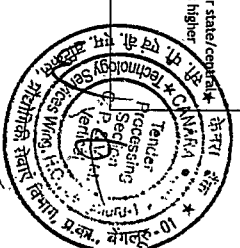
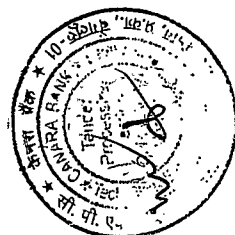


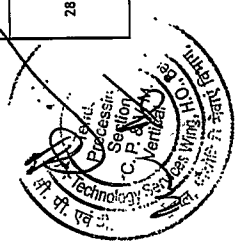
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	23	SECTION D - BID PROCESS	6 Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6.1. The Bidder/ Service Provider/ Agency shall furnish Non interest earning Earnest Money 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	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 & AWARDDING OF CONTRACT of RFP. Bidder to comply with RFP terms and conditions
3	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	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. Sl.No. 3.4 Penalty for various Nature of defaults III: Non-observation of dress-code and turn-out of Guards as per PSARA License Rs. 1000/-per instance IV: Change of Staff & Guards without prior Permission from Bank Rs. 1000/-per instance V: Sufficient Fasting Balance not available for Duty Rs. 1000/-per instance and it has to be refilled the balance within same day VI: CCTV not working Rs. 1000/-per instance and it has to be rectified within same day VII: Alarm not working Rs. 1000/-per instance and it has to be rectified within same day VIII: Fire Extinguisher Expired/ not refilled Rs. 1000/-per instance 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 X: GPS not working Rs. 1000/-per instance and it has to be rectified within same day XI: Cash Van taken for fueling to Petrol pump while on duty. Rs. 1000/-per instance 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 need Minimum 9 weeks time to deliver brand New Cash Van. (Company (M & M or TATA) takes 20-25 days to deliver cash van, Fabrication takes time of 15 to 20 days and 15 days time for vehicle registration.	Bidder to refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
4	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties & Liquidated damages:	Sl.No. 3.4 Penalty for various Nature of defaults III: Non-observation of dress-code and turn-out of Guards as per PSARA License Rs. 1000/-per instance IV: Change of Staff & Guards without prior Permission from Bank Rs. 1000/-per instance V: Sufficient Fasting Balance not available for Duty Rs. 1000/-per instance and it has to be refilled the balance within same day VI: CCTV not working Rs. 1000/-per instance and it has to be rectified within same day VII: Alarm not working Rs. 1000/-per instance and it has to be rectified within same day VIII: Fire Extinguisher Expired/ not refilled Rs. 1000/-per instance 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 X: GPS not working Rs. 1000/-per instance and it has to be rectified within same day XI: Cash Van taken for fueling to Petrol pump while on duty. Rs. 1000/-per instance 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	Request you to please reduce penalty from 1000 to 300 per instance	Bidder to comply with RFP Terms and Conditions
5	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment terms	Sl.No. 2.9 Payment shall be released within 30 days from the date of submission of relevant documents as per Gem bid terms and found in order as per Gem bid terms.	Request you to please reduce the payment terms from 30 to 10 days as per existing tender terms as we have to pay salaries on time.	Bidder to comply with RFP Terms and Conditions
6	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.	We need bank approval to outsource manpower (Gunman/Driver/ Loader) where we facing shortage of crew. We will hire agencies who is having the Para license.	Bidder has to provide the services in terms of RFP/Contract in its own capacity. In case of Gunman/Service, bidder can use licenses of different 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.
7	36	SECTION G - GENERAL CONDITIONS	1. Human Resource Requirement	Sl.No. 3.7. The selected Bidder/ Service Provider/ Agency shall extend all of the outsourced banking and financial services by deploying such personnel that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India, Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time as per the provisions of Minimum Wages Act 1948.	Please confirm which minimum wages we have to consider State or Central	Minimum wages to be paid as per state/central labour laws whichever is higher



8	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.	As per MHA Guideliens CCTV Back-up Should be 05 days	Bidder to refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
9	73	Annexure-10 Technical and Functional Specification	Sl.No.18	Should have Security alarm with GSM based auto-dialer system with a motorized siren should be fitted on rooftop with activation points (Panic switches) with guard, driver and the custodian. (Even at the rear side at the vehicle). Panic switch shall be available in other compartments also.	GSM Based Auto-Dialer is ok but Motorized siren is not permitted by many of the Local RTO so request you to please re look for the same.	Bidder to refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
10	General Query	General Query	General Query	General Query	Toll tax reimbursement not mentioned in RFP	The price quoted should be all Inclusive.No additional payment will be made towards Toll Tax.Bidder to comply with RFP terms and conditions.
11	23	SECTION D - BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantees 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
12	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. Bidder to comply with RFP Terms and Conditions.
13	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. Bidder to comply with RFP Terms and Conditions.
14	76	Annexure-10 Technical and Functional Specification	Sl. No. 32. Specification of CCTV:- (Minimum specification)	Specification of CCTV:- (Minimum specification) Mobile NVR: 4 Channel, Compact IU, UL/EN/EU/CE certified. 4 CHANNEL, COMPACT IU, NVR, IJ/ EN / EU/ CE CERTIFIED, H.265+/H.264 CODEC DECODING, MAX BOMBS INCOMING BANDWIDTH, UP TO 6MP RESOLUTION PREVIEW & PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT, SUPPORT TCP/IP UPNP, ONVIF COMPATIBLE AND FREE PROGRAMMING SOFTWARE. Camera - Vandal Proof (Dome / Bullet) IJ/ EN / EU/ CE CERTIFIED. AP IP NETWORK IR CAMERA H.265+ & H.265. H.264/BAUPEG DUAL-STREAM ENCODING & DWR. 1/2, 7* 2MP PROGRESSIVE CMOS, H.265+ & H.265 DUAL - STREAM ENCODING, 25/30FPS@1080P (1920x1080) DWR, 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 REQUIRE FOR CCTV SYSTEM, NOTE: a)Username/Password & wireless mouse will be shared only	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. Bidder to comply with RFP Terms and Conditions.

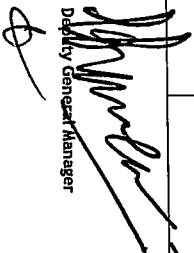


23	36	SECTION G - GENERAL CONDITIONS	3. Human Resource Requirement	Sl.No. 3.6. Sub Sl.No. 3.6.4. Passport - Duly attested photocopy by candidate and bidder HR.	In all cases it might not be possible to provide passport of the Custodians, however we will share the other KYC documents mentioned in the tender document. Requesting bank for amendment of this clause.	Bidder to refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
24	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 takeover the financials and the experience of the services relevant to this RFP will be 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 refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
25	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 Gazette Cash Management Agencies can outsource the gunmen services to agencies who have valid PSARA 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 followed. The Clause of the last RFP No: HOCMS: 03/2022 of Canara Bank is stated 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. 1. 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 PSMA (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 Gazette for your reference.	Bidder to refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
26	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. Bidder to comply with RFP Terms and Conditions.
27	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.	Bidder to refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
28	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. Bidder to comply with RFP Terms and Conditions.



29	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 buffed Section windows with sliding glasses.	All our cash vans are MHA complaint cash vans they meet the specifications mentioned in 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 corrigendum-1. Bidder to comply with RFP Terms and Conditions.
30	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 battery operated Air Pump and Puncture repair kits may not address the concern of the bank. Hence request for relaxation	Bidder to refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
31	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 refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.
32	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
33	16	SECTION C - DAILY SERVICE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages:	Sl.No. 1. 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	Falling 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
34	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
35	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 MV or other cost hike.	Bidder to comply with RFP terms and conditions
36	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 refer corrigendum-1. Bidder to comply with RFP Terms and Conditions.

Date 21-10-2025
Place Bengaluru


Dally General Manager





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