



BANK OF MAHARASHTRA

(H.O. 'LOKMANGAL', 1501 SHIVAJI NAGAR, PUNE 411005)

BHOPAL ZONE

1/14, Administrative Zone, Jail Road, Arera Hills, BHOPAL- 462011

Email: insp_bho@mahabank.co.in & zmbhopal@mahabank.co.in

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BANK OF MAHARASHTRA BHOPAL ZONE TENDER DOCUMENT FOR OUTSOURCING OF CASH VAN AT BANK OF MAHARASHTRA, BHOPAL ZONE, ADMINISTRATIVE ZONE, JAIL ROAD, ARERA HILLS, BHOPAL-400011 COST OF TENDER DOCUMENT - RS.1000/- (NON-REFUNDABLE)

1. Bank of Maharashtra, Bhopal Zone intends to outsource one cash van for the branches in Betul District of Bhopal Zone. For this purpose we intend to solicit Technical / Price bids from prospective service providers on or before **29/08/2014 by 03.30 PM**, Pre bid meeting will be on **30.08.2014 at 1100 am** and the technical Bid will be opened on the same day at **03.00 PM** in the presence of service providers / their representatives in the zonal office as mentioned above.
2. Prospective service providers may download the technical bid / price bid from the Bank's website www.bankofmaharashtra.in or RFP forms can also be obtained from **Bank of Maharashtra, Bhopal Zonal Office, Security Department** on payment of Rs.1,000/- (Non-Refundable) by way of Demand Draft / Pay Order favoring Bank of Maharashtra payable at Bhopal. However, RFPs downloaded from website shall also accompany the Pay Order / Demand Draft of Rs. 1000/- along with the Technical Bid. Last date for submission of RFPs: **29/08/2014 up to 03.30 PM**. **Pre bid meeting and** Opening of RFPs (Technical Offer): **30/08/2014 at 11.00 A.M.** Opening of Financial Bid/Price bid on **30/08/2014 at 2.00PM**.
3. No brokers/intermediaries shall be entertained. The Bank reserves the right to reject any / all applications without assigning any reasons whatsoever. The required specifications are enclosed as Annexure I to VIII of this letter.
4. In case prospective service providers are fulfilling the above specifications, they may submit their Technical and Financial Bids (strictly in the format enclosed at Annexure I to VII) in two separate sealed envelopes so as to reach us latest on **29/08/2014 by 3.30 PM**. The separate sealed envelope should be marked as TECHNICAL BID or FINANCIAL BID FOR OUTSOURCING OF CASH VAN, BANK OF MAHARSHATRA, BHOPAL ZONE on its top and forwarded to the address mentioned above.
5. Offers from firms not having their own offices in Bhopal/Betul/Gwalior/Indore as the case may be, will not be considered. All conditions and parameters will be evaluated with reference to the firms submitting the tenders. The Bank reserves the right to reject any / all applications without assigning any reason whatsoever and also to confirm authenticity of the facts submitted by the bidders. Zonal Manager Bhopal Zone.

OFFER FOR OUTSOURCING OF CASH VAN TERMS & CONDITIONS & SCOPE OF WORK Bank of Maharashtra, Bhopal Zone intends to outsource one cash van facility at Bhopal Zone. The services will be required for providing/ receiving cash from various branches located in Bhopal/Betul/Indore District to/from the currency chest at Betul & its clients. Empanelment / contract will be initially for one year and may be extended up to 3 years. The decision of the Bank in this regard will be final.

2. TERMS OF EXECUTION OF WORK The services of cash van would begin within a period of 45 days commencing from the 7th day of acceptance of the work order issued by the Bank. Any delay in services of the cash van over the stipulated period will attract penalty of 1% of the contract value per week subject to maximum of 4% of the contract value. Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the service provider. Part of week will be treated as a week for this purpose. However, the Bank may condone the liquidity damages for delay of less than a week. The decision to further continue/ discontinue the contract with the service provider lies fully with the Bank.

3. ELIGIBILITY CRITERIA FOR SHORT-LISTING. For empanelment or short listing of Service Provider the following criteria shall be applied. For this purpose the service provider shall submit proof documents along with the Tender and those service providers not conforming to any of these parameters will not qualify for empanelment or short listing:

- a) Service Provider should be either registered companies or registered partnership firms or Proprietary Firms reputed for providing Cash Van services.
- b) Holding PASARA Licenses under Private Security Regulation Act 2005.
- c) Service Provider should have their own infrastructure for training their guards and License from DG Home guard/ Controlling Authority.
- d) Service Provider should have credible Supervisory Infrastructure.
- e) Service Provider should have Income Tax PAN and the latest Clearance Certificate.
- f) Service Provider should have Audited Balance Sheets and Profit & Loss Accounts for the past three years and the average turnover of the Service Provider in the last three years should not be less than one crore rupees.
- g) Service Provider should have Registration under Shops & Establishments Act.
- h) Service Provider should have a valid certificate from ESI Corporation.
- i) Service Provider should have a valid certificate under EPF & Misc. Provisions Act 1952.
- j) Service Provider should have documents proving compliance of Minimum Wages Act 1948 and other Labor laws and rules.
- k) Service Provider must have an office in Bhopal/Betul/Gwalior/Indore as the case may be with telephone & fax and manned during the office hours as mentioned in Pasara Licences
- l) Service Provider should have been in the business of providing Cash van services at least for the last three years in PSU's Banks.
- m) Service Provider should furnish three Reference Sites and on request by the Bank the Referees should testify about the performance of the Service Provider to the Bank's satisfaction.

- n) Service Provider should have minimum 08 Cash Van services. (Attach proof)
- o) Service Provider should submit solvency certificate of Rs 10, 00,000/- (Rupees Ten lacs only.)
- p) Service provider should be registered with DGR and relevant documents should be provided for authenticity.
- q) ISO 9001-2008 certification
- r) The agency should have undertaken the process of Police verification of all the staff and the same should be confirmed/cross checked by the regional office for genuine.
- s) The armed guards should be possessing valid gun license. The driver of the vehicle should be a reliable driver in possession of valid driving license.
- t) The agency should provide communication system for the cash van. The vehicle should be fitted with GPS system and the monitoring should be undertaken on a continuous basis.
- u) The agency should fully indemnify the bank against any loss and submit undertaking..
- v) Statutory norms like Minimum wages act; work man compensation act, EPF, ESIC & Third party insurance and insurance cover for their staff and property should be ensured by the agency. Any other requirement made mandatory by the Bank/Govt. machinery should be complied by the agency.
- w) The staff should have undergone training and a certificate of the same to be submitted to the bank.
- x) Mental and physical fitness of the staff should be certified by a Bank approved/Govt. doctor/Civil Surgeon.
- y) The cash van should be mechanically fit for cash van duty. Vehicle older than 7 years should not be permitted for use. The agency should have tied up with reputed garages for regular vehicle maintenance.
- z) The modification of the cash van should be in line with the specification laid down by the Bank.
 - aa) The service provider should provide the following staff with the cash van: I. Armed guards–Two (Preferably ex servicemen) ii. Driver –One iii. Loader - One
 - bb) The vehicle should have all mandatory security equipment fittings such as alarm system, fire extinguishers, CCTV cameras with backup, GPS monitoring systems etc.
 - cc) The cash van should have RTO passing and valid registration for commercial activity in the satae of Madhya Pradesh.
 - dd) The service provider should comply with all the laws applicable to Union, State and local laws, ordinance, regulations and codes.
 - ee) Fidelity Insurance of agency staff should be furnished to the bank as per directions of the bank.(By Agency)

4. Service Provider should furnish details about their firm as per profile at (Annexure - II).

5. LOCATIONS TO BE COVERED- The services will be required for providing/receiving cash from **various branches** located in Bhopal Zone areas to/from the currency chest, Betul/ its clients.

6. TWO PART OFFER The offer will be in two parts; **Technical Offer and Commercial Offer**. Both the parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to the Bank of Maharashtra, Bhopal Zone and duly super-scribed on each envelope **"Technical Bid for Outsourcing of Cash Van"** and **"Financial Bid/ Price Bid for Outsourcing of Cash Van"** on or before 29/08/2014 at 03.30 PM.

7. EARNEST MONEY DEPOSIT Earnest Money Deposit of **Rs.10,000/- (Rupees Ten thousand only)**, in the form of a demand draft/pay order issued by a scheduled commercial bank favoring Bank of Maharashtra, payable at Bhopal must be submitted along with the Techno-commercial Offer. Offers not accompanied with Earnest Money Deposit of Rs.10, 000/- will not be accepted. This amount will be forfeited if, having been selected by the Bank for the job, the offerer refuses to accept deployment order or having accepted the deployment order, fails to carry out his obligations mentioned therein. Bank Guarantee in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. **The Earnest Money Deposit will be refunded to the unsuccessful Offerers.** The Earnest money paid by the successful Offerer will be released after six months of satisfactory deployment of Cash Van.

8. VALIDITY PERIOD OF THE OFFER The offer will be valid for a period of 45 days from the last date **(29/08/2014)** of submission of the tenders.

9. TECHNICAL OFFER (TO) The Techno-commercial Offer (TO) should be completed in all respects and contains all information asked for in this document. It should not contain any price information. (if price information is given in T O, it will be rejected) The Techno-commercial Offer should comprise of the following:

9.1 Covering letter on the prescribed format (Annexure-I).

9.2 Pay Order for Rs.1000, i.e., Cost of RFP Forms, if downloaded from Bank's website.

9.3 Earnest Money Deposit of Rs.10, 000/- in the form of a demand draft / pay order issued by a scheduled commercial bank favoring Bank of Maharashtra, payable at Bhopal.

9.4 PSA profile as per Annexure II.

9.5 Documentation (Product Brochures, leaflets, manuals etc., if any) /soft copy.

9.6 Details of reference sites as per Annexure-III.

10. PRICE COMPOSITION The Price Bid should contain all relevant rates and charges and the rates should be quoted in Indian Rupees only and inclusive of following for one cash van in the format at Annexure III: (i) Cost of the cash van along with the driver for 210 hrs and 2500 km per month for Mahindra Maxi Truck/ Bolero type of vehicles. (ii) Cost of two armed guards (Ex-servicemen) (iii) Cost of helper/ cash peon. (iv) Cost of additional kilometers running i.e. per day basis. (v) Cost of additional hours i.e. per month cumulative basis. The Price Bid should not contradict the TO in any manner. 10.1 Monthly Rates applicable on the date of issue of this tender should be quoted. 10.2 The Bank will shortlist suppliers, who satisfy commercial and other requirements laid down in the document. The Price Bids of only the short listed suppliers will be opened. Short listed

suppliers will be notified by e-mail/post and authorized representatives may be present at the time of opening of the Technical Offers and Price Bids as per date and time given above. No separate information will be given.

11 NO ERASURES OR ALTERATIONS Technical / Commercial details must be completely filled up. The corrections or alterations, if any, should be authenticated. In the case of the corrections / alteration are not properly authenticated, the offer will be rejected.

12. NO PRICE VARIATIONS The Financial offer shall be on a fixed price basis. No upward revision in the price would be considered on account of subsequent increases in Government taxes, customs duty, Excise Tax, Sales Tax, etc. However, if there is any reduction on account of Government levies / taxes, during the offer validity period, the same shall be passed on to the Bank.

13. PRICE FREEZING The price finalized shall remain valid for a period of one year from the date of such finalization with the option to the Bank to review the price if necessary.

14. AGREEMENT BETWEEN THE SERVICE PROVIDER AND THE BANK The successful offerer shall execute an Agreement with Branch on Rs.100/- non-judicial Stamp Paper as per Terms & Conditions as per Annexure -VIII. It is understood that the Service Provider, who are willing to offer their Cash Van services in response to this RFP have read all the terms and conditions and have agreed to all the Terms & Conditions without any modifications.

15. OPENING OF OFFERS The technical bids will be opened on **30/08/2014 at 11.00 a.m.** in the presence of the service provider/ their authorized representatives. No separate intimation will be given in this regard to the Service providers for deputing their representatives. The Techno-commercial Offers will be opened at the time and date stipulated above i.e. on **30.08.2014** irrespective of the number of Offerers or their representatives present.

16. EVALUATION PROCESS Offers (Tenders) will be evaluated in the following stages: 16.1 Stage I Incomplete Offers, i.e., offers not accompanied by the mandatory documents as mentioned above, cost of RFP Forms shall be rejected. 16.2 Stage II Offers will be evaluated against the stipulated minimum eligibility criteria based purely on valid proof documents submitted by the Service Provider Annexure-V. Offers not complying with the eligibility criteria will be rejected. Scoring of marks will be based on Annual Turnover, Number of nationalized Bank and number of Cash Vans per bank for last five years (PSU Bank preferred), Training infrastructure, Training set up, Office in Bhopal/Betul/Indore., ISO certification, DGR empanelment and other pre-qualification criterion prescribed in the Terms and Conditions of the contract (The Zonal Office may fix the marks accordingly). The firm/agency which has secured Twenty out of Thirty four marks will be considered as technically qualified. The financial bids of all the technically qualified firms/agencies/ bidders will be opened for financial evaluation. The work will be awarded to the L-1 agency. In case the financial bid of more than one agency is same as L-1, then the work will be awarded to the agency which gets the maximum marks in Technical evaluation. The performance including the discipline of

armed guards and Drivers, cash van crew and supervision by the agency will be observed for 3 months and

if found not up to the desired satisfaction, the bank will have the sole right to terminate contract and go for L2 (similarly L3, L4). 16.3 Stage III Short-listing of supplier(s) based on satisfactory feedback from reference sites. 15.4 Stage IV Opening the Price bids of the short-listed firm(s)-as per Price bid format enclosed at Annexure-III.

17. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

18. SPLITTING OF ORDER The Bank reserves its right for splitting the quantity between two service providers. The splitting of the order will be in 50:50 ratios, provided the L2 service provider agrees to match the prices quoted by L1 service provider and agrees for all the terms and conditions. In case L2 service provider is not willing to match L1 price, Bank will call L3, L4 service providers etc., in that order to step into the shoes of L2 service provider. In the event of L3, L4 etc., service provider not matching the L1 price the entire quantity will be awarded to L1.

19. RIGHT TO ALTER QUANTITIES The Bank also reserves the right to place further/repeat order on same terms and conditions within a period of 12 months.

20. ORDER CANCELLATION If the service provider fails to deliver the cash van services within the stipulated time schedule or the extended date communicated by the Bank, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay in delivery /commissioning of the cash van.

21. PAYMENT TERMS The terms of payment are as under: (i) No advance payment against work order. (ii) 100% Payment will be released by the respective currency chest on monthly bills forwarded after the first month of the services of the cash van.

22. GUARANTEES The cash van delivered to the Bank should be brand new, including all components of security equipments such as security alarms, fire extinguishers and the media for communication. The service provider should also guarantee that the precedents of all staff/ crew (driver, armed guards and loaders) deployed on the cash van have been verified by the police authorities.

23. WARRANTY Service providers shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipments, accessories, etc. of the cash van provided along with the crew. The service provider shall maintain the cash van at no additional charge to the Bank.

24. No reimbursement of cost of any type on any account will be paid to persons or entities submitting their bid.

25. The Cash van being deployed for duty in case fails and the complaint is received by service provider, the cash van must be made functional within 24hrs of the complaint, else a penalty of 5% of the monthly bill would be applied.

26. All the staff/crew deployed on the cash van must be issued with number Identity Cards duly authenticated by the Executive/Officer of the company and the staff/crew should not be changed without prior permission.

27. In case of strike in the company, alternate arrangements for provision of cash van with crew must be made by the service provider.

28. FORCE MAJEURE. If at any time during the period of the contract the performance in whole or in part by either party or any obligation under the contract shall be prevented or delayed by reasons of any war, hostilities, acts of god, Public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics etc then, provided notice of the happening of the any such events is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate their contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance. The whole or any part of the Party's obligations under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist. If force major event continues beyond the period of three (3) months the parties shall hold consultation to resolve the problem satisfactorily.

ANNEXURE-I

(Letter to the Bank on the service provider's letterhead) Kind Attn: Security Officer)

To
**The Zonal Manager Bhopal Zone
Bank of Maharashtra,
ADMINISTRATIVE ZONE,
JAIL ROAD, ARERA HILLS,
BHOPAL-400011**

Dear Sir,

Sub: **Your RFP for Outsourcing of Cash Van dated _____, 2014.**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the supply of the cash van as detailed in your above referred RFP. We confirm that we have not been disqualified by any PSU bank for the services of cash vans outsourced to them. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP. We also confirm that the offer shall remain valid for 90 days from the last date of submission of the tenders. We hereby undertake that the cash van to be deployed to the Bank will be a new vehicle having all security equipments fitted and the components and will be as per the design and specification as per Bank, as per Annexure VII and will have RTO passing. We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever. We enclose herewith a Demand Draft/Pay Order for Rs.10,000/- (Rupees Ten thousand only) favoring Bank of Maharashtra and payable at Mumbai towards Earnest Money Deposit, details of the same are as under: 1. Demand Draft/Pay Order No. : 2. Date of Demand Draft/Pay Order: 3. Name of Issuing Bank & Branch: Yours faithfully,

Authorised Signatories

(Name & Designation, seal of the service provider)

Date:

Annexure - II PSA PROFILE

1. Name of the Organization and Address:

2. Year of Establishment (Submit proof):

3. Status of the firm (Submit proof): (Whether Pvt. Ltd. company / Public Ltd. company/ Partnership Firm)

4. Name of the Chairman/Managing Director/CEO/Country Head (as the case may be):

5. Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose Registration Certificate copy.

6. a) Name and address of Bankers (Submit proof):

b) Turnover of the Company/Firm in 2010-11, 2011-12 and 2012-13: (Please attach a copy of audited Balance Sheet and Profit & Loss Account for the Years 2010-11, 2011-12 and 2012-13 as proof documents)

7. Whether registered for Service Tax purposes. If so, mention number and date. (Submit proof):

8. DGR Registration details & validity:-

9. Whether an assessee of Income Tax. If so, mention Permanent Account Number. Furnish copies of Income tax clearance certificate.

10. Is the Company/Firm a supplier of Security Guards Services? If yes, a) Mention the addresses, phone numbers and fax numbers of the Offices below: Head Office address: - Local office address:-

11. What are your core areas of activities? Mention the fields giving the annual turnover for each field.

i) ii) iii)

12. Deployment of Cash Vans services since when?

13. If you are providing Cash Vans (08 or more) to other corporate bodies and public sector banks furnish their names, date of empanelment and number of Cash Vans, where you are supplying in the last three years:

Name of Organisation with Address & Tele No's	Since When?	Number of Cash Vans deployed	Average annual Payment received.

Please attach copies of their orders or payment proof) A separate sheet may be attached if the above space is inadequate) 15. Details of Training facility

Location of training facility and details of training imparted (syllabus)	No of Guards trained	Any other training

Details of Cash Van Supervisory Staff

Sr No	Name	Qualification	Post Held	Experience

I / We have read the instructions appended to the Performa and I / We understand that if any false information is detected at a later date, any contract made between ourselves and Bank of Maharashtra on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences. **I / We agree that the decision of Bank of Maharashtra, Zonal Office, Bhopal in selection of Service Provider will be final and binding to me / us.** All the information furnished by me/us above here is correct to the best of my/our knowledge and belief. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets. Place: Date: SIGNATURE: Name & Designation & seal of the Company

ANNEXURE-III FINANCIAL BID: CASH VANS AND CREW

Sr.No.	Item Description –	Price per Unit In figures	Price per Unit In Words
1		Cost of the cash van along with the driver for 210 hrs and 2500 km per month (Mahindra Maxi Truck/ Bolero)	
2		Cost of one armed guard (Ex-servicemen) DGR empanelled / Registered per month Should qualify the minimum wages act prevalent	
3		Cost of one helper/ cash peon. Should qualify the minimum wages act prevalent	
4		Cost of additional kilometers running i.e. per day basis	
5		Cost of additional hours i.e. cumulative per month basis	
6		Night halt /per person	
7		Taxes	
8		Any Other Charges	

Note: 1. the cost of the vehicle services and crew will be taken into consideration. 2. Unit prices must be quoted in WORDS AND FIGURES. 3. The taxes, etc. charged should be mentioned. 4. In case of any discrepancy, unit prices quoted in words will be considered. 5. Cost

comparison will be on the basis of total cost of ownership calculated as explained above.

AUTHORISED SIGNATORY

14 ANNEXURE- IV Name of the PSA: Technical Evaluation

Sr No	Information to be provided	To be filled by the Bidder	For office use	Evaluation marks	Remarks
1	Annual Turnover (in Lakhs) during last three financial years (Year 2010-11, 2011-12 and 2012-13)			Above 1 Cr -2 point Maximum above 1 cr- 2 points	
2	Services presently being provided in Number of Nationalized banks and Number of Cash Van per bank.			Per PSU Bank 2 Points(Minimum 08 Cash Vans in PSU bank)	Maximum 5 PSU banks will be considered (Copy of deployment order, location & address to be furnished)
3	Deployment of Cash Van for the last three years in PSU s Banks			Minimum 3 yrs- 2 points. Above 3 yrs -2 points	
4	Own infrastructure for training their guards having License from DG Home guard.			4 points	
5	Training set-up [No. of Trainers] (a) Part-Time (b) Full-Time (c) Below JCO Rank (d) Above JCO Rank			2 points (Each post ½ points)	

6	Have an office in Indore, with telephone & fax and manned during the office hours			4 points	For the last 2 yrs (proof)
7	ISO9001-2008 Certification of the firm(Yes/No)			2 points	
8	DGR empanelment / Registered in PSARA 2005			4 points	Non DGR may also apply
TOTAL				32 Points	

DATE: SIGNATURE: DESIGNATION: NAME OF THE FIRM/AGENCY WITH OFFICE STAMP

15 Note: Photocopies of all necessary documents (pertaining to technical evaluation/ Eligibility) duly self attested must be enclosed and flagged for verification by the bank on the information provided. 1) Minimum qualifying points should be 20 points and above. 2) Deduction of 2 points for unsatisfactory service for each year per reference site (Maximum three references) in the past in any PSB.

- 1
- 2
 - a) Service Provider should be either registered companies or registered partnership firms reputed for providing Security guards services.
 - b) Service Provider should have license in accordance with Private Security Regulation Act 2005 in states, where the Act has been implemented.
 - c) Service Provider should have their own infrastructure for training their guards and License from DG Home guard.
 - d) Service Provider should have credible Supervisory Infrastructure.
 - e) Service Provider should have Income Tax PAN and the latest Clearance Certificate.
 - f) Service Provider should have Audited Balance Sheets and Profit & Loss Accounts for the past three years and the average turnover of the Service Provider in the last three years should not be less than two crores rupees.
 - g) Service Provider should have Registration under Shops & Establishments Act.
 - h) Service Provider should have a valid certificate from ESI Corporation.
 - i) Service Provider should have a valid certificate under EPF & Miscellaneous Provisions Act 1952.
 - j) Service Provider should have documents proving compliance of Minimum Wages Act 1948 and other Labor laws and rules.

k) Service Provider should have an office in Bhopal/Betul/Indore, as the case may be, with telephone & fax and manned during the office hours.

l) Service Providers should have been in the business of providing Cash Van services at least for the last three years preferably PSU s Banks.

m) Service Provider should furnish three Reference Sites and on request by the Bank the Referees should testify about the performance of the Service Provider to the Bank's satisfaction

n) Service Provider should have on its roles minimum 08 Cash Vans. (Attach proof) o) Service Provider should submit solvency certificate of Rs 10, 00,000/- (Rupees Ten lacs only.) p) PSA should furnish valid DGR empanelment documents. q) ISO 9001-2008 Certificates **The**

Performance of the service provider will be evaluated by the Committee.

17 Annexure-V Reference Site Details

1	Name of the Company
Address of the Company.	
Name, designation of contact person with telephone no., and email ID	Name. Designation. Landline No. Cell No. Email ID:
Details of cash vans services supplied in last one year. (Ref, date of order and quantity with photo copy of orders.)	
2	Name of Company
Address of Company	
Name and designation of contact person with telephone no. and email ID	Name. Designation. Landline No. Cell No. Email ID:
Details of cash vans services supplied in last one year. (Ref, date of order and quantity with photo copy of orders.)	
3	Name of Company
Address of Company	

Name and designation of contact person with telephone no. and email ID	Name. Designation. Landline No. Cell No. Email ID:
Details of cash vans services supplied in last one year. (Ref, date of order and quantity with photo copy of orders.)	

AUTHORISED SIGNATORY

18 Annexure-VI MANDATORY QUALITATIVE REQUIREMENT OF THE SERVICE PROVIDER (Proof of the same is to be enclosed in Technical bid)

1. The service provider / Agency should be in the field of outsourcing of cash vans to Nationalised Banks for not less than two years.
2. The certificate of efficiency and services etc from the banks where these cash vans are engaged must be submitted.
3. The service provider / Agency should have their own office in Indore. The company should have effective machinery for supervision to exercising better command and control over their staff, service engineers and technicians.
4. The service provider should be ISO 9001:2008 compliant.
5. The Agency/service provider must be registered under Sales Tax & Central Excise Department, Provident Fund Act, ESI Act and Shops and Establishment Acts also. Copy of registration papers along with code number allotted to the agency / company should be furnished.
6. The Agency/service provider should have annual turnover of Rs 02 cr. in Supply/services of Cash Vans. **Copy of balance sheet and profit and loss account should be submitted.**
7. The Agency/service provider should have running contracts at least in 03 nationalised Banks during the last two years.
8. The Agency/service provider must have an effective infrastructure and adequate resources for training, Research & development.
9. The Agency/service provider should have streamlined procedure for the verification of antecedents of their crew/staff from the civil / police authorities.

DECLARATION

- 1 a) I / We have read the instructions appended to the Proforma and information given in annexure 1 and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Bank of Maharashtra, on the basis of the information given

by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.

1 b) I / We agree that the decision of Bank of Maharashtra in selection of Service providers will be final and binding to me / us.

1 c) Are ISO-9001:2008 and registered/approved by the Govt. (DGR empanelled agencies) (enclosed copies of the same).

2 d) Undertake to submit Police verification of all the staff.

e) Declare the armed guards will possess valid gun licenses. The drivers of the vehicle will possess valid driving licenses.

f) Will provide a new cash van vehicle with good communication system for the cash van. The vehicles will be fitted with GPS system and the monitoring will be done on a continuous basis. Monthly report/print out/backup of the same would be submitted on demand.

g) Will fully indemnify the bank against any loss to the tune of maximum Rs 05 Cr. and accordingly submit the copy of the policy.

h) Statutory norms like Minimum wages act; work man compensation act, EPF, ESIC & Third party insurance and insurance cover for the staff and property will be undertaken. Any other requirement made mandatory by the Bank/Govt. machinery will comply. A monthly certificate on compliance of the above of the previous month will be provided along with the monthly bills.

i) The staff will undergo periodic training and a certificate of the same will be submitted to the bank.

j) Mental and physical fitness of the staff will be got certified by a Bank approved/Govt. doctor/Civil Surgeon.

k) The cash van provided will be mechanically fit for cash van duty. And reputed garages for regular vehicle maintenance will be tied up with.

l) The modifications of the cash vans will be in line with the specification laid down as per Bank's guidelines.

m) We agree to provide the following staff with the cash van:

n) One Armed guards—Two ii. D river —One ii Cash Peon- one

o) The vehicle will have all mandatory security equipment fittings such as alarm system, fire extinguishers, CCTV, GPS etc.

p) The cash van will have RTO passing and valid registration for commercial activity.

q) All the laws applicable to Union, State and local laws, ordinance, regulations and codes will be complied.

r) All the information furnished by me hereunder is correct to the best of my knowledge and belief.

s) I / We agree that I / We have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

t) I / We understand that the quantity of cash vans is approximate only and it may decrease or increase from the requirement quoted.

u) Back up cash van will be provided within 2hrs incase the cash van develops any mechanical fault.

SIGNATURE:

NAME & DESIGNATION:

SEAL OF THE SERVICE PROVIDER / COMPANY:

PLACE:

DATE:

20 Annexure-VII SPECIFICATONS OF CASH VANS [JEEP]

1. Structure 1.6 mm CRCA sheets 2. Paneling 1.0 mm CRCA sheets 3. Doors Four doors on sides with winding glasses. Rear door with fixed glass of size 12" x 9" 4 Cash Compartment Full partition behind second seat with lower half fully closed and 1"x1" mesh for upper half. Aluminium checkered plate for flooring. MS sheet for interior sides and roof, collapsible gate at rear door with locking hooks at two places. 2 X chains with locking hooks for chaining the cash containers to body of the vehicle. 5. Electrical 2 X Fog lights 2 X Halogen high power Headlamps 6. Dimensions As per drawing attached. [On extended chassis] Cabin clear height 53". 7. Equipment a) Alarm System with three distress switches at co-driver, seat behind the driver and cash compartment. One magnetic door switch and one motorized siren. b) One DCP 2 kg. Fire extinguisher. 8. Spare tyre To be mounted on roof on separate bracket. 9. Mesh covers 1" x 1" wire mesh removable covers for front wind shield glass and rear fixed glass.

21 Annexure-VIII AGREEMENT OF CONTRACT FOR CASH VAN SERVICES AT BANK OF MAHARASHTRA,
Address: _____

_____ This Agreement is entered on the _____ day of **April** _____ **BETWEEN Bank of Maharashtra, a New Bank constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970, having its Zonal Office** _____ (hereinafter referred to as the "Principal Employer/First Party") which expression unless repugnant to the context or meaning thereof shall include its Successors and assigns of the First Part. **And M/s,** with regd. Office at as the SERVICE PROVIDER 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 Service Provider (Cash van) 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 _____ 2014 and continue to be in force for a period of 36 months up to and inclusive of _____,201__ or its sooner determination in

Terms hereof with year to year review and enhancement after taking into account the Service Provider's representations.

2. Under Savings and Conditions SERVICE PROVIDER warrants that it has duly with all (CCVs) requirements, and obtains with licenses, approvals (and considers, if any) prescribed/required as per applicable laws/regulations set kept authorized by the Bank. SERVICE PROVIDER represents that it is fully equipped in terms of infrastructure, equipment, and expertize to provide the services as of the date of the approval letter. The SERVICE PROVIDER shall ensure that the SERVICE PROVIDER services from the SERVICE PROVIDER. The owner(s), director(s), partner(s), employee(s) and any other person(s) engaged by the SERVICE PROVIDER shall remain in relation to the Service with the Service Provider. 2500 of the SERVICE PROVIDER Rules and Regulations shall be considered in excess of the limits and be charged at the rates agreed between the Bank and the SERVICE PROVIDER. Unremuneration or compensation to the SERVICE PROVIDER or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representative(s) engaged by the SERVICE PROVIDER in relation to the service except the fee payable to the SERVICE PROVIDER.

3.4 The SERVICE PROVIDER shall ensure that:- (i) The CCVs shall be placed at the time and place appointed by the First Party fully equipped and fit to perform duties. Timings and place will be laid down in the approval letter. (ii) The driver of the CCV and the guards will be properly verified by the local police. They should carry tamper proof photo identity cards issued by the SERVICE PROVIDER and wear prescribed uniform. A copy of the police verification report will be provided to the bank in respect of all drivers and guards provided by the SERVICE PROVIDER. It will be the responsibility of the SERVICE PROVIDER to ensure that the drivers follow all the rules and regulations laid down by the RTO authorities. (iii) At no point of time during the prescribed duty Hours, drivers and guards will leave their place of duty, The SERVICE PROVIDER shall arrange to send a relief/substitute shall also be a person duly verified by the police. (iv) The SERVICE PROVIDER shall provide a "Checking Register" with each CCV site for the purpose of checking carried out by the SERVICE PROVIDER and First Party authorities.

3.5 The SERVICE PROVIDER shall undertake as under: (i) Maintain up-to-date record of all drivers/guards as Per Shops & Establishments 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 drivers/guards engaged by the SERVICE PROVIDER. (ii) Take full responsibility of all acts of commission and/ or omission by their drivers/ guards or any injury or mishap caused during the course of transport or during rendering the services and will meet all liabilities arising out of such situations. (iii) Change the driver/ guard immediately on instructions from the First Party if the performance of a particular driver/guard is not acceptable or found physically/medically unfit and decision of the First Party shall be final in this regard.

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(iv) 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 First Party has no

than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement. b) The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

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3. Non-Disclosure of Proprietary Information: For the period during the Agreement or its renewal, the Recipient will: (a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others. (b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and (c) Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those third party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information. 4. Limit on Obligations : The obligations of the Recipient specified in clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information: a) Is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient, b) Is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation; c) Becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information. d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure. 5. Return of Documents: The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient pursuant to this. 6. Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Agreement, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the

Proprietary Information of the other party. 7. Communications: Written communications requesting or transferring Proprietary Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing) MIS _____ (BOM) Attn : _____ Attn----- 8. Term: The obligation pursuant to Clause 2 and 3 (Confidentiality and Non-Disclosure of Proprietary Information) will survive for 2 years following the term of the Agreement dated _____.

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a. Nothing herein contained shall be construed as a grant by implication, estoppels, or otherwise or a license by either party to the other to make, have made, use or sell any product using Proprietary Information or as a license under any patent, patent application, utility model, copyright or any other industrial or intellectual property right covering same. 9. Damages: 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. Each party agrees to indemnify the other against loss suffered due to breach of contract and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties. 9. Miscellaneous: a) This Agreement may not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties. b) This Agreement will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assignees c) The Agreement shall be construed and interpreted in accordance with the laws prevailing in India. In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above. Signed by the within named the Bank, Bank of Maharashtra For and on behalf of Bank of Maharashtra through its authorized signatory Signed by the within named For and on behalf of through its authorized signatory -----
Witnesses: 1. Sr. Manager/Manager (Security)/DSO Bank of Maharashtra _____ Office/Region, _____ city. 2. _____

RFP for uploading to HO Marketing Department