



Schedule of Tender (Only through e-procurement)

Reserve Bank of India, Hyderabad invites e-Tender through MSTC for "Annual Service Contract for Deployment of Private Security Supervisors, Private Security Guards and Private Parking Assistants at Bank's Main Office Premises and its other Properties at Hyderabad". The e-Tender along with the detailed tender notice is also available at the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprocn>) under the menu "Tenders".

2. All interested and eligible companies/firms must register themselves with MSTC through the above-mentioned website to participate in the tendering process.

3. The schedule of e-Tender is as follows:

e-tender No.	RBI/Hyderabad Regional Office/Estate/26/25-26/ET/799
Description of Work	Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises
Mode of Tender	e-tender Online Part I - Techno-Commercial Bid and Part II Price Bid through https://www.mstcecommerce.com/eprocn
Estimated Cost for one year	₹3,52,71,000 (Rupees Three Crore Fifty-Two Lakh Seventy-One Thousand Only)
Earnest Money Deposit (EMD)	₹7,05,420/- (Rupees Seven Lakh Five Thousand Four Hundred Twenty only) (2% of the estimated cost) Details for NEFT IFSC Code – RBIS0NEFTHY (0 is zero) A/c number – 8614038 Beneficiary Name: Reserve Bank of India, Hyderabad Participants are required to submit the details of EMD made by them via e-mails to securitycellhyd@rbi.org.in and mukeshchandra@rbi.org.in Bank Guarantee/ DD needs to be submitted in person to Protocol and Security Cell, Reserve Bank of India, Main Office Building, Hyderabad before 15:00 Hrs. on February 16, 2026
Performance Bank Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful bidder within 10 days from the

	date of Award of work)
Publication of NIT in Press, Bank's Website and e-procurement portal and uploading tender on the e-procurement portal	January 08, 2026, 15:00 h onwards.
Pre-Bid Meeting	Offline at 11:00 Hrs. on February 03, 2026 (Venue: Reserve Bank of India, Protocol and Security Cell, Ground Floor, Secretariat Road, Saifabad, Hyderabad – 500 004). Note: The participants are required to confirm their participation one day before on email ids securitycellhyd@rbi.org.in , mukeshchandra@rbi.org.in and mellimiashik@rbi.org.in to make the necessary arrangements
Publication of minutes of pre-bid meeting/addendum, if any	February 05, 2026
Date of Starting of e-tender for submission of online Techno-Commercial Bid and price bid	15:00 Hrs. on January 28, 2026
Last Date of submission of EMD	15:00 Hrs. on February 16, 2026
Date of closing of online e-tender for submission of techno-commercial bid & price bid	15:00 Hrs. on February 16, 2026
Date of opening of Part-I (techno-commercial bid)	16:00 Hrs. on February 16, 2026
Date of opening of Part-II (Price bid)	Shall be decided on scrutiny of Part I and shall be intimated to the eligible bidders.
Transaction fee (Non-refundable)	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.

Hyderabad
Jan 08, 2026

**Regional Director
Reserve Bank of India
Hyderabad**



**RESERVE BANK OF INDIA
PROTOCOL AND SECURITY CELL
HYDERABAD**
(Website: www.rbi.org.in)

(ई- निविदा)

भारतीय रिजर्व बैंक के हैदराबाद स्थित कार्यालय भवन एवं आवासीय परिसरों में सुरक्षा पर्यवेक्षक, सुरक्षा गार्ड एवं पार्किंग अटेंडेंट की तैनाती हेतु वार्षिक सेवा अनुबंध

E- Tender for

**Annual Service Contract for Deployment of Security Supervisor, Security Guards and
Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and
Residential Premises**

**e-Tender No: RBI/Hyderabad Regional Office/Estate/26/25-26/ET/799
Part - I**

Name of tenderer _____

Address _____

Last Date of Submission: Till 15:00 Hrs. on February 16, 2026

Date of Opening Tender Part I: At 16:00 Hrs. on February 16, 2026

This document is the property of Reserve Bank of India (RBI). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the RBI's written permission thereon, except for the purpose of responding to RBI for the said purpose. The use of the contents of this document, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.



**Reserve Bank of India
Protocol and Security
Cell
Hyderabad**
(Website: www.rbi.org.in)

DISCLAIMER

Reserve Bank of India (a statutory corporation incorporated in terms of the Reserve Bank of India Act, 1934), Protocol and Security Cell, Hyderabad has prepared this document to give background information on the work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by RBI in submitting the tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents, or advisors.

Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities expressing interest. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the newspaper.



**Reserve Bank of India
Protocol and Security
Cell
Hyderabad**

INDEX

Section	Particulars	PageNo
	Part- I	
A.	The schedule of e-Tender	04-05
B.	Important Instructions for e-Tender	06-09
C.	Eligibility Criteria for Participating in the Tender and Technical Bid	10-17
D.	Form of Tender	18-20
E.	Interpretation Clause	21-22
F.	Articles of Agreement	23-32
G.	General Instructions to Tenderers	33-43
H.	Terms and Conditions of the Contract	44-52
I.	Scope of Work	53-59
J.	Safety Code	60
K.	Schedule of Quantities	60-63
	Part II- Financial Bid	64-66
	Annexure I – Technical Evaluation	67-68
	Annexure II – Details of the work executed during the last 5 years ending on December 31, 2025 as per the eligibility criteria	69
	Annexure III– Client's Certificate	70
	Annexure IV- Proforma for Performance Bank Guarantee	71-73
	Annexure V – Details of Bankers	74
	Annexure VI- Undertaking regarding Non-Conviction by a Court of Law	75

Section A: The Schedule of e-Tender

e-tender No.	RBI/Hyderabad Regional Office/Estate/26/25-26/ET/799
Description of Work	“Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises.”
Mode of Tender	e-tender Online Part I - Techno-Commercial Bid and Part II Price Bid through https://www.mstcecommerce.com/eprocn
Estimated Cost for one year	₹3,52,71,000 (Rupees Three Crore Fifty-Two Lakh Seventy-One Thousand Only)
Earnest Money Deposit (EMD)	<p>₹7,05,420/- (Rupees Seven Lakh Five Thousand Four Hundred Twenty only) (2% of the estimated cost)</p> <p>Details for NEFT</p> <p>IFSC Code – RBIS0NEFTHY (0 is zero)</p> <p>A/c number – 8614038</p> <p>Beneficiary Name: Reserve Bank of India, Hyderabad</p> <p>Participants are required to submit the details of EMD made by them via e-mails to securitycellhyd@rbi.org.in and mukeshchandra@rbi.org.in</p> <p>Bank Guarantee/ DD needs to be submitted in person to Protocol and Security Cell, Reserve Bank of India, Main Office Building, Hyderabad before 15:00 Hrs. on February 16, 2026</p>
Performance Bank Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful bidder within 10 days from the date of Award of work)
Publication of NIT in Press, Bank's Website and e-procurement portal and uploading tender on the e-procurement portal	15:00 Hrs. on January 08, 2026 onwards.
Pre-Bid Meeting	<p>Offline at 11:00 Hrs. on February 03, 2026 (Venue: Reserve Bank of India, Protocol and Security Cell, Ground Floor, Secretariat Road, Saifabad, Hyderabad – 500 004).</p> <p>Note: The participants are required to confirm their participation one day before on email ids securitycellhyd@rbi.org.in, mukeshchandra@rbi.org.in and mellimiashik@rbi.org.in to make the necessary arrangements</p>
Publication of minutes of pre-bid meeting/addendum, if any	February 05, 2026
Date of Starting of e-tender for submission of online Techno-Commercial Bid and price bid	15:00 Hrs. on January 28, 2026
Last Date of submission of EMD	15:00 Hrs. on February 16, 2026

Date of closing of online e-tender for submission of techno-commercial bid & price bid	15:00 Hrs. on February 16, 2026
Date of opening of Part-I (techno-commercial bid)	16:00 Hrs. on February 16, 2026
Date of opening of Part-II (Price bid)	Shall be decided on scrutiny of Part I and shall be intimated to the eligible bidders.
Transaction fee (Non refundable)	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.

Section B: Important Instructions for e-Tender

Bidders are requested to read the important instructions on e-tendering process as given below and the Terms & Conditions of this tender given in subsequent pages before submitting online bids.

Process of e-tender:

A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The vendor(s) should possess Class III signing and encryption type digital certificate. Vendor(s) are to make their own arrangement for bidding from a P.C. connected with Internet. RBI/MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: The Techno-Commercial (Price Bid) has to submitted online only at www.mstcecommerce.com/eprocn/ (Version 3)

1) Vendors are required to register themselves online with www.mstcecommerce.com/eprocn

Registration as vendor – Filling up details and creating own user id and password submit. For further details, go to Download Guide/ Video/ Registration

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the schedule time of the e-tender).

Contact details:

a) Contact person (MSTC) for vendors:

HO Central Help Desk : (For vendors)

Phone Number : 07969066600

helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

Availability

9:30 AM to 5:00 PM on all working days for all Technical issues e-tender, System settings etc.

b) Contact person (MSTC)

(Telangana Regional Office) Phone Number : (040) 23301039

e-mail id : mstchyd@mstcindia.in

c) Contact person (RBI):

1. Maj Mukesh Chandra, Manager, 040-2326 7070/ Mobile- 7044069223
2. Shri Mellimi Ashik, Assistant, P&S Cell, 040-2326 7334/Mobile- 8309726765

B) System Requirements:

For details, vendor may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available at <https://www.mstcecommerce.com/eprocn/>

Special Note towards Transaction fee:

The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor/through the “Pay Transaction fee” in “Event catalog” through their login. Service provider/ Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider/ Contractor/ Vendor shall generate a challan by filling up a form. Service provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting online payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.

NOTE : Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

Information about tenders /corrigenda uploaded shall be sent by email only during the process till finalization of tender. Hence the vendor(s) are required to ensure that their corporate email ID provided is valid and updated at the time of registration of vendor(s) with MSTC Ltd. Vendor(s) are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate). Vendor(s) are also requested to ensure validity of their DSC (Digital Signature Certificate).e-tender cannot be accessed after the due date and time mentioned in NIT.

Bidding in e-tender:

Note : Vendor(s) are instructed to use Upload Documents link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendor(s) can attach documents through Attach Document link against the particular e-Tender. Please note that if the documents are not attached to any e-tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

1. Earnest Money Deposit (2% of the estimated cost) for a sum of ₹7,05,420/- (Rupees Seven Lakh Five Thousand Four Hundred and Twenty Only) shall be remitted to Bank Account of Reserve Bank of India on or before 15:00 Hrs. on February 16, 2026. The account details for NEFT/RTGS transactions are as follows:

Beneficiary Name: Reserve Bank of India, Hyderabad
IFSC: RBIS0NEFTHY (5th being Zero)
Account No.: 8614038

Proof of remittance along with transaction number (Scanned copy) shall be attached/uploaded. The bidders are also advised to send the proof of remittance with Transaction number (scanned copy) to securitycellhyd@rbi.org.in. While making remittance of the said amount, 'EMD-CAMC PRIVATE SECURITY SERVICES' shall be mentioned in the remarks column. A tender which is not accompanied by such EMD will not be considered. No interest will be paid on EMD. EMD of the unsuccessful bidder will be refunded by the tender inviting authority in due course.

2. The process involves Electronic Bidding for submission of Techno Commercial bid as well as Price Bid.

The vendor(s) who have submitted transaction fee can only submit their Techno Commercial Bid and Price Bid through internet in MSTC website <https://www.mstcecommerce.com> → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

Please note: The vendor after successful remittance of the transaction fee and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendor(s) will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitted price bids, as the case may be. In case the attach documents and/or saving common terms step in unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/ pending would be displayed in the bid button.

First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final submission" button to register their bid.

NOTE: After clicking the final submission "Delete bid" option would be shown. If the Vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

During the entire e-tender process, the bidders will remain completely anonymous to one another and to everybody else.

The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the bidder for execution of supply/work. Such successful tenderer shall be called hereafter SUPPLIER/CONTRACTOR.

It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.

Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-tender.

Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/ tender document.

The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

Important Note

In the online price bid, due to number of words limitation of 1000 characters, complete description could not be accommodated, and description given thereof is brief. Before quoting rates online, all the contractors must read the complete details of each items given in Part-I and Part-II of the tender document. For execution and rate purpose, the details given in in Part-II of the tender document will be implemented.

Section- C: Eligibility Criteria for Participating in the e-Tender

1. Reserve Bank of India, a statutory corporation incorporated under the Reserve Bank of India Act, 1934, having its Branch/Office at Hyderabad, invites tenders from the reputed firms/companies/PSA engaged in providing Security Supervisors (Ex-servicemen/Ex-paramilitary), Security Guards and Parking Attendants on contract basis for guarding the 'Bank's Main office premises and other properties (i.e. monitoring movement of men, material and vehicles, surveillance etc) w.e.f April 01, 2026 as per laid down contractual obligations. The contract will be awarded to Private Security Agency (PSA) /firm initially for a period of 12 months **w.e.f. April 01, 2026 to March 31, 2027**. However, the contract can be extended for a period of one year and further one year, subject to satisfactory performance of the persons deployed and adherence to contractual obligations by the concerned Agency/firm/company ₹3,52,71,000 (Rupees Three Crore Fifty-Two Lakh Seventy-One Thousand Only) per annum **inclusive** of GST.
2. **Pre-Qualification Criteria:** -The tenderers should satisfy the following conditions and submit copies of documentary proof along with the Tender application to support it. PSAs not conforming to any of these criteria will not qualify for empanelment or short listing:
 - a. PSA should be reputed registered companies under the Company Act 1956 for providing Security guards' services.
 - b. The PSA should have presence in the state of Telangana and should have a valid PSARA license issued by the Telangana Govt. They should also have a Branch/Head Office at Hyderabad.
 - c. PSA should be continuously in business (for providing security guards) for at least for 05 years as on 31 Dec 2025. Agency should furnish their clients list showing the details of work carried out by them during last five years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any. The agency should submit documentary evidence in support of minimum experience of five years. Copies of documentary proof such as Certificate of Incorporation, IT Returns, PAN card, etc to be attached.
 - d. The estimated cost of the contract is around Rs. 3,52,71,000/- (Rupees Three Crore Fifty-Two Lakh Seventy-One Thousand Only) for twelve months. The agency is required to submit experience of having successfully completed similar works (providing security guards) during last seven years as under (submit copies of work orders):
 - i. Three similar works (providing private security personnel) each costing not less than the amount equal to 40% of estimated cost, or
 - ii. Two similar works (providing private security personnel) each costing not less than the amount equal to 50% of estimated cost or
 - iii. One similar work (providing private security personnel) each costing not less

than the amount equal to 80% of estimated cost.

- e. Should have an annual turnover of amount equal to 100% of the estimated cost(i.e. ₹3,52,71,000) or more during the last three financial years ending March 31, 2025 i.e., (Financial Year (FY) 2022-23, 2023-24 and 2024-25)
- f. PSA should have adequate training infrastructure for the training of the private security supervisor/ private security guards. The private security guards must have attained minimum training, prescribed as per PSARA-2005 Act. (The PSA will have to enclose/submit certificate of training before deployment of the security guards/supervisors).
- g. PSA should have Credible Supervisory Infrastructure and network.
- h. PSA must have valid "The Private Security Agencies (Regulation) Act, 2005" license for the entire State of Telangana. The license must remain valid during the period of the contract and should be renewed time to time.
- i. PSA should submit copies of Certificate of Registration with Registrar of Companies under the Company Act 1956.
- j. PSA should submit Memorandum of Association.
- k. Income Tax Returns for last 3 FY's & PAN Card.
- l. Valid Registration Certificate under Shops & Establishment Act.
- m. Certificate from ESI Corporation (latest).
- n. Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest) and/or any such applicable law in force.
- o. Valid Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970 and/or any such applicable law in force.
- p. Registration Certificate for Service Tax.
- q. Performance feedback from existing principal Employers.
- r. PSA should follow all the relevant provisions of the applicable laws, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force; and/or any other rules/regulations and/or statutes that may be applicable to them .
- s. PSA must have an office in Hyderabad, with telephone & fax and must have a 24X7 control Room (Emergency Response Room) at Hyderabad.
- t. Experience of existing deployment in minimum three various Govt. institution/bodies/establishments (including residential premises) or reputed institutions (work orders to be attached). PSA should furnish three Reference Sites and on request by the RBI the Referees should testify about the performance of the

PSAs to the RBI's satisfaction.

- u. PSA should have on its rolls minimum 1000 Security Guards deployed. Valid work orders for security services showing strength of deployed security guards should be attached.
- v. PSA should submit solvency certificate from its banker specifically for the purpose of the work for an amount equal to the estimated value of the contract. The issued date of the solvency certificate should not be older than 01, Jan 2026.
- w. PSA should have either of the certifications- ISO 9001-2008 or SA 8000 or OHSAS 1800 certification.
- x. Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through Electronic Clearing Service (NEFT/RTGS/ECS).
- y. **Conviction in a court of law/ Debarment by any Public Institution(s)/ Pending Civil Suits:** - The tenderer shall have to submit an Undertaking in format prescribed under [Annexure-VI](#) declaring that they have not been convicted in a Court of Law. This shall include declaration of having been debarred/ suspended / blacklisted by any public institution/ entity in India or any other country on any grounds. The tenderer shall provide details if any civil suit is pending in any of the works executed. Concealment of facts and subsequent detections may lead to annulment of the contract / rejection of the bid forthwith.

ALL THE ABOVE REGISTRATION AND CERTIFICATIONS SHOULD BE IN THE NAME OF THE COMPANY ONLY.

Technical Bid - Basic Information

1. The following information to be provided in the tabulated format by the bidders: -

S. No	Information Required	Comments of the service providers	Page No
(i)	Name & Address of the organization (i) Address and telephone number of Registered Office (ii) Address of the office through which work with RBI would be handled. Also indicate the name of the authorized official and his/her telephone number.		
(ii)	Type of Organization: - whether sole proprietorship/partnership/private limited or co-operative body etc). Date of Establishment. PSA should be reputed registered companies under the		

	Company Act 1956 for providing Security guards' services.		
(iii)	<p>Composition of the Firm:-</p> <p>Full particulars in format prescribed under <u>Annexure-II</u> (whether contractor is an individual, or a partnership firm, or a company etc.,) of the composition of the firm of contractors in details should be submitted along with name(s) and address (es), of the partners copy of the Articles of Association/ Power of Attorney/ Attorney/ another relevant document.</p>		
(iv)	Details of Registration (Firm, Company etc.) Registering Authority, Date, Number etc.		
(v)	PSA should submit Memorandum of Association.		
(vi)	The PSA should have presence in the state of Telangana and should have a valid PSARA license issued by the Telangana Govt. They should also have a Branch/Head Office at Hyderabad.		
(vii)	PSA should be continuously in business (providing Security guards) at least for 05 years as on December 31, 2025. Furnish clients list showing the details of work carried out by them during last five years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any. The agency should submit documentary evidence in support of minimum experience of five years. Copies of documentary proof such as Certificate of Incorporation, IT Returns, PAN card, etc to be attached.		
(viii)	<p>The estimated cost of the contract is around Rs. 3,52,71,000/- (Rupees Three Crore Fifty-Two Lakh Seventy-One Thousand Only). The agency is required to submit experience of having successfully completed similar works (providing security guards) during last five years ending March 31, 2025 as under (submit copies of work orders):</p> <p>(i) Three similar works (providing private security personnel) each costing not less than amount equal to 40% of estimated cost or</p>		

	(ii) Two similar works (providing security personnel) each costing not less than amount equal to 50% of estimated cost or (iii) One similar work (providing security personnel) costing not less than amount equal to 80% of estimated cost		
(ix)	Details of Security Personnel available in the organization for deployment (proof to be submitted-valid work orders). i. Private Security Supervisors (Ex-servicemen/paramilitary) ii. Private Security Guards.		
(x)	Experience of existing deployment in minimum three various Govt. institution/bodies/establishments (including residential premises) OR in five-star hotels/reputed corporate offices. PSA should furnish three Reference Sites and on request by the RBI, the referees should testify about the performance of the PSAs to the RBI's satisfaction. Details as per <u>Annexure-III</u> may be provided. Please enclose certificate from minimum of three clients, preferably Govt. / public sector clients availing the service.		
(xi)	Audited Balance Sheet for last 3 FY's The yearly turnover of the PSAs in the should be 100% of the estimated cost or more during the last three financial years ending March 31, 2025, supported by audited balance sheets of 2022-23, 2023-24, 2024-25		
(xii)	Name and address of the Bankers. Please enclose a certificate from bankers regarding financial standing as per <u>Annexure V</u> .		
(xiii)	Company PAN. A copy of Last Income Tax Clearance Certificate may be attached. Income Tax Return (i) 2022-23 (ii) 2023-24 (iii) 2024-25		
(xiv)	PSA should have Credible Supervisory Infrastructure and network. Submit proof of the same as payslips of Operation personnel, HR etc. of last three years. Also provide organizational structure.		
(xv)	Certificate from ESI Corporation (latest).		

(xvi)	Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest) and/or any such other applicable law.		
(xvii)	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970 and/or any such other applicable law.		
(xviii)	Registration Certificate for Service Tax.		
(xix)	PSA should have on its rolls minimum 1000 Security Guards (deployed). (Attach-valid work orders)		
(xx)	Indicate if involved in any litigation or any civil suits pending relating to the service provided. Attach a separate sheet if required.		
(xxi)	Whether the firm/company is adhering to Minimum Wages Act, Other provisions relating to Provident Fund deduction or any other legal provisions relating to providing of the service (Documentary evidence in support of the compliance of various provisions/acts to be submitted)		
(xxii)	License from Police authorities under 'Private Security Agency (Regulation) Act-2005'. PSARA-2005 License. PSARA-2005 License for State of Telangana. Please also clarify whether the police verification of antecedents of the staff deployed is being done or not.		
(xxiii)	PSA must have an office in Hyderabad, with telephone & fax and must have a 24X7 control Room (Emergency Response Room) at Hyderabad (Provide details).		
(xxiv)	PSA should have adequate training infrastructure for the training of the security supervisor/guards. The security guards must have attained minimum training, prescribed as per PSARA-2005 Act. (The PSA will have to enclose/submit certificate of training before deployment of the security guards/supervisors)		
(xxv)	PSA should have either of the certifications- ISO 9001-2008 or SA 8000 or OHSAS 18000 certification.		
(xxvi)	PSA should submit solvency certificate of Rs. 3,52,71,000/- (i.e. Estimated Cost of tender) from its banker.		
(xxvii)	The Bank Account (MICR Code and Account Number) where Payments would be Received by the Firm in respect of the Security Guards who would be employed. Also indicate whether the firm		

	is ready to accept the payments through Electronic Clearing Service (ECS)-RTGS/NEFT		
(xxviii)	<p>The applicant has to submit the 'Client Certificate' from at least three clients in their official sealed cover. Similarly, the applicants may submit the 'Bankers Certificate' from their banker/bankers in the bank's sealed cover.</p> <p>A format of Client's Certificate as per Annexure-III and Banker's Certificate as per Annexure-V is to be attached along with the application.</p>		

2. Special Instructions:

- a. Price Bids (Part-II) of only those firms, who are found eligible after scrutiny of Part-I documents based on pre-qualification criteria, submission of requisite documents and client feedback, will be opened.
- b. After scrutiny, if any of the contractors is found not to be in possession of the required eligibility, their Tenders will not be considered by the Bank for further processing. Tender shall be submitted through e-tendering in two parts. Part-I tender will contain the Bank's standard Techno-Commercial conditions for the proposed work.
- c. The proof of having remitted the EMD is to be uploaded in MSTC portal.
- d. **Part-I** of the Tenders will be opened at 16:00 Hrs. on February 16, 2026 in the presence of the authorized representative of the tenderers, who choose to be present. **Part-II** of the tender will be opened on a subsequent date, which will be intimated to the tenderers, in due course of time.
- e. The Bank may obtain reports on the past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports as per the evaluation criteria mentioned in Part I before opening of the Part-II of the tender. If the tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers' report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender and Part-II of the tender will not be opened and EMD shall be returned to him. The Bank is not bound to assign any reason for doing so.
- f. THE BANK IS NOT BOUND TO ACCEPT THE LOWEST TENDER AND RESERVES THE RIGHT TO ACCEPT EITHER IN FULL OR IN PART ANY TENDER. THE BANK RESERVES THE RIGHT TO REJECT ALL THE TENDERS WITHOUT ASSIGNING ANY REASON THEREOF.
- g. **Note:** The client's Report shall be accepted only when the same is signed by an official in-charge of administration or equivalent in respect of a Government/Semi Government organization or a PSU and only when they are supported by adequate proof of payment received by the contractor for the work done by him. The Client's Report issued by the private organizations shall be submitted along with Tax Deducted at Source (TDS) certificates. Applications/Tenders received without the above certificates will be rejected. The Bank shall have the right to independently verify these certificates.

- h. The bidder must not have been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/organizations including Reserve Bank of India at any location in India on any grounds.
- i. There should not be any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages or other payments for last 5 years ending on December 31, 2025.
- j. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract for last 5 years ending on December 31, 2025.
- k. Track record of the bidder should be clean without any involvement in unlawful/ illegal activities or financial Banking frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.
- l. I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature and Name of Tenderer with seal Address:

Date:

Section D: Form of Tender

Place.....
Date.....

The Regional Director
Reserve Bank of India
Protocol and Security Cell
Hyderabad-500 004.

Madam/Sir,

Having read and examined the Notice Inviting e-tender, Specifications, schedule of quantities, various schedules, General conditions of contract and clauses, Special conditions of contract, General rules and instructions to bidders and all other contents in the tender document for the work specified in the memorandum herein after set out and having examined the site of the works and having acquired the requisite information relating thereto as affecting the tender, We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached schedule of quantities and in accordance in all respects with the specifications, and instructions in writing referred to in Conditions of Contract, the Articles of Agreement, Special Instructions, Schedule of Quantities and Special Conditions of Contract and with such materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

a)	Description of work:	Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises
b)	CAMC Period	April 01, 2026 to March 31, 2027 (Contract to be initially awarded for One year and the same to be renewed on yearly basis for the next two years FY: 2027-28 and 2028- 29 subject to the agency fulfilling the terms of the contract satisfactorily)
c)	Estimated cost	₹3,52,71,000 (Rupees Three Crore Fifty-Two Lakh Seventy-One Thousand Only) Inclusive of 18 % GST for one year
d)	Earnest Money Deposit (EMD)	₹7,05,420/- (Rupees Seven Lakh Five Thousand Four Hundred and Twenty Only) from each bidder. (2% of the Estimated cost)
e)	Performance Bank Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful bidder)

2. We undertake to deposit a sum of ₹7,05,420/- (Rupees Seven Lakh Five Thousand Four Hundred and Twenty Only) as Earnest Money Deposit with the Reserve Bank of India, along with the bid which will not bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Bank Guarantee valid during the entire period of contract.
3. We also agree that our Tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the Tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.
4. Should this Tender be accepted, I/We hereby agree to abide by and fulfill all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the Contract.
5. I/We understand that Reserve Bank of India reserves the right to accept or reject any or the entire Tender either in whole or in part without assigning any reason thereof.
6. The tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the Price Bid in the Bank's proforma.
7. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

8. Pre-Bid meeting:

- a) Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document not later than one day before the date of the pre-Bid meeting or raise enquiries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-Bid Meeting at 11:00 Hrs. on February 03, 2026.

9. Our Bankers:

(i)	Name of the Bank: Address:
(ii)	Name of the Bank: Address:

Names of Partners of our firm are:

(i)	
(ii)	

Name of the Partner of the firm Authorized to sign	
or	
Name of person having Power of Attorney to sign the Contract (Certified copy of the Power of Attorney should be attached).	

Yours faithfully,

Dated this _____ day of _____ 2026

(Signature of contractor with seal)

Signature and Addresses of Witnesses:

S. No	Signature	Address
(i)		
(ii)		

Note: All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

Section-E

The Conditions Hereinafter Referred to Interpretation Clause

In construing these Conditions, the Specifications, Schedule of Quantities and Contract Agreement, the following words shall have the meanings herein assigned to them except where the subject or context otherwise required.

(a)	“Bank”	Shall mean The Reserve Bank of India (a statutory corporation incorporated in terms of the Reserve Bank of India Act, 1934) and shall include its assigns and successors.
(b)	“Contractor” (in the case of a partnership)	“Contractor” shall mean Firm trading in the name and style of providing fire staff services having a place of business at Hyderabad, Telangana and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.
	(in the case of individual)	“Contractor” shall mean Shri _____ trading in the name and style of providing Security services and shall include his heirs, successors and legal representatives.
	(in the case of Company)	“Contractor” shall mean Company, a company incorporated under Companies Act, 2013 or under any previous company law and having its full-fledged service setup at Hyderabad, Telangana and shall include its successors and assigns.
(c)	“Site”	Shall mean the site of the Contract Works including common peripheral area thereon and any other land (inclusively) as aforesaid allotted by the Bank for the Contractor’s use.
(d)	“This Contract”	Shall mean the Articles of Agreement, the Special Conditions, the Conditions, the Appendix, the Schedule of Quantities and Specifications, etc. attached hereto and duly signed.
(e)	“Tender”	E-Tender being followed by https://www.mstcecommerce.com
(f)	“Bank’s Officer/Caretaker”	The term “Bank’s Officer/Caretaker” shall mean the person appointed and paid by the Bank to inspect the works. The Contractor shall afford the Bank’s Officer/Caretaker every facility and assistance for inspecting the works. Neither the Bank’s Officer/Caretaker nor any representative of the Bank shall have power to set out works or to revoke, alter, enlarge or relax any requirements of the Contract, or to sanction any day work, additions, alterations, deviations, or omissions, or any extra work whatever, except in so far as such authority may be specifically conferred by a written order of the Bank’s Officer with the prior concurrence in writing of the Bank. The Bank’s Officer/Caretaker or any representative of the Bank shall have power to give notice to the Contractor or his representative of non-approval of any work or materials and such work shall be suspended or the use of such materials shall be discontinued.
(g)	“Notice in writing”	written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address to have been received when in the ordinary course of post it would have been delivered.

(h)	“Act of Insolvency”	Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any Act amending such original.
(i)	“The works”	Shall mean the Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises , as provided herein.

Section F: Articles of Agreement

यह करार भारतीय रिजर्व बैंक अधिनियम 1934 के प्रावधानों के अंतर्गत संस्थापित भारतीय रिजर्व बैंक, हैदराबाद जिसका केंद्रीय कार्यालय मुंबई में है (जिसे इसके बाद बैंक कहा गया है) और मेसर्सजिसका पंजीकृत कार्यालय _____ हैदराबाद में है (जिसे इसके बाद "ठेकेदार" कहा गया है) के बीच -----दिन, वर्ष ----- को किया गया।

This Agreement is made on this _____ day of _____, 2026 between
M/s. _____ having its Registered Office
at _____ Hyderabad, (hereinafter called the Contractor)
of the One Part

And

The Reserve Bank of India, Hyderabad, having its Central Office at Mumbai, constituted under the provisions of the Reserve Bank of India Act, 1934 (Hereinafter called the "The Bank") of the other part,

जहां की भारतीय रिजर्व बैंक के हैदराबाद स्थित कार्यालय भवन एवं आवासीय परिसरों में सुरक्षा पर्यवेक्षक, सुरक्षा गार्ड एवं पार्किंग अटेंडेंट की तैनाती हेतु वार्षिक सेवा अनुबंध की तैनाती का कार्य सौंपने का इच्छुक है।

WHEREAS the Bank is desirous of awarding the work of "Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises".

और जबकि ठेकेदार ने मूल ए.एम.सी. में निर्धारित शर्तों के अधीन और उनके अनुसार कार्य करने के लिए सहमति दे दी है, जो कार्य के दायरे में विस्तृत हैं और बाद में पारस्परिक रूप से सहमत होने पर परिवर्धन/लोपों द्वारा विस्तारित/संक्षिप्त किए गए हैं, मूल रूप से स्पष्ट रूप से और निहित रूप से सहमत हैं और ए.एम.सी. की प्रकृति से स्वाभाविक रूप से निकलते हैं (जिनमें से सभी को सामूहिक रूप से इसके बाद उक्त "शर्तों" के रूप में संदर्भित किया जाता है) उक्त कार्य के दायरे में वर्णित कार्यों को ए.एम.सी. दर पर निष्पादित करने के लिए सहमत हो गया है, जैसा कि इसके तहत देय हो जाएगा (जिसे ए.एम.सी. अनुबंध राशि के रूप में संदर्भित किया गया है)।

AND WHEREAS THE CONTRACTOR HAS AGREED TO execute upon and subject to the conditions set forth in the original AMC entered into and detailed in the scope of work and as amplified /curtailed by subsequent additions/deletions mutually agreed upon, originally agreed both expressly and impliedly and also naturally flowing out of the nature of AMC (all of which are collectively hereinafter referred to as the said "CONDITIONS") the works described in the said scope of work at the AMC rate as shall become payable thereunder (hereunder referred to as the said AMC contract amount).

अब इस बात पर निम्न तरह से सहमति है:

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. उक्त शर्तों/एएमसी अवार्ड लेटर में निर्धारित तरीके से भुगतान की जाने वाली उक्त एएमसी अनुबंध राशि को ध्यान में रखते हुए, ठेकेदार उक्त शर्तों के अधीन कार्य के उक्त दायरे में वर्णित कार्य को निष्पादित और पूरा करेगा।

In consideration of the said AMC contract amount to be paid in the manner set forth in the said conditions/AMC award Letter, the Contractor shall upon and subject to the said conditions execute and complete the work described in the said scope of work.

2. बैंक ठेकेदार को माना गया अनुबंध राशि का भुगतान उक्त शर्तों में निर्दिष्ट समय और तरीके से करेगा।

The Bank shall pay the Contractor the agreed contract amount at the times and in the manner specified in the said conditions.

3. बैंक समय-समय पर प्रदान किए गए आयकर विभाग के मौजूदा दिशानिर्देशों के अनुसार उचित दर पर स्रोत पर कर कटौती (टीडीएस) काटेगा और किसी अन्य कानून के तहत ऐसी अन्य कटौती और गैर-कटौती के लिए उपयुक्त प्रमाण पत्र प्रस्तुत करने का दायित्व, जैसा कि संबंधित कानून में समय सीमा के भीतर सूचना के माध्यम से प्रदान किया गया है और इस तरह के कर और अन्य ऐसी कटौती बैंक द्वारा की जा रही है, ठेकेदार पर होगा।

The Bank shall deduct Tax deducted at Source (TDS) at the appropriate rate as per extant guidelines of the Income Tax department provided from time to time and such other deduction under any other statute and the onus of producing appropriate certificate for non-deduction as provided in the relevant statute by way of intimation within the time limit and before such tax and other such deduction is being made by the bank shall be on the contractor.

4. महाप्रबंधक/उप महाप्रबंधक/सहायक महाप्रबंधक, शिष्टाचार एवं सुरक्षा कक्ष, हैदराबाद बैंक की ओर से अधिकृत प्राधिकरण है।

The Deputy General Manager/ Manager, Protocol and Security Cell, Hyderabad is the Authority authorized on behalf of The Bank.

5. यहां उल्लिखित एएमसी पुरस्कार पत्र, अनुबंध और निविदा दस्तावेज इस अनुबंध का आधार होंगे। The AMC award letter, agreement and tender document mentioned herein shall form the basis of this contract.

6. यह अनुबंध रूपये ₹3,52,71,000(रुपये तीन करोड़ बावन लाख इकहत्तर हजार मात्र) की दर से है। और **01 अप्रैल, 2026 से 31 मार्च, 2027** तक की अवधि के लिए वैध है।

This contract is at the rate of Rs. ₹3,52,71,000 (Rupees Three Crore Fifty-Two Lakh Seventy-One Thousand Only) and valid for a period from **April 01, 2026 to March 31, 2027**.

7. ठेकेदार अपने द्वारा नियोजित व्यक्तियों के कार्यों/चूक के कारण या इस अनुबंध के निष्पादन के दौरान अपने कार्यों/चूक के कारण बैंक को हुई किसी भी क्षति/नुकसान की भरपाई करेगा।

The CONTRACTOR shall make good for any damages/loss caused to the Bank due to the actions/omissions of persons employed by him or because of his actions/omissions during the execution of this contract.

8. भारत सरकार द्वारा समय-समय पर अधिसूचित मजदूरी में किसी भी वृद्धि पर विचार करते हुए ठेकेदार न्यूनतम मजदूरी अधिनियम, 1948 के अनुसार अपने कर्मचारियों को वेतन देने के लिए सहमत होगा। मजदूरी की न्यूनतम दरों (प्लस वीडीए) को मुख्य श्रम आयुक्त (केंद्रीय), श्रम एवं रोजगार मंत्रालय द्वारा समय-समय पर जारी अधिसूचना के अनुसार संशोधित किया जाएगा अर्थात हर साल 1 अप्रैल और 1 अक्टूबर।

The Contractor shall agree to pay salary to his employees in accordance with Minimum Wages Act, 1948 and considering any escalation in wages as notified from time to time by the Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment and Director General of Resettlement from time to time i.e. 1st April and 1st October every year.

9. अनुबंध की अवधि **01 अप्रैल, 2026 से 31 मार्च, 2027** तक होगी। यह अवधि संतोषजनक प्रदर्शन के अधीन होगी। तथापि, सेवा में कमी, अनुबंध की शर्तों के उल्लंघन अथवा कार्य की आवश्यकता में कमी या समाप्ति की स्थिति में बैंक द्वारा अनुबंध को सीमित अथवा समाप्त किया जा सकता है। अनुबंध की समाप्ति पूर्व सूचना जारी कर की जाएगी। ऐसे मामलों में ठेकेदार को एक माह की नोटिस अवधि दी जाएगी तथा सुरक्षा जमा राशि वापस नहीं की जाएगी।

The period of contract is **from April 01, 2026, to March 31, 2027**, subject to satisfactory performance, unless it is curtailed by or terminated by the Bank owing to deficiency of service and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case a notice period of one month will be given to the contractor and the security deposit shall not be refunded.

10. अनुबंध की समाप्ति पर या अनुबंध की समाप्ति पर, ठेकेदार बैंक के परिसर को खाली कर देगा और बैंक से संबंधित सभी वस्तुओं / सामग्री / संपत्ति को सौंप देगा या वापस कर देगा।

On termination of the Contract or on expiry of the Contract, the Contractor shall vacate the Premises of the Bank and shall hand over or return all the articles/ Material/ property pertaining to the Bank.

11. इस अनुबंध के तहत बैंक द्वारा सभी भुगतान केवल हैदराबाद में किए जाएंगे।

All payment by the Bank under this contract will be made only at Hyderabad.

12. इस समझौते से जुड़े या किसी भी तरह से सभी विवादों को हैदराबाद में उत्पन्न माना जाएगा और केवल हैदराबाद की अदालतों के पास ही इसे निर्धारित करने का अधिकार क्षेत्र होगा।

All disputes out of or in any way connected with this agreement shall be deemed to have arisen at Hyderabad and only courts in Hyderabad shall have jurisdiction to determine the same.

13. गैर-प्रकटीकरण खंड: यह सलाह दी जाती है कि ठेकेदार प्रत्यक्ष या अप्रत्यक्ष रूप से किसी भी जानकारी, सामग्री और बैंक के बुनियादी ढांचे / प्रणालियों / उपकरणों आदि के विवरण का खुलासा

नहीं करेगा, जो कि पाठ्यक्रम के दौरान ठेकेदार के कब्जे या ज्ञान में आ सकता है। इस समझौते के संबंध में किसी भी तीसरे पक्ष को अपने संविदात्मक दायित्वों का निर्वहन करने के लिए और हर समय इसे पूरे विश्वास में रखेगा। इसके तहत दायित्वों को पूरा करने या लागू कानूनों का पालन करने के लिए आवश्यक सीमा को छोड़कर, ठेकेदार अनुबंध के विवरण को निजी और गोपनीय मानेगा। ठेकेदार नियोक्ता की पिछली लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पेपर या अन्य जगहों पर कार्यों के किसी भी विवरण को प्रकाशित, प्रकाशित करने की अनुमति या खुलासा नहीं करेगा। ठेकेदार किसी भी गोपनीय जानकारी के प्रकटीकरण के कारण नियोक्ता को हुए किसी भी नुकसान के लिए नियोक्ता को क्षतिपूर्ति करेगा। उपरोक्त का पालन करने में विफलता को ठेकेदार की ओर से अनुबंध के उल्लंघन के रूप में माना जाएगा और नियोक्ता नुकसान का दावा करने और कानूनी उपायों का पीछा करने का हकदार होगा। ठेकेदार यह सुनिश्चित करने के लिए अपने कर्मचारियों के संबंध में सभी उचित कार्रवाई करेगा कि इस समझौते के तहत गोपनीय जानकारी के गैर-प्रकटीकरण के दायित्व पूरी तरह से संतुष्ट हैं। गैर-प्रकटीकरण और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस समझौते की समाप्ति या समाप्ति तक बने रहेंगे।

Non-Disclosure Clause: It is advised that the contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer because of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

14. उक्त शर्तों को इस समझौते के भाग के रूप में पढ़ा और समझा जाएगा और इसके पक्षकार क्रमशः उक्त शर्तों का पालन करेंगे और खुद को प्रस्तुत करेंगे और निहित शर्तों में क्रमशः अपने हिस्से के समझौते का पालन करेंगे।

The said conditions shall be read and construed, as forming part of this agreement and the parties hereto shall respectively abide by and submit themselves to the said conditions and perform the agreement of their part respectively in the said conditions contained.

15. इस अनुबंध के कई हिस्सों को ठेकेदार द्वारा पढ़ा गया है और ठेकेदार द्वारा पूरी तरह से समझा गया है, जिसके साक्षी में ठेकेदार ने अपनी मुहर (यदि कोई हो) लगाई है और बैंक प्रस्तुतियों के माध्यम से इस करार में शामिल हुआ है इसके विधिवत अधिकृत अधिकारी और उक्त दो डुप्लीकेट्स ने इन प्रस्तुतियों को अपनी ओर से पहले दिन, महीने और साल में ऊपर लिखा है।

That the several parts of this contract have been read by the Contractor and fully understood by the Contractor, in witness whereof the Contractor has caused its seal

(if any) to be affixed hereunto and The Bank has set its hands to these presents through its duly authorized official and the said two duplicates has caused these presents hereof to be executed on its behalf the day, month and year first here above written.

16. बिलों का भुगतान **मासिक** आधार पर किया जायेगा. बिल में निम्नलिखित शामिल होना चाहिए: Payment of the bills will be made on **Monthly** basis. The bill must contain:

सभी सुरक्षा पर्यवेक्षकों और सुरक्षा गार्डों द्वारा हस्ताक्षरित और केयरटेकर/सहायक केयरटेकर द्वारा विधिवत प्रमाणित उपस्थिति रजिस्टर/शीट की प्रतिलिपि।Copy of Attendance Register/Sheet signed by all Security Supervisors & Security Guards and duly certified by Caretaker/Asst.Caretaker.

- ठेका श्रम अधिनियम और न्यूनतम मजदूरी अधिनियम के अनुपालन के लिए घोषणा। Declaration for compliance of Contract Labour Act & Minimum Wages Act.
- कर्मचारियों को भुगतान किए गए वेतन की विस्तृत अनुसूची/विवरण स्पष्ट रूप से संबंधित सांविधिक भुगतान (न्यूनतम वेतन, बोनस, ईपीएफ और ईएसआई) को प्रेषित करता है। Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (Minimum Wages, Bonus, EPF and ESI) remitted.
- ठेकेदार को वेतन सीधे अपने कर्मचारियों के बैंक खाते में जमा करना चाहिए और मासिक बैंक विवरण (दस्तावेजी साक्ष्य) जमा करना चाहिए जिसमें तैनात कर्मियों को किए गए वेतन (बोनस सहित) का भुगतान चालान के साथ किया गया हो।

The contractor should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary (inclusive of bonus) made to deployed personnel along with invoice.

- भारतीय स्टेट बैंक के ई-पे ऑर्डर जैसे किसी अनुसूचित बैंक के माध्यम से कर्मचारी भविष्य निधि संगठन (ईपीएफओ) को कर्मचारी भविष्य निधि के लिए ठेकेदार द्वारा किए गए भुगतान की प्राप्ति की एक प्रति। A copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (EPFO) through any scheduled bank, like e-Pay Order of the State Bank of India.
- कर्मचारी राज्य बीमा निगम (ईएसआईसी) को कर्मचारी बीमा के लिए ठेकेदार द्वारा किए गए भुगतान की प्राप्ति की एक प्रति। A copy of receipt of payment made by the contractor towards Employees insurance to the Employees' State Insurance Corporation (ESIC).
- संपदा विभाग के प्रभारी द्वारा निर्देशित कोई अन्य लॉग बुक/दस्तावेज। Any other logbooks/document as directed by P&S Cell in-charge.

उपरोक्त दस्तावेजों के बिना जमा किए गए बिलों को भुगतान के लिए संसाधित नहीं किया जाएगा। The bills submitted without the above said documents shall not be processed for payment.

17. अनुबंध में निर्दिष्ट डिग्री की कारीगरी और आरबीआई की संतुष्टि के लिए आवश्यक प्रगति और गुणवत्ता की दर को बनाए रखने के लिए ठेकेदार पर्याप्त संख्या में अपने श्रम को नियोजित करेगा। ठेकेदार कार्यों के संबंध में किसी ऐसे व्यक्ति को नियुक्त नहीं करेगा जिसने अठारह (18) वर्ष की आयु पूरी नहीं की है।

The Contractor shall employ its employees in sufficient numbers to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of the RBI. The Contractor shall not employ in connection with the Works any person who has not completed Eighteen (18) years of age.

18. ठेकेदार द्वारा तैनात सभी कर्मचारियों को ठेकेदार के कर्मचारी के रूप में माना जाएगा और भारतीय रिजर्व बैंक का ऐसे श्रमिकों / कर्मचारियों के संबंध में किसी भी प्रकार का कोई दायित्व नहीं होगा।

All the workers or employees deployed by the contractor shall be considered as the employees of contractor and Reserve Bank of India shall not have any liability whatsoever in nature regarding such workers/employees.

19. ठेकेदार अपने द्वारा नियोजित श्रमिकों को सीधे न्यूनतम मजदूरी अधिनियम 1948, भारत सरकार द्वारा निर्धारित न्यूनतम मजदूरी से कम का भुगतान नहीं करेगा।

The Contractor shall pay to labour employed by him, directly wages not less than Minimum wages as prescribed by Minimum Wages Act 1948, Government of India and/or all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force; and/or any other rules/regulations and/or statutes that may be applicable to them.

20. ठेकेदार अपने द्वारा नियोजित श्रम के संबंध में उसमें प्रदान किए गए सभी मामलों के संबंध में अनुबंध श्रम विनियमन का अनुपालन करवाएगा।

The Contractor shall in respect of labour employed by him cause to be complied with the Contract Labour Regulation regarding all matters provided therein.

21. ठेकेदार वेतन भुगतान अधिनियम, 1936, न्यूनतम मजदूरी अधिनियम, 1948, नियोक्ता दायित्व अधिनियम, 1938 कामगार क्षतिपूर्ति अधिनियम, 1923, औद्योगिक विवाद अधिनियम, 1947, मातृत्व लाभ अधिनियम, 1970, का यौन उत्पीड़न के प्रावधानों कार्यस्थल पर महिला (रोकथाम, निषेध और निवारण) अधिनियम, 2013, या उसमें कोई संशोधन या उससे संबंधित कोई अन्य कानून और समय-समय पर उसके तहत बनाए गए नियम का अनुपालन करेगा।

The contractor shall comply with the provisions of all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020, the payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers Liability Act, 1938 Workmen's compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefit Act, 1970,

Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013 and other laws/rules/regulations in force; and/or any other rules/regulations and/or statutes that may be applicable to them, or any modification there of or any other law relating thereto, and rules made there under from time to time.

22. ठेकेदार भारतीय रिज़र्व बैंक को निम्नलिखित के विरुद्ध क्षतिपूर्ति करेगा और क्षतिपूर्ति करता रहेगा:

The Contractor shall indemnify and keep indemnified the Reserve Bank of India against:

a. कार्य के निष्पादन के दौरान तीसरे पक्ष के नुकसान/जीवन या संपत्ति की क्षति से उत्पन्न होने वाला कोई भी दावा। Any claim arising out of third-party loss/ damage to life or property caused by during execution of the work

b. कार्य के निष्पादन के दौरान ठेकेदार द्वारा लगाए गए कामगारों के नुकसान/क्षति से उत्पन्न होने वाला कोई भी दावा। Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.

c. लागू वेतन, पीएफ/श्रम कानूनों, ईएसआई, विनियमों आदि का पालन न करने के कारण कोई दावा। Any claim due to non-compliance of applicable Wages, PF/ Labour laws, ESI, Regulations etc.

23. ठेकेदार आवश्यक बीमा कवर (कर्मचारी मुआवजा नीति), तृतीय पक्ष/सार्वजनिक देयता नियोक्ता द्वारा अनुमोदित बीमा कंपनी के साथ नियोक्ता और ठेकेदार के संयुक्त नामों में बीमा की एक पॉलिसी लेगा (पहले का नाम पॉलिसी में पहले रखा जा रहा है) ऐसे जोखिमों के खिलाफ और काम शुरू होने से पहले ऐसी पॉलिसी जमा करें। (कर्मचारी मुआवजा नीति और ठेकेदार की सभी जोखिम नीति) के तहत न्यूनतम कवर अनुबंध की पूर्ति के लिए तैनात कामगार को भुगतान की गई मजदूरी की सीमा तक होगा। तीसरे पक्ष/सार्वजनिक दायित्व पॉलिसी के अंतर्गत न्यूनतम कवरेज प्रति दुर्घटना ₹2.00 लाख का होगा, जो कार्य निष्पादन के दौरान अधिकतम 5 दुर्घटनाओं तक लागू रहेगा।

The successful tenderer shall take "all risk (CAR) policy" for the contract value, "third party / public liability " for the contract in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) and "workmen compensation policy" for the workers engaged in the work (Name and location of the work must be mentioned clearly in the insurance policy). The Minimum cover under third party / public liability shall be for a minimum of Rs.2.00 lakh per accident, for up to 5 accidents during execution of work. The Minimum cover under (Workmen Compensation Policy) shall be in accordance with the minimum wages paid to the workman deployed for the fulfilment of the contract.

24. ठेकेदार अनुबंध श्रम (विनियमन और उन्मूलन) अधिनियम, 1970 के प्रावधानों का पालन करेगा। अंतिम बिल जारी करने से पहले, ठेकेदार को इस आशय का एक प्रमाण पत्र प्रस्तुत करना होगा कि उसने वास्तव में सभी प्रकार के श्रमिकों को पूरे बकाया का भुगतान किया है। उनके द्वारा इस कार्य को उस दर पर पूरा करने के लिए, जो न्यूनतम मजदूरी अधिनियम, 1949 के तहत निर्धारित दर से कम नहीं है और अनुबंध श्रमिकों को आवश्यक सुविधाएं प्रदान करने के संबंध में सीएलआरए अधिनियम के प्रावधानों का अनुपालन किया है।

The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970 and all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force; and/or any other rules/regulations and/or statutes that may be applicable to them. Before release of final bill, the contractor shall submit a certificate to the effect that he has actually paid the entire dues to the labourers of all descriptions engaged by him, for completion of this work at the rate, which is not less than the one prescribed under the Minimum Wages Act, 1949 and has complied with the provisions of CLRA Act with regard to providing the essential amenities to the Contract Labour.

25. ठेकेदार / एजेंसी "कार्य स्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों के पूर्ण अनुपालन के लिए पूरी तरह से जिम्मेदार होगा, यदि उसके कर्मचारी के खिलाफ यौन उत्पीड़न की कोई शिकायत होती है बैंक के परिसर में, शिकायत ठेकेदार एजेंसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष दर्ज की जाएगी और ठेकेदार/एजेंसी शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी।

The Contractor / Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013", In case of any complaint of sexual harassment against its employee within the Premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.

26. बैंक के किसी भी कर्मचारी के खिलाफ ठेकेदार के किसी भी पीड़ित कर्मचारी से यौन उत्पीड़न की किसी भी शिकायत पर बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान में लिया जाएगा।

Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

The Contractor / Contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaints.

Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Contractor is proved.

The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

The Contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

27. यदि घटना में ठेकेदार के कर्मचारी शामिल हैं, उदाहरण के लिए, बैंक के कर्मचारी को कोई मौद्रिक राहत, यदि ठेकेदार के कर्मचारी द्वारा यौन हिंसा साबित हो जाती है, तो किसी भी मौद्रिक मुआवजे के लिए ठेकेदार जिम्मेदार होगा, जिसे भुगतान करने की आवश्यकता हो सकती है।

The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the Employee of the contractor is proved.

28. कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारियों को शिक्षित करने के लिए ठेकेदार जिम्मेदार होगा।

The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

29. ठेकेदार अपने कर्मचारियों की एक पूर्ण और अद्यतन सूची प्रदान करेगा जो बैंक के परिसर में तैनात हैं।

The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

30. **जोखिम खंड:** मौजूदा व्यवस्था की किसी भी विफलता के मामले में ठेकेदार के पास अनुबंध के तहत काम करने के लिए हमेशा स्टैंडबाय व्यवस्था होगी। बैंक किसी भी समय एक महीने की लिखित सूचना देकर अनुबंध को समाप्त करने का अधिकार सुरक्षित रखता है, यदि सेवाएं असंतोषजनक पार्फू जाती हैं और किसी अन्य चयनित निविदाकार को ठेकेदार की लागत, जोखिम और जिम्मेदारियों पर अनुबंध देने का भी अधिकार है और इस पर किए गए अतिरिक्त व्यय की वसूली भारतीय रिजर्व बैंक, हैदराबाद द्वारा ठेकेदार की जमानत राशि या लंबित बिल से या एक अलग वसूली दावा करके की जाएगी।

Risk Clause: The Contractor shall always have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. The Bank reserve the right for termination of the contract at anytime by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the RBI, Hyderabad from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.

31. **विवाद निपटान:** यह पारस्परिक रूप से सहमत है कि इस समझौते से या इसके संबंध में उत्पन्न होने वाले सभी मतभेदों और विवादों को आपसी चर्चा और बातचीत से सुलझाया जाएगा यदि ऐसे विवादों और मतभेदों को चर्चा और बातचीत से सुलझाया और हल नहीं किया जा सकता है तो वही होगा बैंक द्वारा नियुक्त एकमात्र मध्यस्थ को संदर्भित किया जाता है जिसका निर्णय अंतिम और दोनों पक्षों पर बाध्यकारी होगा और कोई भी कानूनी विवाद केवल हैदराबाद क्षेत्राधिकार के अधीन होगा।

Dispute Settlement: It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Bank whose decision shall be final and binding on both the parties and any legal dispute will be subject to Hyderabad Jurisdiction only. The Arbitration proceedings will be governed by the provision of Arbitration and conciliation Act, 1996. The governing law will be the laws of India.

32. अनुबंध का नवीनीकरण: बैंक के विवेकाधिकार पर, एएमसी को 2023-24 और 2024-25 के वर्षों के लिए आगे के नवीनीकरण के लिए समान नियमों और शर्तों के आधार पर दरों में लागू वृद्धि / कमी के साथ विचार किया जाएगा। प्रचलित न्यूनतम मजदूरी, बशर्ते बैंक, ठेकेदार की सेवाओं को संतोषजनक पाता है। इस संबंध में बैंक का निर्णय अंतिम और बाध्यकारी होगा। इसके अलावा, सेवा शुल्क में अधिकतम अनुमत वृद्धि बैंक द्वारा तय किए गए सीपीआई और डब्ल्यूपीआई सूचकांकों पर आधारित होगी।

Renewal of contract: At the sole discretion of the Bank, the AMC shall be considered for further renewal for the years 2026-27 and 2027-28 on same/revised terms and conditions based on the prevailing Minimum Wages, provided the Bank, finds the services of the Contractor satisfactory. The decision of the Bank, in this regard shall be final and binding.

35. शासकीय भाषा: यह समझौता अंग्रेजी और हिंदी में निष्पादित किया गया है। यदि इस अनुबंध का हिंदी अनुवाद अंग्रेजी संस्करण के साथ विरोधाभासी है या इसमें अंग्रेजी संस्करण के अतिरिक्त या भिन्न शर्तें शामिल हैं, तो अंग्रेजी संस्करण मान्य होगा।

Governing Language: This Agreement has been executed in English and Hindi. If Hindi translation of this Agreement conflicts with the English version or contains terms in addition to or different from the English version, the English version shall prevail.

36. हस्ताक्षर खंड: द्वारा हस्ताक्षरित और वितरित किया गया

SIGNATURE CLAUSE: SIGNED AND DELIVERED BY

ठेकेदार Contractor हस्ताक्षर मुहर Signature seal पता Address	भारतीय रिज़र्व बैंक के प्राधिकृत अधिकारी Authorized Signatory of RBI पदनाम व पता Designation & Address
साक्षी Witness हस्ताक्षर Signature नाम व पता Name and Address	साक्षी Witness हस्ताक्षर Signature नाम व पता Name and Address

Section: G- General Instructions to the Tenderers

1. e-Tenders comprising duly filled in details of both Part I and Part II specifications of the tender should be uploaded in MSTC website for the work **“Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises”** not later than 15:00 Hrs on February 16, 2026.
2. Tenderers are advised to study the E-TENDER documents thoroughly. Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications.
3. The E-Tender Document / Notice Inviting Tender may be downloaded from www.mstccommerce.com/eprochome/rbi
4. The tender documents will be available for viewing/downloading for the intending bidders from 15:00 Hrs of January 28, 2026. The bidders who do not comply with the following pre-qualification criteria and have not submitted the requisite EMD, will not be considered for opening of their tender Part-II.
5. **Pre-Bid Meeting:** - The pre-bid meeting(s) shall be conducted at the time and venue mentioned in Schedule of Tender of page no.4 of the tender document, to answer any queries / provide clarifications that the Tenderers may have in connection with the contract and to give them relevant information regarding the same.
6. **Amendment to E-TENDER Document:** - At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the E-TENDER by an amendment and same will be uploaded in the form of Corrigendum on www.mstccommerce.com/eprochome/rbi for information of prospective bidders. In order to afford prospective Tenderers reasonable time for preparing their Bids after taking into account such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.
7. Part-I of the tender will be opened at 16:00 Hrs. on February 16, 2026. Upon scrutiny of Part-I by the Bank, Part II of the eligible tenderers will be opened on a subsequent date under intimation, to the eligible bidders. Tenders shall remain valid for acceptance by the Bank for a period of 90 days from the date of opening of Part I of the tender, which period may be extended by agreement and the tenderer shall not cancel or withdraw the tender during this period.
8. All information, correspondence letters shall be submitted and addressed to Regional Director, Reserve Bank of India, P&S Cell, Hyderabad-500 004.
9. The tender documents should be submitted online on MSTC web portal. If the tenderers desire to submit additional information, they may do so on their own letter head/paper. Each page of the forms shall be signed and submitted to the Bank.
10. If any of the documents are missing, the tender may be considered invalid by the Bank at its discretion. No advice of any change in rate or conditions after the opening of the tender will be entertained.
11. **Earnest Money Deposit and Performance Guarantee:** Tenderers shall pay as Earnest Money Deposit a sum of ₹7,05,420/- (Rupees Seven Lakh Five Thousand Four Hundred and Twenty Only) by NEFT/RTGS in favor of the Reserve Bank of India, Hyderabad. On award of contract, the successful bidder shall furnish an amount of 5% of the contract value in the form of a Performance Bank Guarantee from any scheduled Bank in the form prescribed by

the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract.

12. Bids not accompanied by EMD, shall be treated as "Non-Bonafide Tender", and will be summarily rejected by the RBI.
13. The Earnest Money Deposit submitted by successful bidder shall be returned within one month of award of work post submission of the Performance Bank Guarantee. The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period.
14. The tenderer must use only the documents and forms uploaded by the Bank. Any addition /alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void.
15. The tender form must be filled in English or Hindi and all entries must be made. If any of the documents is/are missing or unauthorized / unsigned, the Bank in its discretion may consider the tender invalid.
16. Rates should be quoted in figures and words in columns specified. Altering of tender forms is not permitted, failure to comply with either of these conditions will render the tender void at the Bank's option. No advice of any change in rate or of conditions after the opening of the tender will be entertained.
17. Each of the tender documents should be signed and uploaded by the person or persons submitting the tender and is taken at his/their having acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions, etc. as laid down.
18. The e-tender submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority (copy of power of attorney / authorization letter shall be uploaded) on behalf of the firm to enter into the proposed contract. Copy of power of attorney / authorization letter shall be uploaded. Otherwise, the Bank may reject the tender.
19. The Contractor shall not assign the Contract: He shall not sublet any portion of the Contract except with the written consent of the Bank. In case of breach of these conditions, the bank may serve a notice in writing on the contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the contractor.
20. The Contractor shall carry out all the work strictly in accordance with instructions of Bank's Security officer (P & S Cell). If in the opinion of the Bank's Security officer (P & S Cell), changes have to be made in the scope of work and with the prior approval in writing of the Employer they desire the Contractor to carry out the same, the contractor shall carry out the same without any extra charge. The Bank's decision in such cases shall be final and shall not be open to arbitration.
21. All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be deducted from the security deposit if the amount so permits and the Contractor shall, unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.
22. The Contractor shall not assign the Contract. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank.
23. For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Manpower Legislations in respect of the manpower employed and deployed in this office. The persons deployed by the contractor in the office shall not have claims of Master and Servant relationship nor have any principal and agent relationship with

or against the Competent Authority.

24. Evaluation of e-Tenders:

The Price Bid consists of following components:

I. WAGE COMPONENT:

A). **Gross Wages for total employees:** Basic Wages (Minimum, plus Variable Dearness Allowance, for Security Supervisor (Skilled) and Security Guards (Skilled), according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees Provident Fund (EPF) and Bonus.

II. SERVICE CHARGES COMPONENT:

B) Service charges for providing 73 employees, which includes Contractor's Overhead Charges & Profit, Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party Liability Policy), charges for providing uniform and Identity Cards to the workmen and Cost of cleaning materials or any other expenses.

The eligible tenders will be evaluated, and the lowest bidder will be decided on the basis of sum of Minimum Wages, Service Charges and GST as applicable.

25. On receipt of intimation from the Bank of acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and within **Fourteen (14) days** thereof, the successful tenderer shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is or is not subsequently executed.

26. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

27. The tenderer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine and inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

28. The rates for the items in **Part-II** should be quoted exclusive of GST, wherein the total of all the items under, price bid will be subjected to GST @18%. Each invoice/bill shall indicate amongst other things, the contractor's PAN and GST Registration Number. The contract value will also be subject to TDS/Withholding Tax as per law.

29. The Contractor must bear in mind that all the work shall be carried out strictly in accordance with the specifications made by the Bank and in compliance of the requirements of the local public authorities and to the requirements of the Bank and no deviation on any account will be permitted. The successful tenderer should make his own arrangement to obtain all materials required for the work.

30. The PSA will introduce their security staff to Officer-In-charge, declared as controlling officer or any other person authorized by RBI in this behalf for the operation of the agreement by Bank for his verification and satisfaction before their deployment and the PSA shall furnish the complete particulars / bio-data of security personnel with passport size colour photo duly attested before deployment. Copies of Aadhar card of all the PSA's staff to be deployed at RBI properties and Police Verification Certificates should be submitted beforehand, along with other necessary documents.

31. The Bank reserves the rights to ask the PSA to remove any guard found not discharging his duties satisfactorily or of doubtful character and he will immediately remove such person /

persons and provide replacement.

32. The Bank shall not provide any residential accommodation in the premises of the Bank or elsewhere for the personnel deployed by the PSA.
33. The duty points and retention of Private security guards deployed by the PSA will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the PSA will have to abide by such direction.
34. In case of any pilferage, damage or theft, the PSA or their representative shall report the matter immediately to the authorities of the Bank and shall take up the matter with the police for lodging FIR/proper investigation and recovery of loss. The PSA will be wholly responsible for any loss due to theft, pilferage etc. and will make good the loss sustained by the negligence, absenteeism or dereliction of duty by their security guards.
35. It may be distinctly understood that there shall not be any absenteeism by the security guards and in case of absenteeism, if any guard is deputed as replacement by the PSA, is unable to join his duty within two hours, failure to do so would attract a penalty of ₹ 2000/- (Two Thousand Only), per instance, and suitable deductions will be made from monthly bills of the PSA, such replacement guard shall also be subject to meeting the standards.
36. **Every employee so engaged by the contractor shall wear uniform, a belt, a badge bearing his/her name and shoes while on duty. The said uniform, belt, badge and shoes shall be provided by the contractor. In addition, utilities like umbrella, raincoat and gumboots shall also be provided by the contractor to its all employees during rainy season.**
37. **Police Verification of all Security Supervisors/ Security Guards and Parking Attendants deployed the Bank's premises:**
The successful tenderer shall submit the necessary Police Verification Certificate of all the security supervisors, security guards and parking attendants deployed at Bank's premises & residential colonies, from Local Police Authorities about their antecedents/identity records. The contractor shall provide the police clearance certificate for all the contract staff before employing them in the Bank's premises. Further, renewed Police clearance certificates for all contract staff shall be obtained and submitted to the Bank on annual basis.
38. Termination of services of any person deployed by the contractor shall be made by a letter of termination of contractor. Bank will not issue any letter in this regard.
39. Water & Electricity shall be provided free of cost for execution of the work at convenient place. Contractor has to make his own arrangement for using water and electrical supply at end. The contractor shall, however, take care to ensure that no undue wastage of water/electricity is caused. All necessary safety measures shall be taken by the contractor to avoid any mishap/accident. The contractor shall be penalized by the Bank if any laxity on his part is observed in this matter.
40. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Bank.
41. The Bank does not recognize any employee employer relationship with any of the workers of the contractor and their services shall be automatically discontinued with the termination of the contract.
42. In the event of any provisions of the contract requiring to be modified after the agreement has been signed, the modifications shall be made in writing and signed by the Bank and the contractor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties. Any verbal or written arrangements for abandoning, modifying, extending, reducing or supplementing the contract, or any of the terms thereof shall be deemed to be provisional and shall not be binding on the Bank unless

and until the same are incorporated in a formal instrument and signed by the Bank and the contractor. The Bank shall not be under any obligation for providing employment to any of the worker of the contractor after expiry of the contract.

43. If the contractor shall have any doubt as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth the particulars thereof and submit them to the Bank, in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted, the matter will be decided according to tender conditions in the absence of such authentic pre-clarification.
44. The Contractor shall pay to the labourers employed by him directly wages not less than minimum wage as prescribed in Minimum Wages Act 1948, of Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.
45. **If at any point of time, it is found by the Bank that the contractor does not pay Minimum Wages to the laborers engaged by him/them, Bank has every right to terminate the contract. The tenderer should credit the salary directly to the bank account of their staff and submit account statements of the workers showing payment of salary in their accounts along with invoice.**
46. The contractor should ensure that number of persons as stated in scope of work are deployed as per the schedule. The Contractor shall provide relievers for the employees on off duty / sick / leave is provided without any disruption to the work. However, the cost for such arrangement has to be included in their quote and no additional cost will be paid separately for such arrangement. Security Supervisors, Security Guards and Drivers, if deployed on National Holidays shall be compensated appropriately by contractor and the charges/expenditure for the same are to be borne by the contractor. The same may be accounted for during submission of price bid.
47. The Tenderers are advised to visit Reserve Bank of India, Hyderabad after obtaining prior approval and acquaint themselves of the site conditions before submitting the Tender.
48. The Tenderers are advised to submit the Tender based strictly on the General Conditions of the Contract and scope of works as specified contained in the Tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender documents has any price implications, the same should be considered and included in the bid price. Any Tender containing deviation from the laid terms and conditions is liable to be rejected.
49. The contractor shall comply with the provisions of all labour legislation including the requirement of –
 - a) The payment of Wages Act
 - b) Employers' liability Act, including P.F Act, Gratuity Act, etc.
 - c) Workmen's Compensation Act.
 - d) Contract Labour (Regulation and Abolition) Act,
 - e) Apprentices Act
 - f) All the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force.

50. The tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering into a contract and must inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.
51. The Contractor shall strictly comply with the provisions of contract labour acts or any other act pertaining to the contract labour that may be in force or that may be introduced during the currency of contract. Compliance of such acts now or subsequently will be at the contractor's cost.
52. The movement of the Security Supervisor, Security Guards and Parking Attendants should be confined to the area of their duty only. If they find any valuable item lying in/near the premises, they should immediately deposit it with the security officer.
53. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The Employer does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.
54. The Contractor shall inspect the site and understand the scope of work before quoting the bids. They may contact the Security Officers of the Bank/ Caretaker/Asst. Caretaker for clarification in case of doubts, if any.
55. The Contractor should submit the AMC agreement in bilingual format only. In case of any dispute arises, agreement clauses in English will be considered valid.
56. The successful tenderer will be forfeited if he fails to comply with any of the conditions of the contract. The name of the successful contractor will be delisted/removed from the Bank's approved/empaneled list and no work will be awarded in future, if the successful tenderer fails to comply with any of the conditions of the contract.
57. Bank is not liable for compensation for any accident fatal or otherwise of the workmen on duty or on third party. The responsibility of such mishap rest with the contractor. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
58. **Escalation clause:** The rates shall also be firm and valid for a tenure of the contract from the issue of work order and shall not be subject to exchange variations, labour condition, material cost fluctuation, fluctuations in railway freights or any conditions whatsoever. In case, whenever there is increase in minimum wages notified by Government of India, the contractor shall pay the wages in addition to the existing wages for the tenure of the contract. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e., 1st April and 1st October every year. **However, the difference due to wage revision will be reimbursed by the Bank as and when bills produced with necessary supporting documents.**
59. The Contractor should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide this rule strictly.
60. The Contractor shall remove all workers deployed by them in the Bank's premises immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/ hindrance/problem of any nature in the Bank's premises.
61. The Contractor and his staff shall be under the general supervision and control of the Security Officer (P&SE) /Caretaker/Assistant Caretaker or any other personnel deputed for the

purpose by the Bank and shall obtain necessary instructions from him for the day-to-day work in the premises.

62. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
63. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the contractor.
64. The contractor shall not employ any person below the age of **18 years**.
65. The tenderer should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary made to deployed personnel along with invoice. The Contractor will be responsible for opening bank accounts of its employees. In case any complaint is received, or it is observed that the payment to the Private Security Staff is not being made as per law, the Bank shall have right to make payment to these workers at the risk and cost of the Contractor. The Bank shall not incur any liability for any expenditure whatsoever on the persons employed by the Contractor because of any such statutory obligation.
66. The Contractor shall obtain Labour license under the provisions of The Contract Labour (R&A) Act 1970.
67. **Renewal of contract:** At the sole discretion of the Employer, the AMC shall be considered for further renewal for FY: 2027-28, 2028-29 on the same/revised terms and conditions, provided the Employer finds the services of the Contractor satisfactory. The decision of the Employer in this regard shall be final and binding.

68. Liquidated Damages and Termination

In case of breach of any/or more of the conditions in the agreement, and/or services provided by the PSA are found not satisfactory, not maintaining the man power, found not alert on duty, indiscipline and improper uniform/turnout etc. (the list is indicative and not exhaustive) during any period of the agreement, an amount subject to minimum 10% of the total monthly bill would be deducted as liquidated damages only for one month and if the performance continues to be unsatisfactory in any of the subsequent months the services of the PSA can be terminated by giving a short notice of seven days or even 48 hours depending upon the exigencies and also disqualifying them for participation in the future empanelment.

69. List of Documents to be submitted along with Monthly Bill:

Copies of following duly certified documents for a month by the contractor to be submitted along with monthly bill for payment. Payment of the bills will be made on **Monthly** basis for. The bill must contain:

- a. Copy of Attendance Register/Sheet duly signed by all supervisor, security guards, parking attendants and certified by Caretaker/Asst.Caretaker/Bank's Head Security Guard.
- b. Declaration on Company's letter head for compliance of Contract Labour Act & Minimum Wages Act.
- c. Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (Minimum Wages, Bonus, EPF and ESI) remitted.
- d. The contractor should credit the salary directly to the bank a/c of their staff and submit their Bank statement (documentary evidence) showing payment of salary made to deployed personnel along with invoice.

- e. A copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (**EPFO**) through any scheduled bank, like e-Pay Order of the State Bank of India.
- f. A copy of receipt of payment made by the contractor towards Employees insurance to the Employees' State Insurance Corporation (ESIC).
- g. Any other logbooks / document as directed by Security Officer.

The bills submitted without the above said documents shall not be processed for payment.

70. Penalty: -

- a. The Contractor shall maintain an attendance register/sheet duly signed by designated Bank's staff and attach a copy of the same with each month's bills failing which no payments shall be released. In case any of the contractor's personnel deployed is absent and is unable to provide suitable substitute, a penalty equal to the wages of the absent personnel in addition to that an amount of ₹2000/- per day, per person, shall be levied by the Bank and the same shall be deducted from the contractor's bills.

71. Pay Structure :-

- a. Pay Structure of Security Supervisor and Private Security Guards will be as per the latest recommendation of Central Minimum Wages for Watch and Ward (with arm) for Supervisor and Watch and Ward (without arms) for Security guards for Area A.
- b. The Agency charge quoted will cover the cost of contractor's profit & overhead, insurance and all taxes (except GST tax). The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
- c. The quoted service charges will be firm and not subject to labour conditions, exchange variations or any other condition whatsoever. The firm/ agency will be bound to pay statutory Central Govt. minimum wages to the workforce employed by him / them, therefore rate should be quoted keeping this in mind. Tenders having 'quoted rates' below the Central Govt. minimum wages are bound to be rejected.
- d. The quoted service charges shall also include Insurance charges (Workmen compensation and Third-Party liability), Work Contract tax, Sales tax, Excise duty, Octroi and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State or Local Authority if applicable but excluding Service Tax. Service Tax will be paid as per its applicability at the time of settlement of bills.
- e. Bank shall consider the changes in pay structure as recommended by Central Govt (Central Minimum Wages) if published during the period of the contract. The PSA will have to submit valid notification of the Central Govt. in this regard.

72. Terms of Payment:-

- i. The PSA will not be paid any payments in advance. Payment in respect of manpower deployment will be made as per actual deployment and the firms/ contractors are advised to submit proof of deployment by the way of attendance registers/sheets and proof of payment. Monthly payment confirming to the attendance of the private security guards as per the documents to be maintained by the PSA and submitted to RBI after the end of every calendar month within Ten working days of the next month. The attendance sheet shall be maintained at each RBI property where the supervisor and guards are deployed. The monthly attendance

sheet shall be signed by each individual and countersigned by RBI Caretaker/Asst Caretaker after verifying the attendance record.

- ii. The PSA must ensure payment to the security supervisors, security Guards and parking attendants deployed at RBI office & residential colonies, within **Five (05) working days** of the subsequent month, and thereafter submit the bills to P&S Cell within **Ten (10) working days** of the subsequent month along with documentary evidence like bank statement, statutory contributions (EPF, ESI) etc with the bills. It is mandatory for all the Private Security personnel to have a bank account to which, their salaries should be credited by the PSA.
- iii. The Private Security Guards shall be provided as per the requirement of the Bank and the guards so provided by the PSA shall not claim themselves as the employees of the Bank and there shall be no employer - employee relationship between the Bank and the guards so provided by the PSA. Number of security personnel required to be engaged as per the following details and payment shall be made on the basis of actual engagement of security personnel.
- iv. The PSA shall be wholly responsible for paying Monthly Salary and other admissible allowances to the guards deployed by them at various RBI properties and Main Office Premises. Bank shall not pay any extra charges / payment for whatever reason including of weekly off / leave / holiday etc.
- v. The PSA will be penalized ₹ 2000/- (Two Thousand Only) per day if there is delay in submission of the bills to the Bank or delay by PSA in salary payment to its Private Security Guards, Private Security Supervisor and Private Parking Assistants. Penalty will be adjusted in the bill payment from Bank to PSA.
- vi. In the event of termination of the contract for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
- vii. The successful tenderer should credit the salary directly to the Bank account of their staff and submit monthly Bank statement showing payment of salary. Necessary EPF etc. to be ensured as per statutory rules. The Bank reserve the right to verify the same as and when required and accordingly, the contractor must have the necessary documents to submit the same. No Invoice would be accepted without the supporting document of Bank statement, ESI and PF dues. The Bank prefers that the Agency should pay their staff salary at-least by **5th working day** of the subsequent month by means of NEFT/RTGS/Cheque and for this purpose a bank account should be maintained by their staff.
- viii. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month's notice. The Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs through bank accounts only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through Bank account, the contract will be terminated.

73. Security Deposit/ Performance Bank Guarantee: - The successful tenderer shall furnish an amount of **5% of the contract value** in the form of a Performance Bank Guarantee from any scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract. The Performance Bank Guarantee towards security deposit shall be interest free and valid for the entire currency of contract.

74. Insurance: -

- a. The successful tenderer shall take "all risk (CAR) policy" for the contract value, "third party / public liability " for the contract in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) and "workmen compensation policy" for the workers engaged in the work (Name and location of the work must be mentioned clearly in the insurance policy). The Minimum cover under third party / public liability shall be for a minimum of Rs.2.00 lakh per accident, for up to 5 accidents during execution of work. The Minimum cover under (Workmen Compensation Policy) shall be in accordance with the minimum wages paid to the workman deployed for the fulfilment of the contract. The Contractor shall indemnify and keep indemnified the RESERVE BANK OF INDIA against: -
 - i. Any claim arising out of third-party loss/ damage to life or property caused by/during execution of the work.
 - ii. Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.
 - iii. Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

Note: These policies shall be valid till the completion of the work. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor with additional penalty amounting to twice the premium.

75. Settlement of Disputes by Arbitration:

- a) All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after its completion and whether before or after the termination or abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor is dissatisfied on any matter, he may within 28 days after receiving notice of such decision, give a written notice to the other party requiring that the matters in dispute be referred for arbitration. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator shall be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties shall nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.
- b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.
- c) The arbitrator or arbitrators shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators, shall make an award in terms of such settlement or compromise.
- d) Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be at the discretion of the arbitrator or arbitrators, who may determine the amount thereof or direct the same to be taxed as between the party and shall direct by whom

and to whom and in what manner the same shall be borne and paid

- e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract. The venue for arbitration shall be at Hyderabad.
- (f) The agreement shall be subject to the jurisdiction of the Hon'ble High Court of Telangana at Hyderabad and will be governed by the laws of India.

Section H: - Terms and Conditions of the Contract

1. The security personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc. The list of staff going to be deployed shall be made available to the Bank.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force with regard to the personnel engaged by the contractor for the Bank.
3. The antecedents of security staff deployed shall be verified by the bidder from local Police authorities and an undertaking in this regard is to be submitted to the Bank.
4. The Contractor will maintain an attendance register in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of the Bank.
5. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
6. Adequate supervision will be provided to ensure correct & effective performance of the security services and in accordance with the assignment instructions agreed upon between the two parties. The security personnel shall ensure that there are no unidentified/unclaimed/suspicious objects/persons in the buildings/premises. The vehicles that enter/exit into the premises must be identified and noted in the register. For any visitor/guest coming to colonies, the Security Guard may first check with the colony resident and then only allow the visitor inside. All the material moving inside or outside of the colony must be accompanied by a gate pass or a letter from the owner, which may be filed for official purpose. No charity/sales etc. person or activity should be allowed inside the colony without a written permission from HRMD and Welfare association. A separate ingress/egress register to be maintained to note the details of all contract workers entering and exiting the premises.
7. Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse the areas of the premises for which security will be provided.
8. The contractor shall have his own Establishment and Mechanism to provide periodic training of guards deployed, to ensure correct and satisfactory performance of his duties and responsibilities under the contract. A record of such training should be maintained in a register and available for inspection at all times. Also, the training certificates with respect to all guards being deployed at RBI premises should be submitted to the Security Officer. In future if any Security Guard is changed then the training certificate of such guards should be submitted.
9. That in the event of any loss incurred to the Bank, as a result of any lapse on the part of the contractor as may be established after an enquiry conducted by the Bank, such loss will be made good from the amount payable to the tenderer. The decision of the Bank in this regard will be final and binding on the agency.
10. The contractor shall do and perform all such Security services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the directions enumerated herein and in accordance with such directions, by the authorized representatives of the Bank may issue from time to time and which have been mutually agreed upon between the two parties.

11. During the course of the Contract, the Bank shall have the right, to increase or decrease the number of Security Supervisors/Guards/Parking attendants, based on the operational necessity. The Bank also reserves the right to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation and approval of the Bank.
12. The contractor shall be responsible to protect all properties and equipment of the Bank entrusted to it.
13. The personnel engaged by the contractor shall be smartly dressed in neat and clean uniform and must display photo identity cards all the time while on duty.
14. The private security guards engaged should be of robust physique and project an image of utmost discipline. They should be preferably between the ages of 21 and 45 yrs. old but not more than 50 years in any case. The Bank shall have right to have any person removed in case the security personnel is not performing the job satisfactorily. The contractor shall have to arrange the suitable replacement in all such cases. The private security Guards should be willing to accept and use new technologies for enhancing Security as and when installed/ provided by the Bank.
15. The eight hours' shift will normally commence from **0600 hrs. up to 1400 hrs. 1400 hrs. up to 2200 hrs. and 2200 hrs. up to 0600 hrs.** But the timings of the shift are changeable and can be fixed by the Bank from time to time depending upon the requirements. Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by the Bank for double duty, if any. A fine of **₹ 2000/-**, per instance, is liable in such cases from the Contractor's bill. The nominated field officers/managers must organize surprise visits, a minimum **Two (02) visits** during night (preferably between 11 PM and 02 AM) at any of the properties, and **Two (02) visits** during daytime at any of the properties, every week, to check the alertness and attentiveness of the security guards. A separate register to this effect should be kept at the premises and produced for inspection by the authorized representatives of the Bank. Failure to carry out the minimum prescribed checks as above, will attract penalty **of ₹2000/- per missed visit, per site.** The above will be closely monitored through Closed Circuit Television (CCTV) and false claims will lead to immediate termination of contract.
16. The security personnel deployed by the Contractor shall work under overall supervision & direction of the Protocol and Security Cell, RBI Hyderabad. They shall specify the services of guards to be obtained in each shift.
17. The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the Caretaker of the Bank Colonies, attested by the P&SO and other supporting documents. No other claim on whatever account shall be entertained by the Bank. The Contractor will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted.
 - a) Contractor shall pay the entitled wages to its employees within five working days of the subsequent month. It shall not be linked to the payment of the bill by the Bank.
 - b) Payment must be made by the service providers through ECS / NEFT / any other electronic payment system. Under no circumstance, payments will be made in cash. To ensure this, service provider will get a bank account opened for every engaged employee.
 - c) The PSA will not be paid any payments in advance. Monthly payment confirming to the attendance of the security guard as per the documents to be maintained by the PSA and submitted to RBI after the end of every calendar month within Ten working days of the next

month. The PSA must ensure payment to the private Security Supervisors and private Security Guards and private Parking Assistants before submission of bills and submit documentary evidence like bank statement etc with the bills.

d) While submitting the bill for the month, the services provider must submit a certificate on the company's letter head, certifying the following: -

- i) Wages of employees were credited to their bank accounts on (date)
- ii) ESI Contribution relating to workers amounting to Rs. _____ was deposited on (date) (copy of the challan enclosed)
- iii) EPF contribution relating to workers amounting to Rs. _____ was deposited on (date) (copy of the challan enclosed)
- iv) He is complying with all statutory Labour Laws including Minimum Wage Act.
- v) The contractor shall compulsorily issue salary slip to every private security guard / private security supervisor / private parking attendant.
- vi) In case of revision in wage structure of private Security Supervisors / private Security Guards / private Parking Assistants (if any) by the Government, the incremental wages as applicable, will be payable on being claimed by the bidder.

18. The Bank will brief the contractor about the security perception and its sensitivity to the personnel to be deployed by the contractor under the contract prior to 2 to 3 days of commencement of the Contract and this period will not be counted as shift manned by contractor's personnel for the purpose of payment under the contract.

19. In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of ₹2000/- per vacant point for shift be deducted from the contractor's bill. The Guards deployed should not be frequently changed. They should be deployed for at least a minimum of 6 months (except when such changes are done with prior intimation and consent of the P&S Cell)

20. **Rotation of Guards:** - Rotation of security guards between the residential colonies and the Main Office shall be carried out by the Agency in consultation with the Bank's Security Officer. The number of guards to be rotated shall be determined based on operational requirements. The Agency shall maintain a proper record of such rotations and submit the same to the P&S Cell as and when the rotation is effected.

21. The Contractor shall provide the details of Security Supervisors, Security Guards and parking attendants deployed under the Contract. A sample format for sharing the details is provided below for reference:-

(SAMPLE)

NAME: XXX		Security Experience: XX YEARS
FATHER'S NAME: XXX		Marital Status: MARRIED
EMP ID: XXX		Citizenship: INDIAN
EPF NO: XX/XXXXX/XXX		XXXXXXXXXXXXXX
ESIC NO:		XXXXXXXXXXXXXX
Age: XXX		XXXXXXXXXXXXXX
D.O.B: dd/mm/yyyy		Present Address
Qualification: XXX		XXXXXXXXXXXXXX
Grade: SECURITY SUPERVISOR/ GUARD		XXXXXXXXXXXXXX
POSTED SITE:		Language Known:
RBI QUARTERS _____ / MAIN OFFICE		HINDI, TELGU, ENGLISH
Deployed Since: dd/mm/yyyy		XXXXXXXXXXXXXX
Blood Group: XX		Emergency Contact:
Identification Marks: XXXXXXXXXXXXXXXX		

22. In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel and is assessed as true by the Bank, a penalty of ₹ 2000/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Besides, the Security Guard found involved in the incident shall be removed from the Premises immediately.

23. In case the contractor fails to commence / execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, Bank reserves the right to impose the penalty as detailed below:

- i) 1% of annual cost of order / agreement per week, up to four weeks' delay.
- ii) After four weeks delay the Bank reserves the right to cancel the contract and withhold the agreement and get this job carried out from other contractor(s) in open market. The difference if any will be recovered from the defaulter contractor and his earnest money/security deposit may also be forfeited.

24. **Non-Disclosure Clause:** The Agency shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's etc., which may come to the possession or knowledge of the Agency during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Agency shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Agency shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Agency shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Agency and the Bank shall be entitled to claim

damages and pursue legal remedies. The Agency shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this agreement are fully satisfied. The Agency's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

25. In the event of any breach / violation or contravention of any terms and conditions contained herein by the Contractor, the Security Deposit of the Agency shall stand forfeited.
26. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses / fines. The concerned contractor's personnel shall attend the court as and when required.
27. **Force Majeure:** If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.
28. The contractor shall have his own Establishment / Setup / Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
29. If the contractor is a Registered Company / partnership of two or more persons, all such persons shall be jointly and severally liable to the Bank for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company / partnership shall not be altered without the approval of the Bank.
30. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices or causing any loss of property in the Bank Colonies, the Bank shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee (Security Deposit).
31. The contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner.
32. The contractor shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works / services under the contract provided by the contractor.
33. The bidder should submit attested copy of registration under the Contract Labor (Regulation & Abolition) Act 1970 of any other employer for whom the Security Agency is currently undertaking the work through contract labour.
34. Ensure that all persons employed by it, for the purposes for rendering the services required by the Bank, are insured with authorized insurance companies, for which no extra payment will be made by the Bank. The Bank will not be liable for any damages / injuries to persons as a part of execution of this contract. The PSA shall be responsible for any injury or damages to any persons, animals or any other things and any claims made on account thereof.
35. The contractor shall get private Parking Assistants, private Security Guards and private Security Supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect. Bank will be at liberty to get anybody re-examined in case of any doubt. Only physically fit personnel shall be deployed for duty. Violation in this regard is liable to be penalized.

36. Private Security staff engaged by the contractor shall not take part in any staff union and association activities.
37. The contractor shall bear all the expenses incurred on the following services i.e. Provision of uniforms (including name badges, belt and shoes), torches and cells, lathis / ballams and other such gadgets to security staff, stationery for writing duty charts and registers at security check points and records keeping as per requirements.
38. The Bank shall not be responsible for providing residential accommodation or medical facility to any of the employee of the contractor.
39. The Bank shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the contractor.
40. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Bank from the agency.
41. The bidder shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The bidder shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise. The contractor shall also comply with all applicable statutory liabilities such as labour laws etc. The bidder shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Bank etc.
42. The bidder will have to enclose the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.
43. RBI, Hyderabad will deduct tax at source and all other statutory taxes / service tax / GST charges etc. as applicable from time to time from the amount payable to the agency.
44. If it comes to the knowledge of the Bank that the same personnel has been deployed in two consecutive duties / shifts, the Bank shall reserve the right to refuse the payment to the Agency and impose penalty of ₹ 2000/- per instance.
45. The agency shall take all reasonable precautions to prevent any unlawful act or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of Reserve Bank of India, Hyderabad. The bidder should have its own quick response team (with vehicle) in Hyderabad City, to deal with emergency situations.
46. The agency shall deploy his persons in such a way that they get weekly rest. The working hours / leave, for which the work is taken from them, do not violate relevant provisions of the Shops and Establishment Act. The agency shall arrange to provide reliever equally qualified and competent in case of absence / leave / off etc. of the Security staff and Parking personnel deployed. The agency shall in all dealings with the persons in his employment should have due regards to all recognized festivals, days of rest and religious or other customs. In the event of the agency committing a default or breach of any of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incurred, he shall without prejudice to any other liability pay to the Regional Director, Reserve Bank of India, Hyderabad, a sum as may be claimed by any person / client.

47. The agency shall remove all personnel deployed by him on termination of the contract or on expiry of the contract from the premises of the Reserve Bank of India, Hyderabad and ensure that no such persons shall create any disruption / hindrance / problem of any nature in the Reserve Bank of India, Hyderabad either explicitly or implicitly.

48. The agency shall keep the Reserve Bank of India, Hyderabad indemnified against all claims whatsoever in respect of the employees deployed by the agency, in case any employee of the agency so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the agency to contest the same. In case, Reserve Bank of India, Hyderabad is made party and is supposed to contest the case, Reserve Bank of India, Hyderabad, will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the agency to Reserve Bank of India, Hyderabad on demand. Further, the agency shall ensure that no financial or any other liability comes on Reserve Bank of India, Hyderabad in this respect of any nature whatsoever and shall keep Reserve Bank of India, Hyderabad indemnified in this respect.

49. Any loss of official property of Reserve Bank of India, Hyderabad due to negligence of personnel so deployed will be recoverable from the Agency and the same shall be determined after giving due notice to the Agency. Decision in this regard will be taken by the Bank. However, Agency will have the right to appeal to the Regional Director, Reserve Bank of India, Hyderabad, whose decision shall be final and binding in the matter.

50. It shall be the responsibility of the agency to take care of Security Arrangements in the Reserve Bank of India, Hyderabad premises and report the matter related to Security to the designated officer of Reserve Bank of India, Hyderabad on immediate basis. It shall be the sole responsibility of the agency to ensure security and safety of all the property and assets, movable and immovable, related to safety and security of the Reserve Bank of India, Hyderabad and if there is any loss to the Reserve Bank of India, Hyderabad on account of dishonesty, and / or due to any lapse on the part of the agency or his worker(s), the agency shall make good on demand the loss to the Reserve Bank of India, Hyderabad. The Agency should also take steps, in consultation with Reserve Bank of India, Hyderabad, to register FIR with police, if required.

51. If any dispute, difference or question shall, at any time, arise between parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to sole arbitrator appointed by the Bank. In case the Agency do not agree to such appointment, both the parties will appoint an arbitrator each and the arbitrators then will appoint the Presiding Arbitrator. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof shall be applicable, and the decisions of the Arbitrator / panel of Arbitrators shall be final and binding on both the parties. Further all disputes, differences or questions, if any, shall be deemed to have arisen at Hyderabad and only courts in Hyderabad shall have jurisdiction to determine the same.

52. In case the Agency does not agree to such appointment, both the parties will appoint an arbitrator and the arbitrator then will appoint the Presiding Arbitrator. The award of the Arbitrator / panel of Arbitrators shall be final and binding on both the parties. The Arbitration and Conciliation Act, 1996 shall be applicable. The venue of arbitration shall be Hyderabad. Further all disputes, difference or claim, if any, shall be deemed to have arisen at Hyderabad and only courts in Hyderabad shall have jurisdiction to determine the same. The Arbitrator may give interim awards and / or directions, as may be required.

53. The agency shall not charge any amount from the personnel deployed by him towards recruitment fee, etc.

54. The agency shall ensure that the persons so deployed do not allow any property of the Reserve Bank of India, Hyderabad to be taken out of the premises without a Gate Pass signed by the designated officials of the Bank.

55. Personnel provided shall be adequately trained in guarding duties and other security measures including first aid, emergency responses and firefighting operations. Agency has to submit the certificates of trained Private Security Guards.

56. The Agency shall comply with the provisions of the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013.

- a. The agency shall be solely responsible for full compliance with the provisions of the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act 2013. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the internal complaints committee constituted by the agency and the agency shall ensure appropriate action under the said act in respect of the complaint.
- b. Any complaint of sexual harassment from any aggrieved employee of the agency against any employee of the bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c. The agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the agency, for instance any monetary relief to Banks employee, if sexual violence by the employee of the agency is proved.
- d. The agency shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
- e. The agency shall provide a complete and updated list of its employees who are deployed within the Banks premises.

57. **Duty and Discipline:** The Security Agency shall be obliged to comply with the following:

- a. Not to permit or carry on any unlawful activity or create indiscipline in the premises of the Reserve Bank of India, Hyderabad.
- b. To be solely responsible for employment, dismissal, termination and re-employment of its employees and shall keep the Reserve Bank of India, Hyderabad informed of all development in this regard.
- c. To pay all dues of its employees and keep the Reserve Bank of India, Hyderabad absolved and indemnified from any liability in this respect.
- d. To be responsible for behavior of its employees, their turnout and uniform and ensure good conduct, cooperation and discipline towards employees / officers of Reserve Bank of India, Hyderabad and its representatives.
- e. To appropriate corrective and disciplinary action against its employees against whom the Reserve Bank of India, Hyderabad notifies.
- f. To ensure that its employees carry out all duties and responsibilities as desired.
- g. No PSA staff shall report to duty under the influence of Alcohol or Drugs. Consumption of Tobacco, Pan Masala and like substances is strictly prohibited while being present on the Bank's properties. Contravention to this condition will result in removal of the said PSA staff from RBI properties permanently.
- h. Usage of smart phone while on duty is prohibited and will attract penalty of ₹ 1000/- per instance.

58. On expiry of the agreement, the agency shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favor of Reserve Bank of India, Hyderabad so that no liability or obligation devolve on the Reserve Bank of India, Hyderabad.

59. Any event which exposes Bank and its assets to higher risk and is attributable to PSA and its staff will result in issuance of an official warning letter by the Bank to the Agency.

60. **Insurance:-** The successful tenderer shall take "all risk (CAR) policy" for the contract value, "third party / public liability " for the contract in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) and "workmen compensation policy" for the workers engaged in the work (Name and location of the work must be mentioned clearly in the insurance policy). The Minimum cover under third party / public liability shall be for a minimum of Rs.2.00 lakh per accident, for up to 5 accidents during execution of work. The Minimum cover under (Workmen Compensation Policy) shall be in accordance with the minimum wages paid to the workman deployed for the fulfilment of the contract.

61. The initial Contract shall be valid up to March 31, 2027.

I/We hereby declare that I/we have read and understood the above instructions for guidance of tenderers and will abide by the same.

Date: Signature of Contractor with Seal:

Place: Name and Address with Contact Nos.:

Section I- Scope of Work

1. Detailed Scope of works:

a)	Areas of Deployment	Reserve Bank of India, Hyderabad - Main Office Premises Bank's Residential Colonies at Ameerpet, Begumpet, Musheerabad, Redhills and Yellareddyguda.
b)	Working Hours	Shift I – 06:00 AM to 02:00 PM Shift II – 02:00 AM to 10:00 PM Shift III – 10:00 PM to 06:00 AM
c)	Manpower	A total of 73 Security Staff including 04 Security Supervisors and 03 Parking Attendants.

2. Scope of Work of The Private Security Agency: -

- a) The contractor shall have to provide round-the-clock security services at the Bank's Residential colonies and in General/Day shift at the Office Premises of Reserve Bank of India, Hyderabad. The detail duty list for the Security Supervisor and the Security guards will be provided before deployment.
- b) The agency shall ensure protection of the staff and families residing in the Bank's properties, prevent trespass with/without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray animals, anti-social elements, unauthorized persons and vehicles inside the MOP and the properties of RBI, Hyderabad.
- c) The Security Agency shall be responsible for overall security arrangements of the Bank properties covered in the contract. Security Agency will ensure that all instructions of the Bank are strictly followed and there is no lapse of any kind.
- d) Deployment of Guards / Security Supervisors shall be as per the instructions of the authorities of the Bank from time to time and the security agency will be responsible for their optimum utilization.
- e) The private Security Guards / private Security Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities. In emergent situations, Private Security Supervisor / Private Security Guards deployed shall also participate and they should be sensitized for their role in such situations.
- f) Any other duties/responsibilities assigned by the Bank may be incorporated in the agreement. The same shall also be binding on the contractor.

g) Ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or his employees have observed the same.

3. Eligibility Criteria for Private Security Supervisor: -

Private Security Supervisor should confirm to the following norms:

- a) Private Security Supervisor should be ex-servicemen or ex-paramilitary personnel in the rank of JCO / Havildar (equivalent in Army/Air force/Navy/Paramilitary) with maximum age of 50 years.
- b) Age: 40 to 50 years.
- c) Education: Minimum 12th Standard (HSC) pass; diploma/degree preferred. Working knowledge of English, Hindi and Telugu.
- d) Nationality: Indian citizen.
- e) Experience: - 2 to 5 years of experience in private security sector, preferably with supervisory responsibilities.
- f) Physical Fitness: - Should be physically fit for patrolling and emergency handling. Medical fitness certificate required.
- g) Verification and Documentation: - Police Verification compulsory. Aadhaar, PAN, address proof, and photos.
- h) **Skills / Professional Competence:** - Ability to:
 - i) Supervise a team of guards
 - ii) Prepare duty rosters
 - iii) Handle emergency situations
 - iv) Maintain logbooks and incident reports
 - v) Coordinate with RWA/Facility Management
 - vi) Knowledge of CCTV operations, access control systems, firefighting basics.
- i) **Additional Requirements (Optional but Recommended):-** Basic knowledge of Firefighting, First aid, Visitor and vehicle management, Soft skills and communication, Familiarity with apartment management software (MyGate/NBH).

4. Eligibility Criteria for Private Security Guards: -

Private Security Guards should confirm to the following norms:

- a) Age: should not be above 45 years for all categories of Private Security Guards.
- b) Education: Minimum 12th Standard (HSC) pass; diploma/degree preferred. Working knowledge of English, Hindi and Telugu.
- c) Nationality: Indian citizen.

- d) Experience: - 1–2 years of experience in private security or related field preferred.
- e) Physical Fitness: - Should be physically fit for patrolling and emergency handling. Medical fitness certificate required.
- f) Verification and Documentation: - Police Verification compulsory. Aadhaar, PAN, address proof, and photos.
- g) **Skills / Professional Competence:** - Ability to:
 - i) Gate movement control
 - ii) Visitor Management
 - iii) Handle emergency situations
 - iv) Patrolling
 - v) Coordinate with RWA/Facility Management
 - vi) Knowledge of CCTV operations, access control systems, firefighting basics.
- h) **Additional Requirements (Optional but Recommended):** - Basic knowledge of Firefighting, First aid, Visitor and vehicle management, Soft skills and communication, Familiarity with apartment management software (MyGate).
- i) Ex-servicemen (Army/Paramilitary/Police) candidates are highly preferred; experience requirement may be relaxed.

5. Eligibility Criteria for Private Parking Assistants: -

- a) Educational Qualification: - Minimum qualification: 12th Standard-Should be able to read and understand basic instructions, signage and vehicle registration details in English/Hindi/ Telugu.
- b) Age Limit- Minimum age: 21 years. Maximum age: 45 years (relaxable in case of experienced candidates, subject to fitness).
- c) Driving License & Experience: - Must possess a valid and current Light Motor Vehicle (LMV) driving license issued by a competent authority.
- d) Experience: - Should have a minimum of 3 years' experience in driving and handling cars, preferably in institutional, corporate, or government establishments. Familiarity with various car types (manual and automatic transmission) is desirable.
- e) Physical Fitness: - Candidate should be physically fit, with good vision and hearing. A medical fitness certificate from a registered medical practitioner should be produced at the time of selection.
- f) Conduct & Character: - Should produce a character & antecedent (C&A) certificate from the competent authority. Must have a clean record with no history of rash driving, criminal offence or substance abuse.
- (vii) Skills & Behavioral Traits: - Should have a polite and courteous attitude while interacting with staff members and visitors.
- g) Ability to follow parking protocols, traffic signs, and security instructions strictly. Should possess basic knowledge of vehicle parking alignment, movement within confined spaces,

and coordination with security personnel. Punctual, disciplined and well-groomed.

- h) Additional Desirable Qualities: - Experience in parking management or valet services in offices, hotels, or institutions will be preferred. Basic understanding of vehicle maintenance and cleanliness (e.g., checking tyre pressure, fuel level, etc.) will be an added advantage.
- i) Verification: - All documents (licence, ID proof, address proof & police verification) must be verified before appointment.

6. Duties and Responsibilities of Security Supervisor: -

- i) The private Security Supervisor is accountable for the entire Security of the property he is posted at and the functions of security guards deployed at the property. Prepare and manage duty rosters and monitor shift-wise deployment of the Security guards. Brief guards before every shift. Ensure guards are disciplined, punctual, and properly uniformed.
- ii) At the beginning of the day he will completely take account from the Security guards about the previous night account & while himself leaving on completion of his duty will brief the incoming private Security Supervisor in clear detail about the activities to be performed & works pending completion.
- iii) He will ensure through Main Gate Guards, that only authorized entry & exit movements of Men, Material & Vehicles takes place. No deviations to be permitted unless authorized.
- iv) After resuming duty, the private Security Supervisor will check the turn out of the staff, brief every guard of his post duties & pass on any specific instructions for the day for the concerned posts as applicable. Mobility of the guard on duty is of paramount importance which has to be well driven in their minds before resuming duties.
- v) During his duty he will monitor the checking of all outgoing / incoming workmen, contract labour, Contractors, & Vendors. Register and verify maids, drivers, cooks, delivery personnel, and service providers. Maintain vendor ID records and deny entry to unauthorized persons.
- vi) Conduct regular foot patrols of common areas, open spaces, parking zones, and boundary walls. In case of any suspicious activity, first take corrective / preventive actions & simultaneously keep Caretaker and Security officers informed about it.
- vii) Ensure upkeep & highest standard housekeeping of the Main Gates & ensure functioning of all security gadgets & apparatus deployed for routine work.
- viii) He shall maintain liaison with Local police, Fire department, Municipality department, Hospitals, Caretaker, Security officer & RWA and be updated always on any changes taking place & inform the same to his security guards.
- ix) Will follow the laid down procedure in case of Visitors. Will ensure that the private security guards maintain a decent and polite behaviour with anyone coming in or going out.
- x) He will always be ready to accept & assist / guide in handling any unforeseen eventualities.
- xi) He shall be duly trained in Fire safety operations and First Aid. He should be trained to operate various fire extinguishers installed in the colonies and he will always be ready to assist with his available staff, in case of any accident or Fire Emergency. He shall impart regular training to Security Guards on Fire safety and First Aid.

- xii) He must do Surprise Checking on regular basis to ensure the effective functioning of his staff.
- xiii) He will maintain shift documentation as per laid down formats, meet the Visitors & guide them respectfully to the place they are supposed to go after completing Gate formalities for Visitors.
- xiv) During his shift he will also compulsorily patrol his area of responsibility, move on all posts to check & ensure effective discharge of duties by the deployed guards & brief where felt necessary. In doing so he will make the Main Gate Guard responsible to take care of the Gate activities during his absence.
- xv) He will ensure all phone calls are received promptly & where required the concerned message is noted down & passed on to the relevant persons / officials when they are available at the first next moment.
- xvi) Shall check lights, fittings, fencing etc. during rounds besides alertness of security guards. Whenever he sees any naked / loose electrical fittings, he must immediately inform electrical contractor and Caretaker and also record the observation in the relevant complaint book.
- xvii) He will check CCTV recordings of the duration of his absence and on noticing any aberration, he will inform the Caretaker and then the Security Officers.
- xviii) At the end of his duty he will brief the private Security guards / private Security supervisors of all works/duties performed during his shift & pending works if any.
- xix) It shall be sole responsibility of the agency that the supervisor will remain in communication through mobile phone. Bank will not bear any cost towards this.
- xx) He shall take regular rounds of the outer periphery to ensure that there is no attempt of encroachment from the existing neighboring buildings/structures or during any new construction. He shall immediately report any instance of encroachment to the Caretaker and P&S Officer in-charge of security of respective colony.
- xxi) Any other duties assigned by the Bank.

7. Duties and Responsibilities of Security Guards: -

- i) They will report for duty ten minutes before their duty start time and will be well turned out.
- ii) After briefing by the Security Supervisor, they will clear doubts if any, on the instructions passed on the day.
- iii) The private Security guards manning the security posts should be vigilant and available at their posts. Patrolling to be carried out on regular basis and its time wise record to be maintained.
- iv) They will keep a watch on the activities at the entrance/ exit gates as also inside the colony and any abnormality noticed will be instantly reported to the Supervisor on duty.
- v) While on duty they will maintain a polite behaviour with the employees, residents and guests especially ladies and not cause unnecessary obstruction to work.
- vi) Conduct regular foot patrols of common areas, open spaces, parking zones, and boundary

walls. In case of any suspicious activity, first take corrective / preventive actions & simultaneously keep Supervisor informed about it.

- vii) Register and verify maids, drivers, cooks, delivery personnel and service providers. Check the vendors for ID records and deny entry to unauthorized persons.
- viii) Lock the main gate of the colony with lock after the laid-out timings at night.
- ix) Monitor entry/exit of contractors and labourers. Check materials entering or leaving the premises with a valid material pass. Any aberrations to be reported to the Caretaker.
- x) No guard, especially in night shift duty will ever be found sleeping. If found sleeping on duty, the guard will require to be removed from all of RBI's properties and the Security Agency will be penalized monetarily as per the penalty clause mentioned in the Terms and conditions.
- xi) Guards on main gate duty will check the incoming / outgoing employees / visitors / contractors / labourers, etc. Frisking in respect of male contractors and labours shall be carried out. The domestic helps (ladies) personal belongings may be subjected to physical checking, to guard against pilferage/theft.
- xii) The guard on main gate will maintain a logbook for all visitors, vehicles and a separate logbook in case of domestic helps, contractors, labour etc.
- xiii) No items can be taken out without proper Gate Passes issued by the competent authority as laid down in the contract or authorized by the Bank for in-out movement of stores. The specimen signatures and telephone numbers of the above stated authorities will be available with the Security personnel.
- xiv) The guards on duty will keep a watch on all the vehicles parked in the parking sites located within the premises of the Bank.
- xv) They should ensure that the street-dogs and stray cattle do not enter the premises.
- xvi) They should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
- xvii) In emergent situations, they shall also participate as per their role defined in the disaster plan, if any, of the Bank. They should be sensitized for their role in such situations.
- xviii) Any private Security Guard on duty shall not leave the premises until his reliever reports for duty.
- xix) Any other provisions as advised by the Bank subsequently may be incorporated in the agreement. The same shall also be binding on the Agency.
- xx) Any other related task given by the Bank to improve Security.

8. Duties and Responsibilities of Parking Assistants: -

The Duties and Responsibilities of parking assistants at RBI Office shall be as follows: -

- i) Guide RBI staff, visitors, VIPs, and contractors to designated parking spaces.
- ii) Ensure systematic parking of two-wheelers and four-wheelers to maximize available

space.

- iii) Prevent congestion and maintain smooth entry and exit of vehicles, especially during peak hours.
- iv) Allow parking only in authorised zones; prevent unauthorised or double parking.
- v) Maintain discretion and professionalism while handling high-ranking officials' vehicles.
- vi) Coordinate with the security staff at the gate for seamless movement of authorized vehicles.
- vii) Regulate internal traffic circulation to avoid bottlenecks.
- viii) Assist security personnel in managing VIP convoys, official delegations, and emergency vehicle movement.
- ix) Ensure that fire lanes, emergency exits, and reserved parking spots remain unobstructed.
- x) Conduct regular rounds of the parking area throughout the shift.
- xi) Identify and report any safety hazards, oil spills, broken floor markings or lighting issues.
- xii) Ensure cleanliness of the parking space; coordinate with housekeeping for cleaning and waste
- xiii) removal.
- xiv) Politely assist RBI employees and visitors in locating parking spaces.
- xv) Offer support to elderly or differently abled visitors for safe movement from parking areas.
- xvi) Report unusual or suspicious vehicles to the Security Guard/Security Officer.
- xvii) Monitor authorize use of covered and reserved parking slots.
- xviii) Inform Security Guard/Security Officer in case of vehicle breakdowns, accidents or disputes
- xix) over parking.
- xx) Assist in crowd/traffic control/management during official events, conferences, high-level
- xxi) meetings and national functions.
- xxii) Ensure that fire extinguishers, emergency doors, and signage in the parking area are clearly
- xxiii) visible and unobstructed.
- xxiv) Assist during emergency evacuation by guiding vehicles and people safely.
- xxv) Report any fuel leakage, smoke, or unusual smell from vehicles immediately.
- xxvi) Maintain disciplined and courteous behaviour at all times.
- xxvii) Avoid use of mobile phones during duty except for official communication.
- xxviii) Uphold confidentiality, particularly regarding VIP movements and official events.

SECTION J – Safety Code

1.	First aid appliances including adequate supply of sterilized dressing and cotton wool shall be kept in a readily accessible place.
2.	An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization
3.	Workers employed shall be provided with protective footwear, hand gloves and facemasks.
4.	The contractor shall provide all the safety gadgets to the workers for carrying out the work as per statutory norms.
5.	During the work execution necessary fire safety measures shall be taken
6.	The vendor shall take all COVID-19 related measure/precautions to the workers deployed by him for the work like issuing and wearing mask at all times, sanitizing hands frequently etc., as per orders issued by MHA, Government of India/ the state government/ the Bank time to time.

I/We hereby declare that I/we have read and understood all the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us..

Signature of tenderer with seal

Address:

Date:

Section: K- Schedule of Quantities

Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises

Table :1-This is for illustrative purpose only and the Price Bid should not be submitted with Part I –Technical Bid. It should be submitted online in MSTC Portal and no Enclosure should be enclosed with Part- II

Sl. No.	Description of Work- Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises					
	NOTE: Wage component -The bidder may quote equal to or higher than the below mentioned amount, <u>but not lower</u> , in MSTC website.					
	Service Charges Component - The bidder may quote his desired and reasonable amount for the overhead and service charge in MSTC website.					
A.	WAGE COMPONENT: – Gross Wages of total workmen for 12 months: The amount is inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) Private Security Guard (Unskilled) and Security Supervisors (Highly-Skilled) and Parking Attendants(Unskilled) according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus.					
S/ n	Category	Number of Guards/ Supervisors	No. of days in a year	Total Minimum Wages per-month per person	Total minimum wages per annum (in Rupees)	Total amount for 12 months(excl of GST)
1.	Private Security Guard at Residential Colonies	56	365	32,032	2,15,25,504	Quoted rate should be minimum ₹ 2,76,76,272/- excluding GST in MSTC website.
2.	Private Security Supervisor at Residential Colonies	04	365	41,852	20,08,896	
3.	Private Security Guards at Main Office Premises	07 (04 Male and 03 Female)	313	27,456	23,06,304	
		03 (02 Male and 01 Female)	261	23,532	8,47,152	
4.	Parking Attendants at Main Office	03	313	27,456	9,88,416	

B.	SERVICE CHARGES COMPONENT – Contractor's Profit, Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party Liability Policy), any other expenses as applicable. (A minimum of 3.00% should be quoted)(Only Numerical Value up to two decimal point to be entered)	Quoted rate should be excluding GST in MSTC website.
C.	Grand Total amount = $1.18^* X (A+B)$ *GST @ 18 % applicable on both A and B	$1.18^* (A+B)$

➤ Bidders must keep in mind the following:

- The price should be quoted for one year.
- While quoting wage component that if they quote lower than the minimum amount, they shall be liable for **disqualification**.
- While quoting Service Charges, they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Security Staff.
- Offering “zero”/ irrational/ unreasonable/ unworkable quotes shall be liable for **disqualification**.

Table:2 Calculation sheet for arriving rate per person per day inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus.

Sr. No	Components	Private Security Guard	Private Security Supervisor	Private Security Guards at Main Office Premises	Parking Attendants
1.	Basic Wages plus VDA per day w.e.f. 01 Oct 2025	981	1304.73	981	981
2.	For 26/22 days on ser no 1	25506 (*26 days)	33923 (*26 days)	25506 (*26 days)	21582 (*22 days) 25506 (*26 days)
3.	Employer Contribution of ESI@3.25% of ser no 02 (NA if ser no 02 exceeds Rs. 21000/-)	NA	NA	NA	NA
4.	Employer Contribution of EPF @ 13% of ser no 2 including EDLI and Admin charges (Maximum	1950	1950	1950	1950

	Ceiling of Rs. 15,000/-)					
5.	<u>Bonus @ 8.33% of ser no 02 (NA if ser no 2 exceeds Rs. 21,000/-)</u>	NA	NA	NA	NA	NA
6.	Sub Total	27456	35873	27456	23532	27456
7.	Relieving Charges (1/6 of Ser no 06)	4576	5979	NA	NA	NA
8.	Base Rate Per Person Per Month	32032	41852	27456	23532	27456

- Minimum rates of wages (plus VDA) calculated as per the Notification issued by the Chief Labour Commissioner (Central); Ministry of Labour & Employment applicable from October 01, 2025. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.
- Statutory payments EPF and ESI are calculated according to latest rules and regulations stipulated by respective authorities Employees' Provident Fund Organization and Employees' State Insurance Corporation.
- Bonus is calculated as per the latest amendment [The payment of Bonus (Amendment) Act, 2015 notified on 01.01.2016] made effective from 01.04.2014.



**RESERVE BANK OF INDIA
PROTOCOL AND SECURITY CELL HYDERABAD
HYDERABAD**

Annual Service Contract for Deployment of Security Supervisor, Security Guards and Parking Attendants at the Reserve Bank of India, Hyderabad – Office Building and Residential Premises

**Part II
(Financial Bid)**

S.No	Description of Item	Rate to be quoted in MSTC per year
1.	Wage Component- Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus (excluding GST @ 18 %) (As per Details Arrived from Annexure-A Ser No 11)	₹. XXXXXXXXX.
2.	Service Charges Component – Contractor's Profit, Insurance charges (Workmen Compensation Policy, Contractors All Risk Policy and Third-Party Liability Policy), Uniform Charges, any other expenses as applicable (excluding GST @ 18 %) (A minimum of 3.00% should be quoted)(Only Numerical Value up to two decimal point to be entered)	₹. Rates to be quoted in MSTC
3.	Total amount = 1.18*(Ser.No 1 + Ser.No 2) *GST @ 18 % applicable on Ser.No 1 and Ser.No 2	₹. XXXXXXXXX

(Important: Do not upload the filled calculation sheet, this is for reference only. Only upload excel downloaded from MSTC in Price Bid only.)

Place:

Name & Signature of the Contractor

Date:

DO NOT UPLOAD THE RATES FOR THE SAID WORK ALONG WITH THE TECHNICAL DOCUMENTS.

A. Wage Component- Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus (excluding GST @ 18 %)

Sr. No	Component s	Private Security Guard	Private Security Supervisor	Private Security Guards at Main Office Premises		Parking Attendants
1.	Basic Wages plus VDA per day w.e.f. 01 Oct 2025	Rates to be quoted in MSTC	Rates to be quoted in MSTC			
2.	For 26/22 days on ser no 1	This will be automatically calculated as (26*Rate quoted above)	This will be automatically calculated as (26*Rate quoted above)	This will be automatically calculated as (26*Rate quoted above)	This will be automatically calculated as (22*Rate quoted above))	This will be automatically calculated as (26*Rate quoted above)
3.	Employer Contribution of ESI@3.25% of ser no 02 (NA if ser no 02 exceeds Rs. 21000/-)	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC			
4.	Employer Contribution of EPF @ 13% of ser no 2 including EDLI and Admin charges (Maximum Ceiling of Rs. 15,000/-)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)
5.	<u>Bonus @ 8.33% of ser no 02 (NA if ser no 02 exceeds Rs. 21,000/-)</u>	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC			
6.	Sub Total (Sl. No 02 to 05)	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC			
7.	Relieving Charges (1/6 of Ser no 06)	This will be automatically	This will be automatically	Not Applicable	Not Applicable	Not Applicable

		calculated in MSTC	calculated in MSTC			
8.	Total rate per person for 26/ 22 days (Sl. No 2 to 7)	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC
9.	Number of Staff	56	04	07	03	03
10	Total Wages per annum Excluding GST {(Ser.No 8) x (Ser No. 9) x 12}	This will be automatically calculated in MSTC (i)	This will be automatically calculated in MSTC (ii)	This will be automatically calculated in MSTC (iii)	This will be automatically calculated in MSTC (iv)	This will be automatically calculated in MSTC (v)
11.	Wage Component Total excluding GST(This Value to be reflected in Part-II for S.No.1)	(i)+(ii)+(iii)+(iv)+(v)				

Technical Evaluation

In the event of Price bid being same of more than two technically eligible vendors, the Technical evaluation criterion will be considered for awarding the contract

Sl. No.	Information to be provided	To be filled by the Bidder	For office use
1.	Annual Turnover (in Crores) for the last financial year duly certified by the Statutory Auditors.		
2.	Experience of running Security services (in years)		
3.	Manpower on roll		
4.	Valid License under PSAR Act, 2005(Y/N)		
5.	Details regarding Experience		
6.	Bankers Opinion Report Attached(Y/N)		
7.	Training Infrastructure Address and available area of the training establishment		
8	No. of Supervisory staff and trained Security/Ex- Servicemen on roll.	Ex-Servicemen Guards = Security Guards = Supervisory Staff =	
9.	Has your Company ever been Blacklisted? (Y/N)		
10.	EMD Attached (Y/N)		
11.	Documents attached (Y/N)		
12.	Quick Reaction Team (Y/N) and details of the same.		

Note: Photocopies of all necessary documents duly self-attested must be submitted for verification of the information provided.

Signature of the Bidder

(Name and Address of the Bidder)

Telephone No.

Annexure I (a)

In addition to the [Annexure I](#) of the tender document, the following technical evaluation criterion will be considered to evaluate the technical competence of the Tenderer.

Note: - In case of more than one L1 bid, the Tenderers will be judged on the basis of the technical parameters as mentioned below and the bid will be awarded to the Tenderer who is having higher technical score. Tenderers will be required to furnish documentary evidence in support of their claims on the following parameters:

S. n	Description of Evaluation Criterion	Marks	Remarks
1.	Presence of Quick Reaction Team: (i) Dedicated vehicle for QRT- 05 marks (ii) No of personnel in the QRT- 05 marks 01 mark per person, limited to Max 05 people. (iii) Equipment (05 marks): Walkie Talkie-02 marks, Torch-01 mark, Ballam-01 mark, Dedicated Mobile-01 mark.	15 (i)+(ii)+(iii)	
2.	Presence of a 24x7 Control room in Hyderabad: (i) Dedicated workspace- 05 marks (ii) Equipment 05 marks - Computer-01, Walkie Talkies -02, Dedicated Landline-01, Dedicated Mobile-01. (iii) Dedicated Manpower in control room- 05 marks – 2.5 marks per person to a maximum of 02 persons.	15 (i)+(ii)+(iii)	
3.	Security Training Infrastructure: (i) In Hyderabad: 10 marks Class/Conf room with Projector/TV and seating capacity of min 15 persons (04 mks). Lesson plans-(02mks) Training records (02 mks) Instructor (02 mks) (ii) Outdoor Training Facility in or outside Hyderabad 10 marks Ground-02 mks, Drill Square 02 mks, Gymnasium-02 mks Unarmed Combat-02 mks Computer classes-02 mks.	20 (i) +(ii)	
4.	Pan India Presence: The Tenderer will be allotted 01 mark each for submitting valid PSARA license of states, limited to maximum of 10 states	10	
5.	International Presence: The Tenderer will be allotted 01 mark each for submitting valid proof of International Security operations (other than SAARC countries), however, limited to maximum of 10 Countries	10	
6.	Tenderer will be awarded 01 mark each for providing satisfactory Security services in other RBI Offices limited to maximum 10. Agencies Blacklisted in other RBI offices will be disqualified.	10	
7.	Tenderer will be awarded 01 mark each for having provided Security services in large establishment like Central Government/PSU, Banks etc. Limited to maximum 10.	10	
8	Tenderer will be awarded 01 mark each for having provided satisfactory Security services in large residential colonies (more than 550 units per colony) pan India. Residents Welfare Association (RWA) letter of colony certifying satisfactory services to be submitted. Limited to maximum 10.	10	
	Total Marks	100	

ANNEXURE – II

**Details of the work executed during the last 5 years ending
on December 31, 2025 as per the eligibility criteria**

S I. N o .	Name of the work & location	Nature & Descri ption of work	Name & address of the owner for whom work was carried out (Detail of contact person with Phone number shall be furnished)	The name and full address of the officer under whom the work was carried out.	Valu e of the work in ₹	Whether work completed in time. If not reason for the delay	Date of start and completion - Proof or satisfactory completion of the work should be attached (signed by the competent person)
1	2	3	4	5	6	7	8

Place and Date:
contractor/firm with name and address & Seal

Signature of the

**[Scanned copy (in pdf format) of this Annexure duly filled, to be uploaded
with tender**

Annexure – III**CLIENT's CERTIFICATE PERFORMANCE OF CONTRACTOR**

To
The Regional Director
Estate Department
Reserve Bank of India
Secretariat Road, Saifabad
Hyderabad-500004

Name & address of the Client:

Details of Works executed by Smt. /M/s

1.	Name of work with brief particulars	
2.	Agreement No. and date	
3.	Agreement amount	
4.	Date of commencement of work	
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay (indicate amount) if any	
8.	Gross amount of the work completed and paid	
9.	Name and address of the authority under whom works executed	
10.	Whether the contractor employer qualified Engineer/Overseer during execution of work?	
11	i) Quality of work (indicate grading)	Outstanding/Very Good/Good/Satisfactory/poor
	ii) Amt. of work paid on reduced rates, if any.	
12.	i) Did the contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
13.	Comments on the capabilities of the contractor.	
	a) Technical Proficiency	Outstanding/Very Good/Good/Satisfactory/poor
	b) Financial soundness	Outstanding/Very Good/Good/Satisfactory/poor
	c) Mobilization of adequate T&P	Outstanding/Very Good/Good/Satisfactory/poor
	d) Mobilization of manpower	Outstanding/Very Good/Good/Satisfactory/poor
	e) General behaviour	Outstanding/Very Good/Good/Satisfactory/poor

Note: All columns should be filled in properly counter signed by Reporting Officer or executive engineer/Superintending Engineer or equivalent.

The performance/completion certificates obtained from clients can be in any format other than the one specified above, but the certificates should mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those will not be accepted.

Annexure: IV

Proforma of Bank Guarantee for Performance Security Deposit/Retention money

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the
Issuing Bank)

Place.....
Date.....

To
The Regional Director
Reserve Bank of India
Secretariat Road, Saifabad
Hyderabad-500004

Madam/Sir,

**Annual Service Contract for Deployment of Security Supervisor,
Security Guards and Parking Attendants at the Reserve Bank of India,
Hyderabad – Office Building and Residential Premises, WHEREAS**

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s_(Name of the Contractor) (hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹ _____ (Rupees _____ Only) (Amount in figures and words) for the due fulfilment by the said Contractor of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s, the Contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹ _____ as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the Contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said Contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹ _____ (Rupees _____ Only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations the Contractor under the said Contract, provided,

however, that our liability against such sum shall not exceed the sum of ₹ _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ _____ (Rupees _____ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.
4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:-

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ _____ (Rupees _____ Only)
- b) Our liability under these presents shall not exceed the sum of ₹ _____ (Rupees _____ Only)
- c) Our liability under this agreement shall not be affected by infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto _____ (60 days beyond the Defect Liability period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of

the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder

In witness whereof I/We of the Bank have signed and sealed this guarantee on the _____ day of _____ (Month) (Year) being herewith duly authorized.

For and on behalf of _____ (Name of the Bank)

Signature of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

Witness 1

Signature:

Name:

Address:

(NB: This guarantee will require stamp duly as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

Annexure V

**Details of Bankers
(To be given on Tenderer's letter head)**

Particulars	Banker
Account No	
Type of Account:	
Name of the Bank and complete postal address:	
IFS Code	
Name and Job-title of the Contact Person	
Telephone No(s) and Email ID etc.	
Whether Credit Facility/Overdraft facility availed by the agency.	
The period from which the agency has been banking with the Banker.	
Any other information which the vendor may like to furnish about its Banker.	

Date:

Authorized Signatory:

(With Name/Designation & Seal)

**Undertaking regarding Non-Conviction by a Court of Law
(On Company's letter head)**

Name of Work:

1. I/We(Name of the bidder) declare that

- a) My/ Our track records are clean. I/ we or any of our allied firm* have not been involved in any illegal activities/ financial frauds. I/We have not been convicted in a Court of Law on any grounds. There is no such case with the Police/ Court/ Regulatory authorities against me/ us.
- b) I/ We or any of our allied firm* have not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- c) I/ We or any of our allied firm* is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on (Last date of submission of bid).

or

I/ We or our allied firm* {Name of the allied firm(s)) is/ are debarred / suspended / blacklisted by (Name and address of public institution in India or any other country) and the same effective up to{date}. A copy of such letter is attached for your information and record.

- d) I/ We or any of our allied firm* have not made any transgression in respect of the code of integrity with any public institution / entity in India or any other country in last three years as on(Last date of submission of bid).
- e) I/We will inform the Bank in writing, in case, I/we or any of our allied firm* is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.
- f) I/ We have not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract.
- g) The details of all disputes I/ we had with my/ our clients and the current status thereof are attached for your information and record.

(seal and signature of the bidder)

Date

Place

(Note: strike out which is not applicable)

*Allied firm: A firm would be termed as "allied firm" if the management is common, or substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice. Further all successor firms will also be considered as allied firms.