

Clarification of Pre-bid queries is enclosed as “Annexure A” Dated: 04.04.2024

Sr No	Page No	Category (Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/Suggestion Deviation	Bank's Clarifications to the bidder query
1	8	General	Consortium bidding is not permitted under this RFP	We request you to Permit Consortium/ JV in the bidding. Our Company is working as CBC under Financial Inclusion Project to various PSU/RRB and Private Banks. We already have a foot presence in almost every District & States PAN India. We wish to enter into this segment as we are already doing Cash collection, Transaction, deposition in branch.	No Change
2	9	Scope	The Bank may require Service Provider for late evening/night pick-up and pick-up on holidays and Sundays.	Please note that Cash Pickup Services will be done as per the timings prescribed in MHA Gazette. The restriction in Cash loading activity after 9pm in urban areas and after 6pm in rural areas needs to be adhered as indicated in the MHA Gazette. Request you to restrict the pickup timing accordingly.	No Change. Cash Pickup Services shall be as per the RBI/MHA/Local State guidelines etc.
3	9	Scope	The Bank may require Service Provider for Cash Burial (including Coins Burial) at any location and transfer the funds electronically to the Bank.	As a practice, the proportion of coins should not exceed 5% of the total collections since partner banks and disposal partners do not encourage disposal of more than 5% of coins for cash burial arrangements. Hence we request you to please reconsider the same	No Change

4	9	Scope	The Service Provider shall be required to provide reconciled MIS by EOD on the date of cash pick-up.	As per current industry practice service provider shall share the pickup MIS on the day of Cash Pickup. Reconciliation of MIS with other cash pickup documents (scratch card deposit slips) is done on subsequent day and in case of any discrepancy, a revised / reconciled MIS is shared with the bank. Hence we request the bank to kindly reconsider this clause	No Change
5	9	Scope	All the cash picked up will be deposited at the designated branch/currency chest of the Bank or as directed by the Bank. The Bank may designate multiple branches at a location for depositing cash picked-up from customers. There will be no additional charges payable if such arrangements are made. It will be Bank's discretion to designate branches/currency chests for deposit of cash collected from the customers.	As per industry practice, the cash picked up will be deposited in one designated nodal branch as it will be difficult to deposit the cash at multiple branches. Hence requesting bank to please reconsider this clause	No Change
6	11	Commercial	The Bidder must have registered Annual Revenue/Turnover of Rs.5 Crore or above in each year during the last three completed FY- 2020-21, 2021-22 and 2022-23 (Not inclusive of the revenue/Turnover of associate companies).	We will be participating in the tender under the entity name Hitachi Cash Management Services Pvt Ltd (HCMS). Hitachi Cash Management Services (HCMS) has acquired the entire Cash Management Business of Writer Business Service (WBSPL) effective 1st Jan, 2024. Hence we will be submitting all the requested documents as mentioned in the bid document. We shall be enclosing all relevant documents related to the acquisition along with the bid Documents	No change

7	13	Scope	The Service Provider should have an alert notification system to send alerts to the bank's controlling offices and customers of the bank regarding cash pickups and deposits.	We request bank to please clarify exactly what kind of alerts needs to be sent to bank regarding cash pickups and deposits.	Alerts may be required on the email/SMS on real time basis as per the requirement of the customer and consolidated MIS to be submitted to bank's controlling office on daily basis.
8	19	General	Preference to Make In India Initiative & Certificate of Local Content	Please clarify whether this clause is applicable under the scope of this tender and also what exactly needs to mentioned in this Annexure 18 pertaining to local content as per the RFP document.	As per the scope of work, it may not be applicable. However, no change in the cause.
9	20	Commercial	Any monetary loss during transit/ storage is to be made good to the Bank by the Service Provider immediately within 24 hours and shall not link it to insurance claim.	We request you to consider 7 working days for reimbursement as there are internal and external investigation which need to be carried out to ascertain the cause of the loss	No Change
10	20	Commercial	The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project	The gunmen accompanying the cash van are outsourced to agencies who have Psara licence. The vehicle hiring and using hired drivers is common industry practice. The cash pickup custodian will be on company payroll. We propose to the same to be allowed with prior consent of the bank	Please refer to SI No 10- Sub-Contracting of the RFP document.
11	29	Commercial	The monetary limit of pickup and delivery of cash transactions shall be fixed from time to time. This shall be within the overall cash limit per cash van at any point of time during the transit per the	As per the RBI /MHA circular, the Cash limit per cash van is 5cr and the van carries cash of multiple banks from multiple pickup points. However at any point of time the maximum limit of 5cr is never breached. The cash vans are shared infrastructure and not dedicated to any specific bank unless and until its dedicated	No Change

			Comprehensive Insurance policy of the BOB which is presently Rs.4 Cr	cash van. hence requesting you to amend the clause to 5cr.	
12	40	Scope	The customer should fill in the DigiCash deposit slip provided by the bank. The customer should filled in separate deposit slips for cash and coins	Please clarify whether there would be a single deposit slip or multiple deposit slips for cash and coins.	No Change
13	69	Commercial	The Termination rights are only reserved with bank	Either party should be given the rights for termination by giving suitable notice with in the stipulated time line	No Change
14	13	Commercial	The Armed Guards provided by the Service Provider should be registered as per registration rules prevailing in the respective states as per local law.	As per cash industry practice & RBI MHA guidelines, Service Provider should have PSARA license of the particular state for providing Armed Guards.	Noted. All guidelines of RBI/MHA/Local State etc. to be complied with.
15	14	Commercial	The procedure to be followed is as given below: A score (S) will be calculated for each item of all qualified Service Providers using the following formula: $S = Clow \times W$	Kindly clarify the formula.	The formula shall be as: $S = (Clow/C) \times W$ Please refer the Sl. No 5.2 - Commercial Bid Evaluation of the RFP document for details.

16	20	Commercial	Any monetary loss during transit/ storage is to be made good to the Bank by the Service Provider immediately within 24 hours and shall not link it to insurance claim.	As per industry practice, it should be minimum 7 days.	No Change
17	20	Commercial	The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project. In case any particular specialized service in the prescribed in the scope of work requires subcontracting, it need to be specified in the proposal/ response document with all the details of the work/ services.	Sub-contracting may be required at certain places for Driver and Armed guards where availability of manpower is a concern. Kindly confirm what needs to be submitted in bid document against this clause.	All the necessary details of the work/services for the request to be mentioned in the proposal/response document. There is no separate format.
18	38	Commercial	The Service Provider should be able to operate at least -200-districts in India. List of Service Provider's branch/ offices containing address, phone numbers and e-mail id along with the name and contact details of the person heading that branch/office.	Please clarify the format to provide the requested data.	Self - Declaration containing all the required details to be submitted.
19	56	Commercial	Service Charges for On Call Cash Pickup and On Call delivery services	Commercial for On Call Cash Pickup & Cash delivery charges should be separate. It should not be quoted as single rate.	No Change

20	13	Commercial	ISO Certification - to be considered	The Service Provider should have been a ISO Certified company and having valid certificate of ISO 9001:2015 & ISO 14001:2015	No Change
21	13	Commercial	CCA Membership & SRO Certificate - to be considered	Bidder should be member of CCA which is RBI mandated SRO for monitoring compliance as per cash industry norms. It is mandatory for the Bidder to have maintained CCA membership along the tenure of the contract. Submit proof of CCA membership of last three years FY21-22, FY22-23 & FY23-24.	No Change
22	9	Scope	Coin Pickup	Nominal Value of Coin for with Cash pickup is ok, Collection of Bulk volume of Coins or only Coin can't be part of standard service offering, for pickup, counting or Burial. So clarification needed	No Change
23	9	Scope	Pickup on Holidays and Late Evening	This can be offered only at cities wherever vaults are available	No change
24	9	Scope	Any Branch for Deposit	To work out fine commercials for Bank, we suggest to keep Nearest mapped BOB branch for same day deposit cases and One Nodal CC/Branch deposition of overnight vaulted cash	Mapping of branch to be finalised at the time of feasibility as per bank's discretion
25	10	Commercial	1 year and year on year extension max 5 year	Suggest to Keep contract period for 3 years with option to extend year on year for another 2 years	No Change

All other Terms & Conditions are same as per our RFP Bid no.: BCC:CMS:116:60 dated 18.03.2024 for Request For Proposal For Empanelment Of Agencies For Cash Pick Up Facility From Bank Of Baroda Customers On Pan India Basis Including Data Entry And Capturing Images Of Deposit Slips (Processing Services) Under Doorstep Banking Services.