

Replies to Pre Bid Queries for GEM/2025/B/7018727 dated 18/12/2025 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	85	Annexure- 14 Bill of Material	Bills of Material	Total Cost of ownership	In the Gem, Under Offer price tab, there is provision to fill only Lumpsum cost of service in Totality. Do we have to fill Total Cost of Ownership amount only (As per Bills of Material). Unit wise price Breakup option is not available in Gem Portal like earlier.	Total Cost of Ownership(Inclusive of taxes) is to be quoted in GeM Portal. Bidder need to submit Bill of Material as per Bank's format matching the Total Cost of Ownership(TCO) quoted in GeM portal.
2	General Query	General Query	General Query	Reverse Auction	We suggest to keep provision for reverse auction	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	36	Section G General Conditions	3.Human Resource Requirement	3.7.The selected bidder/ Service Provider/ Agency shall extend all of the outsourced banking and financial services by deploying such personal 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	As the New Wage Code is implemented w.e.f. 21st November 2025, and floor wages are expected to be implemented within the next 2-3 months, how will the Bank address the same?	It is the responsibility of the succesful bidders to ensure all compliances as per the RFP terms & applicable laws.
4	2	SECTION A - BID SCHEDULE & ABBREVIATIONS	1.BID SCHEDULE	8 Last Date, Time and Venue for Submission of Bids Bid End Date/Time as Mentioned in GeM Bid Document. Response should be submitted in GeM portal and required physical documents such as EMD Bank Guarantee, DD, Integrity Pact, etc., should be submitted at below mentioned address before due date/time	The RFP states physical documents must be submitted before the due date/time. However, as per GeM documents a 5-day grace period for physical documents. Please clarify if the GeM grace period will be honored or if documents must strictly reach the Bank by the bid end date.	The clause is self explanatory. Bidder to comply with RFP terms and conditions.
5	17	SECTION D - BID PROCESS	12 Bid Opening	12.1.The Technical cum Eligibility Proposal shall be opened online, on the Date & Time specified in the GeM Bid Schedule	Please clarify if the Bank will permit the authorized representative of the Bidder to be physically or virtually present during the opening of both the Technical cum Eligibility Proposal and the Commercial Bid to ensure transparency.	Technical Cum Eligibility Proposal and the Commercial Bid will be opened in GeM portal. If bidder wish to be present physically during bid opening, bidder can send authorized person along with authorization letter as per Appendix-C of RFP.
6	60	Annexure 2 Pre-Qualification Criteria	12. The bidder/ Service Provider/ Agency should have at least one running contract with Schedule Commercial Bank having minimum 1000 Branches, for similar line of activity i.e., cash movement between the Currency Chests and Branches	The bidder/ Service Provider/ Agency has to provide valid purchase order/ work order / engagement letter/ copy of agreement along with satisfactory performance certificate/ Reference letter from the Concerned Organization/Email reference from the client. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number and duly marking a copy to 'dittenders@canarabank.com'	Please clarify if the requirement to copy "dittenders@canarabank.com" is mandatory only for "Email References," or if it is also required when a "Satisfactory Performance Certificate" is already provided on the client's official letterhead.	This requirement is applicable for Email references. Clause is self explanatory. Bidder to comply with RFP terms and conditions
7	61	Annexure 2 Pre-Qualification Criteria	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 would like to submit that as per the RFP, Annexure-9 (B) seeks details limited to contact information and address. In this regard, we request your kind confirmation on whether supporting statutory documents such as Shop & Establishment Certificate, GST Registration, Certificate of Incorporation (COI), etc., may be considered for validating the bidder's legal presence in the concerned state.	Bidder need to provide details in Annexure-9(B) as per format of RFP
		SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12. Pricing & Payments	12.1.No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period	Please clarify if the "unit price" to be entered on the GeM portal should be the price inclusive of GST or exclusive of GST, as Annexure-14 Table C asks for both values but GeM typically evaluates based on a single total value.	Total Cost of Ownership(Inclusive of taxes) is to be quoted in GeM Portal. Bidder need to submit Bill of Material as per Bank's format matching the Total Cost of Ownership(TCO) quoted in GeM portal.
		SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12. Pricing & Payments	12.1.No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period	Please consider reimbursement of Toll Taxes parking charges at actuals by the Bank upon submission of original receipts, as these costs vary by route and cannot be accurately fixed in the monthly quote.	The price quoted should be all inclusive. Bidder to comply with RFP terms and conditions



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Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
10	58	Annexure 2 Pre-Qualification Criteria	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 31/03/2025 and also should have not been eroded by more than 30% (thirty per cent) in the last three years, ending on '31/03/2025'.	The bidder/ Service Provider/ Agency should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	What is the criteria of tangible Net Worth is it in line with RBI Guideline dated 06/04/2025	Bidder to refer Corrigendum 1.
11	60	Annexure 2 Pre-Qualification Criteria	13. The Bidder/ Service Provider/ Agency should be operating minimum fleet of 300 specially fabricated cash vans (owned/leased) for Scheduled Commercial Banks 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	As per MHA Guideline One driver 2 Arm Guard and 2 Custodian are to provided, each personnel need to undergo training for cash transportation activity, which is defined in MHA Guideline dated 08/08/2018. As define in the PQC minimum 300 cash van required hence qualifying criteria should support with requisite number of employee with the bidder organization i.e. minimum 300*5= 1500	The clause is self explanatory and pertains only to fleet of vehicles. Bidder to comply with RFP terms and conditions
12	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
13	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 Nine (09) 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 comply with RFP terms and conditions
14	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 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	58	Annexure-2 Pre-Qualification Criteria	Sl.No. 6. The bidder/ Service Provider/ Agency should have an average annual turnover of Rs.35.00 Crores during last 3 financial years (i.e., 2022-23, 2023-24 & 2024-25) 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., 2022-23, 2023-24 & 2024-25 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.	The clause is self explanatory. Bidder/s to ensure that they are complying with all the Pre Qualification Criteria, Terms & Conditions of RFP and submit the bids with relevant supporting documents. Non-compliance will lead to disqualification of Bidder/s.
16	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 comply with RFP terms and conditions



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17	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.	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. We shall enclose the PSARA licence of the agency with whom we have valid agreement.	PSARA license is mandatory and staff deployed to operate cash van should have police verification. Bidder to comply with RFP terms and conditions.
18	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 30 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 30 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 comply with RFP terms and conditions
19	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
20	74	Annexure-10 Technical and Functional Specification	Sl. No. 20. Roadworthy and tip top condition, not older than 2 years (from the date of registration) and should not have run more than 75000 Kilometers on the date of commencement of contract should be pressed into service. During the currency of contract, a Cash Van completing 5 years of service or two lakh kilometres running, must be changed.	Roadworthy and tip top condition, not older than 2 years (from the date of registration) and should not have run more than 75000 Kilometers on the date of commencement of contract should be pressed into service. During the currency of contract, a Cash Van completing 5 years of service or two 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
21	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages:	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	

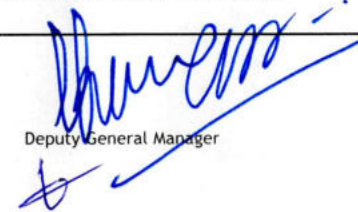


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		SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages:	Sl.No.IX. The CCTV system shall have a minimum 90 days backup at any point of time. If CCTV footage not provided to Currency Chest when asked within the same 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	Bidder to comply with RFP terms and conditions
	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		
22	94	Annexure-18 Details of Cash Vans in Possession as on Date of Bid Submitting	Table 1	RC Number Column  Internal	By RC number , we understand that we have to mention the vehicle number as per mentioned in the number plate. Please clarify	Bidder to provide vehicle Registration Number in RC Number Column. Further, Cash van must be registered in Bidder's Firm Name or Bidder has to submit lease agreement with vehicle owner along with vehicle details.
23	103	Annexure-22 Technical Evaluation Criteria	Documents to be submitted For award of mark	The bidder/ Service Provider/ Agency has to provide valid purchase order/ work order / engagement letter/ copy of agreement along with satisfactory performance certificate/ Reference letter from the Concerned Organization/Email reference from the client	The satisfactory letters were collected and submitted in the previous RFP the date mentioned in the satisfactory letters is prior to the date of the current RFP hence please consider the satisfactory letters with date of issuance prior to current RFP date. The customer will not issue the letters again since the same has already been submitted.	The Clause is self explanatory. Bidder to comply with RFP terms and conditions
24	103	Annexure-22 Technical Evaluation Criteria	Documents to be submitted For award of mark	Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number and duly marking a copy to 'dittenders@canarabank.com'	Please note that the satisfactory letters issued through mail for the previous RFP does not have bank ID since it was not a condition in the previous RFP. The customer would be reluctant to reissue the same copying the bank ID again.Hence request to consider the satisfactory letters that were uploaded in the previous RFP to be uploaded in the current RFP again.	The Clause is self explanatory. Bidder to comply with RFP terms and conditions
25	General Query	General Query	GEM Portal issue	GEM Portal - Participation process not happening in GEM Portal	While reviewing the participation tab for respective bids floated , we are facing an issue in the same owing to which the tab for offer price and technical submission cannot be viewed	It is confirmed by the bidder vide mail dated 24/12/2025 that the issue has been resolved.Further, for any GeM related issues, bidders to take up with GeM Helpdesk and follow up the matter till resolution of issue.

Place Bengaluru  
Date 29-12-2025

  
Deputy General Manager

Internal

