



इण्डियन ओवरसीज़ बैंक Indian Overseas Bank

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क्षेत्रीय कार्यालय : सुरभि आर्केड, बैंक स्ट्रीट, कोठी, हैदराबाद - 500001
Regional Office : Surabhi Arcade, Bank Street, Koti, Hyderabad - 500001



Subject:- INVITING SEALED TENDERS FROM REPUTED AGENCIES FOR HIRING THE SERVICES OF FULLY OUTSOURCED CASH VANS (02) INCLUDING ONE CASH EXECUTIVE, TWO EX-SERVICEMEN ARMED GUARDS ONE DRIVER AND ONE LOADER FOR EACH CASH VAN FOR CURRENCY CHEST

DATE OF ISSUE OF TENDER DOCUMENT: 30.06.2018

LAST DATE FOR SUBMISSION OF TENDER DOCUMENTS: up to **1130 hrs on 09.07.2018** at Regional Office, Hyderabad. In case the last date of issuance and/ or the date of receipt and opening of tender are declared as holiday, the respective date shall be treated as postponed to the next working day correspondingly.

COST OF TENDER DOCUMENT: 1000/- by DD in favor of Indian Overseas Bank issued by any Nationalized Bank during the bid period and payable at Hyderabad (Non-refundable).

Opening of Tender Forms (Technical Offer) on 09.07.2018 at 1530 hrs at RO Hyderabad.

Opening of Tender Forms (Financial Offer) on 10.07.2018 at 1100 hrs at RO Hyderabad.

Earnest Money Deposit (Bid Security): ` 50000/- by way of Demand draft in favor of Indian Overseas Bank, issued by any Nationalized Bank payable at Hyderabad.

The tender documents can be downloaded from bank's website www.iob.in=> Tender Section.

Prospective bidders may mail their queries and suggestions for any changes required to be made in the tender/ bid document through email on 0808sec@iob.in or contact No. 040-23468851, Mob. No.: 9346568988 on or before 05.07.2018 and subsequent changes based on the suggestions and clarifications shall be displayed only on Bank's website and the same shall deemed to be part of the tender document. No suggestions or queries shall be entertained after 05.07.2018.

Bank reserves the right for rejecting any or all applications received without assigning any reasons whatsoever.

मुख्य क्षेत्रीय प्रबन्धक Chief Regional Manager

SECTION - I: SCOPE OF WORK

- 1.1 To provide Cash Van services for Currency Chest Chikkadpally, Hyderabad including one Cash Executive, two Ex-Servicemen Armed Guard's one Driver and one Loader with each cash van.
- 1.2 The vehicles used for cash van services should be new at the time of start of the agreement and should not be older than three years for renewal of agreement.
- 1.3 The vehicle will normally be engaged during the banking hours (i.e. eight hours per working day). However, if required the Bank has the right to call the vehicle on Sunday/holiday and at odd hours. The extra hours will be paid as per the agreement executed between the bank and the Outsourced Agency.
- 1.4 The cash van will be built on TATA 407 / Force Traveler / Equivalent Chassis and must have the standard fitting / facilities for transportation of cash in bulk quantity from Currency Chest to Branches and Vice Versa. The fitness of the cash van before deployment will also be approved by the Regional Manager in consultation of Regional Security Officer.
- 1.5 The cash van must have following features:
 - 1.5.1 Collapsible grill gate and metal doors at the rear with adequate locking facility.
 - 1.5.2 Inside partition (i.e. separate seating & cash storage) with chain and locking facility to keep the boxes properly secured.
 - 1.5.3 First aid box with required medicines.
 - 1.5.4 Anti riot shield/ grill to protect front wind screen & side window glasses.
 - 1.5.5 Fire extinguisher(s).
 - 1.5.6 Security Alarm System with panic switch available in rear cabin also.
 - 1.5.7 GPS Tracking System.
 - 1.5.8 Tubeless tyres.
 - 1.5.9 Rear view-sliding slit in the driver's cabin to keep watch on cash boxes.
 - 1.5.10 Provision of suitable fan at rear and front seating areas of the cash van.
 - 1.5.11 The Outsourced Agency will do the modification(s) in the cash van (as required by the Bank) at its own cost.
 - 1.5.12 Suitable light arrangements in both compartments (passengers & cash storage compartments).
 - 1.5.13 The cash van should be fitted with a CCTV covering both passenger & cash compartments. (Vide RBI current guidelines dated 06.04.2018)**
- 1.6 The contract shall be for a period (tentatively) two years and may be renewed under mutual agreement. However, the renewal will be based on the requirement of the bank and satisfactory performance of the Outsourced Agency.
- 1.7 The present requirement of Cash Vans along with associated manpower at Currency Chest Chikkadpally, Hyderabad is two. However, on subsequent date the actual requirement may vary from the projected quantity as per the requirement of the Bank. The same will be intimated to the Outsourced Agency through work orders / Order Cancellation issued by Regional Office from time to time.

- 1.8 In case of a requirement, the Bank may utilize the vehicle for any purpose other than cash transportation and can send it outside Hyderabad District at its own discretion.

SECTION - II: TERMS & CONDITIONS

- 2.1 The Outsourced Agency should be an individual/ registered company/ firm involved in providing cash van services to Scheduled Commercial Banks for the past five years as on Tender Issue date. Documentary evidence in support of the same should be enclosed with the technical bid.
- 2.2 **The minimum net worth of agency should be Rs. 100/ crore. Documentary evidence (audited balance sheet) in support of the same to be enclosed (Vide RBI current guidelines dated 06.04.2018).**
- 2.3 The Outsourced Agency should be registered with EPF, ESIC and GST departments. Kindly submit self attested copies of each.
- 2.4 The Outsourced Agency should have PAN. Kindly submit self attested copy.
- 2.5 An ISO certified Outsourced Agency may be given preference over others agencies in case the quoted rates are same / similar.
- 2.6 Antecedents of ESM armed guard, driver and loader being employed by the Outsourced Agency should be ascertained by the Outsourced Agency itself. The Outsourced Agency will provide the deployment letter along with Bio data, proof of identity with photographs, proof of residence duly attested to Currency Chest In-charge/ Nodal Branch Manager.
- 2.7 The Outsourced Agency will arrange for the Police verification of all the personnel deployed by it in the cash van. A copy of the same will be handed over along with the deployment letter to the officer in-charge Currency Chest/ branch Manager. The Outsourced Agency will be directly responsible for the action of its employees.
- 2.8 All the staff/ crew deployed on the cash vans should be in uniform while on duty and must be issued with Company Identity Cards duly authenticated by the Executive/ Officer of the company. The cash van crew shall not be changed without prior permission of the officer in-charge Currency Chest/ Nodal Branch Manager.
- 2.9 The Outsourced Agency will ensure that the Cash Van provided is in proper working condition. In case of a breakdown, the Outsourced Agency will provide replacement cash van to ensure uninterrupted service at all times during the tenure of the Agreement.
- 2.10 Similarly, in case of absence of any of its employee(s), the Outsourced Agency will provide suitable replacement immediately.
- 2.11 The charges for fuel, oil lubrications and maintenance shall be borne by the Outsourced Agency. No hike on account of fuel, oil, lubrications shall be given by the Bank within the period of contract. It shall only be considered at the time of renewal of the contract, if any, between both the parties as mutually agreed upon.
- 2.12 **2.14. The Outsourced Agency should have minimum fleet size of 300 specifically fabricated cash vans (owned/ leased) vide RBI current guidelines dated 06.04.2018. Documentary evidence (self certificate) in support of the same should be enclosed with the technical bid.**
- 2.13 The vehicle registration, insurance, vehicle pollution certificates, road tax, permit if any will be arranged by the Company at its own cost. The driver will carry the driving license and relevant documents (in original) in the vehicle. A photocopy of these documents will be handed over to the authorized official of the Bank. All such documents will be renewed well in time by the company at its own cost.

- 2.14 The Outsourced Agency will arrange for the payment of the toll tax as and when required. However, it may claim it along with the monthly bills.
- 2.15 The Outsourced Agency shall at all times during the subsistence keep the vehicle in road worthy conditions and shall follow all the rules regarding Emission Norms.
- 2.16 The Outsourced Agency will maintain a log book for recording the details of daily run. All the repairs whether it is major or minor including routing servicing and change of major spares of the vehicle will be entered in the log book. The driver of the cash van will get the log book authenticated by officer in-charge Currency Chest/ Nodal Branch Manager at the end of day.
- 2.17 The monthly bill by the Outsourced Agency would be presented to officer in-charge Currency Chest/ Nodal Branch Manager Chikkadpally along with copy of receipt for payment of EPF & ESIC by 03rd of succeeding month. The payment by the Outsourced Agency to the Cash Executive, Armed Guards, Driver and Loader would required to be made into their Bank Accounts by **07th of succeeding months**, irrespective of the fact that the collection of its payment from the bank is in process for the given month.
- 2.18 Cash vans will reach Currency Chest/ Nodal Branch Chikkadpally, Hyderabad (starting location) or at the destination point as the case may be by 9.45 AM. The normal working hours will be 0945 AM to 0545 PM.
- 2.19 In case the Cash Van/ Cash Executive/ Driver/ Loader/ either of the Armed Guards fails to turn up on any working day or there is a delay of half an hour or more, a penalty @1.5 times the hourly rate (i.e. cost including Cash Van and all manpower) for the hours lost on pro-rata basis will be debited from the monthly bill. For this, the total monthly amount will be divided by [26 (working days) X 8 (working hours per day)] to calculate the hourly rate.
- 2.20 Bank reserves its right to recover the penalty amount by any mode such as adjusting from any payments to be made by the Bank to the Outsourced Agency.
- 2.21 An agreement between the bank and the Outsourced Agency shall be signed on a stamp paper as applicable and all expenses on this account shall be borne by the Company.
- 2.22 Bank reserves its right to reject any/ or all the applications without assigning any reasons whatsoever.
- 2.23 The Technical Bid must be submitted in an organized and structured manner. No brochures / leaflets etc. should be submitted in loose form.
- 2.24 Though the Bank has taken insurance cover for the cash in Transit to safeguard interest of Bank, the Outsourced Agency shall take necessary security measures/ precautions to safeguard the cash in Transit.
- 2.25 The successful Vendor should take insurance coverage to cover the following: Fidelity Insurance of Minimum ` 5 Crores, Workmen compensation, Third party liability, all risks insurance policies.

3. **Two Bid Offer System:**

The offer will be in two parts; Technical Bid & Commercial Bid. Both the parts should be submitted in separate sealed covers duly super-scribed "**Technical Offer for Providing "Cash Van Services"**" and "**Commercial Offer for Providing "Cash Van Services"**" respectively. Both the sealed envelopes should be placed in another sealed envelope super-scribed "**Offer for providing Cash Van Services"**" and should be submitted latest by 1130 hrs on 09.07.2018. The offer should be submitted to Chief Manager, Indian Overseas Bank, Regional Office Hyderabad.

4. **Earnest Money Deposit:**

Earnest Money Deposit of ` 50,000/- (Rupees Fifty Thousand only), in the form of a demand draft issued by a nationalized bank favoring **Indian Overseas Bank, payable at Hyderabad** must be submitted along with the Technical Offer. Offers not accompanied with Earnest Money Deposit of ` 50,000/- will not be accepted. The Earnest Money Deposit will be refunded to unsuccessful bidders. The Earnest money paid by the successful bidder will be converted into Security Deposit and would be released only after completion of the contractual period. No interest will be payable on the Earnest Money Deposit/ Security Deposit. If the Outsourced Agency fails to provide the services of the Cash Van along with the required manpower within the agreed period as per the final agreement, then the agreement may be cancelled and earnest amount forfeited. In such case, the Outsourced Agency will have no claim for the Earnest Money whatsoever.

5. **TECHNICAL OFFER:**

The Technical Offer should be complete in all respects. It should comprise following details and supporting documents:

- 5.1 Covering letter in the prescribed format. **(Annexure-I)**.
- 5.2 Earnest Money Deposit of ` 50,000/-, in the form of a demand draft issued by a Nationalized Bank favoring Indian Overseas Bank, payable at Hyderabad.
- 5.3 Cost of tender documents ` 1,000/-, in the form of a demand draft issued by a Nationalized Bank favoring Indian Overseas Bank, payable at Hyderabad (Non refundable).
- 5.4 Outsourced Agency s' profile in the prescribed format. **(Annexure-II)**.
- 5.5 Specifications of the Cash Van planned to be provided.
- 5.6 All the pages of the technical & commercial bids will be serially numbered and signed by appropriate authority.
- 5.7 Audited balance sheet as a documentary proof of Rs 100/ crore net worth of agency.
- 5.8 Certificate of having fleet size of 300 specifically fabricated cash vans (owned/ leased) on letter head.

6. **COMMERCIAL OFFER:**

- 6.1 The Commercial Offer should contain the rates quoted **in Indian Rupees** in the prescribed format only. The Commercial Offer should not contradict the Technical Offer in any manner.
- 6.2 The price quoted should be inclusive of cost for providing one Air Conditioned Cash Van (Vehicle Make TATA 407 / Force Traveler / Equivalent Chassis with a seating capacity of five personnel), one Cash Executive, two Armed Guards, one Driver and one Loader.
- 6.3 The charges for the manpower deployed with the cash van would be inclusive of minimum wages laid down by the Government, Cost for Training, Miscellaneous Cost and Service Charges.
- 6.4 GST will be paid by the bank as per the extant guidelines.
- 6.5 The Bank will shortlist bidders, who satisfy the requirements laid down in technical bid of the tender document. The commercial offers of only the short listed bidders will be opened. Short listed bidders will be notified by e-mail or Telephone. The bidder may be present at the time of

opening of the Technical and Commercial Bids.

- 6.6 No advance will be paid by the bank to the Outsourced Agency for providing cash van services.
- 6.7 Bank will recover TDS as applicable from the monthly bill.
- 6.8 The commercial bid will be done on the basis of amount quoted for providing complete services including the Cash Van and all its crew.
- 6.9 The agreement shall be on a fixed rates basis. No upward revision in the rates would be considered during the period of agreement.
- 6.10. The contract shall be for a period two year and may be renewed on mutual consent as per requirement of the bank based on satisfactory performance by the Outsourced Agency.

7. **No Erasures or Alterations:**

Technical / Commercial details must be completely filled up. Corrections or alterations, if any should be duly authenticated.

8. **Validity of Offer:**

The offer should be valid for period of 90 days from the last date for submission of the offer.

9. **No Commitment to Accept Lowest or Any Tender.**

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

10. **Opening of Technical Bids:**

Technical Offers will be opened on 09.07.2018 at 1100 hrs & Financial Offers on 10.07.2018 at 1100 hrs by the designated committee. The bidders may be present at the time of opening of the Technical / Commercial Offers.

11. **Order Cancellation:**

If the vendor fails to provide the Cash Van services within one week period or the extended date communicated by the Bank it will be a breach of contract. The Bank reserves the right to cancel the work order in the event of delay in deployment of the cash van along with associated manpower and forfeit the Earnest Money Deposit.

- 12. The bank may enter into agreement for hiring of the cash van services with one or more Outsourced Agencies. Work order will be given to L1 bidder. In case the L1 bidder fails to provide satisfactory service, then its work order would be cancelled and work reassigned to L2 or L3 bidder in that sequence at L1 price.

- 13. Bank reserve the right to terminate the contract with immediate effect in case the Outsourced Agency fail to provide satisfactory services or fail to take security measures or not adhering to terms & conditions of the tender/ agreement.

- 14. In other cases, Bank reserves the right to terminate the agreement during contract period after giving one month notice to the Outsourced Agency.

**Annexure - I
(Letter to the bank on the Outsourced Agency's letterhead)**

To

The Chief Regional Manager
Indian Overseas Bank
Regional Office Hyderabad

Dear Sir,

TENDER FOR PROVIDING CASH VAN SERVICES INCLUDING ONE CASH EXECUTIVE, TWO ESM ARMED GUARDS, ONE DRIVER AND ONE LOADER FOR EACH CASH VAN FOR CURRENCY CHEST CHIKKADPALLY, HYDERABAD

With reference to the above tender notice, having examined and understood the terms and conditions forming part of the tender forms, we hereby enclose our offer for providing the cash van services to include one Cash Executive, two "Ex-Servicemen Armed Guards" one "Driver" and one "Loader" for each cash van for Currency Chest/ Nodal Branch Chikkadpally, Hyderabad.

We confirm that we have not been disqualified by any PSU bank for providing the subject services.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender documents.

We also confirm that the offer shall remain valid for 90 days from the last date for submission of the offer.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

We enclose herewith a Demand Draft for ` 50,000/- (Rupees Fifty Thousand only) & ` 1000/- favoring Indian Overseas Bank and payable at Hyderabad towards Earnest Money Deposit and Tender Fee details of the same are mentioned below:

Demand Draft No.s:
Date of Demand Drafts:
Name of Issuing Bank:

Yours faithfully,

Date:

Authorised Signatory
(Name & Designation, Seal of the Firm)

Annexure - II

OUTSOURCED AGENCY PROFILE & TECHNICAL BID
(On the Outsourced Agency's letterhead)

(For Providing Cash Van Services Including One Cash Executive, Two ESM Armed Guards, One Driver and One Loader for Each Cash Van for Currency Chest/ Nodal Branch Chikkadpally, Hyderabad

Sl. No.	Description	Details Provided	Page No.
1.	Name of the Outsourced Agency		
2.	Address		
3.	Contact / Fax Number(s)		
4.	Email Id		
5.	Status of Firm (Proprietorship/ Pvt Ltd Co. / Partnership firm/ Any other).		
6.	Name of the Proprietor/ Partners/ Directors (with professional qualifications, if any).		
7.	Year of establishment. Whether registered with Registrar of Companies /firm. If so No. & Date.		
8.	Years of experience in Cash Van Services.		
9.	Registration details (State Govt) - Shops & Est Act.		
10.	Registration details with the state regulators in respect of cash van services (if applicable).		
11.	EPF Registration details.		
12.	GST Registration details.		
13.	ESIC Registration details.		
14.	PAN Card details.		
15.	ISO Certification details.		
16.	Any additional information.		

Details of Organisations to which Cash Van Services are Being Provided

(Copies of satisfactory completion certificate obtained from the clients shall be enclosed)

Sl. No	Name of the Organization	Name of Contact Person	Ph No & email Id	No of Cash Vans	Certificate Attached Yes / No

Date:

Authorised Signatory
(Name & Designation, Seal of the Firm)

DECLARATION - I
(On Outsourced Agency's letterhead)

I/ We have read the terms and conditions and have given all information required by the Bank.

The information furnished by me/ us is correct to the best of my knowledge and belief.

I / We agree that If, information furnished by me/ us are found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later stage, my/ our application/ agreement will be cancelled and EMD/ security deposit will be forfeited and I/ We will be solely responsible for the consequences.

I/ We agree that the decision of Indian Overseas Bank in selection of Outsourced Agency for Cash Vans will be final and binding to me / us.

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

I/We understand Bank is not bound to accept any proposal they may receive and that the evaluation would be carried out based on the applicable eligibility criteria and supported documents submitted by me/ us.

I/We agree to pay all the taxes/ insurance/ statutory charges as levied by Government/ Local authorities.

Date:

Authorized Signatories
(Name & Designation, Seal of the Firm)

DECLARATION - II
(On Outsourced Agency's letterhead)

I / We declare that I/we will adhere to the provisions of the following acts (as amended from time to time): -

1. The Payment of Wages act, 1936.
2. The Industrial Dispute Act 1947.
3. The Minimum Wages Act 1948.
4. The Employee Provident Funds and Miscellaneous Provisions Act 1952.
5. The Payment of Bonus Act 1965.
6. The Contract Labour (Regulation and Abolition) Act 1970.
7. The Payment of Gratuity Act 1972.
8. The Equal Remuneration act 1976.
9. The inter State Migrant Workman (Regulation of Employment and Condition of Service) Act 1979.
10. The ESI Act.

Date:

Authorized Signatory
(Name & Designation, Seal of the Firm)

COMMERCIAL BID
(On Outsourced Agency's letterhead)

(For Providing Cash Van Services Including One Cash Executive Two ESM Armed Guards One Driver and One Loader for Each Cash Van for Currency Chest Chikkadpally, Hyderabad)

Sl.No.	Description	Rates (Inclusive of Service Charges for Area A)
1.	Provisioning of one Cash Van up to 2000 Kms per month (along with one Cash Executive, two ESM Armed Guards, one Driver and one Loader with each Cash Van).	`
2.	Additional Charges Per Kms Beyond 2000 Kms (Monthly). To be calculated as 0.01% of monthly rate quoted above.	`
3.	Additional Charges Per Hour Per Person Beyond 8 Hrs (Per Day). To be calculated as 0.08% of monthly rate quoted above.	`

Date:

Authorised Signatory
(Name & Designation, Seal of the Firm)