



Outsourcing of Door Step Banking Services (DSBS) covering Cash Pickup/Delivery services from/to the customers of Bank of Baroda on PAN India basis including data entry of deposit slips and instruments, capturing images of deposit slips and instruments (processing services).

**REQUEST FOR PROPOSAL (RFP)**  
for  
**TECHNICAL/COMMERCIAL BIDS FROM PROSPECTIVE  
SERVICE PROVIDERS**

**[A] IMPORTANT DATES**

DATE OF ISSUE OF RFP	: 7 <sup>th</sup> February 2019 (Thursday)
LAST DATE AND TIME FOR RECEIPT OF WRITTEN QUERIES FOR CLARIFICATION FROM BIDDERS	: 13 <sup>th</sup> February 2019 (Wednesday) by 5.00 PM
DATE & TIME OF PRE-BID MEETING.	: 15 <sup>th</sup> February 2019 (Friday) at 3.30 PM
LAST DATE AND TIME OF SUBMISSION OF RFP RESPONSE.	: 2 <sup>nd</sup> March 2019 (Saturday) by 3.30 PM
DATE AND TIME OF OPENING OF TECHNICAL BID.	: 2 <sup>nd</sup> March 2019 (Saturday) 4.00 PM
APPLICATION MONEY.	: Nil
BID SECURITY (EARNEST MONEY DEPOSIT).	: Rs.50,000/- (Rupees Fifty Thousand only)
RFP COORDINATOR NAME, CONTACT DETAILS (BANK)	: Mr Sumit Pal Singh Narang/ Mr Amit Kumar Contact No. 022 6698 3276 Email: <a href="mailto:diginext@bankofbaroda.co.in">diginext@bankofbaroda.co.in</a> Postal Address: Baroda DigiNext Cash Management Services, 8 <sup>th</sup> Floor, Bank of Baroda, Baroda Sun Tower, G-Block, Bandra-Kurla Complex, Mumbai 400 051

**RFP Reference No. BCC:CMS:111/12 dated 7<sup>th</sup> February 2019 (Thursday)**

Bank of Baroda  
Baroda DigiNext Department.  
8<sup>th</sup> Floor, Baroda Sun Tower  
Bandra-Kurla Complex  
Mumbai 400 051





Mumbai 400 051

**[B] Important Clarifications:**

Following terms are used in the document interchangeably to mean:

1. **Bank, BOB** means "Bank of Baroda".
2. **"RFP"** means Request for Proposal Document and this "RFP document".
3. **Recipient, Respondent, Service Provider, Vendor, Bidder,** means "Respondent to the RFP document".
4. **DSBS** means "Door Step Banking Services".
5. **Proposal, Bid** means "Response to the RFP Document".
6. **Tender** means RFP response documents prepared by the Service Provider and submitted to Bank of Baroda.
7. **Cash** includes both Notes and Coins.

**Confidentiality:**

*This document is meant for the specific use by the Company / person/s interested to participate in the current RFP process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank in the event of such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.*



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## 1. Introduction

Bank of Baroda, Corporate Office, Mumbai, intends to outsource Cash Pick-up / Delivery & Processing Services for its customers on a Pan India basis. For this purpose, we solicit Technical and Commercial Bids from Service Providers on or before 2<sup>nd</sup> March 2019 (Saturday) by 3.30 PM. The Technical Bids will be opened on 2<sup>nd</sup> March 2019 (Saturday) 4.00 PM by Committee of Executives and Officers of our Bank at our Corporate Office at following address:

Bank of Baroda  
Baroda Sun Tower  
8<sup>th</sup> Floor, C-34, G-Block,  
Bandra Kurla Complex  
Mumbai 400 051  
Tel.: 022 6698 3276  
e-mail: [diginext@bankofbaroda.co.in](mailto:diginext@bankofbaroda.co.in)

The Service Provider and their representatives who may like to attend the opening of the Technical Bids may attend it at their own cost at the above venue on the time and date written in the RFP document or as communicated during the RFP process.

The prospective Service Provider(s) may download the RFP document from the Bank's website [www.bankofbaroda.com](http://www.bankofbaroda.com). RFP document so downloaded from website duly filled in shall be submitted along with the Technical Bid.

Service providers fulfilling the specified requirements may submit their Technical & Commercial Bids addressed to the Bank at, Mumbai as required latest by 2<sup>nd</sup> March 2019 (Saturday) by 3.30 PM at the address mentioned above.

Please note that initially only the Technical Bids would be opened. Commercial Bids of only those Service Providers who qualify in the technical evaluation will be opened.

Bank reserves the right to appoint multiple Service Provider at any of the centers.

The General Manager (Corporate & Institutional Relationships)  
Baroda DigiNext Cash Management Services  
Bank of Baroda,  
Baroda Sun Tower, C-34 G-Block,  
Bandra-Kurla Complex, Mumbai 400 051





### **1.1 Information Provided**

The RFP document contains statements derived from information believed to be reliable at the date obtained; but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the solutions. Neither the Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this RFP document.

### **1.2 Confidentiality**

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party without Bank's express written permission. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to the Bank. The Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

### **1.3 Disclaimer**

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers, employees, contractors, agents, or advisers.

### **1.4 No Legal Relationship**

This RFP is not an offer by the Bank, but an invitation to the Service Providers for their responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the Service Provider(s).

### **1.5 Recipients' Obligation to Inform Itself**

It is the Service Provider(s) responsibility to conduct all necessary investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

### **1.6 Acceptance of Terms:**

Service Providers shall, by responding to the Bank with a submission, be deemed to have accepted the terms of this document in totality without any condition whatsoever.



## 1.7 Requests for Information

Service Providers are required to direct all communications for any clarification related to this RFP to the RFP Coordinator.

All questions relating to the RFP, technical or otherwise, must be in writing and addressed to the email address given hereinabove. Interpersonal communications will not be entered into and Service Provider(s) will be disqualified if attempting to enter into such communications.

The Service Provider must communicate the queries in writing on or before the last date of receiving request for clarification as per details given in RFP. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Service Provider(s) in the manner specified. However, the Bank will not answer any communication initiated by the Service Provider later than the date given for submission of request for clarifications.

However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Service Providers after the RFP closes and all such information and material provided must be taken to form part of that Service Provider's response.

Service Providers should invariably provide details of their email address(es), as responses to queries will only be provided to the Service Provider via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then the Bank reserves the right to communicate such response to all Service Providers.

The Bank may in its absolute discretion engage in discussion or negotiation with any Service Provider (or simultaneously with more than one Service Provider) after the RFP closes to improve or clarify any response.

## 2. SCOPE OF WORK

2.1 Bank of Baroda intends to appoint one or more financially strong and suitable Service Providers for Cash Pickup from/Delivery to the door step of customers of the Bank including data entry of deposit slips, capturing of images of deposit slips (i.e. processing services) on a Pan India basis.

2.2 The Service Provider must have the ability to work with the Bank's file formats for processing. It must be able to provide the data and images in the file formats shared by the Bank.

2.3 Cash to be picked on sealed bag process as well as on Cash Verification (Counting and Fake Note Detection) process.

2.4 The Bank may require Service Provider for counting of the notes and coins as well as detection of fake notes at customer's premises. It will be the Service Provider's responsibility to arrange for all the required infrastructure like notes/coins counting



and fake note detection machines etc. at customer's premises on its own responsibility.

- 2.5 The Bank may require Service Provider for late evening/night pick-up and pick-up on holidays and Sundays.
- 2.6 The Bank may require Service Provider for Cash Burial (including Coins Burial) at any location and transfer the funds electronically to the Bank.
- 2.7 The Bank may also direct the Service Provider to directly deposit the cash (picked up from customers) to Bank's empaneled vendor(s) engaged for deployment of cash in Bank's ATMs instead of depositing the cash at the currency chests / branches of the Bank. No additional charges will be paid for this arrangement.
- 2.8 The Service Provider must have ability to provide QR Codes to the pick-up points and maintain proof of visits through scanning of the QR code at the pick-up point.
- 2.9 The Service Provider should have an online system to inform/communicate to the Bank's Currency Chest(s)/designated branches/CMS Operations Hub of the Bank regarding pickup/delivery.
- 2.10 The Service Provider may need to send alerts on Cash Pickup to the Bank's controlling offices and the customers wherever requested.
- 2.11 The Service Provider must have the ability to connect to the Bank through a web service or through a SFTP if required by the Bank for providing data and images pertaining to cash collection/delivery.
- 2.12 The Service Provider shall be required to provide reconciled MIS by EOD on the date of cash pick-up.
- 2.13 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 chest for deposit of Cash Collected from the customers.
- 2.14 The cash picked up shall be deposited during working hours of the Bank. In exceptional/unforeseen circumstance/s when cash cannot be deposited during the working hours the Service Provider will ensure to deposit the cash picked up at the nearest branch of the Bank in consultation with the concerned Zonal/Regional Office/Branch of the Bank.
- 2.15 The Bank may require Service Provider for retention of cash overnight (incl. holidays and Sundays). It will be the Service Provider's responsibility to arrange for all the required infrastructure like safe deposit vault, security measures including CCTV camera etc. The Service Provider must take all the precautions as taken by





a prudent banker in such a case and follow all the Reserve Bank of India/statutory guidelines issued from time to time.

The tentative operating procedure to be followed are provided in Annexure I.

### 3. CONTRACT PERIOD

Contract shall be for a period of one year from the date of execution of agreement/ commencement of Services whichever earlier and may be renewed for a further period of one year (extended up to a maximum period of five years) as per discretion of the Bank on laid down/approved/modified mutually agreed (by mutual exchange of letters) terms and conditions.

The contract shall be required to be renewed within -3- months from the date of expiry at the discretion of the Bank on mutually agreed terms & conditions.

### 4. EARNEST MONEY DEPOSIT (EMD)

EMD of Rs.50,000/- (Rs. Fifty Thousand only) in the form of a Demand Draft / Banker's Cheque shall be enclosed with the offer. The EMD shall be denominated in Indian Rupees only and shall be in the form of a Demand Draft/Banker's Cheque favoring "Bank of Baroda" payable at Mumbai. This shall carry no interest and shall be retained by the Bank.

EMDs of unsuccessful Service Providers will be returned after completion of process of award of contract. EMDs submitted by successful Service Providers will be returned by the Bank upon its (Successful Bidder) providing the Security Deposit in form of Performance Bank Guarantee as required by the RFP document.

In case the Service Providers are not found eligible technically, the EMD & Commercial Bid of the said Bidder shall be returned *within 30 Days* opening of the bid.

*In case of withdrawal/non fulfillment of Terms & Conditions by successful Service Provider/s, the EMD may be forfeited and the Service Provider/s may be blacklisted from further participating in any activity of the Bank.*

### 5. SECURITY DEPOSIT

The Service Provider shall be required to submit Security to the Bank for an amount of Rs.50.00 lacs (Rs. Fifty Lacs) within 15 days from its selection. The Security shall be in form of a Performance Bank Guarantee (BG), denominated in Indian Rupees only, favouring Bank of Baroda, issued by a Bank for the duration of the contract. The Performance Bank Guarantee needs to be valid for the entire contract period and such other extended period as the Bank may decide for due fulfillment of the contract obligations. The Bank reserves its right to revise/demand additional security/deposits at the time of renewal of the contract with the Service Provider based on its last few months of billing or based on its future volume estimations.

The performance BG is required to protect the interest of the Bank against the risk of non-performance of the services by the Service Provider. Further, if any act of the

Service Provider results in imposition of Liquidated Damages then the Bank reserves the right to recover the same from the BG held with itself.

## 6. TERMS OF EXECUTION OF WORK

The services of DSBS would begin within a period of 15 days from the date of issue of the work order by the Bank. Any delay in providing services of the DSBS over the stipulated period will attract penalty of Rs. 5000/- per day per location till the date of commencement of the work.

After the confirmation of the date of commencement of service by the Service Provider for the customer(s) of Bank of Baroda, the Service Provider shall ensure that no default would take place on the part of the Service Provider to provide cash pick up/delivery and processing services at the specified location of any of the customer(s) of the Bank.

The Service Provider shall immediately notify the Bank in writing in case of any event which may result in or which may give it reason to believe that there may be an impediment or disruption in providing the service and performance of other obligations under this arrangement. The Service Provider shall intimate one day in advance to the customer and to the Bank about its inability to provide cash pick up/delivery services for the specific day.

The Service Provider shall not default in its services to the customer of the Bank on more than one occasion in a month, and in case of default the Service Provider shall be liable to pay a penalty equal to double the pick-up charges for those particular days for that pick-up point. In case such occurrences are for three days or more in a fortnight, the Service Provider shall be liable to pay an additional penalty of Rs.10,000/- per fortnight. If the Service Provider defaults for 3 days on 2 consecutive fortnights, the Bank shall claim the penalty in the aforementioned manner and also reserve its right to terminate the contract at its sole discretion.

The penalty shall not be applicable in case of force majeure events as mentioned in Point No. 28 of this RFP and delay due to bank.

The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Service Provider. The decision to further continue/discontinue the contract with the Service Provider lies fully with the Bank.

- If the Service Provider fails to complete the due performance as per the RFP and subsequent agreement, the Bank reserves the right to terminate the contract and recover 100% of the liquidated damages.
- Both penalty and liquidated damages are independent of each other and are applicable separately and concurrently.
- The penalty and liquidated damages are not applicable in case the delay is for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the Service Provider to prove that the delay is attributed to the





Bank and Force Majeure. The decision taken by the Bank in this regard shall be final and the Service Provider shall not dispute the same.

- If the Service Provider fails to perform its obligation as per this RFP and subsequent Agreement, then the Bank reserves the right to get the balance work executed by another Service Provider(s) as per the choice of the Bank and the Service Provider (in default) shall be liable to bear the expenditure which Bank may incur for the completion of the balance work.

The Service Provider shall not sublet/ delegate any work or part of the work assigned under this contract to other Service Provider(s) without the prior consent of bank.

## 7. MODE OF TRANSPORTATION, LIMITS AND VAULTING OF CASH

Cash to be transported only in owned/leased security cash vans of the service provider.

- i. The monetary limit for pickup and delivery of cash transaction shall be fixed from time to time by the Bank. This shall be within the overall cash limit per cash van at any point of time during transit as per the Comprehensive Insurance Policy of Bank of Baroda which is presently Rs. 4.00 crores (Rs. Four crores only).  
Maximum cash pickup limit Rs. 4.00 crores (Rs. Four crores only) per van  
Maximum cash delivery limit Rs. 4.00 crores (Rs. Four crores only) per van
- ii. Bank may change these cash transaction limits from time to time.
- iii. Each cash van should be a specially designed and fabricated Light Commercial Vehicle (LCV) having separate passenger and cash compartments, with a CCTV covering both compartments.
- iv. The passenger compartment should accommodate two custodians and two armed security guards (gunmen) besides the driver.
- v. No cash van should move without armed guards. The gunmen must carry their weapons in a functional condition along with valid gun licenses. The Service Provider should also furnish the list of its employed gunmen to the police authorities concerned.
- vi. Each cash van should be GPS enabled and monitored live with geo-fencing mapping with the additional indication of the nearest police station in the corridor for emergency.
- vii. Each cash van should have tubeless tyres, wireless (mobile) communication and hooters. The vans should not follow the same route and timing repeatedly so as to become predictable. Predictable movement on regular routes must be discouraged. Staff should be rotated and assigned only on the day of the trip. With regard to security, additional regulations/guidelines as prescribed by Private Security Agencies (Regulation) Act, 2005, the Government of India and the State Governments from time to time must be adhered to.
- viii. The vehicle(s) being used for DSBS will not be older than 5 (five) years on the day of deployment. The Service Provider should have its own/leased vehicle and will maintain the vehicle at its own cost.
- ix. Night movement of cash vans should be discouraged. All cash movements should be carried out during daylight. There can be some relaxation in metro and urban areas though depending on the law and order situation specific to the place or the guidelines issued by the local police. If the cash van has to make a night halt, it





- necessarily has to be in a police station. In case of inter-state movement, changeover of security personnel at the border crossing must be pre-arranged.
- x. Proper documentation including a letter from the remitter should be carried invariably in the cash van, at all times, particularly for inter-state movement of currency.
  - xi. Safe and secure premises of adequate size for cash processing/handling and vaulting. The premises should be under electronic surveillance and monitoring round the clock. Technical specifications of the vault should not be inferior to the minimum standards for Chests prescribed by the Reserve Bank. The vault should be operated only in joint custody and should have colour coded bins for easier storage and retrieval of different types of contents.
  - xii. All fire safety gadgets should be available and working in the vault which should also be equipped with other standard security systems like CCTV monitoring with recording for at least 90 days, emergency alarm, burglar alarm, hotline with the nearest police station, lighting power backup and interlocking vault entry doors.
  - xiii. Work area should be separate from the cash area. The premises should be under the security of armed guards whose number should have reference to the scale of operations specific to the location but not less than five in any case.
  - xiv. The vehicles being put up for DSBS will not be older than 5 (Five) year on the day of deployment.
  - xv. The vault should be equipped with hotline with the nearest police station and the premises should be under the security of minimum five armed guards.

## 8. MAN POWER/ HUMAN RESOURCES

The manpower/agents/drivers/ armed guards should be on the regular payroll of the Service Provider or on the payroll of the coordinator of the Service Provider.

The staff associated with cash handling should be adequately trained and duly certified through an accreditation process. Certification may be carried out through the Self-Regulatory Organization (SRO) or other designated agencies.

It shall be the responsibility of the Service Provider to get the Police verification done and carry out address verification and character verification of the persons engaged by it to provide the services to the Bank. Strict background check of the employees should include police verification of at least the last two addresses. The Service Provider undertakes that it will carry out the due diligence process for engagement of Agents/Employees, which would be so structured to cover among others, individuals involved in the process of extending Door Step Banking Services. The Service Provider undertakes that pre-employment, police verification and its re-verification every year will be done.

Critical information like customer account data should be kept highly secure.

The drivers should be in possession of valid driving license. The armed guards must be in possession of a licensed 12 Bore DBBL gun. The service provider should guarantee that the antecedents of all staff/crew deployed for DSBS have been verified by the police authorities and that they are in possession of valid licensed weapons and driving licenses.



All the staff/crew deployed on the DSBS should preferably be in uniform while on duty and must be issued with Company Identity Cards duly authenticated by the Executive/Officer of the company. The staff/crew should not be changed without prior intimation/permission.

The Service Provider will, at its sole discretion, risk and responsibility, employ on its rolls such number of personnel and provide them requisite training to the best satisfaction of Bank and depute sufficient number of personnel/executives to carry out the services undertaken by the Service Provider.

## 9. INSURANCE

- i. Service providers shall be fully responsible for comprehensively insuring the Cash in Transit up to Rs. 4 crores (Rs. Four crores per van) against all risks including theft, arson and accident at its own cost.
- ii. They shall also take the policy of fidelity insurance for up to Rs 4 crores (Rs. Four crores) at its own cost.
- iii. The cash vaults of Service Provider should be adequately and comprehensively insured against all risks.
- iv. The above policies shall be assigned to the Bank and the copy of the same to be submitted to the Bank. The Service Provider should provide the certificate in original on the letter head of insurance company that the policy has been assigned/endorsed to Bank of Baroda and the insurance company should confirm to Bank of Baroda also for assignment/endorsement.
- v. The Service Provider shall maintain at its own costs, throughout the tenure of the Agreement and any extensions thereof, insurance coverage for adequate amount in consultation with Bank of Baroda, including but not restricted to, Comprehensive General Liability Insurance covering accidental losses, bodily harm, injury and death of individuals employed/assigned by Service Provider to perform the services as required.
- vi. Bank of Baroda shall have no liability whatsoever for any loss or injury to individual assigned to perform the DSBS service.
- vii. 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.

## 10. OTHER TERMS & CONDITIONS

- i. The Cash Pick-up Services will be required with Cashier/Custodian, Driver, Armed Guard and Armored Vehicle etc. for safe transportation of cash to and from the branches/currency chest of the Bank from and to the various locations of the customers of the Bank. It is the responsibility of the Service Provider to arrange for all the required consumables for the vehicles, its





- repairs/maintenance during the prevalence of the contract. It is the responsibility of the Service Provider to provide all infrastructure, material, means of communication etc. for the DSBS purpose.
- ii. Service Provider to ensure compliance with existing and future RBI & regulatory guidelines for pick-up of cash.
  - iii. The Service Provider shall ensure that all the operations are carried within the ambit of the proposed operating procedure as has been mentioned in Annexure I of this RFP. Any deviations from the defined process would be the Service Provider's responsibility and shall make them liable for any loss etc.
  - iv. The Service Provider shall employ sufficient number of personnel to provide the said services in a prompt and efficient manner.
  - v. The staff associated with cash handling should be adequately trained and duly certified through an accreditation process. Certification may be carried out through the Self-Regulatory Organization or other designated agencies.
  - vi. The Service Provider will, at its sole discretion, risk and responsibility, employ on its rolls such number of personnel and provide them requisite training to the best satisfaction of Bank and depute sufficient number of personnel/executives to carry out the services undertaken by the Service Provider.
  - vii. The staff should be regularly on job rotation and should be assigned duty for cash movement on the day of the trip only. No prior intimation to any of the staff involved in movement of cash should be given.
  - viii. The Service Provider shall inform all the details pertaining to names, addresses and contact number etc. of their staff assigned for DSBS to the Bank whenever demanded by the Bank.
  - ix. The Bank reserves the right to use the services of another Service Provider(s) in case it has a readily available set-up at a location or if the Bank is not satisfied with the Service Provider for a particular location.
  - x. The Service Provider should have/obtain before commencement of the work, the requisite registration, licenses, approvals, permits, certificates, NOCs etc. from all statutory authorities valid for the entire duration of the agreement failing which, the Service Provider will be responsible and liable for payment of penalties and any other charges imposed by the concerned authority.
  - xi. If BOB demands, the Service Provider should be in a position to produce copies of the necessary permissions/registration/licenses/approvals/permits/certificates/NOCs/authorizations to BOB failing which, BOB may terminate this contract and be free to take necessary action under the laws for the time being in force.
  - xii. The Service Provider should have adequate qualified technical and skilled staff.
  - xiii. The Service Provider must maintain IT infrastructure as per Bank's IT policy and standards.
  - xiv. The Service Provider should have adequate resources and man-power to ensure business continuity.
  - xv. The Service Provider should have an adequate Disaster Recovery cell to allow for unhindered processes.
  - xvi. The Service Provider must have the infrastructure for ensuring communication with the Bank and between all its locations using digital signatures.
  - xvii. The Service Provider shall procure from its employees an undertaking not to disclose to any third party any confidential information or knowledge





- concerning the business of the Bank and shall also take such steps at their own expense as the Bank may direct in order to enforce or restrain any breach of the terms of any such undertaking.
- xviii. The Service Provider will store data in such a manner as to facilitate quick and easy enquiry and report generation.
- xix. The amount payable to the Service Provider shall be based on the actual amount of work done without any guarantee of a minimum number of centers/ customers.
- xx. The fees will be paid monthly within 30 days from the date of receipt of the invoice from the Service Provider subject to its verification and acceptance by the Bank.
- xxi. The Service Provider will immediately inform the customer upon any change in the staff responsible for the pick-up and the same to the Bank whenever demanded by the Bank.
- xxii. The Service Provider should regularly provide updates to the Bank with respect to the provision of the services and shall meet with the personnel designated by the Bank to discuss and review its performance at such intervals as may be agreed.
- xxiii. The Service Provider should make available to the Bank access to all books, records, and information relevant to the outsourced activity.
- xxiv. The Bank has the right to conduct audits on the service provider either by internal or external auditors or by external specialists appointed to act on behalf of the Bank and to obtain copies of any audit or review reports and findings made on the agency in conjunction with the services performed.
- xxv. The Service Provider has to remedy all discrepancies observed by the auditors at no additional cost to the Bank.
- xxvi. The Service Provider should recognize the right of the Reserve Bank of India to inspect its books and accounts by one or more of its officers or employees or other persons.
- xxvii. The Service Provider should allow the Reserve Bank of India (RBI) or persons authorized by it to access the records of transactions and other necessary information given to, stored or processed by the Service Provider within a reasonable time. This includes information maintained in paper and electronic formats.
- xxviii. The Service Provider will set up a Grievance Redressal Cell for immediate redressal of customer queries and discrepancies, if any.
- xxix. The Service Provider will observe all precautions which a prudent banker would do under normal circumstances, including employing suitable risk management techniques such as (i) physical feel of the currency note meets the usual paper standards (ii) no discoloration or tampering or material alteration on the currency note visible to the naked eye etc. The Service Provider shall provide adequate training to its personnel for the same.
- xxx. The Service Provider is not authorized to disclose to anyone, other than Bank of Baroda (BOB) the information/data relating to the number of applications or individual details thereof, received or entered in computer system in any manner whatsoever.
- xxxi. All information related to cash pickup/delivery is the property of the Bank. The Service Provider cannot use this data for any purpose for its benefit directly or indirectly or share it with any other person/agency.





- xxxii. The Service Provider shall take all appropriate actions to comply with data protection obligations including, without limitation, the adoption of appropriate technical and organizational methods to ensure that computer and information systems are safeguarded against accidental destruction, loss, technical malfunction, falsification, theft, unlawful use, unauthorized modification, copying of improper access or any other unauthorized activity and immediately inform the Bank on occurrence of any such security incident.
- xxxiii. The Service Provider should submit an undertaking that no employee/officer/director of Bank of Baroda has ownership rights in itself.
- xxxiv. The Service Provider shall be responsible and liable for any damages caused to Bank of Baroda and/or its customer for its action and / or inaction.
- xxxv. The Service Provider should provide complete details of the hardware and software being utilized as also details of the security set-up of their system.
- xxxvi. The Service Provider should comply with the Bank's IS security policy in key concern areas relevant to the RFP. Some of the key areas are as under:
- a. Responsibilities for data privacy and confidentiality.
  - b. Responsibilities on system and software access control and administration.
  - c. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the service provider.
  - d. Physical Security of the facilities, instruments to be provided by the Service Provider.
  - e. Physical and logical separation from other customers of the Service Provider, wherever required to be provided by the Service Provider.
  - f. Incident response and reporting procedures.
  - g. Password Policy of the Bank.
  - h. Data encryption/protection requirement of the Bank.
- xxxvii. Conditional RFP responses will not be accepted.
- xxxviii. The amount of Cash pick-up for determining service charges will be calculated by the total amount of cash picked up from the pick-up points during the month divided by the total numbers of pick-up made by the Service Provider.
- xxxix. The Service Provider to be flexible in negotiating the price based on the individual deals/on case to case basis and on explicit request by the Bank e.g. in a mall Bank may have multiple customers and their pick-up points, in such cases the Bank reserves the right to negotiate the base price.
- xl. The price quoted for the tender will be considered as ceiling price/base rate.
- xli. The Service Provider may quote a premium rate above the ceiling price/ base rate for a difficult and hilly terrains. The Bank will classify a particular pick-up point as difficult and hilly terrain and the Service Provider will abide by the decision of the Bank in this regard.
- xlii. In case of sealed bag process the Service Provider shall be liable for cash shortage in the loose note picked-up and for the number of note bundles collected.





- xliii. In case of cash counting at customer's premises (without fake note detection facility) the onus for cash shortage will be on the Service Provider.
- xliv. In case of Cash Verification process with counting & fake note detection facility opted by the customer, any note tendered by the Service Provider to the Bank's Branch subsequent to the collections made from customer's premises is detected as fake by the Bank, the onus will be on Service Provider and they will compensate for the loss to the Bank. The Service Provider will abide by the rules of Bank & RBI in this regard.
- xlvi. The Bank may appoint more than one Service Provider in any location.
- xlvii. The Bank reserves the right to reject any or all RFP responses without assigning any reason thereof. The decision of the Bank in this regard will be final and binding. The Bank reserves its right to re-issue the RFP.

#### **11. AUTHORITY TO SUBMIT BIDS:**

Only authorized personnel of the Service Provider shall sign the BID. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel along with telephone number and e-mail address. Necessary Resolutions/Authority/ Power of Attorney shall be enclosed.

The certified photocopy of Resolutions/Authority/ Power of Attorney having authority to authorize the person to submit Bid documents on behalf of the company shall be enclosed.

#### **12. LOCATIONS TO BE COVERED**

The DSBS is required to be provided at least for -100- district locations PAN India basis.

#### **13. SUBMISSION OF RFP DOCUMENTS**

The RFP responses should be submitted in **three separate envelopes:-**

**First** envelope containing **Offer Letter with EMD @Rs. 50,000 (Rs. Fifty Thousand)** in the form of Demand Draft/Banker's Cheque, in favour of Bank of Baroda, payable at Mumbai.

**Second** envelope containing **Technical Bid** with all supporting documents, properly sealed and clearly marked / super scribed.

**Third** envelope containing **Commercial Bid** properly sealed and clearly marked / super scribed.

**Please note to submit Commercial Bid in separate sealed envelope**

**ENVELOPE No. 1:** The envelope containing Offer Letter shall be super scribed:-



**“OFFER LETTER for Door Step Banking Services (DSBS) covering Cash Pickup / Delivery. Tender Reference No. \_\_\_\_\_ submitted on \_\_\_\_\_ at Mumbai. Due date \_\_\_\_\_, Vendor Details: Name \_\_\_\_\_, e-mail \_\_\_\_\_, Contact no. \_\_\_\_\_”**

It should contain the following:-

- i. Offer letter (Annexure – II)
- ii. Earnest Money Deposit amount of Rs. 50,000/- (Rs. Fifty Thousand only) through Demand Draft / Banker's Cheque in favour of Bank of Baroda, payable at Mumbai.

**ENVELOPE No. 2:** The envelope containing Technical Bid shall be super scribed:-

**“TECHNICAL BID for Door Step Banking Services (DSBS) covering Cash Pickup / Delivery. Tender Reference No. \_\_\_\_\_ submitted on \_\_\_\_\_ at Mumbai. Due date \_\_\_\_\_, Vendor Details: Name \_\_\_\_\_, e-mail \_\_\_\_\_, Contact no. \_\_\_\_\_”**

It should contain the following:-

- i. Technical Bid Parameters (Annexure – III) complete will all the columns filled in with photocopies of the required certificates / documents / proofs / audited Balance sheet and Profit & Loss account.
- ii. Declaration by Service Provider (Annexure IV)
- iii. Certificate of Performance (Annexure VI)

The Technical Bid should be complete in all respects and contain all information required in the document. **It should not contain any price information.** However, Technical Bid should confirm that all its particulars have been included in the Commercial Bid, without showing the actual amounts in the Technical Bid.

It is mandatory to submit the technical details duly filled in along with the offer. In case of non-submission or partial submission of technical details, the Bank, at its discretion, may not evaluate the offer. The Technical Bid must be submitted in an organized and structured manner with proper flagging. No brochures/leaflets, etc. should be submitted in loose form.

**ENVELOPE No. 3:** The envelope containing Commercial Bid shall be super scribed:-

**“COMMERCIAL BID for Door Step Banking Services (DSBS) covering Cash Pickup / Delivery. Tender Reference No \_\_\_\_\_ submitted on \_\_\_\_\_ at Mumbai. Due date \_\_\_\_\_, Vendor Details: Name \_\_\_\_\_, e-mail \_\_\_\_\_, Contact no. \_\_\_\_\_”**

It should contain the rates for Door Step Banking Services (DSBS) covering Cash Pickup / Delivery from / to the customers on PAN India basis including data entry of cheques and deposit slips, capturing images of cheques and deposit slips (processing services).

The rates should be submitted only in the format (Annexure VII) given in the Tender Document. Any other format shall not be acceptable.







The rates should be in Indian Rupees only, in words and figures both. In case of any ambiguity words shall prevail over figures. **The rates shall be all inclusive. However Goods & Service Tax (GST) payable shall be excluded.**

The sealed RFP addressed to the " **The Head-Baroda Diginext Cash Management Services)**" should reach Bank of Baroda, 8<sup>th</sup> Floor, Baroda Sun Tower, C-34, G-Block, Bandra Kurla Complex, Bandra (E), Mumbai 400 051 latest by 2<sup>nd</sup> March 2019 (Saturday) by 3.30 PM The Technical Bids would be opened on 2<sup>nd</sup> March 2019 (Saturday) by 4.00 PM

Bidders/their representatives may remain present during the opening process.

Commercial Bids shall be opened on a later date, of only those Bidders, who qualify in Technical Bid. A separate intimation of opening of the Commercial Bids would be sent to the technically successful Bidders.

All pages of the RFP Document including attachments must bear the seal and signature of the authorized signatory.

**Important Points to be noted:**

- a. The sealed bid envelopes with sub-envelopes should be delivered to the RFP Coordinator at the postal address mentioned in this document. All the queries and communication must be addressed to the RFP Coordinator/contact personnel of the Bank.
- b. If any envelope is found to contain both the Technical and Commercial Bids in a single sub-envelope or commercials are provided along-with the Technical Bid, then that offer will be rejected outright.
- c. The proposal should be prepared in English in MS Work/Excel/PowerPoint format.
- d. All responses would be deemed to be irrevocable offers/proposals from the Service Provider and, if accepted by the Bank, form part of the final contract between the Bank and selected Service Provider.
- e. All the pages of the proposal including annexures and documentary proofs should be signed by the authorized signatory. Unsigned responses would be treated as incomplete and are liable to be rejected.

**14. VALIDITY PERIOD OF THE OFFER**

The offer should remain valid for 90 days from the date of opening of Commercial Bid.

**15. PRE BID MEETING**

A Pre Bid meeting to clarify any point will be held on 15<sup>th</sup> February 2019 (Friday) at 3.30 PM at the address mentioned above. Last date and time for receipt of written queries

for clarification from the Service Providers is 13<sup>th</sup> February 2019 (Wednesday) by 5.00 PM. Further "Addendum/Corrigendum" shall be issued on Bank's website only and the Service Provider has to refer the same before final submission of the RFP. No extension of the last date will be given and no correspondence in this regard will be entertained.

#### 16. NO ERASURES OR ALTERATIONS

Technical/Commercial details must be completely filled up. The corrections or alterations, if any, should be authenticated. In case the corrections / alterations are not properly authenticated, then the offer will be rejected.

#### 17. NO PRICE VARIATIONS

During the currency of the contract, No upward revision in the rates quoted in a Commercial Bid would be considered on account of subsequent increases in fuel charges, Government taxes, customs duty, Excise Tax, Sales Tax, wage increases etc.

The price finalized shall remain valid for a period of 3 (three) years from the date of such finalization with the option to the Bank to review the price only after 3 (three) years at the time of renewal of the agreement, if necessary.

At the time of renewal, any revision of price (commercials) shall be decided mutually depending on the market condition, prevailing fuel cost and performance of the Service Provider.

#### 18. OPENING OF BIDS

The Technical Bids will be opened on 2<sup>nd</sup> March 2019 (Saturday) 4.00 PM in the presence of Bidders/representatives of the Bidders who choose to attend. No separate intimation will be given in this regard to the Bidders for deputing their representatives. Bids will be opened even in the absence of Bidders/representatives of the Bidders that have submitted their RFP responses.

#### 19. SELECTION OF VENDOR

The selection of the Service Provider shall be first assessed on the basis of the evaluation of the Technical Bid.

Commercial Bids of only those Service providers who qualify in the Technical evaluation will be opened.

Bank reserves its right to split the work among L-1, L-2 and L-3 vendors (or even L-4 or higher if the need arises). The Bank may in its discretion split the work between two Service Providers L-1 and L-2 in the ratio 60:40 or 3 Service Providers i.e L-1, L-2 and L-3 in the ratio of 50:30:20.

Bank in its sole discretion may allocate any of the center/s between the service providers in the aforementioned ratio as applicable. Further the Bank in its discretion may bifurcate one center between two or more service providers. If a location is not covered by L-1, the Bank should have the right to use L-2.



The Bank reserves the right to reject a RFP response under any of the following circumstances:-

- If Cost of the RFP response and /or EMD is not submitted.
- If RFP responses are incomplete and /or not accompanied by all stipulated documents.
- If any of the terms and conditions and mandatory declarations are not accepted.
- If required information with appropriate documents in support of the same is not submitted as per **Annexures**.
- The Bank may also reject the RFP response without assigning any reason.

**Related parties:**

In the following circumstances, the Bank will have discretion to reject the entire bid or accept the bid with some conditions stipulated by Bank.

- Bid submitted by holding company and its subsidiary
- Bids submitted by two or more companies having common director/s
- Bids submitted by two or more partnership firms/LLPs having common partners
- Bids submitted by two or more companies in the same group of promoters/ management
- Any other bid, which in the sole discretion of the Bank is in the nature of multiple bids.

**20. EVALUATION CRITERIA (Technical & Commercial Bid)**

**Technical Bid:**

The Bank will consider the following **Minimum Eligibility Criteria** for evaluating the technical bids of the submitted tenders which are valid:-

<i>Sl.</i>	<i>Criteria</i>	<i>Documents required</i>
(i)	<i>The service provider should have experience of successfully undertaken DSBS for Public/Private Sector Scheduled Banks for last 5 years. Presently they must have minimum -2- PSU/private sector Banks having branch network of more than 100 branches PAN India and providing DSBS at least in 2 (two) states.</i>	<i>Work order copies issued by the Organizations/Banks and Certificate/ letter stating about the performance of the DSBS being provided. (Copy of the Format attached as Annex-V)</i>
(ii)	<i>➤ Minimum Net worth of the Service Provider should be at least Rs. 100 Crores at all times. (Net worth will consist of paid up equity capital, free reserves, balances in share premium account and capital reserves representing surplus arising out of sale proceeds of assets but not reserve created by revaluation of assets' adjusted for accumulated loss balance, book value of</i>	<i>a) Audited Profit &amp; Loss Account and Balance Sheet for respective period.</i>



	intangible and deferred revenue expenditure, if any ) b) Profit making for past 2 years.	b) Certificate of Net worth and profit making by a statutory auditor.
(iii)	The Service Provider should be able to operate at least -100- 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.
(iv)	The Service Provider should be able to cover at least 75% DigiCash Branches (list at Annexure-VIII) in a state for which they will be selected.	List as mentioned above in point (iii) mapped against the BOB Branches mentioned at Annexure-VIII
(v)	Minimum fleet size of 300 specially fabricated cash vans (owned/ leased) as per specification of vehicle mentioned at point no. 8	Confirmation certificate from Service Provider.
(vi)	The service provider should have an online system to inform/communicate to Bank's Zonal Monitoring Cell/Currency Chests/Designated branches of the Bank and the customers regarding the cash Picked up/delivered.	Confirmation certificate from Service Provider.
(vii)	The service provider should have an alert notification system to send alerts to the Bank's controlling offices and the customers of the Bank regarding Cash Pick-ups & deposits.	Confirmation certificate from Service Provider.
(viii)	The service provider should have an ability to connect to the Bank through a web service or through a SFTP if required by the Bank for providing data and images pertaining to cash collection/delivery	Confirmation certificate from Service Provider.
(ix)	The service provider should have capabilities at all centers for counting of notes & coins and detection of fake notes.	Confirmation certificate from Service Provider.
(x)	Service Provider must be able to offer Cash Burial at the locations offered under DSBS.	Confirmation certificate from Service Provider.
(xi)	Applicable registration/licenses/approvals/ permits/certificates/NOC/tax clearance/ compliance certificates, etc.	Self-declaration for possession of valid documents and renewals in future. Original Documents from concerned authority as applicable should be with the Service Provider and same should be made available to Bank/RBI etc. on demand.
(xii)	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 above.
(xiii)	The Service Provider must meet the declarations specified.	Refer Annexure - IV
(xiv)	The Service Provider should not be blacklisted/barred/disqualified by regulatory/ statutory body as on date of submission of bid.	Self-declaration.





**Commercial Bid (Annexure-V):**
**Service Charges for cash pickup and delivery.**

(Amount in Rs.)

Range	Amount of average Cash in Rs. Picked-up per day		Beat Charges	Call Charges with full cash counting & verification	Cash burial Charges
R 1	1.00	50,000/-			
R 2	50,001/-	1,00,000/-			
R 3	1,00,001/-	2,00,000/-			
R 4	2,00,001/-	5,00,000/-			
R 5	5,00,001/-	10,00,000/-		***	
R 6	10,00,001/-	20,00,000/-		***	
R 7	20,00,001/-	50,00,000/-		***	
R 8	50,00,001/-	1,00,00,000/-		***	
R 9	1,00,00,001/-	4,00,00,000/-		***	
R 10	Additional charges for coins counting per 100 pieces over base price			***	***
R 11	Additional KMs charge outside city limit				***
R 12	% hike over base price in case of Overnight Vaulting charges			***	***
R 13	% hike over base price in case of Holidays and Sundays			***	***
R 14	% hike over base price in case of counting at customer's premises			***	***
R 15	% hike over base price in case of fake note detection at customer's premises			***	***
R 16	% hike over base price in case of difficult areas/hilly terrains				***

Above rates are all inclusive. Taxes (incl. GST) as applicable will be additional.

The amount will be averaged out for a month by adding all the pick-up amounts and dividing the summation by the total number of pick-ups made during a particular month and the arrived average amount will be considered for the abovementioned brackets to decide on the cash pick-up charges.

The Service Provider shall be flexible in negotiating the price based on the individual deals/on case to case basis and on explicit request by the Bank.

Additional Kilometer (KM) charges up to 25 KM beyond city Limit to be quoted in R-11. The charges beyond it will be mutually decided by Bank and Service Provider subject to acceptance of the Customer of the Bank.

Municipal limits will be considered as City Limits. The Service Provider may quote a premium rate above the ceiling price/base rate for a difficult and hilly terrains. The Bank will classify a particular pick-up point as difficult and hilly terrain and the Service Provider will abide by the decision of the Bank in this regard.

## 21. EVALUATION FOR LOWEST PRICES

Marks will be given depending upon technically qualified bidders. For the purpose of calculation, total number of technically qualified bidders will be treated as-n (If 7 bidders qualify technically, n will be 7). Maximum marks allotted for Rate Ranking will not be more than n. While awarding Rank Rating, n shall be given to the lowest bidder, n minus 1 to second lowest bidder so on so forth in that range. For example lowest rate will get 7 marks (if total no. of technically qualified bidders is 7) and second lowest will get n minus 1 = 6 marks and so on. To calculate Total Weightage, n will be multiplied by Multiplication Factor of that particular range. The Marks received in Total Weightage in all the ranges shall be totaled. The bidder getting Max. Marks in Total weightage will be adjudged as L-1. Second Highest will be L-2, so on and so forth.

## 22. NO COMMITMENT TO ACCEPT LOWEST OR ANY BID

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

## 23. PAYMENT TERMS

The terms of payment are as under:-

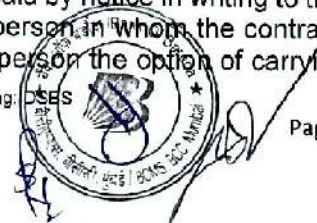
- (i) No advance payment against work order.
- (ii) Payment of bills will be made centrally after receiving the consolidated monthly bills with all supporting documents from Service Provider duly verified by the respective branches currency chest within -7- days of submission of such bill.
- (iii) Payment for additional amounts will be calculated on a monthly basis.
- (iv) In the event it is found that extra payments have been made by Bank of Baroda on account of any discrepancies in the bills raised by the Service Provider or over charging or otherwise, Service Provider shall promptly reimburse to Bank of Baroda all extra amounts which have been paid by Bank of Baroda. In case the Service Provider fails to pay this amount to Bank of Baroda, the amount shall be deducted from the future payment due with prior intimation to the Service Provider.

## 24. SERVICE LEVEL & NON DISCLOSURE AGREEMENT (SL&NDA)

The Service Provider shall be required to enter into an SL&NDA within 15 days from the date of its selection as successful, otherwise the EMD with the Bank shall be forfeited. The all the expenses related to execution of the document such as The applicable stamp duty and registration charges if any shall be borne by the vender.

## 25. LIQUIDATION AND BANKRUPTCY

If the Service Provider becomes bankrupt or insolvent or causes or suffers any receiver to be appointed for his business or any assets thereof, compounded with his creditors, or being a corporation, commerce to be wound up for the purpose of amalgamation or reconstruction/liquidation, or carry on its business under a receiver for the benefit of its creditors, the Bank shall be at liberty to terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by notice in writing to the Service Provider or to the receiver or liquidator or to any person in whom the contract may be vested OR Give such receiver, liquidator or other person the option of carrying out the





contract subject to his providing guarantee for the amount to be specified by the Bank. The decision of the Bank shall be final.

## 26. NEGLIGENCE AND INDEMNITY

The Service Provider shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Service provider under this assignment ; and/or

- Negligence or willful misconduct of the Service provider and/or its employees, agents, sub-contractors in performance of the obligations under this assignment; and/or
- claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Service provider, against the Bank; and/or claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Service provider to its employees, its agents, contractors and sub-contractors or breach of any terms, representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service provider under this assignment; and/or
- breach of confidentiality obligations of the Service provider; and/or any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights;

bank shall notifies the Service provider in writing as soon as practicable when the Bank becomes aware of the claim, and Co-operates with the Service provider in the defense and settlement of the claims.

the Service provider shall have sole control of the defense and all related settlement/ negotiations, and Bank will provide the Service provider with the assistance, information and authority reasonably necessary to perform the above.

If the Customers claim compensation for loss/damages due to delay in service, the Service Provider will be liable for the same and will make good the amount of loss/damage.

In the event of successful Service Provider not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the Service provider under this assignment.

## 27. FORCE MAJEURE

If, at any time during the period of the contract, the performance in whole or in part by either party or any obligation under the contract shall be prevented or delayed by reasons of any war, hostilities, acts of God, Public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics etc. then, provided notice of the happening of the



any such events is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate their contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance. The whole or any part of the Party's obligations under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist. If force majeure event continues beyond the period of three (3) months the parties shall hold consultation to resolve the problem satisfactorily.

## **28. ARBITRATION**

Any dispute between the Parties arising out of this Agreement shall be amicably settled failing which the matter shall be referred to arbitration by a Sole Arbitrator, mutually agreed upon and the award made in pursuance thereof shall be binding on the parties. The Arbitration proceedings shall be held at the place of the Corporate Office of the Bank, i.e. Bank of Baroda, Baroda Corporate Centre, Bandra Kurla Complex, Bandra (E), Mumbai. The Arbitration proceeding shall be governed by Arbitration & Conciliation Act 1996, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

The arbitration shall be conducted in accordance with the laws of India. Any appeal will be subject to the exclusive jurisdiction of courts in Mumbai.

If any fees are payable to the arbitrator, this shall be equally borne by both the parties.

The Service Provider shall continue to work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot be continued until the decision of the arbitrator is obtained.

## **29. TERMINATION CLAUSE**

Bank shall have option to terminate / cancel this RFP at any stage without any prior notice.

In following events Bank shall terminate this assignment or cancel any particular order if the Service Provider:

- breaches any of its obligations set forth in this assignment or any subsequent agreement and Such breach is not cured within thirty (30) Working Days after Bank gives written notice; or
- failure by the Service provider to provide Bank, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank; or
- the progress regarding execution of the contract /services rendered by the Service Provider is not as per the prescribed timeline and found to be unsatisfactory
- Supply of sub-standard materials/services;
- If deductions of penalty exceeds more than 10% of the total actual/estimated annual fee paid/payable to the Service Provider.
- Delay in delivery / installation / commissioning of services.





Bank may terminate this RFP or subsequent agreement on happening of following events:

- The Service Provider is unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
- A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the Service Provider and such appointment continues for a period of twenty one (21) days;
- the vender is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation.

The vender becomes the subject of a court order for its winding up.

Notwithstanding above, in case of change of policy or any unavoidable circumstances Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing.

### 30. WAIVER

Non-enforcement by either party of any of the provisions of this Contract shall not construe or constitute as a waiver of the provision itself or any subsequent breach thereof. The validity of the Contract shall not be affected, should one or more of its stipulations be or become legally invalid and such stipulation is severable from and not fundamental to the obligations of either party to this Contract. In such a case, the parties shall negotiate in good faith to replace the invalid clause by an agreed stipulation which is in accordance with the applicable Indian Law and which shall be as close as possible to the party's original indent.

### 31. STATUTORY AND OTHER REGULATIONS

The Service Provider shall comply with all the statutory obligations of the Government of India/State Governments and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-compliance of statutory obligations by the Service Provider.

The Service Provider should have/obtain before commencement of the work, the requisite licenses, approvals, certificates, registration from all statutory authorities valid for the entire duration of the agreement failing which, the Service Provider will be responsible and liable for payment of penalties and any other charges imposed by the concerned authority.

### 32. APPLICABLE LAW AND JURISDICTION

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in the place of the Corporate Office of the Bank i.e. at Mumbai, Maharashtra.



### 33. LIABILITY OF THE SERVICE PROVIDER

- The Service Provider's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), except the ground mentioned under para two of this clause, shall be actual.
- The Service Provider's liability shall be unlimited for losses/claims against the Bank resulting from the willful misconduct or gross negligence, the Service Provider, its employees or subcontractors damage to real or tangible or intangible property by the Service Provider, infringement of patents, trademarks, and copyrights or such other Intellectual Property Rights or breach of confidentiality obligations.
- Under no circumstances the Bank shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this RFP or any subsequent agreement, even if the Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.
- The Service Provider shall be responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors on the part of its employees.
- The Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by itself and shall be vicariously liable for all the acts, deeds or things done by its employees, agents, contractors, sub-contractors etc., whether the same is within the scope of power or outside the scope of power, vested or instructions issued by the Bank under the Contract to be issued for this RFP.
- The Service Provider should have a contingency plans to ensure business continuity.
- In all cases of termination (early or otherwise) the Service Provider will handover documents, data and other related materials to the Bank
- The service provider will not subcontractors by for all or part of an activity assigned to them by the Bank without explicit written consent of the Bank.

However, the Service Provider would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

### 34. CONFIDENTIALITY

The Service Provider is not authorized to disclose to anyone, other than the Bank of the information/Data relating to the number of applications or individual details thereof, received or entered in computer system in any manner whatsoever.





All information related to Cash pick up/ delivery is the property of the Bank. The Service Provider cannot use this data for any purpose for its benefit directly or indirectly or share it with any other person/agency.

The Service Provider shall be required to enter into a proper Non-Disclosure Agreement for this purpose with the Bank. The Service Provider shall be liable to the Bank for any violation of the Non-Disclosure Agreement and unauthorized disclosure/use of the information/data in its possession.

The Service Provider shall be responsible and liable for any damages caused to the Bank or its customer for the actions or inaction of Successful Bidder and will compensate the Bank or its customers accordingly. The compensation amount will be decided by the Bank.

The Service Provider shall handover the complete data dump to the Bank. After handing over the complete data dump, the Service Provider shall, on receiving a communication from the Bank, purge the entire data related to the assignment from all its computer systems, storage locations including floppies, CDs, DVDs, tapes, Hard Disk drives, pen drives etc. The Service Provider shall provide a certificate to this effect to the Bank. Breach of security and leakage of confidential customer related information will attract suitable penalty as decided by the Bank.

### **35. RATES IN FIGURES AND WORDS**

The Service Provider should quote in English both in figures as well as in words the rates and amount tendered by the Service Provider in the schedule of Rates for each item and in such a way that interpolation is not possible. The amount for each item should be worked out and entered and requisite totals given of all items both in figures and in words.

The tendered amount for the work shall be entered in the tender and duly signed by the Service Provider. For all purposes only the amount given in "words" will be accepted.

### **36. Bank of Baroda Reserves the Right to:**

- Reject any and all responses received in response to the RFP.
- Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.
- Extend the time for submission of all proposals.
- Select the most responsive Service Provider (in case no bidder satisfies the eligibility criteria in totality)
- Select the next most responsive Service Provider if negotiations with the Service Provider of choice fail to result in an agreement within a specified time frame.
- Use the information/ clarifications provided in response to RFP by the Service Provider in any form, for evaluation purpose.
- Re-negotiate the price and terms of the entire contract with the Service Provider at more favourable terms in case such terms are offered in the industry at that time.
- Cancel the RFP/Tender at any stage, without assigning any reason whatsoever.
- Change the time schedule of the RFP for inviting the bids or evaluation thereof.





- Appoint more than one Service Provider per location.
- Change the Service Provider for any location.
- Bank reserves the right to change/ modify the process flow/operating procedure at any point of time.

A handwritten signature in black ink, appearing to read 'S. Datta'.

**Head-Baroda Diginext Cash Management Services.**  
**Bank of Baroda**  
**Baroda Sun Tower,**  
**Bandra-Kurla Complex, Mumbai 400 051**





**PROPOSED OPERATING PROCEDURE**

**A. Cash Pick up from Customer's premises:**

1. The service provider would get in touch with the customer to conduct a dry run as per start-up letter. During the dry run, the Service Provider would provide the deposit slips (in sets of 4), Scratch Card, Seal Tags and an authorised list of custodians (with photograph & signature) and any other means for secured transactions. A mutually comfortable time would be fixed for the cash pick-up.
2. Customer should use the special cash deposit slip (DigiCash Deposit Slip) provided by Bank for depositing cash. The deposit slip will consist of 4 copies viz. (1) Bank copy (2) Customer copy (3) Service Provider copy and (4) Customer copy to be delivered by the Service Provider on the next day with Bank's acknowledgement. Three copies of the cash deposit slip, filled in by the customer, will be put inside the sealed bag at the time of collection of cash. The Service Provider will hand over the 4<sup>th</sup> copy of the deposit slip, duly acknowledged, to the customer.
3. The customer should fill in the DigiCash deposit slip provided by the Bank, sign it and keep the deposit slip ready before the arrival of the Service Provider. Customer should use only the cash deposit slips specifically provided by the Bank for depositing cash. The customer should filled in separate deposit slips for Cash & Coins.
4. The customer should keep the entire cash, duly counted, denomination-wise, in packets of 100 pieces with note slips. The number of notes and the total amount in such packets should be correctly mentioned on the deposit slip.
5. The customer should separately pack loose currency with the note slips, stamp, signature and date. The number of notes and amount in such packets should be correctly mentioned on the note slips.
6. Customer should ensure that the notes are as per the Clean Note Policy of Reserve Bank of India and are neither stapled nor cello taped. The Service Provider will ensure the same is in order with RBI guidelines.
7. Customer will check the ID card of the service provider personnel collecting the cash with the list of authorized custodians provided by the Bank/Service Provider. For any change of custodians, an updated list will be provided to the customer immediately.
8. At the time of pick-up, the service provider will carry a leaf from the scratch card/Pay-in slip booklet held by them at their office, containing a serial number or any other suitable method of identification. Customer will also take out the same serial numbered leaf from the booklet made available to them. The hidden number in the scratch cards/any other method of identification should match (after scratching both the leaves). Only then the cash is handed over to the Service Provider.
9. In case of sealed bag collection process the Service Provider will count the number of packets (with 100 pieces) whereas the loose notes shall be separately counted and examined at customer's premises. Otherwise all the notes have to be counted.
10. The notes would be collected in a tamper-proof bag provided by the service provider and sealed by the customer. The seal tag would bear a serial number. Customer should mention this number on the cash deposit slip.





11. The Service Provider personnel will ensure that the deposit slips filled by the customer are complete in all respects viz. account number/codes, amount in figures and words tally with the physical cash, seal tag number etc.
12. After the process is completed, the custodian will stamp on the Service Provider's scratch card/Pay-in slip and exchange their copy with customer's copy. The Service Provider will also provide acknowledgement on customer's copy of the deposit slip and hand over the same to the customer. The Service Provider will also acknowledge the customer's deposit slip with the stamp "On behalf of BOB" and hand over the copy to the customer. The representative of the Service Provider will bring the sealed bag to the currency chest/branch of the Bank and hand it over to the Bank official.
13. The Service Provider should ensure that no Fake Note is accepted. The Bank will impound any counterfeit notes found and the Service Provider will be responsible for making good the loss, except in case of collection through sealed bag process.
14. Cash pick-up will be provided only on working days upto one hour before the closure of business hours. However, the Service Provider shall ensure that the entire cash received from the customer is deposited in the designated DigiCash branch within customer working hours. The funds should be credited to CMS Cash Collection Pool Account immediately, after due verification.
15. The Service Provider will inform the Bank/customers after cash pick-up and delivery to the branch through email, etc.
16. The Service Provider shall ensure that all the Cash received from the customer should be deposited (if not vaulted by them) in the specified currency chest/branch on working day before close of business hours sharply. Cash vaulted to be deposited in the specified currency chest/branch on the next working day within working hours. Cash Pick-up and deposit thereof will be synced by the service provider as per the customer's office and branch timings of the respective location.
17. Normal time for cash handover should be approximately 10-15 minutes.
18. Service Provider may be required to scan QR code at the time of visiting/leaving the customer's premises.

#### **Operating Procedure at Bank:**

19. The Service Provider will deliver the sealed bag to the branch for processing. Before opening the Bag, the Bank staff will ensure that the seal is intact and has not been tampered with. The Bank staff will also verify that the Serial No. on the seal matches with the no. mentioned on the cash deposit slip.
20. The seal will be opened by the Bank staff and the cash will be counted in front of the Service Provider, in full view of the CCTV camera. The Branch will ensure that CCTV is fully functioning and the cash counting area is clearly visible to the camera.
21. In case the seal is tampered with, the Service Provider will be responsible for any disputes/discrepancies with customer's deposit slip. The matter should be immediately taken up with the Service Provider and the risk and onus for shortfall in cash, if found, is with the Service Provider. Once the cash is collected by its representative, the Service Provider is fully responsible for the cash till the time it is deposited in the Branch. This holds good for any difference in the amount on the deposit slip and the actual cash tendered to the branch.





22. Stamped receipts, Customer's copy will be given to the Service Provider for onward delivery to customer on next working day and Service Provider's copy will be given for their record.
23. The Service Provider will provide MIS in the prescribed format and the data file along with scans of customer deposit slips across all the locations to Bank at end of day for all cash pick-ups done by them across the country, which will be reconciled on daily basis by the Central Operations Hub to ensure that all customers' accounts have been correctly credited.

**B. Cash Delivery at customer's premises:**

1. Delivery of Cash should be done by debit to the account of the customer on basis of requisition received in the form of a cheque.
2. The cash will be withdrawn and will be kept in the cash bag/box of the Service Provider. The cash bag/box will be sealed by the Bank official using numbered seal tag.
3. The official of the Service Provider will be given a copy of the scanned cheque for verification along with the personal details of the customer like photograph and address. He/she will be handed over the sealed cash bag/box for onward delivery. On the back of the copy of scan cheque Bank will write the seal tag number, which the customer will verify after opening the sealed bag.
4. After reaching the destination, the Service Provider official will give his/her personal identification and verify the identity of the customer, receive the cheque in original and compare the same with the scanned copy for correctness.
5. The original cheque will be received and kept with the official of the Service Provider for onward submission to the branch.
6. After satisfactory confirmation, official of the Service Provider will hand over the sealed bag /box containing the cash to the customer.
7. The customer will check the seal of the bag/box and open the same to receive the cash.
8. After counting the cash, the customer will give a receipt for the cash to the official of the Service Provider.
9. The official of the Service Provider will return to the branch and hand over the cheque in original along with the receipt duly signed by the customer on the next working day positively.
10. Bank may introduce the scratch card identification process as mentioned above at point no. A-8 or OTP process or any other process for strengthening the cash delivery system.

Bank reserves the right to change/ modify the process flow/operating procedure at any point of time.



**(Offer letter to be typed on the Service Provider's letter head)**

The Head- Baroda Diginext Cash Management Services,  
Bank of Baroda  
8<sup>th</sup> Floor, Baroda Sun Tower  
Bandra-Kurla Complex, Bandra (E)  
Mumbai 400 051

Dear Sir,

**Re: Your RFP notice inviting proposals for Outsourcing of Door Step Banking Services (DSBS) covering Cash Pickup/Delivery services from/to the door step of customers of Bank of Baroda including data entry of cheques and deposit slips, capturing images of deposit slips (processing services).**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the DSBS from and at the door step of customers of Branches as referred in RFP as per the Banks requirement on PAN India basis.

We confirm that we have not been disqualified by any PSU Bank/Private Bank for the services of DSBS outsourced to them. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender and all required information as per Annexure have been submitted.

We also confirm that the offer shall remain valid for five years from the date of work order placed.

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

Yours faithfully

**Authorised Signatory**

**SEAL**

(Name & Designation, seal of the Service Provider with necessary Board resolution attached along with telephone No. and e-mail address)

Date:-

Place:-





**TECHNICAL BID PARAMETERS**

**Outsourcing of Door Step Banking Services (DSBS) covering Cash Pickup / Delivery services from/to the door step of customers of Bank of Baroda on PAN India basis including data entry of cheques and deposit slips, capturing images of deposit slips (processing services).**

1	Name of organization and name of the person authorized	
2	Office Address with Phone, Fax Nos., e-mail address and Website	
3	Year of Establishment	
4	Number of years in business of DSBS.	
5	Status of the firm (Whether Pvt. Ltd. Company/Public Ltd. Co./Firm/Proprietary, etc.)	
6	Name & address along-with Telephone No. and e-mail address of Directors/Partners/Proprietor.	
7	Registration status with various Authorities	Copies of supporting documents as applicable along with the last -3- years Income Tax Returns enclosed.
8	It shall be the duty and responsibility of the Bidders/Service Providers to ensure themselves about the legal, statutory and regulatory authority, eligibility and other competency of them to participate in this RFP and to provide any and all the services and deliverables under the RFP to the Bank.	(Undertaking enclosed)
9	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.	List enclose
10	The Service Provider should be able to cover at least 75% DigiCash Branches (list at Annexure-VIII) in a state for which they will be selected.	List of Service Provider's branch/offices mapped against the BOB Branches mentioned at Annexure-VIII
11	Name and address of Bankers along with Telephone No. and e-mail address	
12	Income of last three years from DSBS – (Statuary auditor certificate enclosed) along with Auditor's	



	Name, address, telephone no. and E-mail address 2015-2016 2016-2017 2017-2018						
13	Profit making for last three years (Audited P&L A/C and Balance Sheet to be enclosed) along with Auditor's Name, address, telephone no. and e-mail address 2015-2016 2016-2017 2017-2018						
14	Net worth of Service Provider as on 31/03/2018 certified by statutory auditor						
15	Total number of staff on the roll of the company as on date						
16	Total number of vehicles (as specified at point 8 mode of transportation) of the company						
A	No. of owned vehicles						
B	No. of leased vehicles						
17	The service provider should have experience of having successfully undertaken DSBS for Public/Private Sector Scheduled Banks for last 5 years. Presently they must have minimum 2 (two) PSU/Private sector Banks having branch network of more than 100 branches PAN and providing DSBS at least in 2 (two) states.					Work order copies issued by the Organizations/ Banks and Certificate/ letter stating about the performance of the DSBS being provided. (Copies as per Annex-V enclosed)	
18	Details of DSBS provided to Public/Private Sector Scheduled Banks in last two years. (Details as per the format given below along with work order copies and performance certificates in respect of such services)						
	Name/s of the Bank	Period of service	Type of Service	No. of Collection Points	Contact person & Tel. Nos. of Bank & e-mail		
19	<b>Details of Offices/ Branches /Service Centers</b>						
	Sr No.	Place	Postal Address	Contact Details (Including Name of In charge)	Service Facilities Available (Describe)	No of Staff	Jurisdiction





				and his contact no. email etc.)			
20	Process of DSBS followed by the Service Provider			(To be attached)			
21	Bidder/Service Provider shall have the necessary infrastructure viz. Office, Computer, Security Van with armed guards, Note sorting/Fake Note detecting machine etc.			Yes, we have all necessary infrastructure to run the business.			
22	Declaration-cum-Undertaking-cum-Indemnity by the Service Provider (Annexure – IV)			Duly signed in and sealed copy enclosed			
23	Confirmation Certificate (Annexure – IV)			Duly signed in and sealed copy enclosed			

**Note: Wherever copies are required to be furnished, they should be self-attested copies.**

I/We hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my/our empanelment for above job are correct and genuine. I/We am/are, therefore, liable to face appropriate actions as deemed fit by the Bank in the event of any of the information/s, particulars, copies of the certificates and testimonials are not found correct and genuine.

**Authorized Signatory**

**SEAL**

*(Name & Designation, seal of the Service Provider with necessary Board resolution/ document giving the authority to sign the RFP)*

Date:-

Place:-



**DECLARATION-CUM-UNDERTAKING-CUM-INDEMNITY**  
**BY THE SERVICE PROVIDER**

**Outsourcing of Door Step Banking Services (DSBS) covering Cash Pickup / Delivery services from/to the door step of customers of Bank of Baroda including data entry of cheques and deposit slips, capturing images of deposit slips (processing services).**

In case my/our Offer is accepted, I/we undertake the following and declare as under:-

1. *I/we declare that I/we am/are fully capable of providing the Cash vaulting, Cash & Coins Burial, Counting of Notes & Coins and Fake note detection services to the Bank.*
2. *Undertake to submit Police verification of any of our staff as and when demanded by the Bank.*
3. *That the armed guards will possess valid gun licenses with local Police approvals wherever necessary. The drivers of the vehicle will possess valid driving licenses.*
4. *Will provide mechanically fit and secured mode of conveyance for DSBS from and at the door step of customers of Bank of Baroda.*
5. *The vehicles being put up for DSBS shall not be older than 5 (Five) years on the day of deployment.*
6. *Each cash van will be GPS enabled and monitored live with geo-fencing mapping with the additional indication of the nearest police station in the corridor for emergency.*
7. *Each cash van will have tubeless tyres, wireless (mobile) communication and hooters. The vans will not follow the same route and timing repeatedly so as to become predictable. Predictable movement on regular routes will be discouraged.*
8. *All particulars of Staff being made available will be provided to the Bank as and when demanded.*
9. *I/we fully indemnify the Bank against any loss and have an Indemnity Policy for Rs. 4.00 Crores (Rs. Four crores) for the cash in transit which would be kept renewed and assigned in favour Bank and a copy of such policy will be provided to the Bank.*
10. *I/we will adequately insure our Cash Vaults and indemnify the Bank to the extent of the amount vaulted therein for the Bank. The said policy will be assigned in favour of Bank.*
11. *I/we declare that we are fully compliant with all the statutory obligations of the Government of India/State Governments and local authorities as applicable. We*





have/will obtain before commencement of the work, the requisite licenses, approvals, certificates from all statutory authorities valid for the entire duration of the agreement

12. The company has training facilities for the crew, where the staff will undergo periodic training and a certificate of such training will be submitted to the Bank periodically.
13. The company is registered under Private Security Agencies (Regulation) Act, 2005 and has valid sanction for providing Armed Guards Services or Service Provider for Armed Guards to the Company is registered under PSAR 2005/ State Government registration as prevailing in respective states/ local law.
14. The vehicle for DSBS will have RTO passing and applicable State Government registration and permits for commercial activity as required for the Bank / branch.
15. All the laws applicable to Union, State and local laws, ordinance, regulations and codes will be complied.
16. We will ensure compliance with existing and future RBI & other regulatory guidelines for pick-up of cash.
17. Will fully facilitate for the Bank's compliance with regard to Reserve Bank of India guidelines on Code of Conduct in Outsourcing of Financial services by Banks.
18. I/We understand that if any false information is detected at a later date, any contract made between ourselves and Bank of Baroda, on the basis of the information given by me/us can be treated as invalid by the Bank and I/We will be solely responsible for the consequences.
19. I/We agree that the decision of Bank of Baroda in selection of Service provider(s) will be final and binding to me/us. I/we have no objection in appointment of multiple vendor in any of the centers.
20. I/we are capable of providing counting of the notes and coins as well as detection of fake notes at customer's premises.
21. I/we are capable of providing late evening/night pick-up and pick-up on holidays and Sundays.
22. I/we are capable of providing Cash Burial facility at any location offered under DSBS and transfer the funds electronically to the Bank.
23. As and when requested by the Bank we may directly deposit the cash (picked up from customers) to Bank's empaneled vendor(s) engaged for deployment of cash in Bank's ATMs. There is no additional service charges for this arrangement.



24. I/we declare that in case of any note picked up by me/us from the customer's premises is detected as fake by the Bank, the onus will be on me/us and I/we will compensate for the loss to the customer/Bank and will abide by the rules of RBI in this regard. I/we understand that this clause is not applicable in case of cash collected through sealed bag process.
25. I/we will provide all necessary MIS and reconciliation data to the bank in Bank's format on EOD.
26. I/we will deposit all the cash picked up at the designated branch/currency chest of the Bank or as directed by the Bank, during the working hours.
27. As and when directed by the Bank I/we may retain cash overnight (incl. holidays and Sundays). It is my/our responsibility to arrange for all the required infrastructure like safe deposit vault, security measures including CCTV camera etc. and will take all the precautions as taken by a prudent banker in such a case and follow all the Reserve Bank of India/statutory guidelines issued from time to time in this respect.
28. I/we have obtained and will keep on renewing (if required) all the requisite licenses, approvals, certificates, registrations, permits, NOC, tax clearance, compliance certificates like GST, Income Tax (PAN, TAN etc.), PF, ESIC, EPF, Contract Labour Act 1979 etc. from all statutory authorities as required for our business and indemnify the Bank against the payment of penalties and/or any other charges imposed by the concerned authority on me/us.
29. All the information furnished by me/us hereunder is correct to the best of my/our knowledge and belief.
30. We undertake to produce the original documents, licenses, approvals, certificates, registrations, permits, NOC, tax clearance, compliance certificates etc. from the concerned authority to the Bank/RBI/Statutory Authorities on demand.
31. I/we agree that I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
32. I/we understand that the quantum of collection centres/amount is approximate only and it may decrease or increase as per the requirement of the Bank.
33. I/we confirm that I/we/Directors are not defaulter to any of the Bank/Financial Institution.
34. I/we confirm that none of the Directors have any relatives working in Bank of Baroda.
35. Net worth certificate from Statuary Auditor as on 31.03.2018





36. I/We is/are not disqualified or debarred/ blacklisted by any Public/Private Sector Bank for providing CMS/DSBS.

37. I/we have downloaded the tender documents from the website [www.bankofbaroda.com](http://www.bankofbaroda.com) of the Bank and have not tampered/modified the tender document in any manner. In case, if the same is found to be tempered/modified, I/we understand that our tender will be summarily rejected and appropriate action will be initiated against me/us.

38. I/we do declare that we have carefully read all the terms and conditions mentioned in the RFP document and express our consent and agree to abide by all the terms and conditions as stipulated in the RFP document.

**Authorized Signatory**

**SEAL**

(Name, address, telephone no. , e-mail & Designation, seal of the Service Provider with necessary Board resolution/Document giving the authority to sign the RFP)

Date:-

Place:-



**CONFIRMATION CERTIFICATE**

I/we confirm that I/we have/will

1. a minimum fleet size of 300 specially fabricated cash vans (owned/ leased) as per specification of vehicle mentioned at point no. 8 of the RFP.
2. an online system to inform/communicate to Bank's Zonal Monitoring Cell/Currency Chests/Designated branches of the Bank and the customers regarding the cash Picked up/delivered.
3. an alert notification system to send alerts to the Bank's controlling offices and the customers of the Bank regarding Cash Pick-ups & deposits.
4. an ability to connect to the Bank through a web service or through a SFTP if required by the Bank for providing data and images pertaining to cash collection/delivery.
5. the capabilities at all centers for counting of notes & coins and detection of fake notes.
6. no objection in Bank's appointing more than one Service Providers in any of the location.
7. be flexible in lowering the price based on the individual deals/on case to case basis within the overall ambit of RFP and on explicit request by the Bank.

**Authorized Signatory**

**SEAL**

(Name, address, telephone no. , e-mail & Designation, seal of the Service Provider with necessary Board resolution/Document giving the authority to sign the RFP)

Date:-

Place:-





CERTIFICATE OF PERFORMANCE TO BE SUBMITTED ON THE CONCERNED  
BANK'S LETTER PAD

**TO WHOM SO EVER IT MAY CONCERN**

This is to certify that M/s. \_\_\_\_\_ is providing cash pick-up /delivery services to us since:-

- |               |          |
|---------------|----------|
| 1. From _____ | To _____ |
| 2. From _____ | To _____ |
| 3. From _____ | To _____ |
| 4. From _____ | To _____ |
| 5. From _____ | To _____ |

Their services are satisfactory.

This Certificate is issued to the Service Provider for bidding in RFP in Bank of Baroda.

(Name and Designation of the signing authority of the Bank)  
(Only to be issued by Controlling Office under official seal)

Telephone No:

e-mail ID:

Place:

Date:



**COMMERCIAL BID**

**Outsourcing of Door Step Banking Services (DSBS) covering Cash/ instrument Pickup/Delivery services from/to the door step of customers of Bank of Baroda on PAN India basis including data entry of cheques and deposit slips, capturing images of deposit slips (processing services).**

**I/We submit hereunder our Commercial Bid**

**Service Charges for cash pickup and delivery:**

(Amount in Rs.)

Range	Amount of average Cash in Rs. Picked-up per day		Beat Charges	Call Charges with full cash counting & verification	Cash burial Charges
				Base/Ceiling	
R 1	1.00	50,000/-			
R 2	50,001/-	1,00,000/-			
R 3	1,00,001/-	2,00,000/-			
R 4	2,00,001/-	5,00,000/-			
R 5	5,00,001/-	10,00,000/-		***	
R 6	10,00,001/-	20,00,000/-		***	
R 7	20,00,001/-	50,00,000/-		***	
R 8	50,00,001/-	1,00,00,000/-		***	
R 9	1,00,00,001/-	4,00,00,000/-		***	
R 10	Additional charges for coins counting per 100 pieces over base price			***	***
R 11	Additional KMs charge outside city limit				***
R 12	% hike over base price in case of Overnight Vaulting charges			***	***
R 13	% hike over base price in case of Holidays and Sundays			***	***
R 14	% hike over base price in case of counting at customer's premises			***	***
R 15	% hike over base price in case of fake note detection at customer's premises			***	***
R 16	% hike over base price in case of difficult areas/hilly terrains				***

Above rates are all inclusive. Taxes (incl. GST) as applicable will be additional.

The amount will be averaged out for a month by adding all the pick-up amounts and dividing the summation by the total number of pick-ups made during a particular month and the arrived average amount will be considered for the abovementioned brackets to decide on the cash pick-up charges.

We will be flexible in negotiating the price based on the individual deals/on case to case basis and on explicit request by the Bank.







Additional Kilometer (KM) charges up to 25 KM beyond city Limit to be quoted in R-11. The charges beyond it will be mutually decided by Bank and Service Provider subject to acceptance of the Customer of the Bank.

Municipal limits will be considered as City Limits. I/we understand that the Bank will classify a particular pick-up point as difficult area or hilly terrain and we will abide by the decision of the Bank in this regard

**Authorized Signatory**

**SEAL**

(Name, address, telephone no., e-mail & Designation, seal of the Service Provider with necessary Board resolution/Document giving the authority to sign the RFP)

Date:-

Place:-



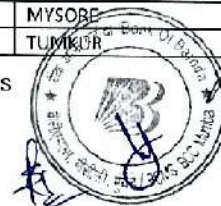
**List of DigiCash Branches**

Sr.	CENTRE_NAME	STATE	BOB_REGION	DIGICASH BRANCH
1	ANANTHAPUR	ANDHRA PRADESH	VIJAYAWADA	ANANTAPUR
2	NANDYAL	ANDHRA PRADESH	VIJAYAWADA	KURNOOL
3	VIJAYAWADA	ANDHRA PRADESH	VIJAYAWADA	VIJAYAWADA
4	NELLORE	ANDHRA PRADESH	VIJAYAWADA	NELLORE
5	TIRUPATI	ANDHRA PRADESH	VIJAYAWADA	TIRUPATI
6	KURNOOL	ANDHRA PRADESH	VIJAYAWADA	KURNOOL
7	PRODDATUR	ANDHRA PRADESH	VIJAYAWADA	CUDDAPAH
8	CHITTOOR	ANDHRA PRADESH	VIJAYAWADA	CHITTOOR
9	CUDDAPAH	ANDHRA PRADESH	VIJAYAWADA	CUDDAPAH
10	KAVALI	ANDHRA PRADESH	VIJAYAWADA	NELLORE
11	ONGOLE	ANDHRA PRADESH	VIJAYAWADA	ONGOLE
12	RAJAMPETA	ANDHRA PRADESH	VIJAYAWADA	CUDDAPAH
13	MARKAPUR	ANDHRA PRADESH	VIJAYAWADA	ONGOLE
14	DHARMAVARAM	ANDHRA PRADESH	VIJAYAWADA	ANANTAPUR
15	CHIRALA	ANDHRA PRADESH	VIJAYAWADA	ONGOLE
16	GUDUR	ANDHRA PRADESH	VIJAYAWADA	NELLORE
17	ADONI	ANDHRA PRADESH	VIJAYAWADA	KURNOOL
18	HINDUPUR	ANDHRA PRADESH	VIJAYAWADA	ANANTAPUR
19	GUNTAKAL	ANDHRA PRADESH	VIJAYAWADA	ANANTAPUR
20	TADPATRI	ANDHRA PRADESH	VIJAYAWADA	ANANTAPUR
21	MADANAPALLI	ANDHRA PRADESH	VIJAYAWADA	CHITTOOR
22	SRIKALAHASPHI	ANDHRA PRADESH	VIJAYAWADA	CHITTOOR
23	GUNTUR	ANDHRA PRADESH	VIJAYAWADA	GUNTUR
24	NARASARAOPET	ANDHRA PRADESH	VIJAYAWADA	GUNTUR
25	MUZVID	ANDHRA PRADESH	VIJAYAWADA	VIJAYAWADA
26	VISAKHAPATNAM	ANDHRA PRADESH	VISAKHAPATNAM	ASILMETTA CURRENCY CHEST
27	KAKINADA	ANDHRA PRADESH	VISAKHAPATNAM	KAKINADA MAIN BRANCH
28	RAJAHMUNDRY	ANDHRA PRADESH	VISAKHAPATNAM	RAJAHMUNDRY CURRENCY CHEST
29	SRIKAKULAM	ANDHRA PRADESH	VISAKHAPATNAM	SRIKAKULAM MAIN
30	TUNI	ANDHRA PRADESH	VISAKHAPATNAM	TUNI
31	ELURU	ANDHRA PRADESH	VISAKHAPATNAM	ELURU
32	BHIMAVARAM	ANDHRA PRADESH	VISAKHAPATNAM	BHIMAVARAM
33	VIZIANAGARAM	ANDHRA PRADESH	VISAKHAPATNAM	VIZIANAGARAM
34	PALASA	ANDHRA PRADESH	VISAKHAPATNAM	PALASA
35	TADEPALLIGUDEM	ANDHRA PRADESH	VISAKHAPATNAM	TADEPALLIGUDEM
36	NARASAPUR	ANDHRA PRADESH	VISAKHAPATNAM	NARASAPUR
37	PARVATIPURAM	ANDHRA PRADESH	VISAKHAPATNAM	PARVATIPURAM
38	MUZAFFARPUR	BIHAR	MUZAFFARPUR	MUZAFFARPUR MAIN
39	PATNA	BIHAR	PATNA	PATNA MAIN BRANCH
40	GAYA	BIHAR	PATNA	GAYA MAIN
41	CHANDIGARH	CHANDIGARH	CHANDIGARH	CHANDIGARH SECTOR 22 B
42	PARLIAMENT STREET	DELHI	DELHIMETRO-I	PARLIAMENT STREET
43	MAURAYA ENCLAVE	DELHI	DELHIMETRO-I	MAURAYA ENCLAVE
44	EAST OF KAILASH	DELHI	DELHIMETRO-II	EAST OF KAILASH
45	SHAKARPUR	DELHI	DELHIMETRO-II	SHAKARPUR
46	GOA	GOA	PANAJI	MARGAO
47	AHMEDABAD	GUJARAT	AHMEDABAD	GANDHI RD. AHMEDABAD
48	AMBAWADI	GUJARAT	AHMEDABAD	AMBAWADI
49	ASHRAM ROAD	GUJARAT	AHMEDABAD	ASHRAM ROAD
50	BHADRA BRANCH	GUJARAT	AHMEDABAD	BHADRA BRANCH
51	NARANGPURA	GUJARAT	AHMEDABAD	NARANGPURA
52	NADIAD	GUJARAT	ANAND	NADIAD MAIN
53	ANAND	GUJARAT	ANAND	ANAND MAIN





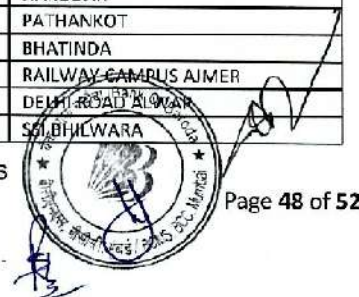
Sr.	CENTRE_NAME	STATE	BOB_REGION	DIGICASH BRANCH
54	BARODA/VADODARA	GUJARAT	BARODACITY	GOTRI
55	BARODA MAIN OFFICE	GUJARAT	BARODACITY	BARODA MAIN, BARODA
56	BHARUCH	GUJARAT	BHARUCH	STATION ROAD BRANCH
57	ANKLESHWAR	GUJARAT	BHARUCH	INDUSTRIAL ESTATE ANKLESHWAR
58	GHANDHIDHAM	GUJARAT	BHUJ	GHANDHIDHAM
59	BHUJ	GUJARAT	BHUJ	BHUJ MAIN
60	HIMMATNAGAR	GUJARAT	GANDHINAGAR	HIMMATNAGAR
61	MODASA	GUJARAT	GANDHINAGAR	MODASA
62	GODHRA MAIN	GUJARAT	GODHRA	STATION ROAD , GODHRA
63	PORBANDAR	GUJARAT	JAMNAGAR	PORBANDAR MAIN
64	JAMNAGAR	GUJARAT	JAMNAGAR	JAMNAGAR MAIN
65	JUNAGARH	GUJARAT	JAMNAGAR	JUNAGARH MAIN
66	VERAVAL	GUJARAT	JAMNAGAR	VERAVAL
67	MEHSANA	GUJARAT	MEHSANA	MEHSANA
68	PALANPUR	GUJARAT	MEHSANA	PALANPUR
69	UNJHA	GUJARAT	MEHSANA	UNJHA
70	PATAN MAIN	GUJARAT	MEHSANA	PATAN MAIN
71	VISNAGAR MAIN	GUJARAT	MEHSANA	VISNAGAR MAIN
72	DEESA MAIN	GUJARAT	MEHSANA	DEESA MAIN
73	NAVSARI	GUJARAT	NAVSARI	STATION ROAD , NAVSARI
74	NAVSARI	GUJARAT	NAVSARI	JAWAHAR ROAD,BILIMORA
75	RAJKOT	GUJARAT	RAJKOT	RAJKOT MAIN
76	SURENDRANAGAR	GUJARAT	RAJKOT	SURENDRANAGAR
77	BHAVNAGAR	GUJARAT	RAJKOT	BHAVNAGAR
78	GONDAL	GUJARAT	RAJKOT	GONDAL
79	JETPUR	GUJARAT	RAJKOT	JETPUR
80	MORVI	GUJARAT	RAJKOT	MORVI
81	BOTAD	GUJARAT	RAJKOT	BOTAD
82	SURAT	GUJARAT	SURATCITY	CITY LIGHT BRANCH
83	AMBAJI RD SURAT	GUJARAT	SURATCITY	CITY LIGHT BRANCH
84	ATHWA LINES	GUJARAT	SURATCITY	CITY LIGHT BRANCH
85	BHAGATALAV	GUJARAT	SURATCITY	UDHNA
86	CHHIPWAD	GUJARAT	SURATCITY	CITY LIGHT BRANCH
87	MANDARWAJA	GUJARAT	SURATCITY	CITY LIGHT BRANCH
88	UDHNA	GUJARAT	SURATCITY	UDHANA BRANCH
89	BULSAR MAIN	GUJARAT	VALSAD	BULSAR MAIN
90	VAPI	GUJARAT	VALSAD	INDUSTRIAL ESTATE VAPI
91	SILVASSA	GUJARAT	VALSAD	SILVASSA
92	DAMAN	GUJARAT	VALSAD	SSI DAMAN
93	FARIDABAD	HARYANA	DELHIMETRO II	NEHRU GROUND - FARIDABAD
94	HISSAR	HARYANA	KARNAL	HISSAR MAIN
95	PANIPAT	HARYANA	KARNAL	GT ROAD PANIPAT
96	AMBALA	HARYANA	KARNAL	AMBALA CITY
97	KARNAL	HARYANA	KARNAL	GRAIN MARKET KARNAL
98	KAITHAL	HARYANA	KARNAL	KAITHAL
99	ROHTAK	HARYANA	KARNAL	CIVIL ROAD ROHTAK
100	SIRSA	HARYANA	KARNAL	SIRSA
101	YAMUNANAGAR	HARYANA	KARNAL	YAMUNANAGAR
102	SIMLA	HIMACHAL PRADESH	CHANDIGARH	SHIMLA
103	JAMMU	JAMMU & KASHMIR	JALANDHAR	PURANI MANDI JAMMU
104	JAMSHEDPUR	JHARKHAND	JAMSHEDPUR	JAMSHEDPUR MAIN
105	DHANBAD	JHARKHAND	JAMSHEDPUR	DHANBAD
106	RANCHI	JHARKHAND	JAMSHEDPUR	RANCHI MAIN
107	BOKARO	JHARKHAND	JAMSHEDPUR	BOKARO STEEL CITY
108	FRASER TOWN BR.	KARNATAKA	BENGALURU	FRASER TOWN BR.
109	MYSORE	KARNATAKA	BENGALURU	MYSORE
110	TUMKUR	KARNATAKA	BENGALURU	TUMKUR



Sr.	CENTRE_NAME	STATE	BOB_REGION	DIGICASH BRANCH
111	MANDYA	KARNATAKA	BENGALURU	MANDYA
112	HASSAN	KARNATAKA	BENGALURU	HASSAN
113	MANGALORE	KARNATAKA	HUBBALLI	MANGALORE
114	UDIPI	KARNATAKA	HUBBALLI	UDIPI
115	DAVANGERE	KARNATAKA	HUBBALLI	DAVANGERE
116	CHICKMAGALUR	KARNATAKA	HUBBALLI	SHIMOGA
117	SHIMOGA	KARNATAKA	HUBBALLI	HUBLI
118	CHITRADURGA	KARNATAKA	HUBBALLI	DHARWAD
119	HUBLI	KARNATAKA	HUBBALLI	BELLARY
120	HONAVAR	KARNATAKA	HUBBALLI	GANGAVATHI
121	BELLARY	KARNATAKA	HUBBALLI	GULBARGA
122	GANGAVATHI	KARNATAKA	HUBBALLI	BIDAR
123	GULBARGA	KARNATAKA	HUBBALLI	BIJAPUR
124	BIDAR	KARNATAKA	HUBBALLI	BELGAUM
125	BIJAPUR	KARNATAKA	HUBBALLI	SHAHPUR, BELGAUM
126	BELGAUM	KARNATAKA	HUBBALLI	HOSPET
127	NIPPANI	KARNATAKA	HUBBALLI	BAGALKOT
128	HOSPET	KARNATAKA	HUBBALLI	SURATHKAL
129	BAGALKOT	KARNATAKA	HUBBALLI	GADAG
130	SIRSI	KARNATAKA	HUBBALLI	RAICHUR
131	GADAG	KARNATAKA	HUBBALLI	LADYHILL
132	RAICHUR	KARNATAKA	HUBBALLI	PUMPWELL
133	KANHANGAD	KERALA	ERNAKULAM	CALICUT
134	CALICUT	KERALA	ERNAKULAM	CALICUT
135	PALAKKAD	KERALA	ERNAKULAM	TRICHURBRANCH
136	TRICHURBRANCH	KERALA	ERNAKULAM	TRICHURBRANCH
137	ERNAKULAM	KERALA	ERNAKULAM	ERNAKULAM(N)
138	PERUMBAVOOR	KERALA	ERNAKULAM	ERNAKULAM(N)
139	KOTTAYAM	KERALA	ERNAKULAM	KOTTAYAM
140	ALAPPUZHA	KERALA	ERNAKULAM	ERNAKULAM(N)
141	THIRUVALLA	KERALA	ERNAKULAM	PATHANAMTHITTA
142	PATHANAMTHITTA	KERALA	ERNAKULAM	PATHANAMTHITTA
143	QUILON/KOLLAM	KERALA	ERNAKULAM	QUILON/KOLLAM
144	PALAYAM	KERALA	ERNAKULAM	AMBALATHARA
145	TIRUR	KERALA	ERNAKULAM	CALICUT
146	MANJERI	KERALA	ERNAKULAM	CALICUT
147	MUVATTUPUZHA	KERALA	ERNAKULAM	KOTTAYAM
148	PALAI	KERALA	ERNAKULAM	KOTTAYAM
149	KAYAMKULAM	KERALA	ERNAKULAM	QUILON/KOLLAM
150	NASIK	MAHARASHTRA	AURANGABAD	GOLFCLUB NASIK
151	AURANGABAD	MAHARASHTRA	AURANGABAD	AURANGABAD MAIN
152	KOPARGAON	MAHARASHTRA	AURANGABAD	KOPERGAON
153	MUMBAI	MAHARASHTRA	MMCR	BKC, BANDRA EAST
154	BHANDUP	MAHARASHTRA	MMER	BHANDUP
155	BHANDUP	MAHARASHTRA	MMER	BHANDUP
156	LOKHANDWALA	MAHARASHTRA	MMNR	GOREGAON WEST
157	MALAD	MAHARASHTRA	MMNR	GOREGAON WEST
158	MUMBAI	MAHARASHTRA	MMNR	GOREGAON WEST
159	LOKHANDWALA	MAHARASHTRA	MMNR	GOREGAON WEST
160	LOKHANDWALA	MAHARASHTRA	MMNR	GOREGAON WEST
161	MALAD	MAHARASHTRA	MMNR	GOREGAON WEST
162	MUMBAI	MAHARASHTRA	MMNR	GOREGAON WEST
163	MUMBAI	MAHARASHTRA	MMNR	GOREGAON WEST
164	MUMBAI	MAHARASHTRA	MMSR	MUMBAI MAIN OFFICE
165	MUMBAI	MAHARASHTRA	MMSR	MUMBAI MAIN OFFICE
166	MUMBAI	MAHARASHTRA	MMSR	MUMBAI MAIN OFFICE
167	MUMBAI	MAHARASHTRA	MMSR	MUMBAI MAIN OFFICE



Sr.	CENTRE_NAME	STATE	BOB_REGION	DIGICASH BRANCH
168	CHANDRAPUR	MAHARASHTRA	NAGPUR	CHANDRAPUR
169	AMRAWATI MAIN	MAHARASHTRA	NAGPUR	AMRAWATI MAIN
170	NAGPUR	MAHARASHTRA	NAGPUR	DHARAMPETH NAGPUR
171	RATNAGIRI	MAHARASHTRA	PANAJI	RATNAGIRI
172	KOLHAPUR	MAHARASHTRA	PANAJI	SHIVAJI CHOWK
173	ICHALKARNJI	MAHARASHTRA	PANAJI	ICHALKARNJI
174	SANGLI	MAHARASHTRA	PANAJI	SANGLI
175	PUNE	MAHARASHTRA	PUNE	CURRENCY CHEST RASTAPETH
176	SHOLAPUR	MAHARASHTRA	PUNE	SHOLAPUR MAIN BRANCH
177	SATARA	MAHARASHTRA	PUNE	SATARA
178	AKLUJ	MAHARASHTRA	PUNE	AKLUJ
179	BHOPAL	MADHYA PRADESH	BHOPAL	TT NAGAR
180	GWALIOR	MADHYA PRADESH	BHOPAL	SARAFI BAZAR GWALIOR
181	INDORE	MADHYA PRADESH	INDORE	NAVLAKHA
182	DEWAS	MADHYA PRADESH	INDORE	DEWAS
183	UJJAIN	MADHYA PRADESH	INDORE	UJJAIN
184	RATLAM	MADHYA PRADESH	INDORE	RATLAM STATION ROAD
185	KHANDWA	MADHYA PRADESH	INDORE	KHANDWA
186	SAGAR	MADHYA PRADESH	JABALPUR	SAGAR
187	CHHINDWARA	MADHYA PRADESH	JABALPUR	CHHINDWARA
188	JABALPUR	MADHYA PRADESH	JABALPUR	JABALPUR MAIN
189	SATNA	MADHYA PRADESH	JABALPUR	SATNA
190	REWA	MADHYA PRADESH	JABALPUR	REWA
191	KATNI	MADHYA PRADESH	JABALPUR	KATNI CURRENCY CHEST
192	BHILAI	MADHYA PRADESH	RAIPUR	BHILAI MAIN BRANCH
193	DURG	MADHYA PRADESH	RAIPUR	DURG MAIN BRANCH
194	RAIPUR	MADHYA PRADESH	RAIPUR	RAIPUR MAIN BRANCH
195	BILASPUR	MADHYA PRADESH	RAIPUR	BILASPUR
196	RAJNANDGAON	MADHYA PRADESH	RAIPUR	RAJNANDGAON
197	BHUBANESHWAR	ORISSA	BHUBANESWAR	BHUBANESWAR
198	SWARGDWAR	ORISSA	BHUBANESWAR	SWARGADWAR
199	CUTTACK	ORISSA	BHUBANESWAR	CUTTACK
200	BALASORE	ORISSA	BHUBANESWAR	BALASORE
201	BERHAMPUR	ORISSA	BHUBANESWAR	BERHAMPUR
202	PARADIP	ORISSA	BHUBANESWAR	PARADIP
203	JAGATSINGHPUR	ORISSA	BHUBANESWAR	JAGATSINGHPUR
204	JAJPUR	ORISSA	BHUBANESWAR	JAJPUR
205	BARIPADA	ORISSA	BHUBANESWAR	BARIPA
206	ANGUL	ORISSA	SAMBALPUR	ANGUL
207	SAMBALPUR	ORISSA	SAMBALPUR	SAMBALPUR
208	ROURKELA	ORISSA	SAMBALPUR	ROURKELA MAIN
209	ROURKELA	ORISSA	SAMBALPUR	POWER HOUSE
210	PONDICHERRY	PONDICHERRY	CHENNAIMETRO	PONDICHERRY
211	LUDHIANA	PUNJAB	CHANDIGARH	INDUSTRIAL AREA LUDHIANA
212	PATIALA	PUNJAB	CHANDIGARH	PATIALA
213	KHANNA	PUNJAB	CHANDIGARH	KHANNA
214	SSI MANDIGOBINDGARH	PUNJAB	CHANDIGARH	SSI MANDIGOBINDGARH
215	AMRITSAR	PUNJAB	JALANDHAR	TOWN HALL AMRITSAR
216	JULLUNDUR	PUNJAB	JALANDHAR	NEHRU GARDEN ROAD JALANDHAR
217	HOSHIARPUR	PUNJAB	JALANDHAR	HOSHIARPUR
218	MOGA	PUNJAB	JALANDHAR	MOGA
219	NAKODAR	PUNJAB	JALANDHAR	NAKODAR
220	PATHANKOT	PUNJAB	JALANDHAR	PATHANKOT
221	BHATINDA	PUNJAB	JALANDHAR	BHATINDA
222	AJMER	RAJASTHAN	AJMER	RAILWAY CAMPUS AJMER
223	ALWAR	RAJASTHAN	BHARATPUR	DELHI ROAD ALWAR
224	BHILWARA	RAJASTHAN	BHILWARA	SI, BHILWARA



Sr.	CENTRE_NAME	STATE	BOB_REGION	DIGICASH BRANCH
225	BIKANER	RAJASTHAN	BIKANER	SAMTA NAGAR, BIKANER
226	JAIPUR	RAJASTHAN	JAIPUR	STATION ROAD JAIPUR
227	JODHPUR	RAJASTHAN	JODHPUR	I E MARUDHAR (CURRENCY CHEST)
228	BALOTRA	RAJASTHAN	JODHPUR	BALOTRA
229	PALI	RAJASTHAN	JODHPUR	PALI MAIN
230	KOTA	RAJASTHAN	KOTA	JHALAWAR ROAD, KOTA
231	UDAIPUR	RAJASTHAN	UDAIPUR	UDAIPUR MAIN
232	HYDERABAD (M)	TELANGANA	HYDERABAD	HYDERABAD MAIN
233	NIZAMABAD	TELANGANA	HYDERABAD	NIZAMABAD
234	WARANGAL	TELANGANA	HYDERABAD	WARANGAL
235	KAMAREDDY	TELANGANA	HYDERABAD	KAMAREDDY
236	KARIMNAGAR	TELANGANA	HYDERABAD	KARIMNAGAR
237	ADILABAD	TELANGANA	HYDERABAD	ADILABAD
238	KHAMMAM	TELANGANA	HYDERABAD	KHAMMAM
239	VIKARABAD	TELANGANA	HYDERABAD	VIKARABAD
240	MANCHERIAL	TELANGANA	HYDERABAD	MANCHERIAL
241	SIRCILLA	TELANGANA	HYDERABAD	SIRCILLA
242	PEDDAPALLI	TELANGANA	HYDERABAD	PEDDAPALLI
243	KOTHAGUDEM	TELANGANA	HYDERABAD	KOTHAGUDEM
244	NALGONDA	TELANGANA	HYDERABAD	NALGONDA
245	MAHABUBNAGAR	TELANGANA	HYDERABAD	MAHABUBNAGAR
246	SHADNAGAR	TELANGANA	HYDERABAD	SHADNAGAR
247	CHENNAI	TAMIL NADU	CHENNAIMETRO	MYLAPORE
248	CHENNAI	TAMIL NADU	CHENNAIMETRO	MYLAPORE
249	CHENNAI	TAMIL NADU	CHENNAIMETRO	MYLAPORE
250	TIRUVANNAMALAI	TAMIL NADU	CHENNAIMETRO	TIRUVANNAMALAI
251	VELLORE	TAMIL NADU	CHENNAIMETRO	VELLORE
252	KRISHNAGIRI	TAMIL NADU	COIMBATORE	SALEM
253	SALEM	TAMIL NADU	COIMBATORE	SALEM
254	ERODE	TAMIL NADU	COIMBATORE	SALEM
255	COIMBATORE	TAMIL NADU	COIMBATORE	COIMBATOR(M)
256	TIRUPUR	TAMIL NADU	COIMBATORE	COIMBATOR(M)
257	COONOOR	TAMIL NADU	COIMBATORE	COIMBATOR(M)
258	SSI HOSUR	TAMIL NADU	COIMBATORE	SSI HOSUR
259	CANNANORE	TAMIL NADU	ERNAKULAM	CALICUT
260	KUMBAKONAM	TAMIL NADU	MADURAI	MANACHANALLU
261	TIRUCHY	TAMIL NADU	MADURAI	MANACHANALLU
262	MADURAI	TAMIL NADU	MADURAI	CHOKKIKULAM
263	RAJAPALAYAM	TAMIL NADU	MADURAI	RAJAPALAYAM
264	TIRUNELVELI	TAMIL NADU	MADURAI	TIRUNELVELI
265	KARAIKUDI	TAMIL NADU	MADURAI	CHOKKIKULAM
266	KARUR	TAMIL NADU	MADURAI	CHOKKIKULAM
267	ALIGARH	UTTAR PRADESH	AGRA	ALIGARH MAIN
268	AGRA	UTTAR PRADESH	AGRA	AGRA MAIN
269	ALLAHABAD	UTTAR PRADESH	ALLAHABAD	KHULDABAD
270	HAKIKATNAGAR	UTTAR PRADESH	DEHRADUN	HAKIKATNAGAR
271	GHAZIABAD	UTTAR PRADESH	DELHIMETROIII	GHAZIABAD MAIN
272	GORAKHPUR	UTTAR PRADESH	GORAKHPUR	GEETA PRESS
273	KANPUR	UTTAR PRADESH	KANPUR	GUMTI NO. 5
274	LUCKNOW	UTTAR PRADESH	LUCKNOW	VIBHUTI KHAND
275	MORADABAD	UTTAR PRADESH	MORADABAD	MORADABAD MAIN
276	MEERUT	UTTAR PRADESH	MORADABAD	ABU LANE MEERUT
277	MUZAFFARNAGAR	UTTAR PRADESH	MORADABAD	MUZAFFARNAGAR
278	VARANASI	UTTAR PRADESH	VARANASI	INDUSTRIAL ESTATE
279	BAREILLY	UTTARAKHAND	BAREILLY	BAREILLY MAIN
280	DEHRADUN	UTTARAKHAND	DEHRADUN	DEHRADUN MAIN
281	HARIDWAR	UTTARAKHAND	DEHRADUN	HARIDWAR MAIN





Sr.	CENTRE_NAME	STATE	BOB_REGION	DIGICASH BRANCH
282	RISHIKESH	UTTARAKHAND	DEHRADUN	RISHIKESH
283	HALDWANI	UTTARAKHAND	HALDWANI	NAVEEN MANDI HALDWANI
284	RUDRAPUR	UTTARAKHAND	HALDWANI	SIDCUL PANTNAGAR RIDRAPUR
285	KASHIPUR	UTTARAKHAND	HALDWANI	KASHIPUR MAIN
286	BURDWAN	WB	BURDWAN	BURDWAN
287	BURDWAN	WB	BURDWAN	BURDWAN G.T.ROAD
288	SILIGURI	WB	BURDWAN	SILIGURI
289	SILIGURI	WB	BURDWAN	SEVOKE ROAD SILIGURI
290	BERHAMPORE	WB	BURDWAN	BERHAMPORE
291	BERHAMPORE	WB	BURDWAN	PANCHANANTALA BERHAMPORE
292	DURGAPUR	WB	BURDWAN	DURGAPUR
293	KHARAGPUR	WB	BURDWAN	KHARAGPUR
294	ASANSOL	WB	BURDWAN	ASANSOL
295	MEDINIPUR	WB	BURDWAN	MEDINIPUR
296	TAMLUK	WB	BURDWAN	TAMLUK
297	DURGACHAK	WB	BURDWAN	DURGACHAK
298	CONTAI	WB	BURDWAN	CONTAI
299	BANKURA	WB	BURDWAN	BANKURA
300	COURTRDPURULIA	WB	BURDWAN	COURTRDPURULIA
301	MALDA	WB	BURDWAN	MALDA
302	JALPAIGURI	WB	BURDWAN	JALPAIGURI
303	COOCHBEHAR	WB	BURDWAN	COOCHBEHAR
304	KRISHNANAGAR	WB	GREATERKOLKATA	KRISHNANAGAR
305	GUWAHATI	WB	GUWAHATI	A T ROAD BRANCH
306	AGARTALA	WB	GUWAHATI	AGARTALA MAIN BRANCH
307	SHILLONG	WB	GUWAHATI	SHILLONG MAIN BRANCH
308	KOLKATA	WB	KOLKATAMETRO	BURRABAZAR
309	KOLKATA	WB	KOLKATAMETRO	M G ROAD
310	KOLKATA	WB	KOLKATAMETRO	SURYASEN STREET
311	KOLKATA	WB	KOLKATAMETRO	SEALDAH



**EVALUATION FOR LOWEST PRICES  
BEAT PICK-UP**

Range	Amount in Rs. (B)	Multiplication Factor (C)	Beat pick-up			Cash Burial			Final Weightage F=90%+I*10%
			Base Rate (D)	Ranking (descending order) (E)	Total Weightage (F=C*D*E)	Base Rate (G)	Ranking (descending order) (H)	Total Weightage (I=C*G*H)	
R 1	1.00	2.0	0	0	0	0	0	0	0
R 2	50,000/-	2.0	0	0	0	0	0	0	0
R 3	1,00,000/-	2.0	0	0	0	0	0	0	0
R 4	2,00,000/-	2.0	0	0	0	0	0	0	0
R 5	5,00,000/-	1.5	0	0	0	0	0	0	0
R 6	10,00,000/-	1.5	0	0	0	0	0	0	0
R 7	20,00,000/-	1.0	0	0	0	0	0	0	0
R 8	50,00,000/-	0.6	0	0	0	0	0	0	0
R 9	1,00,00,000/-	0.5	0	0	0	0	0	0	0
R 10	Additional charges for coins counting per 100 pieces over base price	2.0	0	0	0	0	***	***	0
R 11	Additional KMs charge outside city limit	2.0	0	0	0	0	***	***	0
R 12	% hike over base price in case of Overnight Vaulting charges	2.0	0	0	0	0	***	***	0
R 13	% hike over base price in case of Holidays and Sundays	2.0	0	0	0	0	***	***	0
R 14	% hike over base price in case of counting at customer's premises	2.0	0	0	0	0	***	***	0
R 15	% hike over base price in case of fake note detection at customer's premises	2.0	0	0	0	0	***	***	0
R 16	% hike over base price in case of difficult areas/hilly terrains	2.0	0	0	0	0	***	***	0
<b>GRAND TOTAL</b>		***	***	***	***	***	***	***	***





**ON CALL PICK-UP**

Range	Amount in Rs.		Multiplication Factor	On Calls pick-up		
				Base Rate	Ranking (descending order)	Total Weightage
(A)	(B)		(C)	(D)	(E)	(F=C*D*E)
R 1	1.00	50,000/-	2.0	0	0	0
R 2	50,001/-	1,00,000/-	2.0	0	0	0
R 3	1,00,001/-	2,00,000/-	2.0	0	0	0
R 4	2,00,001/-	5,00,000/-	2.0	0	0	0
R 5	Additional KMs charge outside city limit		2.0	0	0	0
R 6	% hike over base price in case of difficult areas/hilly terrains		2.0	0	0	0
<b>GRAND TOTAL</b>			***	***	***	

