This agreement shall stand terminated in the event of:

37.1. Any of THE PSA representations and undertakings being or becoming incorrect or untrue.

37.2. Breach by THE PSA to observe any of the terms and conditions contained herein or under any of the letters of request and authorization issued by the Bank in pursuance hereof or under any other agreement entered by THE PSA or any of its personnel (including its owner(s), director(s), partner(s), employee(s) and representative(s) and

37.3. Insolvency or bankruptcy of THE PSA or any of its personnel (including its owner(s), director(s), partner(s), employee(s) and representative(s).

37.4 PSA is unable to provide services as agreed herein by (day) of (month) (year). No notice shall be required in such a case and THE BANK will be free to engage the L2 or L3 PSA who are willing to provide the services on L1 rates.

38. THE PSA shall not assign the rights or obligations hereunder, unless permitted by the Bank.

39. The Bank may assign its rights and obligations hereunder in its sole discretion.

40. Notwithstanding herein contained, this Agreement may be terminated by the Bank at any time due to circumstances when the service provider undergoes a change in ownership, becomes insolvent or goes under liquidation, received judicial indictment or is blacklisted by any Bank, any PSU or by any Govt Body(whether within India or any other location).

Arbitration

41. All disputes and differences of any kind whatsoever, arising out of or in connection with this Agreement executed by the PSA, M/s _____ or in the discharge of any obligation arising under this agreement (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator appointed by the bank after issue of at least 30 days' notice in writing to the other party clearly setting out there claim in the specific disputes.

42. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be at the sole discretion of the Bank at Hyderabad,Telangana. The PSA, M/s _____ shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by THE BANK, unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained.

43. The cost of arbitration shall be paid as provided in the arbitration decision. Notice of the demand for arbitration shall be filed in writing with the other party to this agreement.

44. All arbitration proceeding shall be conducted in English and a daily English record of such proceeding shall be maintained.

45. Save as those, which are otherwise explicitly provided in the Agreement, no payment due or payable by THE BANK to THE PSA, M/s _____, subject to deductions on account of penalty, etc., if any, shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matters thereof.”

46. **Jurisdiction** The Parties submit to the exclusive jurisdiction of the Courts of

THE PARTIES have read and understood all the terms & conditions herein and are voluntarily, free of any coercion, signing this Agreement on this date

For the Bank

For THE PSA

For Punjab National Bank

For & on behalf of M/s _____

(THE BANK)

(Second Party)

Name

Name

Designation

Designation

Date

Date

To be provided on letter head of the Bidder's Company

To

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

Undertaking of INDEMNITY

I/ We M/s assume responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of our obligation under these general conditions or for which we have assumed responsibilities under the contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the contract. The company M/s comply with all the requirements of such laws and regulations as may be necessary.

Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the company shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.

In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the CCVs supplied by the company covered under the contract or the use thereof, the company agrees and undertakes to defend and / or to assist the Bank in defending at the company's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.

Note: Bank may ask for any other document on its discretion.

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Date-

ANNEXURE - XX

**UNDERTAKING FOR STANDARD AND MAINTENANCE OF CUSTOMISED CASH VANS AND
PROVIDING STANDBY CCV WHEN REQUIRED**

To be provided on letter head of the Bidder's Company

To

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

We M/s, a company incorporated under the companies Act, 1956/2013 with its headquarters at, do hereby undertake to provide standby Customised Cash Van when any functional CCV will go Off road due to any reason whatsoever and shall maintain CCVs on daily/ weekly/ monthly basis as required for vehicle's maintenance to ensure road worthiness of CCVs.

Dated at day of

Thanking You,

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

ANNEXURE - XXI

UNDERTAKING FOR UNARMED GUARDS/ ARMED GUARDS/ GUNS

To be provided on letter head of the Bidder's Company

To

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

We M/s, a company incorporated under the companies Act, 1956/2013 with its headquarters at, do hereby undertake to submit Registration certificate/ authority as per PSARA Act 2005 to provide Unarmed guards/ Armed Guards.

We certify that the armed guards to be deployed in CCVs shall be having valid gun licence and retainership.

Dated at day of

Thanking You,

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

INSTRUCTIONS TO BIDDERS FOR E-PROCUREMENT SYSTEM

1.1. For the purpose of the present job, a two-envelope bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid
- Commercial bid

The bidders will have to submit the technical bid in Banks e-procurement system as well as in hard copy and commercial bids in only online form through Bank's e-procurement system.

1.2. TECHNICAL BID

TECHNICAL BID will also contain the Compliance statement as per the Terms & Conditions mentioned in the Tender Documents, and NOT contain any pricing or commercial information at all. Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDs will be opened and evaluated. Only those bidders confirming compliance to all the terms & conditions of Tender document shall be short-listed for commercial stage.

1.3. COMMERCIAL BID

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are qualified and short listed, will be opened.

1.3.1. SUBMISSION OF BIDS

Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> **by using their digital certificates of class II and above (both encryption and signing)**. All the interested bidders should register themselves in the e-procurement system <https://etender.pnbnet.in> for submitting the bids online, if they have not done earlier. The Tender documents and further corrigendum, if any, can also be downloaded from Bank's website www.pnbindia.in and <https://etender.pnbnet.in>. The websites are to be checked regularly for updates, if any. Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason. **The commercial bid should be submitted online only.**

All the technical supporting documents should be submitted **manually** in a sealed envelope shall be super scribed as "Technical bid for **TENDER FOR SUPPLY OF CUSTOMISED CASH VANS ON HIRE BASIS FOR THE PURPOSE OF CASH REMITTANCES FROM BRANCHES TO CURRENCY CHESTS AND VICE VERSA IN HYDERABAD ZONE**" before the final date & time of bid submission at the following address.

Cost of Tender Document of **Rs.5,000/-** (and GST @18% extra) along with EMD of **Rs. 2,50,000/-** (Rupees Two Lakh Fifty Thousand Only) shall be submitted in a sealed envelope shall be superscribed as “Tender Fee and EMD **“TENDER FOR SUPPLY OF CUSTOMISED CASH VANS ON HIRE BASIS FOR THE PURPOSE OF CASH REMITTANCES FROM BRANCHES TO CURRENCY CHESTS AND VICE VERSA IN HYDERABAD ZONE”** before the final date & time of bid submission at the following address.

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

At the time of physical submission of bid, bidder has to show acknowledgement e-mail received after completion of the bid submission in proof of having submitted the bid online.

1.3.2. CONTENT OF DOCUMENTS TO BE SUBMITTED - As per tender documents.

- a. All pages of the bid documents must be signed by authorized person.
 - b. All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...
- Commercial bid to be submitted in e-procurement process only. No hardcopy of the same be enclosed with the supporting documents.

1.3.3. PRELIMINARY EXAMINATION

Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the eligibility criteria will be rejected by the Bank. The decision of the Bank is final towards evaluation of the bid documents.

1.3.4. EVALUATION AND AWARD CRITERIA

After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated first by the Bank. First, received bids will be evaluated based on the eligibility criteria. Technical bids of only those bidders satisfying the eligibility criteria will be evaluated.

Only those bidders satisfying the technical requirements and accepting the terms and conditions of this document shall be short-listed for further steps.

PNB will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PNB will be final in this regard.

The determination will take into account bidder's financial, technical and support capabilities, based on an examination of documentary evidence submitted by bidders in support of eligibility criteria.

The award of contract will be based on evaluation of technical and commercial bids.

1.4. Prospective Bidders are advised to ensure that the following minimum Requirements of the client machine for smooth operation are met:

1.4.1. Operating System: Windows 7 or above/ Linux (with GUI Compatibility).

1.4.2. Browser: The application runs best on IE 10/Mozilla Firefox 15 and above.

1.4.3. Latest Version of JAVA: The latest release of Java i.e. Version 7 Update 45 is required for running the application. If Java is not installed the application may not identify the Digital certificate installed on the computer.

1.4.4. PDF Reader: Any PDF Reader like Adobe Reader is needed. If a PDF reader is not installed on the machine, Tender Documents, Drawings and Reports will not be opened.

1.5. Bidders are advised to go through the contractor's manual for e-tendering available at <https://etender.pnbnet.in/> => Bidder Support, which contains the latest system prerequisites and manuals for registration and bidding. Bidders are advised to familiarise themselves with the process and to initiate bidding process well in advance. In case of any discrepancy between the instructions in this document and those available on Bank's website, the instructions available on Bank's website shall prevail.

1.6. Bidders are advised to register on <https://etender.pnbnet.in> (One time process).

1.6.1. Prospective Bidders may register by filling the registration form on the above portal and setting their username and password.

1.6.2. After filling up registration form, prospective bidder shall receive an email on the email address provided by them containing the link for completing the registration process.

1.6.3. Clicking on the link will lead to the home page of Bank's e-tendering website, where the prospective bidder are to login using the username and password selected by them, heading to the "My Registration" link and complete the remainder of the registration form.

1.6.4. On completion of registration process bidders are advised to send an e-mail at zohyd@pnb.co.in, zohydgad@pnb.co.in AND zohydsec@pnb.co.in with a request for approval of their registration. Please ensure that the email contains the tender for which the prospective bidder wishes to participate, username for e-tendering system and name of the firm along with contact details of responsible personnel. Please note that the approval process is done manually and prospective bidders are advised to initiate registration well in advance to avoid any technical

issues. Registrations shall be approved during regular working hours and working days.

1.7. Prospective bidders are advised to follow the steps given in the manual available on Bank's website as mentioned above. The following may be contacted for any kind of technical assistance required regarding Bank's E-tendering process.

e-Tendering Service Desk

Information Technology Division;

Tel: 011 23765468

E-mail: eprocurement@pnb.co.in

Any queries relating to the process of online bid submission or queries relating to e-tendering on <https://etender.pnbnet.in> may be directed to the e-Tendering Service Desk only. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to:

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004
[mail to: zohydsec@pnb.co.in](mailto:zohydsec@pnb.co.in)

Please note that the technical assistance is available during Bank's regular working hours and working days only. The assistance provided is only for walkthrough for the tender process and to assist bidders. Bank shall not be held liable for the inability of prospective bidders to complete the tender process due to:

- ☐ Following incorrect and/or incomplete procedure.
- ☐ Incompatible hardware and/or software at client machine end.
- ☐ Connectivity issues at prospective bidder's end.

With regards to any representations regarding functioning and availability of website and / or connectivity issues at Bank's server, the decision of Bank's e-procurement cell / IT-Division shall be considered final and binding on all parties.

Bidders may also note that the technical assistance provided by e-Tendering Service Desk is for guidance only and prospective bidders are expected to complete the e-tendering process on their own by following the instructions provided in the manual. Non availability of assistance from service desk shall not be considered grounds for representation.

1.8. Prospective bidders are advised to ensure that:

- ☐ Bid preparation Hash Submission is carried out by them within due date and time.
- ☐ Bid Submission and Re-encryption is carried out by them, after Bank has closed the technical and Commercial bids, within due date and time.

The above activities are compulsory activities without which the bidder will not be able to complete the e-tender process.

TECHNICAL EVALUATION SHEET

Marking shall be done out of 100 and qualifying marks shall be 60. Each qualification requirement (QR) has been allotted marks out of which each company shall be given marks, all these are tabulated as under:

S.No	Qualification Requirement (QR)	As per process	Marks Allotted per QR out of 100
1	Submission of EMD - 3 Submission of cost of RFP - 2	Online/Offline check	5
2	Documents are self certified and stamped (original document may be asked for verification)		2
3	Undertaking wrt Banks discretion to select / reject bid documents	Annexure-II	2
4	Copies of Licenses & Registrations with government.	Annexure-III	3
5	Work Experience of 5 years or more	Copy of document	3
6	Bidders Information	Annexure – IV	4
7	Copies of License(PSARA)	Copy of document	5
8	Undertaking :Performance Statement	Annexure – XI	1
9	Certificate of Incorporation/registration/ proprietorship	Copy of document	5
10	Undertaking :Performance Statement	Annexure – XI	1
11	Income Tax Assessment order for past 3 Yrs (CA/SA certified).	Copy of document	2
12	Audited Balance Sheet of last 03 financial year	Copy of document	6
13	PAN Copy	Copy of document	1
14	Registration As per Shops & Establishment Act (ESI)	Copy of document	1
15	EPF Certificate	Copy of document	1
16	Registration as per Contract Labour Act	Copy of document	1
17	GST Registration certificate	Copy of document	1
18	a) Undertaking : Staff strength & Antecedent	Copy of document	1
	Bidders Information	Annexure – IV	4
19	Undertaking :Registration Certificate	Annexure – V	2
20	Undertaking :Litigation certificate	Annexure – VI	2
21	Undertaking :Non Delisted Certificate	Annexure – VII	1
22	Undertaking :Technical Support Centres	Annexure – VIII	1

23	Undertaking :Establishing Service support centres for CCVs	Annexure – IX	1
24	Turnover Certificate	Annexure – X	1
25	Undertaking :Performance Statement	Annexure – XI	1
26	Compliance Statement	Annexure – XII	1
27	Undertaking : Indemnity	Annexure – XIX	1
28	Undertaking : maintenance & Standby of CCV	Annexure – XX	1
29	Undertaking for AGd / UGd / Guns	Annexure – XXI	1
30	Undertaking : maintenance & Standby of CCV	Annexure – XX	1
			60

TECHNICAL QRs OF CUSTOMISED CASH VAN			
33	CCV Based on TATA 207/Bolero / Marshal Jeep etc.	As per criteria given in column 2 of annexure – xiii	2
34	Cash compartment & Space for cash boxes	As per criteria given in column 2 of annexure – xiii	2
35	Seating	As per criteria given in column 2 of annexure – xiii	2
36	CCV not older than 3 years: <ul style="list-style-type: none"> • 3 Yrs: 1 • 2 yrs : 2 • 1 Yr : 3 	As per criteria given in column 2 of annexure – xiii	3
37	Glass panes & Wind screen covered with iron grill	As per criteria given in column 2 of annexure – xiii	2
38	Double locking facility of doors from inside and outside	As per criteria given in column 2 of annexure – xiii	2
39	Alarm system with siren fitted with activation points with guards, drivers and rear cabin	As per criteria given in column 2 of annexure – xiii	2
40	Arrangement for chaining the cash boxes with body of vehicle	As per criteria given in column 2 of annexure – xiii	2
41	Fire extinguisher	As per criteria given in column 2 of annexure – xiii	2
42	First Aid box	As per criteria given in column 2 of annexure – xiii	2
43	Comfortable seats, strong step at rear door	As per criteria given in column 2 of annexure – xiii	2
44	Roof of CCV must have thermocol support of 1.1/2 or so	As per criteria given in column 2 of annexure – xiii	2
45	Registration with transport deptt. With certificate to ply for commercial purpose.	As per criteria given in column 2 of annexure – xiii	2
48	GPS Tracking system	As per criteria given in	2

		column 2 of annexure – xiii	
46	CCTV with cameras & Recording facility <ul style="list-style-type: none"> No. of Camera -2 Recording period-2 	As per criteria given in column 2 of annexure – xiii	4
47	Air Conditioning	As per criteria given in column 2 of annexure – xiii	2
48	Call bell with rear guard Spare Stepney	As per criteria given in column 2 of annexure – xiii	1
49	Test Inspection of CCV (Overall state)	As per criteria given in column 2 of annexure – xiii	2
50	Are all documents are self certified, signed and stamped	As per criteria given in column 2 of annexure – xiii	1
51	Vehicle Insurance		1
			40

Committee shall assess the bids in accordance with above system and allot marks. Bidders obtaining minimum 60 % marks will be qualified and be shortlisted for further stage i.e. eligible for opening of commercial bids. The Bank reserves the right to increase or decrease the marks in any or all above columns. For opening of commercial bids minimum **three** companies/ agencies are essential. In case the minimum number (i.e. Three) is not obtained, Committee may reduce the minimum qualifying marks or reassess the technical bids by addition or deletion some criteria/ marks for all. The decision of the bank shall be final and binding for all the participants.

**UNDERTAKING FOR EMPANELMENT OF STAFFS I.E. LOADER, DRIVER OF THE CCV,
ARMED GUARDS WITH VALID GUN LICENCE & RETAINER**

To be provided on letter head of the Bidder's Company

To

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

Sir,

We M/s, a company incorporated under the companies Act, 1956/2013 with its headquarters at, do hereby undertake that we have sufficient number of empanelled loaders, Drivers for Customised Cash Vans, Armed Guards having valid gun licence and retainship .

We also undertake that in case of exigencies such as sickness/absent from duty/leave/any other unwanted situations of above manpower, we have additional suitable staffs who may be utilise for the above services.

In case of violation of above, we are bound to pay penalty imposed by the Bank as mentioned in the Tender Document.

Dated at day of

Thanking You,

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Bid Securing Declaration Form

Date: _____

Tender No. _____

To

DEPUTY ZONAL MANAGER
PUNJAB NATIONAL BANK,
ZONAL OFFICE HYDERABAD
2ND FLOOR, 6-1-73, SAEED PLAZA,
LAKDI-KA-PUL, HYDERABAD 500004

REG: BID SECURING DECLARATION FORM FOR THE TENDER OF SUPPLY OF CUSTOMISED CASH VANS ON HIRE BASIS FOR THE PURPOSE OF CASH REMITTANCES IN HYDERABAD ZONE

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I / We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am / We are in a breach of any obligation under the bid conditions, because I / We

- a) Have withdrawn / modified / amended ,impairs or derogates from the tender ,my / our Bid during the period of bid validity specified in the form of Bid; **or**
- b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - (i) fail or reuse to execute the contract, if required, **or**
 - (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am / we are not the successful Bidder, upon the earlier of

- (i) the receipt of your notification of the name of the successful Bidder; **or**
- (ii) thirty days after the expiration of the validity of my / our Bid.

Signed:

In the capacity of

Name:

Duly authorized to sign the bid for and on behalf of

Dated on _____ day of _____

Corporate Seal