

Date: 11/10/2023

**EXPRESSION OF INTEREST(EOI)
FOR
EMPANELMENT OF SERVICE PROVIDER(S) FOR
CORPORATE CASH HANDLING SERVICES(CCHS)- CASH COLLECTION & DELIVERY**

Reference: CO:CMS/CCHS/EOI/01/2023-24 dated 16.09.2023

**NOTICE-I
Addendum / Corrigendum**

S.No.	Page No/ Clause	Original Content		Amended Content	
		Particulars	Original Clause	Particulars	Changed/ Modified Clause (or) Read as
1	Page No 5 Para No 5	<p>LAST DATE OF SUBMISSION/CLOSING DATE IN ONLINE MODE (LAST DATE OF SUBMISSION OF EOI RESPONSE)</p>	<p>20/10/2023 at 03:00 P.M. for online bid document submissions.</p>	<p>LAST DATE OF SUBMISSION/CLOSING DATE IN ONLINE & OFFLINE MODE (LAST DATE OF SUBMISSION OF EOI RESPONSE)</p>	<p>27/10/2023 at 03:00 P.M. for both online bid and offline document submissions.</p> <p>For Offline submission of Pre-Contract Integrity Pact, the sealed envelope shall be addressed to the Bank and to be delivered at the address below.</p> <p>Deputy General Manager, Indian Bank, Corporate Office, CMS Vertical, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai-600014.</p>

2	Page No 5 Para No 6	BID OPENING DATE	20/10/2023 at 03:30 PM	BID OPENING DATE	27/10/2023 at 03:30 PM
3	Page No 21 Para No 21	SECTION – III CONDITIONS OF CONTRACT – SCOPE OF WORK	Strict background check of the employees should include police verification of at least the last two addresses.	SECTION – III CONDITIONS OF CONTRACT – SCOPE OF WORK	Strict background check of the employees should include If the employee resides in the same address for equal or more than 2 years – police verification of at least last one address. If the employee resides in the same address for less than 2 years - police verification of at least last two addresses.
4	Page No 25 Para No 6	INSURANCE	Any monetary loss during transit/storage is to be made good to the Bank by the Service Provider immediately within 24 hours and shall not be linked it to insurance claim.	INSURANCE	Any monetary loss during transit/storage is to be made good to the Bank by the Service Provider within 7 days and shall not be linked it to insurance claim.
5	Page No 29 Para No 14	TERMS AND CONDITIONS	All the staff and crew deployed on the CCHS should preferably be in uniform while on duty and must be issued with Company Identity Cards duly authenticated by the Executive or Officer of the	TERMS AND CONDITIONS	Gunmen to be in uniform and all the staff and crew deployed on the CCHS should preferably be in uniform while on duty and must be issued with Company Identity Cards duly authenticated by the Executive

			company.		or Officer of the company.
6	Page No 31 Para No 14	TERMS AND CONDITIONS	The amount of Cash pick-up for determining service charges will be calculated by dividing the total amount of cash picked up from the pick-up points during the month by the total number of pick-ups made by the service provider.	TERMS AND CONDITIONS	Point stands deleted.
7	Page No 33 Para No 17	COVERAGE OF EMPANELLED SERVICE PROVIDER UNDER THE EMPLOYEES' PROVIDENT FUNDS AND MISCELLANEOUS PROVISIONS ACT, 1952	The agreement of contracts with the service providers, the PF code number of the service providers, if covered, the attendance of the contract employees, the remitted PF challan with the Electronic Challan cum Return (ECR) should be submitted on the Bank's request.	COVERAGE OF EMPANELLED SERVICE PROVIDER UNDER THE EMPLOYEES' PROVIDENT FUNDS AND MISCELLANEOUS PROVISIONS ACT, 1952	The agreement of contracts with the service providers, the PF code number of the service providers, if covered, the attendance of the contract employees, the remitted PF challan along with authorization should be submitted on the Bank's request.
8	Page No 35 Para No 27	TERMINATION FOR CONVENIENCE	The Bank, by 90 days' written notice sent to the empanelled service provider, may terminate the Contract, in whole or in	TERMINATION FOR CONVENIENCE	Clause stands deleted

			part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which the performance of the empanelled service provider under the Contract is terminated, and the date upon which such termination becomes effective.		
9	Page No 43 Section IV	INSTRUCTIONS TO BIDDERS FOR E-TENDERING		INSTRUCTIONS TO BIDDERS FOR E-TENDERING	In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the Pre-Contract Integrity Pact in a sealed envelope, super scribing with the tender reference number, due date and name of the Bidder.
10	Page No 66 Annexure VII	CONFIRMATION CERTIFICATE		CONFIRMATION CERTIFICATE	Revised Annexure VII is given below

ANNEXURE-VII

CONFIRMATION CERTIFICATE

I/We confirm that I/We

1. are a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 5 years as on date of bid submission.
2. shall not engage any of our subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners to participated in the bid.
3. are not insolvent, or subject to any insolvency proceeding or in receivership, or Bankrupt or at wound up stage.
4. have an online system to inform/communicate to Bank's Zonal Monitoring Cell/Currency Chests/Designated branches of the Bank and the Corporate regarding the cash Picked up/delivered.
5. have an alert notification system to send alerts to the Bank's controlling offices and the Corporate s of the Bank regarding Cash Pick-ups & deposits.
6. have an ability to connect to the Bank through a web service or through a SFTP If required by the Bank for providing data and Images pertaining to cash collection/delivery
7. have cash counting and verification of fake notes facility at the pick-up point of the Corporate.
8. have provided cash pickup to at least 300 locations.
9. have minimum fleet size of 300 specifically fabricated cash vans(owned/leased).

Supporting Documents for the above confirmation have to be enclosed as per the same order.

For

Office Seal

Place:

Date:

(Authorised Signatory)

Name:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:

NOTICE-II **Reply to Pre-Bid Queries**

S.No	Page No	Para No	Description		Query details	Bank's Reply
1	7	2	Schedule [A] - 2nd para point 3	3. The EOI document (along with addendums, if any) needs to be signed and stamped by the authorised signatory of Bidder and it must be submitted along with the Technical Bid as an evidence of having read and understood the contents of EOI and its addendums (if any).	Kindly clarify whether the technical bid documents need to be submitted offline also. Or it should be submitted online only.	Documents to be submitted online and Pre-contract integrity pact to be submitted in offline. Please refer Addendum/ Corrigendum
2	10	13	Eligibility Criteria		The Service Provide should be an ISO certified company i.e ISO 9001:2015 & ISO 14001:2015 and should have valid certificate against the same.	Please adhere to the terms of the EOI

3	13	1 - Introduction	SECTION-II INSTRUCTIONS TO BIDDERS/ SERVICE PROVIDERS	Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's/ Service Provider's own risk without any responsibility of the Bank.	Requested Changes: - Bank should provide cure period of 7 days before rejecting bid.	Please adhere to the terms of the EOI
4	15		Eligibility Criteria Pt. 3 - Net Worth	Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.	Regarding the net worth of service provider and erosion %, do we need to specify the same in the CA certificate	Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed. Calculation of erosion % will be done by the bank based on the financial statements.
5	15		Eligibility Criteria Pt. 5 - Business Turnover	Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.	We shall be submitting provisional figures of FY 22-23 since balance sheet for FY 22-23 in under finalisation. Please confirm if the same is fine	Please adhere to the terms of the EOI.
6	16	6 - Proposal Process Management	SECTION-II INSTRUCTIONS TO BIDDERS/ SERVICE PROVIDERS	The Bank reserves the right to accept or reject any or all proposals received in response to the EOI without assigning any reasons thereof.	Requested Changes :- Bank reject bid with assigning valid reasons.	Please adhere to the terms of the EOI

7	16		Eligibility Criteria Pt. 10	The service provider should have an alert notification system to send alerts to the Bank's controlling offices and the Corporates of the Bank regarding Cash Pick-ups & deposits.	Please confirm if this is related to pickup MIS which is to be shared or bank is looking at any specific alerts	Alert is related to cash collection and delivery MIS. Understanding is correct
8	16		Eligibility Criteria Pt. 12	The Service Provider must provide cash counting and verification of fake notes at the pick-up point of the Corporate.	Please confirm if the sealed bag process to be followed for cash collection or counting and verification process for all corporate customers	Both the requirements to be followed based on the customer's interest. Please adhere to the terms of the EOI
9	16		Eligibility Criteria Pt. 13 &14	13.The Service Provider must provide cash pickup at least at 300 locations. 14.The service provider should have minimum fleet size of 300 specifically fabricated cash vans (owned / leased).	We shall be submitting a declaration of the fleet size which we are operating currently with PAN India presence	Please refer Addendum/ Corrigendum
10	18		Fixing of Cash Collection and Delivery Pricing Pt 10.		What details we need to furnish here	Details to be furnished as per Annexure VI- Details of the Service Provider
11	21	21 Scope of work	SECTION – III CONDITIONS OF CONTRACT	Strict background check of the employees should include police verification of at least the last two addresses.	Requested Changes:-Strict background check of the employees should include police verification of at least the last one addresses.	Please refer Addendum/ Corrigendum

12	24		Contract period	The contract period will be valid up to a period of three years. The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.	Since the pricing is valid for 3 years .please confirm whether there will be a price escalation after completion of 1 year	Please adhere to the terms of the EOI
13	25	3	Insurance	Any monetary loss during transit/storage is to be made good to the Bank by the Service Provider immediately within 24 hours and shall not be linked it to insurance claim.	Time limit should be extended upto 48 hours.	Please refer Addendum/ Corrigendum
14	25		Insurance	Any monetary loss during transit/storage is to be made good to the Bank by the Service Provider immediately within 24 hours and shall not be linked it to insurance claim.	We request bank to consider the time period to 7 days instead of 24 hrs since post any undue incidents investigation and completion of FIR formalities require time.	Please refer Addendum/ Corrigendum

15	25	10 - Acceptance of Service Order	SECTION – III CONDITIONS OF CONTRACT	Acceptance of service order should be submitted within 15 days of issuance of service order along with authorization letter. If for any reason empanelled service provider(s) backs out after issuance of service order or the service order issued to the empanelled service provider(s) does not get executed in part / full, Bank may blacklist the service provider for a period of one year.	Requested Changes :- Before blacklisting, bank should provide a cure period of atleast 7 days	Please adhere to the terms of the EOI
16	26	12 - Confidentiality	SECTION – III CONDITIONS OF CONTRACT		Requested Changes :- This clause should be kept mutual.	Please adhere to the terms of the EOI
17	26		Confidentiality	The empanelled service provider will have to enter into a Non-Disclosure agreement (Annexure-V) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.	We request bank to please specify the period till which the service provider is expected to maintain data	Please adhere to the terms of the EOI

18	26		Signing of Contract Form, NDA and SLA	Within thirty (30) days from the date of issuance of letter for empanelment, the successful bidder shall sign the contract form (Annexure-III), Non-Disclosure Agreement (Annexure-V) and Service Level Agreement and return it to the Bank. Pre-Contract Integrity Pact (Annexure-IV) executed between the Bank and successful bidder(s) is deemed to be a part of the contract.	Kindly confirm whether we need not submit the contract form, NDA & SLA as annexure while submitting the document for bid	Please adhere to the terms of the EOI
19	28		Pt.14 Cash Collections and Cash delivery	Capability to review and monitor security practices and control processes on a regular basis and inform the bank for onward notification to the RBI in the event of any breach of security or leakage of confidential customer related information. In the event of any eventuality, the service provider shall be liable for any damage.	Please specify what security practices and control processes are to be followed.	Please adhere to the terms of the EOI

20	29		Cash Collection & Cash Delivery	All the staff and crew deployed on the CCHS should preferably be in uniform while on duty and must be issued with Company Identity Cards duly authenticated by the Executive or Officer of the company.	As a industry practice, only our Gunmen would be in uniform. No Uniforms are provided to cash collection staff	Gunmen to be in uniform and all the other staffs preferably in uniform. Please refer Addendum/Corrigendum
21	30	14	Terms and Conditions	1.The fees will be paid monthly within 30 days from the date of receipt of the invoice from the Service provider subject to its verification and acceptance by the Bank. 2.The amount of Cash pick-up for determining service charges will be calculated by dividing the total amount of cash picked up from the pick-up points during the month by the total number of pick-ups made by the service provider.	Billing queries	1.Please adhere to the terms of the EOI 2. Please refer Addendum/Corrigendum

22	31	15 - Indemnity Clause	SECTION – III CONDITIONS OF CONTRACT	If, at the time of providing the services stipulated herein or subsequently it appears at any point of time that an infringement has occurred of any right claimed by any third party in India or abroad by the empanelled service provider, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the empanelled service provider shall indemnify the Bank and its directors/ officers/ employees and keep indemnified on that behalf.	Requested Changes: Similarly, Bank shall indemnify, protect and save the Bidder and hold the Bidder harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from breach of any representation and warranties and breach of its obligations. However, Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.	Please adhere to the terms of the EOI
23	32	16 - Settlement of Disputes	SECTION – III CONDITIONS OF CONTRACT	Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.	Requested Changes: Jurisdiction place should be changed to Mumbai	Please adhere to the terms of the EOI

24	33	17 ECR	SECTION – III CONDITIONS OF CONTRACT	The agreement of contracts with the service providers, the PF code number of the service providers, if covered, the attendance of the contract employees, the remitted PF challan with the Electronic Challan cum Return (ECR) should be submitted on the Bank's request.	Electronic Challan cum Return (ECR) pertains to all the employees of the organization, and submission of ECR of all the employees are not possible, we request bank to amend it to submit PF challan only.	Please refer Addendum/ Corrigendum
25	34	20 - Inspections	SECTION – III CONDITIONS OF CONTRACT	The Bank or its representative(s), RBI or any of the Statutory bodies, shall have the right to visit and /or inspect any of the empanelled service provider's premises to ensure that services provided to the Bank is secured and confirm to requisite specifications. The Bank shall notify the empanelled service provider in writing, in a timely manner, of the identity of any representatives retained for these purposes.	Requested Changes : Before conducting inspection, bank should provide a prior intimation of atleast 3 days	Please adhere to the terms of the EOI

26	34	21 - Jurisdiction & Governing Laws	SECTION – III CONDITIONS OF CONTRACT	Any dispute arising out of the contract between the Bank and empanelled service provider will be under the jurisdiction of Courts of Law in Chennai and shall be governed by laws of India.	Requested Changes: Jurisdiction place should be changed to Mumbai	Please adhere to the terms of the EOI
27	35	25 - Relationship between parties	SECTION – III CONDITIONS OF CONTRACT	The empanelled service provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of empanelled service provider's employees, agents, contractors, subcontractors etc.	Requested Changes: Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.	Please adhere to the terms of the EOI

28	35	27 - Termination for convenience	SECTION – III CONDITIONS OF CONTRACT	The Bank, by 90 days’ written notice sent to the empanelled service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank’s convenience, the extent to which the performance of the empanelled service provider under the Contract is terminated, and the date upon which such termination becomes effective.	Requested Changes :- This clause should be kept mutual .	Termination clause stands deleted. Please refer Addendum/ Corrigendum
29	36	28 - Termination for Default	SECTION – III CONDITIONS OF CONTRACT		Requested Changes :- This clause should be kept mutual .	Please adhere to the terms of the EOI

30	37	29 - Termination for Insolvency	SECTION – III CONDITIONS OF CONTRACT	If the empanelled service provider becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the empanelled service provider is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over in part of its undertaking or assets, or if the empanelled service provider takes or suffers any other analogous action in consequence of a debt; then the Bank may at any time terminate the contract by giving a notice to the empanelled service provider	Requested Changes :- This clause should be kept mutual .	Please adhere to the terms of the EOI
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31	38	35 - Rejection of Bids	SECTION – III CONDITIONS OF CONTRACT		Requested Changes :- Bank should provide cure period of 15 days before rejecting bid.	Please adhere to the terms of the EOI.
32	68	Annexure-IX	Quote for Cash collection & delivery		Non-RBI / MHA commercial is not there. Request you to please add commercial format for Non-RBI/ MHA guideline as still there are certain locations where RBI/MHA not applicable.	Please adhere to the terms of the EOI.
33	68	Annexure-IX, R35	Quote for Cash collection & delivery		LDN Burial Charges should be there as a part of Commercial.	Please adhere to the terms of the EOI.