

Replies to Pre Bid Queries for GEM/2025/B/6751694 dated 03/10/2025 for Selection of Service Provider for Outsourcing of Cash Vans for Cash Movement Service from Currency Chests to Branches and Vice Versa, in North Zone for a Period of Three Years in Canara Bank

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	23	SECTION D - BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6.1.The Bidder/ Service Provider/ Agency shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru.	As per GeM GTC, companies having an annual turnover of more than ₹500 Cr are exempted from submission of EMD. Please confirm whether the same exemption will be applicable.	Bidder to comply with GEM/RFP terms and conditions
2			General Query	General Query	Please confirm whether a Reverse Auction process will be conducted during the evaluation of the financial bid.	Bidder to refer Clause 5 (Award of Contract) under SECTION F - OWNERSHIP & AWARDED OF CONTRACT OF RFP. Bidder to comply with RFP terms and conditions
3	23	SECTION D - BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	Sl.No. 6.1. The Bidder/ Service Provider/ Agency shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru.	The EMD seems to be on the higher side.	Bidder to comply with RFP terms and conditions
4	60	Annexure-2 Pre-Qualification Criteria	Sl.No. 14. The service provider/agency should be registered through companies licensed under PSARA Act.	Self-attested copies of license to be submitted. Note: Service providers/ agency should have PSARA for all respective states. Service providers who have already applied for the renewal of their existing PSARA Licenses will be considered eligible for participating in the Bid subject to providing PSARA license before deployment of the Cash Vans. However, those service providers/agencies who have applied for the PSARA for the first time, but have not received it at the time of submission of the bid will not be eligible to participate in the Bid.	1. Are we eligible in Qualification criteria with if we have consortium PSARA license to participate RFP.	Bidder to refer corrigendum 1.



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5	61	Annexure-2 Pre-Qualification Criteria	Sl.No. 15. The Bidder/ Service Provider/ Agency should have its own/franchise Office at the location mentioned in Annexure-9(B) of the RFP.	The Bidder/ Service Provider/ Agency to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-9(B).	Is it mandatory to have offices in each state locations as mentioned in the RFP.	Bidder to refer corrigendum 1.
6	76	Annexure-10 Technical and Functional Specification	Sl. No. 32. Specification of CCTV:- (Minimum specification)	<p>Specification of CCTV:- (Minimum specification)</p> <p>Mobile NVR: 4 Channel, Compact 1U, UL/EN/EU/CE certified. 4 CHANNEL, COMPACT 1U, NVR, UL/ EN / EU/ CE CERTIFIED. H.265+/H.264 CODEC DECODING, MAX 80MBPS INCOMING BANDWIDTH, UP TO 6MP RESOLUTION PREVIEW & PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT, SUPPORT TCP/IP UPNP, ONVIF COMPATIBLE AND FREE PROGRAMMING SOFTWARE.</p> <p>Camera - Vandal Proof (Dome / Bullet) UL/ EN / EU/ CE CERTIFIED. MP IP NETWORK IR CAMERA H.265+ & H.265, H.264&MJPEG DUAL-STREAM ENCODING & DWDR, 1/2.7" 2MP PROGRESSIVE CMOS, H.265+ & H.265 DUAL - STREAM ENCODING, 25/30FPS@1080P(1920x1080) DWDR, DAY/NIGHT(ICR), 3DNR, AWB, AGC, BLC, MULTIPLE NETWORK MONITORING: WEB VIEWER. 2.8 MM FIXED LENS (3.6MM OPTIONAL), MAX IR LEDS LENGTH 30M, IP67, POE. OTHER ACCESSORIES -15" SURVEILLANCE GRADE MONITOR WITH HDMI /VGA INPUT, KEYBOARD & MOUSE AND OTHER ACCESSORIES REQUIREFOR CCTV SYSTEM,</p> <p>NOTE:</p> <p>a)Username/Password & wireless mouse will be shared only with CC Managers.</p> <p>b)NVR to be stored securely under a lock and key.</p> <p>c)Vandal proof cameras Locations:</p> <p>i.On Dash board facing the front,</p> <p>ii.One inside the driver compartment covering the all the personnel,</p> <p>iii.One in the back compartment covering the cash compartment & Rear Door,</p> <p>iv.one covering the rear view of the road.</p>	It is not feasible to install a 15" monitor on the dashboard of the cash van due to the risk of damage from vehicle vibrations.	Bidder to refer corrigendum 1
7	57	Annexure-2 Pre-Qualification Criteria	Sl.No. 1. Signing of Pre-Contract Integrity Pact	The bidder/ Service Provider/ Agency should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act whichever is higher) as per Appendix-F.	The stamp paper to be of Karnataka State or can consider of any other state where the HO of agency located?	The Clause is self explanatory.Bidder to comply with RFP terms and conditions



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8	58	Annexure-2 Pre-Qualification Criteria	Sl.NO. 7. The bidder/ Service Provider/ Agency should have Minimum net worth of Rs.100 Crores. and The Net Worth of bidder/ Service Provider/ Agency firm should not be negative as on 31/03/2024 and also should have not been eroded by more than 30% (thirty per cent) in the last three years, ending on '31/03/2024'.	The bidder/ Service Provider/ Agency should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	The case is in process against RBI & other agencies for this clause & stay given by the court. Also it gives the opportunity to only big players & not for MSMEs. Hence, this clause is against the Central Govt. directives wherein MSMEs are preferred. As per clause Ser No.7 of Annexure 2 page 60 asked for annual turnover of Rs. 15.00 Crore during last 3 financial year which is contradictory of the clause Ser No.7 of Annexure 2 Page 58.	Bidder to comply with RFP terms and conditions
9	60	Annexure-2 Pre-Qualification Criteria	Sl.No. 13. The Bidder/ Service Provider/ Agency should be operating minimum fleet of 300 specially fabricated cash vans (owned/leased) for Scheduled Commercial Bank and should be in a position to provide dedicated cash vans (as per latest RBI & MHA guidelines).	Details of all the cash vans presently in the possession of the Service Provider like Make and Model, Month & Year of Purchase, Registration Number, whether fitted with GPS tracking system, CCTV Cameras etc., should be furnished as per Annexure-18.	The case is in process against RBI & other agencies for this clause & stay given by the Honourable Court. Also it gives the opportunity to only big players & not for MSMEs. Hence, this clause is against the Central Govt. directives wherein MSMEs are preferred.	Bidder to comply with RFP terms and conditions
10	60	Annexure-2 Pre-Qualification Criteria	Sl. No.14. The service provider/agency should be registered through companies licensed under PSARA Act	Self-attested copies of license to be submitted. Note: Service providers/ agency should have PSARA for all respective states. Service providers who have already applied for the renewal of their existing PSARA Licenses will be considered eligible for participating in the Bid subject to providing PSARA license before deployment of the Cash Vans. However, those service providers/agencies who have applied for the PSARA for the first time, but have not received it at the time of submission of the bid will not be eligible to participate in the Bid.	In every tender, 04 to 05 states are there. It is mandatory to have a PSARA of all the states mentioned in the RFP ? Out of 4/5 States we have PSARA for 3 States so can we be considered for that states only.	Bidder to refer to Corrigendum 1.
11	2	SECTION A - BID SCHEDULE & ABBREVIATIONS	1.BID SCHEDULE	Sl.No.6. Earnest Money Deposit (Refundable)	The zone wise EMD amount mentioned is on a very higher side, we request bank to revise the EMD amount to Rs. 50 Lakhs.	Bidder to comply with RFP terms and conditions



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12	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	Sl.No. 1.4. Deployments of Cash Vans (includes 1 Driver, 2 Custodians, 2 Armed Guards) should be within Eight (08) weeks from the date of providing the Deployment Instructions with the location details by the bank.	We request bank to kindly consider the timeline for deployment of cash vans from 8 weeks to 12 weeks from the date of receipt of LOI. Since 8 weeks may not be sufficient for deployment of all the requested no of vehicles since vehicle procurement, fabrication requires minimum time of 60 days to 90 days.	Bidder to refer corrigendum 1
13	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Subcontracting	Sl.No. 6.1. VENDOR/ SERVICE PROVIDER/AGENCIES shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER/AGENCIES under the contract without the prior written consent of the BANK.	As per industry practice Cash Management Agencies can outsource the gunmen services to agencies who have valid PSARA licenses. Presently we are providing dedicated cash van services to major banks and in all these banks we have outsourced the gunman services. We request bank to ammend the clause and allow subcontracting of gunmen	Bidder has to provide the services in terms of RFP/Contract in his own capacity. In case of Gunman Service, bidder can use licenses of PSA who is having the valid PSARA license for the particular state, provided there is a valid agreement with the license holder .Bidder to submit details as per Annexure-19 of RFP
14	31	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	8. Fixed Price	The prices quoted in the tender response will be fixed for the period of the contract.	We request bank to consider a price escalation of 10 % year on year to cover the increase the cost of fuel/ manpower and inflation	Bidder to comply with RFP terms and conditions
15	36	SECTION G - GENERAL CONDITIONS	3. Human Resource Requirement	Sl.No. 3.6. Sub Sl.No. 3.6.4.Passport - Duly attested photocopy by candidate and bidder HR.	In all cases it might not be possible to provide passport of the Custodians, however we will share the other KYC documents mentioned in the tender document. Requesting bank for ammendment of this clause.	Bidder to refer corrigendum 1



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16	58	Annexure-2 Pre-Qualification Criteria	Sl.No. 6. The bidder/ Service Provider/ Agency should have an average annual turnover of Rs.20.00 Crores during last 3 financial years (i.e., 2021-22, 2022-23 & 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder/ Service Provider/ Agency should submit Audited Balance Sheet copies for last 3 financial years i.e., 2021-22, 2022-23 & 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	Hitachi Cash Management Services Pvt Ltd have entered into a Business Transfer Agreement (BTA) with Writer Business Services Pvt. Ltd. (WBSPL) on 21st July 2023. The complete transition of the BTA came into effect from 1st January 2024. As per BTA, "Business Undertaking" means the undertaking through which the Business is carried on, comprising of (a) the Assets; (b) the Business Contracts; (c) the Business Records; (d) the Permits; (e) all other rights, benefits, privileges and intangibles (including Goodwill) accruing to the Seller and which exclusively relate to the Business Undertaking; (f) the Transferred Business Employees; (g) Insurance Policies; and the Assumed Liabilities, As this is a takeover the financials and the experience of the services relevant to this RFP will effective 1st Jan, 2024, the cash business of the erstwhile entity has been taken over by Hitachi Cash Management services Pvt. Ltd. (HCMS). All necessary supporting regarding the same can be shared. Hence we shall be sharing financials of the erstwhile entity WBSPL.	Bidder to comply with RFP terms and conditions
17	60	Annexure-2 Pre-Qualification Criteria	Sl. No. 14. The service provider/agency should be registered through companies licensed under PSARA Act	Self-attested copies of license to be submitted. Note: Service providers/ agency should have PSARA for all respective states. Service providers who have already applied for the renewal of their existing PSARA Licenses will be considered eligible for participating in the Bid subject to providing PSARA license before deployment of the Cash Vans. However, those service providers/agencies who have applied for the PSARA for the first time, but have not received it at the time of submission of the bid will not be eligible to participate in the Bid.	As per MHA Gazzatte Cash Management Agencies can outsourced the gunmen services to agencies who have valid PASARA licenses. Agencies signed a back to back agreements with the gunmen agencies who have got valid Pasara licenses. We are providing dedicated cash van services to major banks and the same practice is followed. Even in the last RFP published by Canara bank for dedicated cash vans in 2022, the same was allowed. The Clause of the last RFP No: HOCMS: 03/2022 of Canara Bank is noted Below: 5.1.9 Private Security for cash transportation activities - The bidder shall adhere to the Private Security to Cash Transportation activities- Model Rules, 2018 issued by MHA and/or any State enactment in this regard. i. If the Bidder is not having a PSARA License, they may provide the security services through any other registered PSA Company, provided an undertaking is submitted as per Annexure-III. In case, if the PSA/(s) is withdrawing their support to the SP, the SP shall engage another PSA/(s), who is eligible as per Terms of the RFP. Such engagement of PSA/(s) shall be only with prior permission of the Bank. We are also attaching MHA Gazzatte for your reference.	Bidder to refer corrigendum 1.



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18	61	Annexure-2 Pre-Qualification Criteria	Sl.No. 15. The Bidder/ Service Provider/ Agency should have its own/franchise Office at the location mentioned in Annexure-9(B) of the RFP.	The Bidder/ Service Provider/ Agency to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-9(B).	We have operational presence in all the states, with offices in major cities / state capital which act as controlling centres for other states in that particular zone. We request bank to kindly consider the same.	Bidder to refer corrigendum 1.
19	61	Annexure-2 Pre-Qualification Criteria	Sl.No. 16. The service provider/agency should be registered with the Police & State regulators as per the relevant orders in respect of customized cash van services.	The bidder/ Service Provider/ Agency to submit Police license / PSARA and registration letter, wherever applicable.	We request the bank to remove the clause regarding registration with Police and state regulators. The cash management industry, specifically companies providing Dedicated Cash Van (DCV) services, does not fall under the purview of state regulatory registration. There are no specific requirements to this effect for Cash Management Companies. Instead, Cash Management Companies providing DCV services are required to follow the guidelines for Cash Movement as per the MHA Gazette of 2018.	The bidder/ Service Provider/ Agency to submit Police license / PSARA and registration letter, wherever applicable Bidder to comply with RFP terms and conditions.
20	73	Annexure-10 Technical and Functional Specification	Sl. No. 8. CCTV system shall have minimum 4 Camera as shown in the schematic diagram of cash van at the end of this Annexure. The CCTV system shall have a minimum 90 days backup at any point of time.	CCTV system shall have minimum 4 Camera as shown in the schematic diagram of cash van at the end of this Annexure. The CCTV system shall have a minimum 90 days backup at any point of time.	As per MHA gazette, the cash van shall be provided with a small CCTV system with at least five days recording facility hence we request bank to amend the backup clause as per MHA guidelines	Bidder to refer corrigendum 1



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21	73	Annexure-10 Technical and Functional Specification	Sl.No. 10. Two doors in front and one door at the rear with aluminium extruder buffed Section windows with sliding glasses.	Two doors in front and one door at the rear with aluminium extruder buffed Section windows with sliding glasses.	All our cash vans are MHA complaint cash vans they meet the specifications mentioned the MHA Gazette, "section window with sliding glasses " is not a part of MHA specification hence request bank to amend the same.	Bidder to refer corrigendum1
22	74	Annexure-10 Technical and Functional Specification	Sl. No. 23. Each cash van should have e.Two Emergency lights f.One battery operated Air-Pump g.Puncture repair kit	Each cash van should have e.Two Emergency lights f.One battery operated Air-Pump g.Puncture repair kit	As per MHA currently our cash vans have only one emergency light in place and all the vans have tubless tyres as per MHA. The crew will not have the skill set of repairing puncture hence having a batter operated Air- Pump and Puncture repair kits may not address the concern of the bank. Hence request for relaxation	Bidder to comply with RFP terms and conditions
23	74	Annexure-10 Technical and Functional Specification	Sl. No. 20. Roadworthy and tip top condition, not older than 2 years vehicle, on the date of execution of agreement should be pressed into service. A Cash Van completing 5 years of service or one lakh kilometres running, must be changed	Roadworthy and tip top condition, not older than 2 years vehicle, on the date of execution of agreement should be pressed into service. A Cash Van completing 5 years of service or one lakh kilometres running, must be changed	As per MHA , the cash van can be on road for 7 yrs, we request bank to amend the clause from 5yrs to 7 yrs	Bidder to comply with RFP terms and conditions
24	95	Annexure-19 Undertaking - Engaging of PSA	Undertaking - Engaging of PSA	Undertaking - Engaging of PSA	Since the gun men activity is outsourced to agencies who are registered under PSARA. We will be sharing the name and relevant details of the private security agency from whom the gunmen services is obtained under the column of the table of Annexure -19	Yes. Bidder to comply with RFP terms and Conditions



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25	16		Sl.No. I. The successful Service Provider/ Agencies shall ensure that the cash vans provided will reach or leave the reporting Branch/Currency Chest and provide services strictly as per the schedule given by the Bank	Failing which the Bank shall levy penalty @ Rs.500/- per hour In case, the successful bidder remains absent for the whole day, Bank shall levy penalty equivalent to proportionate charges payable on monthly basis.	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 100/- per hour.	Bidder to comply with RFP terms and conditions
			Sl.No. III. Non-observation of dress-code and turn-out of Guards as per PSARA License	Rs. 1000/-per instance	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 100/- per instance	
			Sl.No. IV. Change of Staff & Guards without prior Permission from Bank	Rs. 1000/-per instance	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 100/- per instance	
			Sl.No. V. Sufficient Fasttag Balance not available for Duty	Rs. 1000/-per instance and it has to be refilled the balance within same day	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 100/- per instance	
			Sl.No. VI. CCTV not working	Rs. 1000/-per instance and it has to be rectified within same day	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 500/- per instance	
			Sl.No. VII. Alarm not working	Rs. 1000/-per instance and it has to be rectified within same day	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 500/- per instance	
			Sl.No. VIII. Fire Extinguisher Expired/ not refilled	Rs. 1000/-per instance	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 500/- per instance	

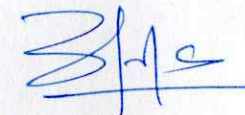


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		SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages:	Sl.No. IX. The CCTV system shall have a minimum 90 days backup at any point of time. If CCTV footage not provided to Currency Chest when asked within the same day.	Rs. 1000/-per day or part thereof	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 500/- per instance. Also as per MHA gazette, the cash van shall be provided with a small CCTV system with at least five days recording facility hence we request bank to amend the backup clause as per MHA guidelines	
	Sl.No. X. GPS not working		Rs. 1000/-per instance and it has to be rectified within same day	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 500/- per instance		
	Sl.No. XI. Cash Van taken for fueling to Petrol pump while on duty.		Rs. 1000/-per instance	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 500/- per instance		
	Sl.No. XII. Non-Adherence of any other contractual obligations, unless and until bank is informed in advance and permission in written is obtained from Bank.		Rs. 1000/-per instance	We humbly request you to kindly review the penalty structure. Currently the penalty structure which is prevailing across the industry is that of Rs 500/- per instance		
26	103	Annexure-22 Technical Evaluation Criteria	Sl.No. 6. Bidder's Presentation/ Demonstration	Points will be assigned by an internal committee as per Table P-1	We request bank to kindly confirm whether the presentation will be conducted prior to or post submission of the Bids or do we need to submit the same along with the technical documents	The presentation need not be submitted at the time of bid submission
27	58	Annexure-2 Pre-Qualification Criteria	Sl.NO. 7. The bidder/ Service Provider/ Agency should have Minimum net worth of Rs.100 Crores. and The Net Worth of bidder/ Service Provider/ Agency firm should not be negative as on 31/03/2024 and also should have not been eroded by more than 30% (thirty	The bidder/ Service Provider/ Agency should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	IF we are applying in MSE then 100 crore net worth is applicable	Clause is self explanatory. Bidder to comply with RFP terms and conditions



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28	60	Annexure-2 Pre-Qualification Criteria	Sl. No. 14. The service provider/agency should be registered through companies licensed under PSARA Act	Self-attested copies of license to be submitted. Note: Service providers/ agency should have PSARA for all respective states. Service providers who have already applied for the renewal of their existing PSARA Licenses will be considered eligible for participating in the Bid subject to providing PSARA license before deployment of the Cash Vans. However, those service providers/agencies who have applied for the PSARA for the first time, but have not received it at the time of submission of the bid will not be eligible to participate in the Bid.	If we have 1 state PASARA in each Zone and on getting contract we can tie up with any agency for providing gunman and use there PASARA	Bidder to refer corrigendum 1.
29	65	Annexure-5 Make in India Certificate	Make in India	Make in India	From whom we has to verified	Clause is self explanatory. Bidder to comply with RFP terms and conditions
30	88	Annexure-16 [Due Diligence Report]	Due Diligence Report	Due Diligence Report	We have to sign and give format this will be done by bank	Bidder to submit Annexure-16 as per format of RFP
31	61	Annexure-2 Pre-Qualification Criteria	Sl.No. 15. The Bidder/ Service Provider/ Agency should have its own/ franchise Office at the location mentioned in Annexure-9(B) of the RFP.	The Bidder/ Service Provider/ Agency to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-9(B).	Is one office in Zone alright or we need office in each location of the zone	Bidder to refer Corrigendum 1
32	68	Annexure-8 Office Details	Office Details	Sl.No. 1. Manipal Sl.No. 2. Bengaluru	The East zone the manipal and benglaru office details is required if we have office at benglaru and not manipal and it is essential to fill the annexure 8	Annexure- 8 is self explanatory. Bidder to comply with RFP terms and conditions
33	31	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	8. Fixed Price	The prices quoted in the tender response will be fixed for the period of the contract.	We suggest to keep window for annual increase with respect to MW or other cost hike.	Bidder to comply with RFP terms and conditions
34	74	Annexure-10 Technical and Functional Specification	Sl. No. 20. Roadworthy and tip top condition, not older than 2 years vehicle, on the date of execution of agreement should be pressed into service. A Cash Van completing 5 years of service or one lakh kilometres running, must be changed	Roadworthy and tip top condition, not older than 2 years vehicle, on the date of execution of agreement should be pressed into service. A Cash Van completing 5 years of service or one lakh kilometres running, must be changed	As per MHA, vehicles upto the ageing of 7 yrs is fit to run Cash movement and same shall be allowed. Vehicle supplied shall be roadworthy and tip top however no capping on KM.	Bidder to comply with RFP terms and conditions

Date 18-10-2025
Place Bangalore



General Manager



