

Tender Title: "Enlistment and RFQ (Request for Quotation) for providing "Cash Carrying Service" at Community Bank Bangladesh Limited"

Tender Ref: "CBBL/GSD/RFQ/2023/0089"

Dear All,

Greetings from Community Bank Bangladesh Limited!!

Community Bank Bangladesh Limited is a 59th Schedule Bank of Central Bank. It is owned by Bangladesh Police Kallyan Trust. For " **Cash Carrying Service**" both on monthly rental basis as well as on Call Basis from reputed companies, you are requested to find the attachment of TDS (Tender Document Sheet) attached herewith for submission of **Technical and Financial Offers**.

*Please, submit **Technical and Financial Offers in separate Envelopes**. At Bank's discretion, any bidder can be declared as non-responsive if **Technical and Financial Offers** are not submitted separately.*

TENDER Summary FOR ATM CASH REPLENISHMENT AND ALLIED SERVICE

1.	Tender Reference No	CBBL/GSD/RFQ/2023/0089
2.	Date Of Tender Document	19.10.2023
3.	Last Date For Submitting Pre-Bid Queries	22.10.2023
4.	Date Of Pre Bid Meeting	23.10.2023 at 12.00 P.M.
5.	Last Date For Submission Of Tender	26.10.2023 up to 3 PM
6.	Date Of Opening Of Technical Bid	Will be opened through internal Committee
7.	Cost Of Tender Document	Free of Cost
8.	Earnest Money Deposit (EMD)	Not Required
9.	Date Of Opening Of Commercial Bid	Will be opened though TOC of the Bank of the Technically Qualified bidders.
10.	NO OF PAGES Of Tender Document*	13 Pages

****please go through the entire Tender Document carefully. Financial Offer submission format as well as checklist of Technical eligibility criteria are included alongwith all the SLA terms and conditions, Penalty Clause, Scope of works etc.***

For enlistment purpose, the Following papers/documents must also be sent with the:

- i) Valid Trade License
- ii) Bank solvency certificate/documents (If applicable)
- iii) VAT Registration certificate
- iv) Up-to-date TIN certificate
- v) Up-to-date copy of TAX payment receipt
- vi) Client list with goodwill certificate (If available)
- vii) Experience certificate (If available)

Regards

(SM Shahin Iqbal)
Member Secretary, Purchase Committee
VP & Head of General Services Division
Community Bank Bangladesh Limited

REQUEST FOR PROPOSAL

For

CASH CARRYING SERVICES

ON HIRE BASIS

Date: 19.10.2023

TENDER FOR ATM CASH REPLENISHMENT AND ALLIED SERVICE

1.	TENDER REFERENCE NO	CBBL/GSD/RFQ/2023/0089
2.	DATE OF TENDER DOCUMENT	19.10.2023
3.	LAST DATE FOR SUBMITTING PRE-BID QUERIES	22.10.2023
4.	DATE OF PRE BID MEETING	23.10.2023 at 12.00 PM
5.	LAST DATE FOR SUBMISSION OF TENDER	26.10.2023 up to 3 PM
6.	DATE OF OPENING OF TECHNICAL BID	Will be opened through internal Committee
7.	COST OF TENDER DOCUMENT	Free of Cost
8.	EARNEST MONEY DEPOSIT (EMD)	Not Required
9.	DATE OF OPENING OF COMMERCIAL BID	Will be opened though TOC of the Bank of the Technically Qualified bidders.
10.	NO OF PAGES	13 Pages

ISSUED BY:

General Services Division
Community Bank Bangladesh Limited
Head Office
Police Plaza Concord, Tower-02
Level-12, Road-144, Plot-02
 =====+=====

= CONTACT NO.
TEL : +8809612712220, Call Center: +8809612716707

INTRODUCTION

Community Bank Bangladesh Limited, a banking company incorporated in Bangladesh under the Company Act, 1994 and governed under the Banking Company Act, 1991, carrying out its banking business all over the Bangladesh, having its registered Head Office at Police Plaza Concord, Level-5, 10,11 & 12, Tower-2, Gulshan-1, Dhaka-1212.

Community Bank Bangladesh Limited invites **“Request for Proposal” (RFP)** from the Bidders i.e. **Cash In Transit** (hereinafter referred to as “CIT”) who can undertake the following activities (hereinafter referred to and as “SERVICES”) for the Branches of Community Bank Bangladesh Limited and its clients, as per the terms and conditions set out in this document.

This document is meant for the exclusive purpose of bidding as per the terms; conditions and requirements indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

TENDERS FOR CASH CARRYING SERVICE ON HIRE BASIS

Sealed Tenders are invited for “CASH CARRYING SERVICE” ON HIRE BASIS (fabricated/ armored/ ensured proper safety measures on NOAH Microbus/ Nissan Pick-Up/ Toyota Townace) to be deployed for Community Bank Bangladesh Limited. Firms applying should be in this business for at least 3 years and should preferably have all Bangladesh network. Firm should be registered under Company Act, and should have at least 2 running contracts with Public/Private Sector Banks. They should have an Office/representative both at Dhaka and Chattogram Metropolitan City.

Application forms for **“Technical and Financial Bid”** can be collected from Bank’s official website (<https://www.communitybankbd.com/tender/>). Last date for submission of tenders is 26-10-2023 till 3 P.M (time). Technical and Financial Tenders will be opened at separately on different time. Eligible vendors will be notified before opening of “Financial Tender”. The Technical and Financial Bids should be submitted in separate sealed covers bearing title ‘Technical Bid’ and ‘Financial Bid’. Both these Envelopes should be submitted in an Envelope titled ‘Tender for Cash Carrying Service’. No Earnest Money is required.

Please note that the Financial Bids of only those tenders will be opened who are found ‘qualified’ in Technical Bid.

Earnest Money: Not Required

Address for submission of application forms:

General Services Division
Community Bank Bangladesh Limited
Head Office
Police Plaza Concord, Tower-02
Level-12, Road-144, Plot-02

APPENDIX A**ELIGIBILITY CRITERIA**

The mandatory requirements for empanelment are as follows:

Serial	Eligibility Criteria	Documents Required
1	The bidder Company / Firm should have been in the business of providing CASH CARRYING SERVICE along with driver(s) for the last three years as of 30-06-2023	Order copies / any other proof indicating that the bidder is in the business since last 3 years.
2	The bidder should have at least 2 running contracts with Public/Private Sector Banks for CASH CARRYING SERVICE	Experience Certificate needed
3.	Monthly Cash Carrying Capacity BDT 150 crore during the last three years	Related document needed
4	The bidder should not have made loss in the last two years as of 30-06-2023	Audited Balance Sheet for last two years.
5	The bidder should have own fleet of at least 10 Cash Carrying Vehicle as on October 15, 2023	List of vehicles with copy of relevant documents.
6	The bidder should have Credible Supervisory Infrastructure	Network Copies of relevant documents should be enclosed for providing cash carrying services.
7	The bidder should have drivers and Licensed Armored Guard on their pay roll with valid driving license and their antecedent.	List of Drivers and Armored Guard to be furnished
8	Should have required Statutory Registration, TIN, BIN, Tax Payment Return etc.	Copies of these Documents to be attached
9	The bidder should be free from any litigation, in the services provided, with any bank/financial institution. The bidder should not have been blacklisted by any of the institutions as mentioned in point 2 above.	Declaration to this effect to be submitted

TERMS AND CONDITIONS

1. Tender document can be collected from General Services Division, Head Office, Community Bank Bangladesh Limited, Level-12, Tower-2, Police Plaza Concord, Gulshan-1, Dhaka. Tender forms can also be downloaded from Bank's website (<https://www.communitybankbd.com/tender/>).
2. No earnest money required.
3. The tender is in 2 bid systems viz. "Technical Bid" and "Financial Bid". Hence there shall be two sealed covers duly filled completely and duly super scribed as "**Tender under Technical Bid**" and "**Tender under Financial Bid**" and the same shall be submitted to **General Services Division, Head Office, Community Bank Bangladesh Limited, Level-12, Tower-2, Police Plaza Concord, Gulshan-1, Dhaka**
4. The cover of Technical Bid shall contain the details of Cash Carrying Service vendor profile and terms & conditions Application and relative enclosures.
5. The Financial Bid cover shall contain only the price quoted as per the prescribed format and any price submitted other than in the prescribed format shall be treated as invalid.
6. Last date for submission of Tenders is 26-10-2023 upto 3 PM. A pre bid meeting will be held on 12.00 P.M. on 23-10-2023 at General Services Division, Head Office, Community Bank Bangladesh Limited, Level-12, Tower-2, Police Plaza Concord, Gulshan-1, Dhaka
7. All amounts should be mentioned both in words and figures and any corrections shall be duly authenticated by the signatory otherwise the tenders will be treated as invalid.
8. **Insurance:** Service providers shall be fully responsible for comprehensively insuring the cash carrying vehicles against all risks including theft, arson and accident at its cost. In case of non-insurance, Bidder may also provide Bank Guarantee in this regard.
9. Successful tenderer shall enter into an agreement with the Bank's prescribed format.
10. The Successful tenderers shall be agreeable to open an account with any branch of Community Bank Bangladesh Limited convenient to them and the payment will be made through the said a/c.
11. Each page of the tender submitted should bear the name and Signature of the owner.

12. **Contract Period:** The contract will be for **03 (three) years**; subject to annual review and renewable after expiry of the contract, however the rates quoted will be valid for **one year**. There shall be no change in the package rate indicated during the first year period. Any revision of rate (if any) shall be considered after completion of the first year and there after annually. Decision of the Bank in this regard would be final.

Bank reserve the right to terminate the contract with immediate effect in case the service provider fail to provide satisfactory services or fail to take security measures or not adhering to the tender terms & conditions. In other cases Bank reserves the right to terminate the contract during contract period after giving one month notice to the service provider.

OPERATIONAL TERMS & CONDITIONS

13. Both the Supervisor and Guard will ensure that the pouches / containers / trunks, containing cash are strapped, locked with the floor of the cash carrying vehicle and all door and windows of the Cash Carrying vehicle is locked from inside before starting of the mission. The key of the lock used for chaining the Cash Carrying trunk to be kept with team leader / client for safety reasons.
14. All steps indicated in the cash carrying duty slip must be adhered to.
15. Cash Carrying Vehicle should not be kept awaiting at any destinations more than 30 minutes without notification.
16. Cash Carrying Vehicle must not be diverted to any other route during the period of cash in transit operation
17. All documents and information related to cash carrying operation must be treated as confidential by company and the Bank
18. Bank's representative will be on board or, not on board during cash in transit
19. The clients shall be provided by the second party with the necessary documents having signature and thumb impressions of the Officers / Supervisors of the cash carrying team. The Client must compare the signature of the Officer / Supervisor before releasing pouches / containers / trunks containing cash.
20. All pouches / containers / trunks containing cash which will be in transit by cash carrying vehicle, must be insured by company/Bank against all risk including of theft, robbery, dacoit and hijacking.

Cash Related Security

21. **Team Leader:** Is a uniformed Armed Officer/supervisor of company specially trained for CRS (Cash Related Security) operation.
22. **Security Operator (SO):** Minimum 02 trained uniformed SO detailed for CRS (Cash Related Security), excluding concomitant team leader and driver. Deployment of SO may vary depending on requirement
23. **Driver:** An experienced uniformed driver with valid license and trained in CRS (Cash Related Security) operation. All the team members shall be trained in counter hijacking, hand to hand combat and standard security operational procedure of Banks and Financial institution.
24. **Uniform/ Gears:** All team members shall wear uniforms of the CRS (Cash Related Security). Team have to be in position of company identity card issued by the Company Management.
25. **Identity Card:** All members of the CRS (Cash Related Security) Team have to be in position of Company Identity Card issued by the company.
26. **Duty Card:** All members of the CRS (Cash Related Security) team is to be in position of operational duty card in addition with identity card.
27. **Vehicle Description:** At the very outset company must have selected Noah Microbus/ Nissan Pick-Up/ Toyota Townace for CRS (Cash Related Security). For any emergency purpose, the bidder must be enable to provide similar back-up Vehicle support.
28. The vehicle have to be fitted with special locks, chains and other devices.
29. All reinforced vehicles are to be equipped with communication network facilities centrally guided and monitored from the company control room through GP VTS. Details criteria are described at *APPENDIX "C"*

(Signature of Bidder)

Preferable Technical & Security Specifications for Cash Carrying Vehicle

1. Cash van shall be fabricated on AC Noah Microbus/ Nissan Pick-Up/ Toyota Townace having 05 doors (02 for front seat, 02 for middle seat and 01 at the rear for cash cage)
2. All doors (except rear) to have glass window pane with regulators.
3. All windows shall have 1" square thick wire-mesh having 5" to 6" wide firing slot spread across the window on lower side of the window.
4. Front wind screen to have 1" square thick wire-mesh, in two partitions to cover wind shield from stone pelting.
5. All doors to have door locking facility from inside & outside and the rear door to have internal (in built) lock and AL drop with pad locking arrangement.
6. All doors to have independent locking system not connected with each other.
7. Cash cage to have fix partition (half portion made of thick tin sheet and upper half to have 12mm square iron rod grill partition) in the front portion and a collapsible gate with double locking arrangement at the rear and folding rail at the ground
8. Rear door to have strong steps to board the boxes and on the cash van
9. Arrangement for seating shall be as under (in addition to driver seat) :
 - i) Co-driver seat – Original Seats
 - ii) Full length seat in the middle – Original Seats
10. An alarm system with one panic switch each at co-drivers' seat, middle seat shall be provided. The same shall be connected directly with battery so that siren can be sounded even if vehicle is in 'off' position.
11. Cash Van should be provided with GPS. All the charges for GPS will be inclusive in the monthly rental for cash vans.
12. A Mobile phone will be provided by the vendor and the same shall be with the Cashier while the cash van is moving from one place to other.
13. One spare tyre shall always be carried along with the vehicle. This should not be kept inside the cash cage.
14. One dry chemical fire extinguisher (one kg. capacity) ABC type (stored pressure) shall be provided near driver seat.

(Signature of Bidder)

TECHNICAL BID

1. Name of the applicant firm :
2. Address of the Registered Office :
3. Address of local office in_____:
4. Type of organization
(Proprietorship/Partnership/Pvt.ltd.) :
5. Name of the Proprietor/Partners/
Directors of Applicant with
addresswith phone numbers :
6. Name of the Registering Authority with
Date and registration number :
7. Whether registered for Service Tax
Purpose. If yes, mention number and
Date (copies of latest service tax
Clearance certificate to be
enclosed) : Yes/No
8. Whether an Income Tax assessee
(copies of latest income tax clearance
Certificate to be enclosed). : Yes
9. If you are registered in the panels of
Any other government/public sector/
Private banks, etc. Please furnish details :
10. No. of cash vans held by Agency :
11. How much time shall the agency take
(To provide fully fabricated AC Noah
Microbus/ Nissan Pick-Up/ Toyota
Townace with specifications as given by
Bank) :
10. Minimum time needed for termination
of agreement from either side. : 30 days/60 days/90 days

11. Whether the agency has adequate parking space available within 5 kms of branch area or shall need additional payment for parking space (please specify). : Yes
12. Whether you will resort to sub-contracting : Yes/No
13. Whether the agency shall be able to : provide mobile phone & GPS on each cash van. The mobile is to be kept in possession of bank round the clock.
14. Whether your agency shall accept one year lock in period for any increase towards rentals due to hike in FOL cost. : Yes/No
15. Whether the driver shall be ready to carry out extra duty beyond 8 hours in case of need by the bank. :
16. Whether the agency shall be in a position to provide another cash van (as replacement) immediately in case of breakdown of cash van en route. : Yes/No
17. Whether the agency shall be in a position to provide police verification report of the driver and its replacement before deploying the driver. : Yes/No
18. Whether the agency is providing cash Van services to any other bank. : Yes/No
If yes, then provide the details along with Name of bank, period of contract, value of Contract, etc.

(Signature of bidder)

DECLARATION

1. I/we have read the instructions appended to the Performa and I/we understand that if any false information is detected at a later date, any future contract made between ourselves and Community Bank Bangladesh Limited, 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
2. All the information furnished by me/us hereunder is correct to the best of my knowledge and belief.
3. I/we agree that I/we have no objection if enquiries are made about the service extended by me /us in the accompanying sheets.
4. I/we agree to pay all the taxes/insurance/statutory charges as levied by local authorities.
5. I/we agree to maintain the vehicle in good condition at all times.
6. I/we agree to get the antecedents of the driver verified through the Police Dept.
7. I/we agree to modify the vehicle as per the Bank's requirement and as per security norms.
8. I/we agree to enter into formal agreement as per Bank's format.
9. I/we agree to keep the cash van in the custody of Currency Chest.
10. I/we agree to install GPRS (Global Positioning Radio System) in the cash van at our own expense to track the movement of vehicle.

Place:

Signature

Date :

Name & Designation & Seal of the company

FINANCIAL BID

1. Name and address of the applicant :

2. Monthly rental for providing one AC fabricated AC Noah Microbus/ Nissan Pick-Up/ Toyota Townace with all the safety & security features (including GPS) as mentioned above (from 9.00 A.M. to 6.00 P.M.)

: BDT _____per month

3. On call rental basis for 01 (one) trip within Metropolitan City for a full trip for providing one AC fabricated AC Noah Microbus/ Nissan Pick-Up/ Toyota Townace with all the safety & security features (including GPS) as mentioned above .

: BDT _____per trip

4. On call rental basis for 01 (one) trip from Metropolitan City to other Metro City/ Branches of the Bank for a full trip for providing one AC fabricated AC Noah Microbus/ Nissan Pick-Up/ Toyota Townace with all the safety & security features (including GPS) as mentioned above .

: BDT _____per trip

@The above rates shall be inclusive of all VAT & Taxes, Parking Charges (as and when required) as per concurrent Government Rules, etc.

(Signature of Bidder)