



भारतीय रिज़र्व बैंक

www.rbi.org.in

निविदा आमंत्रण सूचना (एनआईटी)

भारतीय रिज़र्व बैंक, आइज़ोल में निहत्ये सुरक्षा गार्ड की सेवाएं प्रदान करने के लिए

भारतीय रिज़र्व बैंक, आइज़ोल में निहत्ये सुरक्षा गार्ड की सेवाएं प्रदान करने के लिए के लिए भारतीय रिज़र्व बैंक, आइज़ोल ई-निविदा मोड द्वारा दो-भाग की निविदा आमंत्रित करता है। निविदा एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (<https://www.mstcecommerce.com/eprocn/>) के माध्यम से की जाएगी। सभी इच्छुक कंपनियों/एजेंसियों/फर्मों को निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ स्वयं को पंजीकृत करना होगा। निविदा अनुसूची निम्नवत है:

a.	ई-निविदा सं	RBI/AIZAWL/HRMD/1/25-26/ET/85
b.	कार्य का नाम	भारतीय रिज़र्व बैंक, आइज़ोल में निहत्ये सुरक्षा गार्ड की सेवाएं प्रदान करने के लिए।
c.	कार्य का अनुमानित लागत	Rs. 57.00 लाख (जीएसटी सहित)
d.	निविदा पद्धति	ई-खरीद प्रणाली (तकनीकी और वाणिज्यिक बोली (भाग-I) और मूल्य बोली (भाग-II)) एमएसटीसी पोर्टल (https://www.mstcecommerce.com/eprocn/) के माध्यम से;
e.	एनआईटी की तिथि पार्टियों के डाउनलोड करने हेतु उपलब्ध	13 मई 2025 को 17:00 बजे से
f.	बयाना जमा राशि (ईएमडी)	₹1,14,000/- (रुपए एक लाख चौदह हजार मात्र) एनईएफटी अंतरण के माध्यम से भारतीय रिज़र्व बैंक, आइज़ोल में जमा किया जाना चाहिए: खाता संख्या - 186003001 IFSC – RBIS0AZPA01 (IFS कोड में पाँचवाँ और दसवाँ अंक शून्य है) ईएमडी राशि दिनांक 9 जून 2025 को अपराह्न 2:00 बजे तक जमा करना होगा।
g.	बोली-पूर्व बैठक, दिनांक, समय तथा स्थान (ऑफ लाइन)	दिनांक 27 मई 2025 को 11:00 बजे, सम्मेलन कक्ष, भारतीय रिज़र्व बैंक, आइज़ोल
h.	बोली-पूर्व बैठक के निष्कर्ष को परिशिष्ट, शुद्धिपत्र आदि के रूप में आरबीआई वेबसाइट पर अपलोड करने की तिथि और समय	दिनांक 29 मई 2025 को 12:00 बजे

i.	तकनीकी और वाणिज्यिक बोली (भाग-I) और मूल्य बोली (भाग-II) के लिए वेबसाइट (https://www.mstcecommerce.com/eprocn/) पर बोली प्रारंभ तिथि	दिनांक 13 मई 2025, को 17:00 बजे
j.	तकनीकी और वाणिज्यिक बोली (भाग-I) और मूल्य बोली (भाग-II) प्रस्तुत करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि	दिनांक 9 जून 2025, को 14:00 बजे तक
k.	तकनीकी और वाणिज्यिक बोली (भाग-I) खोलने की तिथि और समय	दिनांक 9 जून 2025, को 15:00 बजे
l.	मूल्य बोली खोलने की तिथि एवं समय (भाग-II)	अनुवर्ती दिन, जिसकी सूचना बोलीदाताओं को पहले से दे दी जाएगी।
m.	लेनदेन शुल्क	एमएसटीसी लिमिटेड द्वारा सूचना के अनुसार राशि

निविदा दस्तावेज एमएसटीसी की वेबसाइट अर्थात् www.mstcecommerce.com पर दिनांक मई 13, 2025 को 14:00 बजे से उपलब्ध होंगे। विधिवत भरे गए निविदा दस्तावेज और मूल्य-बोली एमएसटीसी साइट पर जून 09, 2025 को 14:00 बजे तक अपलोड किए जाएंगे। निविदा में फर्मों द्वारा ई-निविदा प्रस्तुत करने के संबंध में विस्तृत दिशा-निर्देश दिए गए हैं। बिना ईएमडी के प्राप्त ऐसी किसी भी निविदा को गैर-सम्भावित माना जाएगा तथा निविदा प्रक्रिया में भाग लेने से अस्वीकार कर दिया जाएगा।

इच्छुक निविदाकर्ताओं की प्री-बिड मीटिंग (ऑफ-लाइन मोड) मई 27, 2025 को 11:00 बजे कॉन्फ्रेंस रूम, आरबीआई, आइजोल में आयोजित की जाएगी। इच्छुक बोलीदाताओं से अनुरोध है कि वे निविदा के संबंध में अपनी शंकाओं, यदि कोई हो, को स्पष्ट करने के लिए बैठक में उपस्थित हों।

ई-निविदा का भाग-I (तकनीकी और वाणिज्यिक बोली) जून 09, 2025 को 15:00 बजे कार्यालय भवन, आरबीआई, आइजोल में खोला जाएगा। ई-निविदा दस्तावेज के भाग-I की जांच के बाद, साथ ही सहायक दस्तावेजों के अनुसार, यदि कोई भी फर्म निविदा में निर्दिष्ट आवश्यक पात्रता नहीं रखती है, तो बैंक ऐसे निविदाकर्ताओं द्वारा प्रस्तुत निविदा को अस्वीकार करने का अधिकार सुरक्षित रखता है।

केवल उन निविदाकारों की भाग-II (मूल्य बोली) जो निविदा में निर्दिष्ट पात्रता मानदंडों के अनुसार अपेक्षित योग्यता रखते हैं, और तकनीकी-वाणिज्यिक स्थिति में योग्य हैं, उन्हें योग्य निविदाकारों को इसकी उचित सूचना देने के साथ बाद में अनुवर्ती दिन खोला जाएगा।

निविदाकर्ता या तो निविदा खोलने के अवसर पर बैंक में उपस्थित रहना चुन सकते हैं या फिर अपने स्थान पर इसे ऑनलाइन देख सकते हैं। यदि इस निविदा के संबंध में भविष्य में कोई संशोधन/ शुद्धिपत्र जारी किया जाएगा तो उसे केवल आरबीआई वेबसाइट पर ही जारी किया जाएगा तथा समाचार पत्र में प्रकाशित नहीं किया जाएगा।

**महाप्रबंधक और प्रभारी अधिकारी
भारतीय रिज़र्व बैंक, आइज़ोल**



भारतीय रिजर्व बैंक | RESERVE BANK OF INDIA
मानव संसाधन प्रबंधन विभाग
HUMAN RESOURCES MANAGEMENT DEPARTMENT
आइजोल | AIZAWL

ई-निविदा आमंत्रण सूचना (एनआईटी) | NOTICE INVITING e-TENDER (NIT)
(केवल ई-खरीद के माध्यम से) | (Only through e-procurement)

ई-आरबीआई आइजोल में निहत्ये सुरक्षा गार्ड की
सेवाएं प्रदान करने के लिए ई-निविदा
E-TENDER FOR PROVIDING SERVICES OF
UNARMED SECURITY GUARDS AT RBI, AIZAWL

भारतीय रिजर्व बैंक, आइजोल (इसके बाद 'बैंक' के रूप में संदर्भित) आरबीआई आइजोल में सुरक्षा सेवाएं प्रदान करने के लिए पात्र प्रतिष्ठित कंपनियों / एजेंसियों / फर्मों से दो भागों (भाग I- तकनीकी बोली और भाग II- मूल्य बोली) में ई-निविदा आमंत्रित करता है। अनुबंध की अवधि शुरू में 1 जुलाई, 2025 से 31 मार्च, 2026 तक मान्य होगी और संतोषजनक प्रदर्शन, या अन्य अवधि / मापदंडों के अधीन, जैसा कि बैंक तय कर सकता है, एक बार में एक वर्ष के लिए अधिकतम दो और वर्षों के लिए बढ़ाया जा सकेगा। ई-निविदा जमा करने की अंतिम तिथि 9 जून, 2025, दोपहर 02:00 बजे तक है। ई-निविदा की संक्षिप्त जानकारी अगले पृष्ठ पर दी गई है। अधिक जानकारी के लिए कृपया वेबसाइट <https://www.rbi.org.in> पर "निविदा" अनुभाग देखें और निविदा अपलोड करने के लिए कृपया एमएसटीसी की वेबसाइट <https://www.mstcecommerce.com/eproc/index.jsp> पर जाएं और पंजीकरण करें।

Reserve Bank of India, Aizawl (hereinafter referred to as 'The Bank') invites e-Tender in two parts (Part I- Technical Bid & Part II- Commercial Bid/ Price Bid) from eligible reputed Companies / Agencies/ Firms for providing services of unarmed Security Guards at RBI Aizawl. The period of contract will initially be valid from July 01, 2025 to March 31, 2026 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide. The last date for submission of e-tender is June 09, 2025, up to 02:00 PM.

A brief information of the e-tender is given in the following page. For further details please visit "Tender" section at website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com/eproc/index.jsp>.

नोट: कृपया यह भी ध्यान रखें कि आगे का परिशिष्ट/शुद्धिपत्र केवल आरबीआई वेबसाइट पर ही प्रकाशित किया जाएगा।

Note: Please also note that further Addendum/ Corrigendum will only be published on RBI website.

Place: Aizawl
Date: May 13, 2025

General Manager & Officer-in-Charge,
RBI Aizawl

ई-निविदा की संक्षिप्त जानकारी

A brief information of the e-tender:-

कार्य का नाम Name of Work:	ई-आरबीआई आइजोल में निहत्थे सुरक्षा गार्ड की सेवाएं प्रदान करने के लिए ई-निविदा E-TENDER FOR PROVIDING SERVICES OF UNARMED SECURITY GUARDS AT RBI, AIZAWL
ई-निविदा संख्या e-Tender No	RBI/Aizawl Office/HRMD/1/25-26/ET/ 85
ई-निविदा प्रकाशन Publication of e-Tender	05:00 PM on May 13, 2025
बोली-पूर्व बैठक Pre-bid meeting	11.00 AM on May 27, 2025. Offline physical meeting to be held at Conference Room of: Reserve Bank of India, T-30, VZ Building, Thakthing Veng, Aizawl - 796005 Note: The participants are advised to confirm their participation one day before on e-mail ID: oicaizawl@rbi.org.in
ईएमडी के साथ ई-निविदा जमा करने की अंतिम तिथि Last date of Submission of e-Tender along with EMD	02:00 PM of June 09, 2025
ई-निविदा खोलने की तिथि और समय Date and time of opening of e-Tender	i. 03:00 PM on June 09, 2025 for Part-I ii. Date of opening of Part-II, i.e. Commercial Bid/ Price Bid shall be informed separately on a subsequent date.

नोट: कृपया यह भी ध्यान रखें कि आगे का परिशिष्ट/ शुद्धिपत्र केवल आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर ही प्रकाशित किया जाएगा।

Note: Please also note that further Addendum/ Corrigendum will only be published on RBI website and MSTC website.

(ई-निविदा ई-प्रोक्योरमेंट वेबसाइट के माध्यम से आमंत्रित)
(e-tender invited through e-procurement website)

<https://www.mstcecommerce.com/eproc/index.jsp>

अस्वीकरण / DISCLAIMER

भारतीय रिज़र्व बैंक, आइजोल ने इच्छुक पक्षों को कार्य की पृष्ठभूमि की जानकारी देने के लिए यह दस्तावेज़ तैयार किया है। जबकि भारतीय रिज़र्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे उचित मानता है, न तो भारतीय रिज़र्व बैंक और न ही इसके किसी भी अधिकारी या उनके संबंधित अधिकारी, कर्मचारी इस दस्तावेज़ में निहित जानकारी या इसके साथ प्रदान की जाने वाली किसी भी जानकारी की पूर्णता या सटीकता के बारे में कोई वारंटी देते हैं या कोई प्रतिनिधित्व करते हैं, व्यक्त या निहित।

Reserve Bank of India, Aizawl, has prepared this document to give background information on the Work to the interested parties. Although the 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.

यह जानकारी संपूर्ण होने का इरादा नहीं है। इच्छुक पक्षों को अपनी स्वयं की जांच करने की आवश्यकता है और उत्तरदाताओं को लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा किया है, और वे निविदा प्रस्तुत करने में केवल भारतीय रिज़र्व बैंक द्वारा प्रदान की गई जानकारी पर निर्भर नहीं हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिज़र्व बैंक या उसके किसी भी अधिकारी या उनके संबंधित अधिकारियों, कर्मचारियों, एजेंटों या सलाहकारों पर बाध्यकारी नहीं है। भारतीय रिज़र्व बैंक कार्य को आगे न बढ़ाने या कार्य के दायरे को बदलने, इस दस्तावेज़ में दर्शाई गई समय-सारिणी को बदलने या लागू की जाने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार सुरक्षित रखता है। यह किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है जो रुचि व्यक्त करता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की प्रतिपूर्ति का भुगतान नहीं किया जाएगा।

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 Reserve Bank of India 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 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 scope 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.

This notice is neither an agreement, nor an invitation to offer of any kind to any party.

बोली प्रस्तुत करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की प्रतिपूर्ति नहीं की जाएगी।
No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their bid.

महत्वपूर्ण सूचना IMPORTANT INFORMATION

1. भारतीय रिजर्व बैंक, आइजोल (इसके बाद 'बैंक' के रूप में संदर्भित) आरबीआई आइजोल में सुरक्षा सेवाएं प्रदान करने के लिए पात्र प्रतिष्ठित कंपनियों / एजेंसियों / फर्मों से दो भागों (भाग I- तकनीकी बोली और भाग II- मूल्य बोली) में ई-निविदा आमंत्रित करता है। अनुबंध की अवधि शुरू में 1 जुलाई, 2025 से 31 मार्च, 2026 तक मान्य होगी और संतोषजनक प्रदर्शन, या अन्य अवधि / मापदंडों के अधीन, जैसा कि बैंक तय कर सकता है, एक बार में एक वर्ष के लिए अधिकतम दो और वर्षों के लिए बढ़ाया जा सकेगा। ई-निविदा जमा करने की अंतिम तिथि 9 जून, 2025, दोपहर 02:00 बजे तक है।

Reserve Bank of India, Aizawl (hereinafter referred to as 'the Bank') invites e-Tender in two parts (Part I- Technical Bid & Part II- Commercial Bid/ Price Bid) from eligible reputed Companies / Agencies/ Firms for providing services of unarmed Security Guards at RBI Aizawl. The period of contract will initially be valid from July 1, 2025, to March 31, 2026, and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide. The last date for submission of e-tender is June 09, 2025, up to 02:00 PM.

2. **ऑनलाइन टेंडर 13 मई, 2025 को शाम 05:00 बजे से देखने/डाउनलोड करने के लिए उपलब्ध होगा।** निर्धारित फॉर्म में टेंडर दो भागों में प्रस्तुत किया जाएगा, भाग-I टेंडर में बैंक की मानक तकनीकी-वाणिज्यिक शर्तें होंगी और भाग II मूल्य बोली के लिए है। टेंडर का भाग-II बोलीदाताओं की किसी भी शर्त के बिना होगा। **टेंडर फॉर्म के साथ मूल्य बोली 9 जून, 2025 को दोपहर 02.00 बजे से पहले प्रस्तुत की जानी चाहिए।** टेंडर दस्तावेज़ के सभी पृष्ठों पर बोलीदाता/बोलीदाता के अधिकृत प्रतिनिधि द्वारा हस्ताक्षर और मुहर लगाई जानी चाहिए और अपलोड की जानी चाहिए। निर्धारित तिथि और समय के बाद टेंडर जमा नहीं किए जा सकते। इच्छुक बोलीदाताओं के लिए प्री-बिड मीटिंग **27 मई, 2025** को सुबह 11.00 बजे भारतीय रिजर्व बैंक, आइजोल में आयोजित की जाएगी।

Online Tender will be available for view/download from 05:00 PM on May 13, 2025.

Tender in prescribed form shall be submitted in two parts, Part-I Tender will contain the Bank's standard techno-commercial conditions & Part II is for Commercial Bid/ Price Bid. Part-II of the Tender will be without any conditions of the bidders. **The Commercial Bid/ Price Bid along with the Tender form are to be submitted before 02.00 PM on June 9, 2025.** All pages of the Tender document should be signed & stamped by the Bidder/ authorised representative of the Bidder and to be uploaded. Tenders cannot be submitted after the due date and time. A pre-bid meeting for the intending bidders will be held on May 27, 2025 at 11.00 AM at Reserve Bank of India, Aizawl.

3. **निविदाओं का भाग-I 9 जून, 2025 को अपराह्न 03:00 बजे खोला जाएगा।** पात्र बोलीदाताओं की निविदा का भाग-II बाद की तारीख को खोला जाएगा, जिसकी सूचना बोलीदाताओं को पहले से दे दी जाएगी।

Part I of the Tenders will be opened at 03:00 PM on June 9, 2025. Part II of the Tender of the eligible bidders will be opened on a subsequent date which will be intimated to the bidders in advance.

4. इस कार्य की अनुमानित लागत **₹57 लाख (सत्तावन लाख रुपए मात्र)** (जीएसटी सहित) **नौ महीने के लिए है, अर्थात जुलाई 2025 से मार्च 2026 तक**। अनुमानित लागत का 2% यानी **₹1,14,000 (एक लाख चौदह हजार रुपए मात्र)** की बयाना राशि, एनईएफटी द्वारा भुगतान की गई, 9 जून 2025 को दोपहर 02:00 बजे तक जमा करनी होगी। तकनीकी बोली के साथ भुगतान का प्रमाण प्रस्तुत करना होगा। The work is estimated to cost **₹57 Lakh (Rupees Fifty-seven Lakh Only)** (including GST) for **nine months, i.e., from July 2025 to March 2026**. Earnest Money Deposit @2% of the estimated cost, i.e., **₹1,14,000 (Rupees One Lakh Fourteen Thousand Only)**, paid by NEFT, shall be submitted by 02:00 PM on June 9, 2025. Proof of payment must be submitted along with the technical Bid.

5. भाग I और संबंधित दस्तावेजों की जांच करने पर, यदि कोई भी निविदाकर्ता/ओं में से कोई भी आवश्यक योग्यता नहीं पाया जाता है, तो बैंक द्वारा उनकी निविदाएं आगे की प्रक्रिया के लिए स्वीकार नहीं की जाएंगी और उनकी मूल्य बोली नहीं खोली जाएगी। यदि किसी भी समय किसी भी निविदाकर्ता में निविदा प्रक्रिया में भाग लेने के लिए आवश्यक योग्यता नहीं पाई जाती है और/या बैंकर की रिपोर्ट असंतोषजनक पाई जाती है, तो बैंक निविदा के भाग-II के खुलने के बाद भी उनके प्रस्ताव को अस्वीकार करने का अधिकार सुरक्षित रखता है। बैंक इसके लिए कोई कारण बताने के लिए बाध्य नहीं है।

Upon examination of Part I and related documents, if any of the Tenderer/s is/ are not found to possess the required eligibility, their Tenders will not be accepted by the Bank for further processing and their Commercial Bid/ Price Bid will not be opened. If any Tenderer is not found to possess the required eligibility for participating in the Tendering process at any point of time and/or banker's report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-II of the Tender. The Bank is not bound to assign any reason thereof.

6. बैंक सबसे कम कीमत वाली निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।

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 also reserves the right to reject all the Tenders without assigning any reason thereof.

7. इस निविदा के संबंध में कोई भी संशोधन/शुद्धिपत्र/स्पष्टीकरण केवल RBI वेबसाइट/MSTC पोर्टल पर अपलोड किया जाएगा। निविदाकर्ता को उपरोक्त वेबसाइट/ई-पोर्टल पर किसी भी संशोधन/शुद्धिपत्र/स्पष्टीकरण के लिए नियमित रूप से जाँच करनी चाहिए।

Any amendment(s) / corrigendum / clarifications with respect to this Tender shall be uploaded on the RBI website / MSTC portal only. The Tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.

निविदा अनुसूची (एसओटी)
SCHEDULE OF TENDER (SOT)

1.	ई-निविदा संख्या e-Tender No	RBI/Aizawl Office/HRMD/1/25-26/ET/85
2.	कार्य का नाम Name of Work:	ई आरबीआई आइजोल में निहत्थे सुरक्षा गार्ड की सेवाएं प्रदान करने के लिए ई-निविदा E-TENDER FOR PROVIDING SERVICES OF UNARMED SECURITY GUARDS AT RBI AIZAWL
3.	अनुमानित लागत Estimated Cost	57 Lakh (Rupees Fifty-seven Lakh Only) (including GST) for initial nine months, i.e. from July 2025 to March 2026
4.	बयाना राशि जमा (ईएमडी) Earnest Money Deposit (EMD)	₹1,14,000 (Rupees One Lakh Fourteen Thousand Only)
5.	निविदा का तरीका Mode of Tender	e-Procurement System (Online Part I –Technical Bid and Part II - Commercial Bid/ Price Bid through https://www.mstcecommerce.com/eprocn/index.jsp)
6.	ई-निविदा प्रकाशन Publication of e-Tender	05:00 PM on May 13, 2025
7.	बोली-पूर्व बैठक Pre-bid meeting	11.00 AM on May 27, 2025. Offline physical meeting to be held at Conference Room of Reserve Bank of India, T-30, VZ Building, Thakthing Veng, Aizawl-796005 Note: The participants are advised to confirm their participation at least one day before on e-mail id. oizaizawl@rbi.org.in

8.	https://www.mstcecommerce.com/eprocn/index.jsp पर ऑनलाइन तकनीकी बोली (भाग-I) प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि Date of Starting of e-Tender for submission of online Techno- Commercial Bid and Commercial Bid/ Price Bid at https://www.mstcecommerce.com/eprocn/index.jsp	05:00 PM of May 13, 2025
9.	ईएमडी जमा करने की अंतिम तिथि Last date of Submission of EMD	02:00 PM of June 09, 2025
10.	ई-निविदा (Part-I Technical Bid) जमा करने की अंतिम तिथि Last date of Submission of e-Tender (Part-I Technical Bid)	02:00 PM of June 09, 2025
11.	Part-I (Technical Bid) खोलने की तिथि और समय:- Date and time of opening of Part-I (Technical Bid) ii. Part II: Commercial/ Commercial Bid/ Price Bid	03:00 PM on June 09, 2025 for Part-I
12.	Part II (Commercial/ Commercial Bid/ Price Bid) खोलने की तिथि और समय:- Date and time of opening of Part II (Commercial/ Commercial Bid/ Price Bid)	Part II (Commercial/ Commercial Bid/ Price Bid) will be opened electronically of only those tenderer(s) whose Part-I (Technical Bid) is found acceptable by the Bank. Such tenderer(s) will be intimated regarding date of opening of Part- II (Commercial/ Commercial Bid/ Price Bid) through valid e-mail submitted by them.
13.	Transaction Fee	Payment of transaction fees through MSTC payment gateway.

भाग-I / PART – I

भारतीय रिजर्व बैंक | RESERVE BANK OF INDIA
मानव संसाधन प्रबंधन विभाग
HUMAN RESOURCES MANAGEMENT DEPARTMENT
आइजोल | AIZAWL

(Ref: NIT No.: RBI/Aizawl Office/HRMD/1/25-26/ET/85)

ई-निविदा आरबीआई आइजोल में निहत्ये सुरक्षा गार्डों की सेवाएं आमंत्रित करने वाली
E-TENDER INVITING SERVICES OF UNARMED SECURITY GUARDS
AT RBI AIZAWL

भाग-I / PART – I : टेकनिकल बिड | TECHNICAL BID

बोलीदाता का नाम / Name of Bidder :

पता / Address:

ई-निविदा जमा करने की अंतिम तिथि Last Date of Submission of e-Tender	June 09, 2025 up to 2.00 PM
भाग-I खुलने की तिथि Date of opening of Part-I	June 09, 2025 at 3.00 PM
बोली-पूर्व बैठक (ऑफ़लाइन) Pre-Bid Meeting (Offline)	May 27, 2025 at 11.00 AM

E-Tendering Procedure and Important instructions

1.	The technical/techno-commercial bid and Commercial Bid/ Price Bid has to be submitted on- line at https://www.mstcecommerce.com/eproc/
2.	<p>System Requirements:-</p> <ul style="list-style-type: none"> (i) Windows 7 or above Operating System. (ii) Signing type digital signature. (iii) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system. (iv) Kindly ensure that TLS 1.2 is enabled on your Internet Explorer browser to access the website. Please check through Tools --> Internet Options --> Advanced tab on Internet Explorer browser. For better browsing of the website, please use Internet Explorer version 10 or above. (v) Signing type digital signature i.e To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied. <ul style="list-style-type: none"> <input type="checkbox"/> Tools => Internet Options => Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”. <p>Other Settings:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tools => Internet Options => General => Click On Settings under “browsing history/Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”. (vi) To enable ALL active X controls and disable ‘use pop up blocker’ under Tools →Internet Options→ custom level <p>Bidders are advised to refer to the “Vendor Guide” and a “Video Guide” before proceeding with the Tendering process.</p>
3.	<p>Registration:-</p> <ul style="list-style-type: none"> (i) 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 will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a computer connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature). (ii) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement →PSU / Govt. Depts. →Click On RBI →Register as Vendor Filling up details and creating own user id and password→ Submit. (iii) 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/the Bank, (before the scheduled time of the e-Tender).

4.	<p>Transaction Fees</p> <p>(i) The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular Tender from the event dropdown box.</p> <p>(ii) The vendor shall have the facility of making the payment either through NEFT or any other Online Payment.</p> <p>(iii) On selecting the online mode, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same.</p> <p>(iv) On selecting Online Payment, the vendor shall have the provision for making payment using its Credit/ Debit Card/ Net Banking.</p> <p>(v) Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail. The transaction fee is non-refundable. A vendor will not have the access to online e-Tender without making the payment towards transaction fee.</p> <p>NOTE – Bidder(s) 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.</p> <p>Information about Tenders /corrigendum uploaded shall be sent by email only during the process till finalization of Tender. Hence the vendors are required to ensure that their Email ID provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate). Vendors are advised to see corrigendum, if any, before submitting their bids.</p> <p>E-Tender cannot be accessed after the due date and time mentioned in NIT.</p>
5.	<p>Bidding in e-Tender:</p> <p>(i) Bidder(s) need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-Tender. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by the Tender inviting authority.</p> <p>(ii) The process involves Electronic Bidding for submission of techno-commercial Bid.</p> <p>(iii) Only, the bidder(s) who have submitted transaction fee can only submit their techno-commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govtdepts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.</p> <p>(iv) The bidder should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they must fill up Common terms and other specification and save the same. After that click on the techno- commercial bid. If this application is not run, then the vendor will not be able to save/submit his techno-commercial bid.</p> <p>(v) After filling the techno-commercial Bid, vendor should click ‘save’</p>

	<p>to record their techno-commercial bid. Once the same is done, the Commercial Bid/ Price Bid link becomes active and the same has to filled up and then vendor should click on “save” to record their Commercial Bid/ Price Bid. Once both the Technical bid and Commercial Bid/ Price Bid has been saved, the bidder can click on the “Final submission” button to register their bid.</p> <p>(vi) Bidders are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>(vii) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>(viii) During the entire e-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>(ix) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>(x) All electronic bids submitted during the e-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>(xi) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>(xii) The Tender inviting authority 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.</p> <p>(xiii) No deviation of the terms and conditions of the Tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions for the Tender. 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 reasons thereof. Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize them with the system before bidding. Vendors are requested to quote rates exclusive of GST for the Tender. No change in the quoted rates will be accepted.</p>
6.	<p>Opening of Bids</p> <p>(A) Part I techno-commercial bid will be opened electronically on specified date and time as given in the Notice Inviting Tender (NIT). Bidder(s) can witness electronic opening of bid.</p> <p>(B) Part II Commercial Bid/ Price Bid will be opened electronically of only those bidder(s) whose Part I Techno Bid is found to be Techno-Commercially acceptable by the Bank. Such bidder(s) will be intimated date of opening of Part II Commercial Bid/ Price Bid, through valid e-mail confirmed by them.</p>

7.	<p><u>Contact Details (MSTC) for further enquiries/assistance:</u></p> <p>I) Shri Arun Kumar, Chief Manager, bmghymstc@mstcindia.in Mobile - 9830924222</p> <p>II) Shri Prashant Chitranjan, Manager, ghyopn2@mstcindia.in Mobile - 8592888286</p> <p>III) Shri Debayan Kar, Assistant Manager, ghyopn3@mstcindia.in Mobile - 9831149790</p> <p>IV) Shri Srajan Gupta, Management Trainee ghyopn1@mstcindia.in Mobile - 9690044570</p> <p>Landline number: 0361-3516372/ 0361-2221199</p> <p>MSTC support: HO Central Helpdesk No. 07969066600 E-mail – helpdeskho@mstcindia.in</p> <p><u>Contact Persons of RBI, Aizawl Office:</u></p> <p>a) Shri S Balamurugan, Phone - 0389-3568450 b) Shri Sumit Kumar Mandal, Phone - 0389-3568450 c) Capt Lalthantluanga, Phone – 0389-3563443 d) Shri Kuldip Kakati, Phone - 0389-3568450 e) Shri Amlan Chakravorty, Phone - 0389-3568450 f) Shri Ankit Roy, Phone – 0389-3568450 g) Shri Th Haokholal, Phone – 0389-26173916 E-mail – oicaizawl@rbi.org.in</p>
8.	Bidders are advised to read the terms & conditions of this Tender before participating in the Tendering process.
9.	All notices and correspondence to the bidder(s) shall be sent by e-mail only during the process till finalization of Tender by the Bank. Hence the bidders are required to ensure that their corporate e-mail ID provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate) throughout the entire period of Tendering process.
10.	E-Tender cannot be accessed after the due date and time mentioned in NIT.
11.	<p>(i) The bid will be evaluated based on the filled-in techno-commercial formats.</p> <p>(ii) The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.</p>

	(iii) The bidders must upload all the documents required as per terms of the NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
12.	(i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. (ii) All entries in the Tender should be entered in online techno-commercial Formats without any ambiguity.
13.	The Bank 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.

**Offer Letter
(On letter head of the Tenderer)**

To,

Date:

The General Manager & Officer-in-Charge
Reserve Bank of India
Aizawl

E-Tender Inviting Services of Unarmed Security Guards at RBI, Aizawl

Having examined and understood the specifications, requirements and terms & conditions relating to the works specified in the Tender document hereinafter set out and having visited and examined the site of the works specified therein and having acquired the requisite information relating thereto as affecting the Tender, I/We hereby offer for my/our Firm / Company / Agency to be empaneled for providing services of **Unarmed Security Guards** at RBI, Aizawl.

2. In the event of being awarded a Contract, I/We agree to honor the obligation with due diligence and efficiency as required by RBI, Aizawl.

3. I/We also understand that mere filling of the E-Tender does not automatically qualify me/us for being empaneled. I/We also agree to RBI, Aizawl's right to reject any or all Applications (including mine/ours) without assigning any reason thereof.

4. I/We agree to all the terms and conditions of the Tender notice.

Thanking you

Yours faithfully

(Signature and Seal of the Tenderer)

Address:

Part I: Section – I
(Technical Bid)
E-Tender inviting Services of unarmed Security Guards at RBI Aizawl

Eligibility Criteria & Documents Required

1. Reserve Bank of India, Aizawl intends to empanel a reputed Firm / Company / Agency for providing the services of **unarmed Security Guards** at RBI Aizawl on contract basis as per laid down Contractual obligations from July 1, 2025 to March 31, 2026. However, the Contract can be further extended for a maximum period of two years, one year at a time or such other period as the Bank may consider necessary subject to satisfactory performance and adherence to contractual obligations by the Tenderer.

2. The estimated number of Security Guards to be deployed will be Eighteen (18). Total number of Guards includes, two (2) Security Supervisors, with 16 security guards inclusive of two (2) lady security guards and fourteen (14) male security guards. The Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or at any time during the period of the Contract. The Bank reserves the right to award entire Contract to one Tenderer or separately.

3. Eligibility Criteria:

3.1. The Tenderer should satisfy the following conditions and is requested to enclose the documents in support of the eligibility conditions in **Part-I: Technical Bid** for examining their qualification/suitability. **Part-II: Commercial Bid** of only those Tenderers will be opened who are found eligible after the scrutiny of **Part-I, Technical Bid**:

3.1.1. The bidder (Private Security Agency / PSA) shall be a Proprietary firm or a Partnership firm or a Limited company or a Corporate body legally constituted, who possesses the required licenses, registrations such as Private Security Agencies (Regulation) Act 2005 as per law.

3.1.2. The Tenderer should have applicable tax registrations PAN and GST.

3.1.3. The bidder should hold license under Private Security Agency Regulation Act 2005 (PSARA) valid for Mizoram State. The license should be valid as on the date of application. Under Renewal / Under Process Applications of license will not be eligible for participating in the Tender.

3.1.4. Tenderer should have an annual turnover of an amount not less than **₹ 57 lakh** during three financial years i.e. 2022-23, 2023-24 and 2024-25.

3.1.5. The Tenderer must have completed similar works in the last five years (works undertaken and completed on or before March 31, 2025 individually costing as under:

- i. Three similar works each costing not less than the amount equal to 40% of the estimated cost i.e. for ₹22.80 Lakhs each.
OR
- ii. Two similar works each costing not less than the amount equal to 50% of the estimated cost i.e. for ₹28.50 Lakhs each
OR
- iii. One similar work costing not less than the amount equal to 80% of the estimated cost i.e. for ₹45.60 Lakhs.

Note: "Similar Services" means deployment of trained unarmed Security Guards at banks, Central Government Institutions, Financial Institutions & Corporate Houses, large companies, international/ domestic airports, etc.

3.1.6. The Tenderer should be continuously in business at least for immediate last 5 years as on April 30, 2025 in the field of undertaking 'similar services'.

3.1.7. Only those contractors will be considered eligible who will invariably furnish, at the time of applying for e-tender, the following information to satisfy the Bank about their eligibility for participating in the tendering process:-

- i. **Composition of the firm.** Full particulars (whether contractor is an individual, or a partnership firm, or a company etc.) of the composition of the firm of contractors in detail should be **uploaded** along with name(s) and address (es) of the partners, copy of the Articles of Association / Power of Attorney / any other relevant document.
- ii. **Work experience & Completion of similar works of specified value during the specified period.** Copies of the detailed work order indicating date of award, value of awarded work, time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works should be **uploaded** in proof of the work experience. The details along with documentary evidence of previous experience, if any, of carrying out works for the **Reserve Bank of India at any centre** should also be given.
- iii. **Creditworthiness of the contractor & their Turnover during the specified period.** Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be **uploaded** in proof of their creditworthiness and turnover for last three years.
- iv. **Name(s) & address (es) of the Bankers and their present contact executives.** Written information about the

names and addresses of their bankers along with full details, like names postal addresses, e-mail IDs, telephone (landline and mobile) nos. fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by the Bank in case it is so needed) should be **uploaded**.

v. **Details of bank accounts.** Full particulars of their bank accounts, like account No., type, when opened, etc., should be given.

vi. **Name (s) & address (es) of the Clients and their present contact executives.** Information about the names and addresses of their clients along with full details, like names postal addresses, e-mail IDs, telephone (landline and mobile) nos. fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by the Bank in case it is so needed) should be furnished.

vii. **Details of completed works.** The Client-wise names of work(s), year(s) of execution of work(s), awarded and actual cost(s) of executed work(s), completion time stipulated in the contract (s) and actual time taken to complete the work (s), name(s) and full contact-details of the officer / authorities / departments under whom the work (s) was / were executed should be furnished.

viii. **Client Certificates.** The tenderers are advised to **upload** the Client Certificate from **at least two of their clients** for whom they have carried out eligible works in terms of eligibility (Pre-qualification) criteria described in this tender. The Bank shall have the right to independently verify the submitted certificates. Client Certificates shall be accepted by the applicant / tender inviting authority of Reserve Bank of India only when the same are signed by an official of the rank of Executive Engineer 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 tender for the work done by them. **The client certificate issued by the private organization shall also accompany Tax Deducted at source (TDS) certificate.** Also, the Bank shall obtain reports on the past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tenders. If any 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 and found unsatisfactory, the Bank reserves the right to **reject his offer** even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.

3.1.8. Tenderer should have existing deployment of at least 18 Security Guards each in minimum of five Govt. institutions / bodies / establishments (including residential premises) or institutions of repute (Attach proof of present deployment).

3.1.9. Tenderer should have valid Certificate of Registration under Employees Provident Funds and Miscellaneous Provisions Act, 1952, and Employees' State Insurance Act, 1948.

3.1.10. Tenderer should have infrastructure for training of the security guards as specified under PSARA, 2005. The Tenderer should have its own training institute (anywhere in India) with full training infrastructure as including physical training (parade/training ground/obstacles etc.). In case the Tenderer does not have its own training institute, it should have provision for training on outsourcing basis (supported by documentary evidence). The security guards must have attained minimum prescribed training as per PSARA, 2005 applicable to the state of Mizoram under the Mizoram Private Security Agencies Rules, 2022. *(The Mizoram Private Security Agencies Rules, 2022 was framed In exercise of the powers conferred by sub-section (1) of Section 25 of the Private Security Agencies (Regulation) Act, 2005 (Central Act 29 of 2005) and in supersession of the Mizoram Private Security Agencies Rules, 2009. It came into force on 04.04.2022.)*

3.1.11. Tenderer should have own Office/ branch in Aizawl (Documentary Evidence must be provided).

3.1.12. Track record:-

- i. Track record of Tenderer shall be clean without any involvement in illegal activities or financial frauds. There shall not be any case with the Police / Court / Regulatory authorities against the Tenderer. (If found at any stage during the evaluation or after the award of contract that the Bidder had withheld or misrepresented facts and information in these regards, the Bid shall be rejected.)
- ii. The Tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- iii. The Tenderer must not have been suspended / delisted / blacklisted by any organization on any grounds.
- iv. The Tenderer should not have rescinded/abandoned any contract awarded by his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof.

- v. In case of 'Nil' information with respect to points mentioned in sub-paragraph i, ii, iii & iv above, a declaration to that effect to be furnished in [Annexure-I](#).

3.1.13. Tenderer should have a current account in a scheduled bank for RTGS/ NEFT.

3.2. Tenderer should upload the following documents along with Part-I, Technical Bid:-

3.2.1. Attach complete Tender documents and supporting documents duly signed and stamped. Duly filled Part I (Technical Bid).

3.2.2. In case of a company, the copy of certificate of registration, Memorandum and Article of Association of the Company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any, and particulars of all the partners constituting the firm and in case of an agency or proprietorship, the particulars of the individual/individuals involved therein along with the names(s) and address(s) etc. are to be submitted. (Attach Power of Attorney, if required, as per [Annexure II](#), duly authorizing the person on behalf of the bidder to sign the Tender related documents and also to deal with Tender related matters. Original to be submitted by the successful Tenderer to the Bank)

3.2.3. PAN Detail (copy of PAN to be attached).

3.2.4. Copies of Registration for GSTIN.

3.2.5. Audited Annual Turnover Statement, Income Tax Return/ Assessment Order for the last three Financial years ended March 31, 2025.

3.2.6. Audited balance sheets and Profit & Loss A/c of the vendor for the last three Financial years ended March 31, 2025.

[Note-

- *In case of non-availability of Audited Balance Sheet for the FY 2024-25, the bidder can submit GST Return for the FY 2024-25 or a provisional Balance Sheet certified by a Chartered Accountant.*
- *In case, income tax returns for the FY 2024-25 is not available, income tax returns/ Assessment Order for the FY 2023-24, FY 2022-23 and FY 2021-22 may be submitted.]*

3.2.7. Valid License under the Private Security Agencies (Regulation) Act, 2005.

3.2.8. Bankers Solvency Certificate of value not less than ₹57 Lakh as per the format given in [Annexure-III](#). (Date of issue of Solvency Certificate must not be earlier than March 31, 2025)

3.2.9. Valid Certificate of registration from Employees' State Insurance Corporation (latest).

3.2.10. Valid Certificate of registration from Employees' Provident Fund Organization under Employees' Provident Fund and Miscellaneous Provisions Act, 1952 (latest).

3.2.11. Previous and present work experience details as per format given in [Annexure IV-A](#) and [Annexure IV-B](#). Attach documentary proof such as experience certificate/work order/completion certificate in client's letter head in support of the experience.

3.2.12. Performance feedback from minimum of three clients (on the letterhead of the clients), preferably Govt. / Public Sector clients presently availing the services. (Date of performance feedback should not be earlier than March 31, 2025).

3.2.13. Particulars/ information of Bidders as per [Annexure V](#).

3.2.14. Declaration as per [Annexure I](#).

3.2.15. Bank detail as per [Annexure VI](#).

3.2.16. Proof of remittance of EMD.

3.2.17. Copy of ISO certificates, if any.

3.2.18. Documentary evidence regarding own infrastructure/tie-up for training of the security guards.

3.2.19. Documentary evidence regarding having own Office/ branch in Mizoram.

4. Important Information:

4.1. **Pre-Bid Meeting** – A Pre-bid meeting will be held at 11.00 AM on May 27, 2025 (offline) at Reserve Bank of India, Thakthing Veng, Aizawl to answer any queries / provide clarifications that the Bidders may have in connection with the work / Tender and to give them relevant information

regarding the same. The Tenderers are expected to get all the issues/doubts clarified during this meeting.

4.2. Validity of the Offer - The application and rates quoted in the Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of the Commercial Bid/ Price Bid. The aforesaid period of three months may be extended by mutual agreement and the Tenderer shall not cancel or withdraw the Tender during this period.

4.3. Contact persons of RBI, Aizawl for communication in connection with this Tender –

- a) Shri S Balamurugan, Phone - 0389-3568450
 - b) Shri Sumit Kumar Mandal, Phone - 0389-3568450
 - c) Capt Lalthantluanga, Phone – 0389-3563443
 - d) Shri Kuldip Kakati, Phone - 0389-3568450
 - e) Shri Amlan Chakravorty, Phone - 0389-3568450
 - f) Shri Ankit Roy, Phone – 0389-3568450
 - g) Shri Th Haokholal, Phone – 0389-26173916
- E-mail – oicaizawl@rbi.org.in

4.4. Earnest Money Deposit (EMD) / Bid security:-

4.4.1. The Bidders shall deposit EMD of **₹1,14,000 (Rupees One Lakh Fourteen Thousand Only)** by NEFT to Reserve Bank of India, Aizawl Account before 02:00 PM of June 9, 2025.

4.4.2. The account details for NEFT transactions are as under:

Beneficiary Name	Reserve Bank of India, Aizawl
IFSC	RBIS0AZPA01 (5 th and 10 th digit is zero)
Account No	186003001

4.4.3. Proof of remittance indicating transaction number and other details shall be uploaded along with other Tender document.

4.4.4. No Interest shall be paid on EMD.

4.4.5. Bids not accompanied by EMD, shall be treated as non-responsive, and will be rejected by the Bank at its discretion.

4.4.6. The EMD of unsuccessful Bidders shall be discharged/ returned by the Bank after award of work to successful Bidder.

4.4.7. The EMD of the Successful Bidder shall be returned after submission of a fresh Security Deposit/Performance Bank Guarantee by successful bidder.

4.4.8. Post payment of EMD bidders are requested to email details of the transaction to oicaizawl@rbi.org.in.

4.5. **Security Deposit/ Performance Bank Guarantee** - On award of contract, the successful Bidder shall deposit/ furnish an amount of 5% of value of contract in the form of a Security Deposit/ retention money through NEFT to the Bank or in the form of Performance Bank Guarantee (PBG), as per format given in [Annex VII](#), (which will be deposited/submitted at the time of letter of acceptance) towards security deposit for the due fulfillment of the contract. The Earnest Money Deposit furnished at the time of submission of Tender will be returned thereafter. This security deposit/Performance Bank Guarantee shall be deposited/kept till March 31, 2026 (upon renewal of the contract, otherwise it will be refunded). If the contract is renewed, fresh Bank Guarantee of 5% of the renewed contract value should be deposited for the currency of the contract. No interest will be paid on Security Deposit/PBG.

4.6. All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be recovered from the security deposit/PBG, if the amount so permits unless the Successful Bidder deposits such amounts in cash within Ten days of issue of demand notice by the Bank.

5. Instructions, other terms & conditions:

5.1. Tender document can be downloaded from the website www.rbi.org.in and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this Tender shall be uploaded on the RBI website / MSTC e-portal only. The Tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.

5.2. The Tender should be complete in all respects with all attachments/enclosures/annexures. Incomplete forms or without proper documentary evidence etc. (as advised) will be out-rightly and summarily rejected by the Bank.

5.3. The Tenderers shall submit their technical bid as well as the Commercial Bid/ Price Bid in prescribed format along with copies of necessary documents as indicated in the Tender document. E-Tender with all information shall be submitted on or before the prescribed time and date. ***Tenderers should NOT submit Part II: Commercial Bid/ Price Bid along with Part-I: Technical Bid documents, which act may lead to disqualification.***

5.4. The Commercial Bid/ Price Bid will have to be submitted in Excel Sheet after downloading it from the MSTC Portal. The Price Bid excel sheet will be available for download only after submission of Technical Bid.

5.5. If desired / prescribed information is not submitted, RBI will assume no responsibility for rejection of Tender.

5.6. In the first stage, the Technical Bids will be opened. The Bid of any Tenderer who has not complied with one or more of the conditions prescribed in the Eligibility Criteria will be summarily rejected. Decision in this regard will be at the sole discretion of the Bank.

5.7. This Tender document is neither an offer letter nor a legal contract, but an invitation for offer from prospective contractors. No contractual obligation on behalf of the Bank whatsoever shall arise from this Tender-process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Contractor. Further, the Bank will not be liable for any costs incurred by the contractor in the preparation of the response to this Tender. The preparation of contractor's proposal will be made without any obligation by the Bank to acquire any of the items included in the Tender, or to discuss the reasons why the contractor's proposal is accepted or rejected. All information furnished by the vendors in their proposal will be treated as strictly confidential.

Part I: Section II
Scope of work

The Tenderer shall have to provide round the clock security services in the premises of Reserve Bank of India, Aizawl, namely, at the office location currently located at Thakthing Veng, Aizawl and also at the Bank's premises at Mualpui, Aizawl. The number of Security Guards/ Supervisor may be increased/decreased as per the requirement of the Bank during the period of contract.

I. The broad scope of Work and Guidelines to be followed by the Security personnel will be as under:

I-1. GENERAL INSTRUCTIONS

I-1.1. The Contractor shall deploy all security personnel at the Banks' premises in the manner and as per the instructions of the Bank.

I-1.2. The Contractor shall ensure that all security personnel are fully conversant with the premises and with the Banks' business activities and its related security requirements. Hence the staff will observe and ensure to follow the code of conduct, confidentiality, and other guidelines as given in the succeeding paragraphs.

I-1.3. **CODE OF CONDUCT.** The Contractor shall ensure that their security personnel-

- i. Are always smartly turned out and vigilant.
- ii. Are punctual and arrive at least 15 minutes before start of their shift. **Delayed arrival of the reliever shall invite penalty of Rs.500/- per delay.**
- iii. Take charges of their duties properly and thoroughly.
- iv. Perform their duties with honesty and sincerity.
- v. Read and understand their Post and site instructions and follow the same.
- vi. Extend respect to all the Officers and staff of the office.
- vii. Shall not drink on duty or come drunk and report for duty.
- viii. Will not gossip or chit chat while on duty.
- ix. Will not leave the post unless their reliever comes.
- x. Will not sleep while on duty post.

- xi. Will not read newspaper/ magazine or use mobile phones while on duty.
- xii. Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to the Security Supervisor and the Bank.
- xiii. When in doubt, approach concerned person immediately.
- xiv. Will take periodic rounds around the premises.
- xv. Will not leave the post without the knowledge of the shift-in Charge. If necessary, the needful arrangement will be made by the Supervisor.
- xvi. Are extremely courteous with pleasant mannerism.

I-1.2. **CONFIDENTIALITY.**

- i. The phone number and movement plans of the Bank's Office and Officers will not be given to anyone.
- ii. The following information about the Bank will not be given to anyone.
 - *Cars make, colour and number of higher officials.*
 - *Telephone no./ any other information.*
 - *Location and movement plans.*
 - *Meetings and conference schedules.*
 - *Site plan of the premises.*
 - *Travel details of the Bank Officials*

I-1.3. **MOVEMENT OF INDIVIDUALS & PERSONNEL.**

- i. Personnel In/ Out record to be maintained manually in the register.
- ii. Keep record of the Sundays, holidays and late working employees.
- iii. Keep vehicles in and out details in the registers.
- iv. Contract staff / Casual labourers – Identify the person and ensure that the casual staff is wearing the I.D. cards.

- v. Housekeeping movements register to be maintained.
- vi. Guide personnel entering the premises through the mandatory security checks like frisking, Xray Baggage Scanning etc.
- vii. Be polite with the visitors and ask them to sit till the concerned staff arrives.
- viii. Check the identity cards

I-1.4. MATERIAL MOVEMENTS.

- i. Incoming material- Check the documents carefully and arrange to receive the items by concerned staff, with the due entry.
- ii. Outgoing – Before sending the material, have a proper check as per the Gate Pass. Do not send out any material without seal and sign of the authorized personnel on the Gate Pass.
- iii. Returnable and non- returnable record of the Gate Passes has to be maintained. A periodic status report, i.e., weekly report will be generated by security and submitted to Security Officer/ Admn. Department for follow up action on items that have not returned on due date.
- iv. All material coming in and going out to be recorded correctly as per Challans/ Gate Passes.
- v. Materials coming into the premises must be accompanied by a proper Challans/ vouchers.
- vi. No item will be taken out without written permission of the authorized person.

I-1.5. MAIL AND COURIER MOVEMENTS.

- i. All incoming letters/ Courier/ Dak will be scanned through the Xray Baggage Scanner.
- ii. After scanning Couriers/ Dak shall be directed to the Central Receiving and Dispatch Section (CRDS) at the

Reception of the office.

I-1.6. PATROLLING OF PREMISES.

- i. Patrolling should be done on an hourly basis once the office is closed/ between 22:00h to 06:00h.
- ii. Guard will keep a watch on the activities of the casual labourers/ contractors.
- iii. Guard on finding anything unusual / untoward should immediately inform the shift in-charge and the Security Supervisor, who in turn should give a written report to the Security Officer.
- iv. The Contractor shall also ensure that patrolling is done once during each of the day shifts by the Security Supervisor and twice during the night shift by the Shift In-charge.

I-1.7. FRISKING / CHECKING PROCEDURES.

- i. All contract staff, visitors, vendors entering the premises will be thoroughly frisked with the help of DFMD and HHMD at the time of their entry/ leaving the office. In case of any person resisting, the same will be clearly informed to the concerned authority.
- ii. All the parcels, packages and baggage of Staff, Vendors, visitors and all contract staff will be subjected to Xray Baggage scanning at the time of their entry/ leaving the office.
- iii. All garbage being removed from the premises by the housekeeping personnel or anyone else must be thoroughly checked before they are being taken out.
- iv. Anything untoward found must be reported immediately.

I-1.8. HANDING OVER AND TAKING OVER.

- i. Guard will go through the log and entries of previous shift and discuss the progress plan with the reliever.

- ii. Both the security guards / Supervisors will check the entire building thoroughly.
- iii. Reliever guard should check all the documents, which are related to security before taking over charge.
- iv. They should check all the systems which are in the facility / under security.
- v. Duty Log register to be maintained.
- vi. Reliever guard should check previous shift guard before taking over charge.
- vii. Equipment and other control items register will be maintained and the items should be thoroughly checked before taking charge.

I-1.9. **FIRE SAFETY.**

- i. Check all fire equipment for serviceability at laid down periodicity.
- ii. Carry out daily checking and dusting of all fire extinguishers.
- iii. Ensure that each fire extinguisher is located at its designated location.
- iv. Conduct periodic training of Bank staff and other support staff on firefighting.
- v. Fight the fire at the incipient stage, and assist the fire brigade as and when they arrive.
- vi. Assist in Fire Safety Audit of the Bank's premises by the State Fire & Emergency Services personnel.
- vii. Regularly inspect the premises and identify fire hazards and initiate steps to prevent fire and avoid building code violations.
- viii. Check escape routes and fire lanes daily and ensure they

are free of obstacles.

- ix. Assist in search & rescue and salvage operations in case of an incident.
- x. Maintain close liaison with the local fire station.

II. WORK TO BE PERFORMED BY SECURITY SUPERVISOR.

- II-1. The Security Supervisor will be accountable for all functions of his security guards & personnel during all shifts. He/She will monitor shift wise security deployment and brief all the manpower deployed of their post duties and issue any specific instructions for the day for the concerned posts as applicable.
- II-2. He will be responsible for the duties performed by security guards & personnel and maintain the records thereof. He will ensure / check proper turn-out/ uniform/ dress of the deployed on-duty Security Guards.
- II-3. He will give daily report to the Security Officer of the Bank.
- II-4. He will ensure through Guards deployed at the Gates and other access points, that all entry and exit movements of Men, Material and Vehicles are authorised.
- II-5. During his duty he will monitor the checking of all outgoing / incoming workmen, contract labour, Contractors, and Vendors. During his checking rounds he must try and gather information of any abnormal activity in his area of responsibilities, which if observed, he should first take corrective / preventive action and simultaneously keep the Protocol & Security Officer informed.
- II-6. Ensure upkeep and highest standard of housekeeping at all the duty posts and functioning of all security gadgets and apparatus deployed for routine work.
- II-7. He shall coordinate closely with the P&SO while maintaining good liaison with the local police to keep himself updated always on any changes taking place and inform the same to his security guards.
- II-8. He will follow the laid down procedure in case of Visitors. He will maintain a decent behaviour with anyone coming in or going out and ensure that the Security Guards also maintain the same.

- II-9. He will have to always be ready to accept and assist / guide in handling any unforeseen eventualities.
- II-10. He shall be duly trained in Fire safety operations. He should be trained to operate various fire extinguishers installed in the Office premises and he will always be ready to assist with his available manpower, in case of any accident or Fire Emergency. He shall impart regular training to Security Guards on Fire safety.
- II-11. He should conduct Surprise Check on a regular basis to ensure the effective functioning of the security guards.
- II-12. The Supervisor will maintain shift documents as per laid down formats, meet the Visitors and guide them respectfully to the place they are supposed to go after completing Gate formalities for Visitors.
- II-13. He will also compulsorily move on all posts to check and ensure effective discharge of duties by the deployed guards and brief wherever felt necessary. In doing so he will make the Main Gate Guard responsible to take care of the Gate activities during his absence.
- II-14. He will ensure all phone calls are received promptly and where required the concerned message is noted down and passed on to the relevant persons / officials immediately.
- II-15. He shall check lights, fittings etc. during rounds besides alertness of security guards.
- II-16. He will move on to the posts more frequently but at varied timings to maintain surprise element for effective checking.
- II-17. He will brief the security guards of all works / duties performed and pending works, if any.
- II-18. Maintain all registers and documentation regarding the equipment and control items.
- II-19. Any other security duties assigned by the Bank.

III. WORK TO BE PERFORMED BY THE SECURITY GUARDS & SHIFT-IN-CHARGES

- III-1. Behavioral Standards. To be competent, the Guard deployed on the job must be alert and vigilant, well-groomed, and courteous, communicate politely and firmly and be safety conscious.
- III-2. Conform to the organization's standards of grooming and behavior. To be competent, the guard should maintain good health, personal hygiene & sanitation, comply with organization's standards of grooming and personal behavior and stay free from intoxicants (alcohol, tobacco and drugs).
- III-3. Carry out assigned security duties in line with procedures and instructions.
- III-4. Guarding and patrolling duties at Bank's Office premises at Thakthing Veng, Aizawl and at Mualpui, Aizawl and to prevent unauthorized entry.
- III-5. To maintain a close vigil on encroachments, if any.
- III-6. Switching on/ off of all common area lighting.
- III-7. Manning the Main Gate, Peripheral security and guarding against unauthorized entry/ exit of men and material in the Bank's Office premises.
- III-8. Respond and report about risks and threats.
- III-9. Respond and report about hazards and emergencies.
- III-10. Assist police and other law enforcement organizations, if required.
- III-11. Other miscellaneous security duties assigned by the Bank.
- III-12. The senior-most guard identified in each shift will act as Shift-in-Charge & will report any incident and other special information to the Security Supervisor on an '**as and when required**' basis.

IV. WORK TO BE PERFORMED BY SECURITY GUARD OPERATING XRAY BAGGAGE SCANNER.

- IV-1. Perform correct start-up test procedures for the X-ray equipment at screening point start-up times.
- IV-2. Maintain standards of screening.

- IV-3. Interpret the X-ray images produced by the X-ray equipment.
- IV-4. Use all main image evaluation functions of the X-ray equipment, including brightness & contrast, inverse image displays, organic stripping, inorganic stripping and zoom functions, etc
- IV-5. Visually scan for objects as efficiently as possible to keep the flow of baggage at an acceptable level and make a decision about each bag even during high workload environment.
- IV-6. Select bags that might contain a prohibited article (or any item that cannot be positively identified) for further processing by manual/ hand search.
- IV-7. Pinpoint the shape, size, and location of potential concealed threats.
- IV-8. Show the guard searching the suspicious item on the X-ray monitor to help him/her in the search of the baggage.

V. EXPERIENCE / QUALIFICATION CRITERIA FOR SECURITY SUPERVISOR, SHIFT IN CHARGES AND SECURITY GUARDS TO BE DEPLOYED.

- V-1. Security Supervisor should be below the age of 55, with at least 10 years of experience in security.
- V-2. Manpower deployed should not possess any adverse medical conditions i.e., he/ she should be physically fit in all aspects.
- V-3. The manpower deployed by the Tenderer during the period of the Contract shall not simultaneously work in any other organization or shall not be deployed by the Tenderer at any other organization. If any such instance comes to the notice of the Bank during the agreement period, the Bank shall have the right to impose suitable penalty on the Tenderer, which will be recovered from its monthly bills or security deposit or any other dues of the Tenderer. Bank shall have the right to ask for a suitable replacement in such a case.
- V-4. The manpower deployed should preferably be between 21 and 45 years of age and should be able-bodied and well-trained with good health and robust physical condition.
- V-5. Security Guards, Shift-in-Charges and Security Supervisors should desirably be minimum 10th standard pass and should have good working knowledge of Hindi/ English.
- V-6. All deployed security personnel should possess functional operational knowledge to efficiently utilize and operate the XBIS Machine.

- VI. **DEPLOYMENT OF SECURITY GUARDS.** The security personnel will be deployed in four shifts – Day-shift (9AM to 5PM), morning shift (6AM to 2PM), afternoon shift (2PM to 10PM) and night shift (10PM to 6AM). The number of security personnel to be deployed in each shift will be as per the requirement as decided by the Bank and/ or authorised officer of the Bank. The total number of security personnel to be deployed at the Bank's premises in Aizawl are as follows:-

Sr. No.	Location	Security Personnel Deployed			
		Security Supervisor	Security Guard	Lady Security Guard	Total
1	RBI Aizawl Office, Thakthing Veng, Aizawl	1	8	2	11
2	RBI Premises, Mualpui, Aizawl	1	6	0	7

Part I: Section III**General Instructions of the Tender –
Terms and Conditions of the contract**

1. **Submission and opening of Tender:** The e-Tender shall be submitted in two parts viz; Part - I, containing details of eligibility criteria and techno-commercial details of the offer and Part - II containing the Price (Financial) bid. The Part - II – Financial/Commercial Bid/ Commercial Bid/ Price Bid - of those bidders, who qualify the eligibility criteria as specified at Section - I of the Tender, will only be considered for opening. Decision in this regard will be at the sole discretion of the Bank. Date of opening of Part - II shall be intimated to the eligible bidders.
2. 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 work and acquaint himself with all local conditions, means of access to work, nature of work and all matters appertaining thereto.
3. **Quoting of Price - Bid and Evaluation: Commercial Bid/ Commercial Bid/ Price Bid shall be quoted only online separately in Excel Sheet after downloading it from the MSTC Portal. Bidders should NOT submit Commercial Bid/ Commercial Bid/ Price Bid along with Part - I documents, which act may lead to disqualification of the Tender. The bidder shall quote prices exclusive of GST.** GST on the total amount will be calculated automatically. Selected bidder shall claim applicable GST on the respective cases quoted by him / her in their monthly invoice for payment and the same shall be paid by the Bank.
4. **Miscellaneous Charge –** Bidder shall quote service charges responsibly considering the provision of proper uniform and other necessary gear items as deemed feasible by the security officer. In monthly bill, the Miscellaneous charge rate will be fixed.
5. The commercial/ price bid of the Tender shall be evaluated based on the *'Total Contract Value estimate for 9 months' (for initial 9 months from July 2025 to March 2026)* quoted by the bidder. The bidder who quotes the least Total Contract Value shall be treated as the Lowest (**L1**) bidder and shall be awarded the tender.
6. Further, in case the lowest Tendered amount of two or more bidders is same (more than one bidder quoted lowest rate), then such lowest bidders will be assigned marks, out of total 150 marks, as per the following criteria:

S.No.	Evaluation Parameter	Marks
1.	Number of years in security services business	Maximum 20 Marks
	a) Up to 5 years	10 Marks
	b) More than 5 years and up to 10 years	15 Marks
	c) More than 10 years	20 Marks
2.	No of Ex-Servicemen/ Trained person employed as security guards at present on the pay-roll of the agency	Maximum 20 Marks
	a) Up to 500	07 Marks
	b) More than 500 and up to 1000	10 Marks
	c) More than 1000 and up to 5000	15 Marks
	d) More than 5000	20 Marks
3.	Percentage of trained female person employed as security guards at present to the total number of trained security guards, on the pay roll of the agency	Maximum 20 Marks
	a) Up to 5%	05 Marks
	b) More than 5% and up to 10%	15 Marks
	c) More than 10%	20 Marks
4.	Turnover (Last Financial Year i.e. 2024-25)	Maximum 20 Marks
	a) Up to 2 Crores	10 Marks
	b) More than 2 Crores and up to 5 Crore	15 Marks
	c) More than 5 Crores	20 Marks
5.	Average Turnover for the last 3 Financial Year (i.e. FY 2024-25, 2023-24, 2022-23)	Maximum 20 Marks
	a) Up to 2 Crores	10 Marks
	b) More than 2 Crores and up to 5 Crore	15 Marks
	c) More than 5 Crores	20 Marks
6.	Empaneled/Services rendered with (at present)	Maximum 20 Marks
	a) Any offices of Reserve Bank of India	20 Marks
	b) Any Central Government Organization	15 Marks
	c) State Government Organizations / Public Sector Banks/Companies/PSU's/others	10 Marks
7	Training Infrastructure for security guards	Maximum 20 Marks
	a) Own Security Education and Training Institute	20 Marks

	b) MOU with other institutes/training establishment	10 Marks
8	Quality Related Marks	Maximum 10 Marks
	a) ISO (Less than 5 years)	05 Marks
	b) ISO (More than 5 years)	10 Marks

NB :

- The Bank reserve the rights to call for additional documents in support of the above- mentioned parameters.
- L 1 bidder with highest marks shall be awarded the contract.

7. **Signing of Agreement:** The agency/ firm to which the tender is awarded shall execute an Agreement, at its own expenses, on a non-judicial Stamp Paper of appropriate value, as per the Articles of Agreement provided in this Tender Document, on receipt of intimation from the Bank of the acceptance of his Tender. The original shall be retained by the Bank and duplicate by the agency/ firm.

8. The General and Special conditions and instructions to the Tenderers, the scope and nature of work, [Annexure-I to VIII](#) enclosed to this Tender, the subsequent correspondence exchanged between the Bank and the bidder and the work order placed shall be the basis of the final Contract and shall form part and parcel of the agreement to be entered into with the successful Tenderer.

9. **No Commitment to Accept Lowest or any Tender:** The Bank does not bind itself to accept the lowest or any Tender and reserves the right to accept or reject any or all the Tenders, either in whole or in part, without assigning any reasons for doing so.

10. The Contractor shall not sublet / assign the Contract to any agency. The Contractor shall not sublet any portion of the Contract except with the written consent from 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.

11. **Security Deposits/Performance Bank Guarantee/ Retention Money**
- On award of contract, the successful Bidder shall deposit/ furnish an amount of 5% of value of contract in the form of a Security Deposit through NEFT to the Bank or in the form of Performance Bank Guarantee (PBG), as per format given in [Annex VII](#), (which will be deposited/submitted at the time of letter of acceptance) towards security deposit for the due fulfillment of the contract. Further, Retention Money @ 5% is to be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document. The Retention Money shall be released after satisfactory completion of the contract and the amount retained by the Bank shall not bear any interest. The Earnest Money Deposit furnished at the time of submission of Tender will be returned thereafter. This security deposit/Performance Bank Guarantee shall be deposited/kept till March 31, 2026 (during the currency of the contract,

thereafter it will be refunded). If the contract is renewed, fresh Bank Guarantee of 5% of the contract value should be deposited for the currency of the contract. No interest will be paid on Security Deposit/ PBG/ Retention Money.

12. All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be recovered from the security deposit/PBG, if the amount so permits unless the Successful Bidder deposits such amounts in cash within Ten days of issue of demand notice by the Bank.

13. **Terms of Payment:**

13.1. Pay structure, *i.e.*, minimum wages with variable dearness allowance of the deployed security personnel will be as per the notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time as applicable to the category for 'Area C'. Any upward revision in wages, if notified by the Government, shall be duly reflected in the subsequent bill raised by the tenderer alongwith applicable arrears, if necessary.

13.2. 'Other charges' shall be calculated as a percentage of total wages (*i.e.*, total wages including minimum wages plus VDA, PF, ESIC and bonus charges) per person per month to cover/ partly cover cost towards workmen compensation insurance policy, all risk policy, training, dress/ uniform, shoes, baton, maintenance of equipment, uniform and consumables, mobile phones with annual/ semi-annual recharge, other insurances, charges other than wages and statutory payment etc.

13.3. Whenever upward revision resulting in increase in minimum wages is notified by the Government of India, the same shall be duly reflected in the subsequent bill raised by the tenderer alongwith applicable arrears, if necessary. The firm shall pay the wages as per such revised rates. The successful tenderer will be bound to pay the statutory Govt. minimum wages and related statutory allowances to the workforce employed by him/them.

14. Revised Minimum Wages: Any future revision/s resulting in increase or decrease in statutory rates like, VDA, EPF ESI, Bonus, HRA etc. shall be reflected in the subsequent bill raised with the Bank along-with documentary proof/ copy of notification and the amount due shall be subsequently paid by the Contractor to the contract labour on time without any default.

15. If any of the work force become eligible/ ineligible for payment/ receipt of statutory bonus, ESI, EPF etc. as a result of revision in eligibility limit as notified by the Government of India, the same shall be incorporated in the bill raised to the Bank along with documentary proof and a copy of the notification, and the contractor shall make the corresponding payment to such work force without any delay.

16. The Tenderer shall be responsible and liable for payment of salaries, statutory minimum wages, other admissible allowances, and other legal dues

to the manpower deployed for the purpose of rendering the services required by the Bank under this Tender. The Bank shall not pay any extra charges / payment for whatever reason including weekly off / leave / holiday etc. to the manpower deployed.

17. The Tenderer will not be paid any payments in advance. Monthly payment confirming to the attendance of the manpower deployed as per the documents to be maintained by the Tenderer and submitted to the Bank shall be made by the Bank after the end of every calendar month. The Tenderer must ensure payment to the manpower deployed and submit bill towards the same by 15th of the same month (or next working day if 15th is not a working day). The bill should be submitted along with documentary evidence like bank statement, ESI, PF contribution etc. regarding payment made to its manpower, failing which the bill may not be paid.

18. The Contractor shall comply with all statutory requirements in respect of payment of at least Minimum Wages, Insurance, PF, ESI, Bonus, etc. The Contractor shall furnish the proof of having paid the wages/ statutory requirements to the staff engaged by him.

19. The requisite manpower deployment shall be provided as per the requirement of the Bank and the persons deployed by the Tenderer shall not claim themselves as the employees of the Bank and there shall be no employer-employee relationship between the Bank and the persons so deployed by the Tenderer.

20. In the event of termination of the contract for any reason whatsoever, the Tenderer or the manpower deployed shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

21. The payment of the bill to the Tenderer will normally be done by the Bank within 7 days from the date of receipt of the bill by the Bank. However, if there is a delay of more than 14 days for any reason, it may be immediately brought to the notice of the Bank. Any clarification from the contractor on the bill submitted by the contractor will be sought by the Bank within 7 days from date of receipt of the bill and the contractor has to provide clarification regarding the same within 7 days. In case of any disagreement between the Bank and the contractor on any part of the Bill, such part may be severed from the rest and payment will be made against the agreed and admissible part of the bill. The dispute of the severed part will be separately dealt with as per terms and conditions of the contract.

22. The Contractor shall be liable for the payment of wages to the staff deployed at the Bank as per the notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment, GoI and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The Contractor shall maintain proper records of the payment of wages, etc., to the persons so deployed at the Bank and shall on demand furnish copies of wage register / muster roll, etc.,

to the Bank for having paid all the dues to the persons deployed by him for the work under the Contract. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of the Bank as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970. The Contractor shall comply with or cause to be complied with the Labour Regulations from time to time regarding payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. **The contractor shall NOT charge any amount from the personnel deployed by him towards recruitment fee, towards profit margin etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed at the Bank.**

23. If any person deployed (Security Guards and Supervisor) does not come under the purview of ESI, in such cases, the Tenderer shall at his own expenses effect and maintain, **in the joint names of the Employer and the Tenderer an insurance policy under Workmen's Compensation Act, 1923** against such risks for which no extra payment will be made by the Bank. **Documentary proof of the same has to be submitted to the Bank within one month from the date of deployment of manpower.**

24. Compliance with law:

24.1. The Contractor shall obtain the requisite license under the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time issued by the concerned Labour Department of the Government, as applicable, for running the establishment. The Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor. It shall be the responsibility of the Contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by the Bank. In case of any labour problems related to the workmen staff of the Contractor, the same shall be settled at the Contractor's end only.

24.2. The contractor shall obtain licence, if any, required under the local or central laws for providing trained security personnel to the Bank. The Bank is not responsible for obtaining of any license and permission from any authority of the State Government or Central Government.

24.3. Tenderer should be conforming to Employees Provident Funds and Miscellaneous Provisions Act, 1952; The Payment of Wages Act, 1936; The payment of Bonus Act, 1965; The Contract Labour (Regulation and Abolition) Act, 1970; Private Security Agencies (Regulation) Act, 2005, Workmen's Compensation Act, 1923 and other acts as applicable from time to time. In the event of any liability arising on account of any breach or non-compliance with Statutory requirements by the Tenderer, the Bank will have the right to reimburse

itself by way of adjustment from the Tenderer's pending bills, Security Deposit or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same. The contractor shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement.

25. Penalty and Liquidated Damages:

25.1. The Bank would impose a penalty of Minimum Wage per day plus ₹500/- per person per day if the manpower deployed are found either unauthorizedly absent from their post or sleeping while on duty. In addition to this penalty, such lapses will be viewed seriously by the Bank and may result in termination of the contract.

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

25.3. In addition to the above, in case of any breach of terms & conditions of the contract, the bank may impose appropriate penalty, at its discretion, on the successful Tenderer.

26. The contractor shall ensure that the instructions / directions issued by Central and State Governments and also the Bank in connection with Covid-19 Pandemic are followed scrupulously by the workmen deployed at the Bank. The Contractor must deploy their staff in such manner that they are in proximity to the Bank and can attend to duties on their own, even in emergency situations like Covid and no staff from containment area or under quarantine should be deployed for work. Further, the Contractor shall closely monitor the staff deployed at the Bank and in case of any of his / her staff / family member of staff is found to be 'Covid' or such other communicable infection affected, action may be taken to replace the staff at once. The Contractor's staff should be sensitized to follow strict social distancing norms while they remain deployed. The Contractor shall provide them with necessary gloves, masks, sanitizer, etc., and personal protective equipment (PPE), if necessary, at no extra cost to the Bank. Further, the Contractor shall indemnify and keep indemnified the Bank from any financial / legal liability arising out of his / her failure, fault or negligence in complying with the above instructions. Any specific medical /

insurance or other requirements arising out of such emergencies must be met by the Contractor.

27. Uniform and Other Facilities:

27.1. It shall be the responsibility of the successful Tenderer to provide three complete sets of uniform (for summer and winter), including safety boots, one set of raincoat, per year, along with the name plate/identity card to the manpower deployed to perform their duties. The identity cards shall be produced on demand by any authority of the Bank or of the Government.

27.2. The Bank will not provide accommodation to the security personnel in the Bank's Premises or elsewhere.

27.3. The Tenderer shall be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as Bank considers necessary for effectively rendering the services required by the Bank.

27.4. The Tenderer will have to provide two suitable mobile phones with annual/ semi-annual talk-time plan, one each at both locations, *i.e., one at the office location at Thakthing Veng, Aizawl, and the other at the office premises at Mualpui, Aizawl* for use by the on-duty security personnel.

28. Reporting:

28.1. The Tenderer will introduce its manpower to Officer-In-charge/ declared as controlling Officer or any other person authorized by the Bank on its behalf for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the Tenderer shall furnish the complete particulars / bio-data of security personnel with passport size color photo, before deployment.

28.2. The Bank reserves the right to advise the Tenderer to remove any guard found not discharging his duties satisfactorily or of doubtful character and the Tenderer will immediately remove such person / persons and provide replacement.

28.3. The duty points and retention of security guards deployed by the Tenderer will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the Tenderer will have to abide by such direction.

28.4. In case of any pilferage, damage or theft, the Tenderer or its 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.

28.5. It may be distinctly understood that there shall not be any absenteeism by the Security Guards. In case of absenteeism, if any, replacement guard will have to be provided by the Tenderer. The replacement guard should be able to join his duty within two hours, failure to do so would render the Tenderer liable to pay the damages at double the rate of the wages and suitable deductions will be made from monthly bills of the Tenderer. Such replacement guard shall also be subject to meeting the required standards.

29. Termination of the Contract:

29.1. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of one month without assigning any reason and without payment of any compensation, if

- a. *in the opinion of the Bank (which shall not be called in question by the Tenderer and shall be binding on the Tenderer) the Tenderer fails or refuses to implement this agreement to the Bank's satisfaction and/or*
- b. *the Tenderer commits a breach of any terms and conditions of this agreement and/or*
- c. *the Tenderer is adjudged an insolvent or a compromise is entered by it with its creditors or receiver is appointed of any part of the assets or property of the Tenderer and/or*
- d. *for any reason whatsoever, the Tenderer becomes disentitled in law to perform his obligations under this agreement and/or*
- e. *there is any variation in the ownership/partnership of the management of the Tenderer or its business without the prior approval in writing of the Bank of such variation.*

30. In case, the Tenderer wants to terminate the agreement for any reason, it may do so after giving three months' prior notice.

31. Settlement of Disputes by Arbitration: If any dispute, differences or questions shall, at any time, arise between the 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 arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. Further, such disputes, difference or questions, if any, shall be deemed to have arisen at Aizawl and only courts in Aizawl shall have jurisdiction to determine the same.

32. Indemnity Clause:

32.1. The Contractor shall keep the Bank indemnified against all claims whatsoever in respect of the staff deployed by him / her. In case, any staff of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to settle / contest the same. In case, the Bank is made party and is supposed to contest the case, the Bank will be reimbursed the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the Contractor to the Bank on demand. Further, the Contractor shall ensure that no financial or any other liability comes on the Bank in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect. The Contractor shall indemnify and keep indemnified, defend and hold good the Bank, the Reserve Bank of India, its Directors, its officers, employees and agents against any loss, damage or claims arising out of any violations of applicable laws, regulations, guidelines during the Contract period and for the breach committed by the Contractor or their services personnel on account of misconduct, omission and negligence by the Contractor or his service personnel.

32.2. The Contractor shall further keep the Bank indemnified against any loss to the property and assets of the Bank. The Bank shall have further right to adjust and / or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.

33. Non-Disclosure Clause:

33.1. 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 his / her 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 the 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 Bank. The Contractor 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 Contractor and the Bank shall be entitled to claim damages and pursue legal remedies.

33.2. The Contractor shall take all appropriate action 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.

34. Prevention of Sexual Harassment of Women at Workplace:

34.1. The Contractor / 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 staff / employee/s within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency or the Local Complaints Committee, as applicable and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaint.

34.2. Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank or any employee of any other firm working in the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

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

34.4. The Contractor shall be responsible for educating its staff / employees about the prevention of sexual harassment at work place and related issues.

35. **Force Majeure:** The Bidder / Successful Bidder shall not be liable for forfeiture of its EMD / Security Deposit (Bank Guarantee) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the Contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder / Successful Bidder and not involving the Bidder's / Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes, etc. The Bank will decide whether delay or failure on the part of the Bidder / Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder / Successful Bidder and will not be open to question before any Court / forum in any proceedings.

36. The Tenderer shall undertake to provide trained security personnel in three shifts, consisting of eight hours each. Security Supervisor shall work only in one shift. The Tenderer shall provide 24 hours continuous security by constantly changing the personnel on rotation basis so that each person deployed by it does not work for more than 8 hours in a particular shift. If it is found that the same person is working in more than one shift on any particular day, salary for the extra shift will not be given.

37. The Tenderer shall maintain neat, complete and legible registers, records, reports and returns for inspection by various authorities at short notice.

38. The Tenderer shall comply with the Workmen's Compensation Act, 1923, wherever applicable. The Tenderer shall indemnify the Bank, against all claims which may be made upon the Employer whether under the Workmen's Compensation Act, 1923 or any other statute in force during the period of this contract or at common law in respect of any employee of the Tenderer and shall at his own expenses effect and maintain, in the joint names of the Employer and the Tenderer an insurance policy against such risks for which no extra payment will be made by the Bank. Documentary proof of the same has to be submitted to the Bank within one month from the date of deployment of manpower.

39. The authorized person of the Tenderer, other than the Security Supervisor, shall personally and exclusively supervise or deploy sufficient supervisory personnel, exclusively to supervise the work of his employees so as to ensure that the services rendered are carried out to the satisfaction of the Bank.

40. The Tenderer shall ensure that no employee of the Tenderer will enter or remain on the Bank's premises beyond the specified time limits until and unless it is absolutely necessary for fulfilling contractual obligations.

41. The Tenderer shall obtain **Police Verification report** on character and antecedents of his personnel and other details relating to age, educational qualification, name and permanent address to be provided under this Contract along with their passport size photographs before engaging them for duty in Bank's Premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.

42. The Tenderer shall, at its own expenses, get the manpower deployed by it medically and clinically examined within one month of awarding the Contract. **The medical reports** should be submitted to the Bank. These certificates / reports should also be submitted as and when any new person is deployed by the Tenderer.

43. The Tenderer shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behavior 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 Tenderer and /or the manpower deployed have observed the same.

44. The Tenderer shall give weekly off to the security personnel and shall provide a reliever in their place. The authorized person of the Tenderer is required to conduct surprise check frequently at least twice a week during late hours to see himself that the security guards are discharging the duties faithfully and properly and also submit his report to the official identified by the

Bank. No double duty is allowed except in exceptional/ emergency cases that too not more than two duties in a month per security guard. The Tenderer shall be liable to pay applicable overtime allowance, if any, and no claim will be entertained by the Bank in this regard.

45. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the Tenderer shall alone be liable to pay such damages or compensation to the persons deployed.

46. After deployment, the security guards should be deputed for refresher trainings periodically.

47. Tenderer should have Credible Supervisory Infrastructure and network. (Organization level like-Branch head-Security Officers-Field Officers-Security supervisor etc).

48. The Tenderer will have to enclose/submit certificate of training before deployment of the security guards/supervisor.

49. **Renewal of Contract:**

49.1. The Tenure of contract may be extended for further period on a yearly basis for a maximum of two more years or other shorter periods, on mutual consent, subject to satisfactory performance / service rendered by the contractor. Increase in wages to Security Supervisor / Security Guards as per wages declared by GoI, Ministry of labour during the Tenure of the contract shall be duly honored by the Bank so as to ensure contractor's obligation of payment of at least minimum wages to staff deployed to the Bank. However, this shall be only to the extent of meeting the payment of at least minimum wages to the Security Supervisor / Security Guards deployed at the Bank. If the wages already being paid is sufficient to meet the enhanced minimum wages requirement, no further increase will be affected in respect of payments to Security Supervisor / Security Guards deployed.

The new contract amount post renewal will be arrived based on the following formula:

$$NCA = CCA + ((MW_C - MW_P) / MW_P) \times CCA$$

(NCA: New Contract Amount; CCA: Current Contract Amount;
MWC - Minimum Wages for required number of workers at
commencement date of contract for the current year;
MWP - Minimum Wages for required number of workers at
the commencement date of contract for the previous year.)

49.2. **Reliever** – The Tenderer shall take into consideration the requirement of posting of reliever while quoting the rates. No extra amount will be paid for posting of reliever or extra hours of work performed i.e. the amount quoted shall be inclusive of reliever charges.

49.3. The successful vendor shall execute an agreement, as per draft Agreement in [Annexure VIII](#), with the Bank on stamped paper within one month of receipt of intimation of being awarded contract by the Bank. However, the issue of letter of acceptance by the Bank shall be considered as binding Contract, as though such an agreement has been executed and all the terms and conditions shall apply. The period of first contract will be from July 01, 2025 to March 31, 2026.

ANNEXURE – I

Declaration

Name of firm/company:

I/We solemnly hereby declare that:

- a) The firm/company is not involved in illegal activities or financial frauds. There are no cases with the Police/ Court/ Regulatory authorities against the bidder.
- b) The firm/company has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- c) The firm/company has not been suspended / delisted / disqualified by any organization including Reserve Bank of India / Reserve Bank Staff College, on any grounds.
- d) The firm/company has not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm/company shall give details of all disputes it had with its clients and furnish the status thereof.

Signature and Name of the authorized person of the firm/bidder with office seal

ANNEXURE – II

POWER OF ATTORNEY FOR AUTHORIZED SIGNATORY

(On Non-Judicial Stamp Paper of appropriate value)

To
General Manager & Officer-in-Charge
Reserve Bank of India
Aizawl

**NAME OF WORK: E-Tender inviting Services of unarmed Security
Guards, at RBI Aizawl**

We (Name of the Bidder and address of their
registered office) do hereby constitute, appoint and authorise Mr. / Ms.
.....(Name and
residential address of Power of Attorney holder) who is presently employed with
us and holding the position of
..... as our
attorney, to do in our name and on our behalf, all such acts, deeds and things
necessary in connection with or incidental to our bid for the captioned Project,
including signing and submission of all documents and providing information /
responses to the Reserve Bank of India (RBI), representing us in all matters
before RBI, and generally dealing with RBI in all matters in connection with our
proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said
attorney pursuant to this Power of Attorney and that all acts, deeds and things
done by our aforesaid attorney shall and shall always be deemed to have been
done by us.

Signature of Mr./ Ms is attested below:

Signature/(s) of the Bidder Name/(s)

Stamp/Seal of the Bidder

Note: Power of Attorney should be properly stamped and notarized. Power of
Attorney furnished by Contractor shall be irrevocable.

ANNEXURE – III

FORM OF BANKER'S SOLVENCY CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information M/s_____, having address as reproduced below, a customer of our bank, are / is respectable and can be treated as good for any engagement up to a limit of ₹..... (Rupees). This certificate is issued

without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the bank

Note:

Bankers' certificates should be on the letter head of the bank, sealed in a cover addressed to **General Manager & Officer-in-Charge, Reserve Bank of India, Aizawl**

(Signature) For the bank

ANNEXURE-IV - A DETAILS OF PREVIOUS EXPERIENCE

S.N.	Duration of Contract	Nature of services rendered	Contract / Agreement Amount	Name, full address of firm and phone no. of the Office under whom the work was carried out	Number of persons deployed	
					Ex-Servicemen/ Trained person	Untrained Person

Signature of the applicant with Seal

ANNEXURE–IV - B**DETAILS OF WORKS PRESENTLY BEING EXECUTED BY THE BIDDER**

S.N.	Duration of Contract	Nature of services rendered	Contract / Agreement Amount	Name, full address of firm and phone no. of the Office under whom the work was carried out	Number of persons deployed	
					Ex-Servicemen/ Trained person	Untrained Person
					Male- Female-	
					Male- Female-	
					Male- Female-	
					Male- Female-	

Signature of the applicant with Seal

ANNEXURE – V**Part I- Technical Bid Particulars/ information of Bidders**

Sr.	Information Required	Submitted (Yes/No)	Comments of the Tenderer
1.	Name of the Company / Firm / Agency		
2.	Address and telephone number of Registered Office 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.		
3.	Type of Organization- (Proprietorship, Partnership/Company established under the Companies Act, 1956) (Please enclose relevant documents.)		
4.	Name/s of the Proprietor /Partners /Directors of the Organization		
5.	Details of Registration (Firm, Company etc.) Registering Authority, Date, Number etc. (Not applicable for proprietorship)		
6.	The Tenderer must have an Office in Aizawl. Provide details of the same. (attach documentary evidence)		
7.	Work experience–Details of work experience (details as per Annexure IV - A and Annexure IV - B to be submitted) as per the requirement in the eligibility criteria supported by work orders, documents/ certificates. The details along with documentary evidence of previous experience, if any, of providing security services for the Reserve Bank of India at any centre or Public Sector Banks/ Central Govt. Financial Institutions/ Corporate houses should also be given.		

Sr.	Information Required	Submitted (Yes/No)	Comments of the Tenderer
8.	The Tenderer should have been continuously in business for the previous 5 years as on May 31, 2025. (Attach documentary proof such as Work Order/ Completion Certificate etc.)		
9.	Existing deployment (in minimum five Govt. institutions/ bodies/ establishments including residential premises) or institutes of repute with deployment of minimum 18 Security Guards each.		
10.	Credit worthiness of the agency and the agency's turn-over during the specified period (year-wise). Copies of the Audited Annual Turnover Statement, Income Tax Return/ Assessment Order, audited balance sheets and Profit & Loss A/c of the vendor for the last three Financial years FY2024-25, FY2023-24 & FY2022-23).		
<p>In case of non-availability of Audited Balance Sheet for the FY 2024-25, the bidder can submit GST Return for the FY 2024-25 or a provisional Balance Sheet for the FY 2024-25 certified by a Chartered Accountant.</p> <p>In case, income tax returns for the FY 2023-24 is not available, income tax returns/ Assessment Order for the FY 2020-21, 2021-22 and 2023-24 can be submitted.]</p>			
11.	Whether the firm/ company/ agency is adhering to the Minimum Wages Act, other provisions relating to Provident Fund deduction or any other legal provisions relating to providing of trained security personnel (Security Supervisor / Security Guards).		
12.	Whether the firm/company/agency is registered with the PF, ESIC and registration is currently valid.		
13.	Whether the Tenderer has Valid License under the Private Security Agencies (Regulation) Act, 2005 for the State of Mizoram (documentary proof to be enclosed)		
14.	Whether the personnel to be deployed are trained and have sufficient experience for the		

Sr.	Information Required	Submitted (Yes/No)	Comments of the Tenderer
	purpose including X-Ray baggage scanning, scanning using DFMD & HHMD. (documentary proof / Declaration by the Bidder to be enclosed)		
15.	The Tenderer should have infrastructure for the Training of the security guards. Own Arrangement or Arrangement with other Institutes. (attach documentary evidence)		
16.	Indicate if involved in any litigation or any civil suits pending relating to the service provided. (Attach a separate sheet if required)		
17.	The Tenderer should submit solvency certificate certified by its banker (Date of issue of the certificate must not be earlier than January 1, 2025)		
18.	Registration Nos. under various Statutory Acts viz. GST, EPF, ESI, Labour License, PAN (copy of registration certificate to be enclosed)		
19.	GST		
20.	EPF		
21.	ESI		
22.	Labour License		
23.	PAN		
24.	The Tenderer should furnish minimum three Reference Sites. Please enclose performance feedback from minimum of three clients, preferably Govt. / public sector clients availing the service.		

Sr.	Information Required	Submitted (Yes/No)	Comments of the Tenderer
	(Date of performance feedback should not be earlier than October 01, 2024)		
25.	The Bank Account details (Account Number and IFSC Code etc) for payment through RTGS/ NEFT. (As per Annexure VI)		
26.	ISO Certification Details (if any)		
27.	Declaration as per Annexure I		
28.	Proof of remittance of EMD		Mention details like amount, UTR No., Date of Issue, Name of the Issuing Bank

Note: Part-I Technical (Particulars/ information of Bidders) ([ANNEXURE-V](#)) must be duly filled, signed, scanned and uploaded along with all the relevant documents in MSTC portal during submission of Technical bid.

DECLARATION:

The above information is true to the best of my/our knowledge and if any information is found untrue or false I/We may be debarred from the Tender process/being given the contract.

I/We agree to abide by the Terms and Conditions stipulated by the Bank.

I/We understand that the Bank reserves the right to accept or reject any or all the Tender either in full or in part without assigning any reason therefor.

Dated: _____

Signature :

Name and seal of the TENDERER :

ANNEXURE – VI
Bank details of Bidder

Name of the Bidder:

Address (in full):

1	Name of the Account Holder (as appearing in the Bank Account)	
2	Account Number	
3	Type of Account (Savings, Current etc.)	
4	PAN Number	
5	Name of the bank	
6	Name of the Branch	
7	Address of the bank	
8	IFSC Code	

Note: Enclose copy of cancelled cheque.

Signature and Name :
of the authorized person
of the firm/bidder
with office seal

ANNEXURE – VII
Proforma of Bank Guarantee for Security Deposit

**(To be submitted on Non-judicial stamp paper of appropriate value
purchased in the name of the issuing bank)**

To
The General Manager & Officer-in-Charge
Reserve Bank of India
Aizawl

Date:
Place

Madam/ Sir,

**Bank Guarantee for performance security deposit – Contract for deployment
of unarmed Security Guards at RBI Aizawl**

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") and its Regional Office at Thakthing Veng, Aizawl (hereinafter referred to as RBI) has awarded the Contract for the captioned work (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 Bank Guarantee 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

referred to as "the bank"), at the request of M/s

_____, the contractor, do hereby undertake to pay to the Reserve Bank of India, Aizawl an amount not exceeding Rs. _____ as Performance Bank Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

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 Rs. (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 of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of Rs _____ (Rupees _____ only).

1. We also agree to undertake to and confirm that the sum not exceeding Rs. (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.
2. 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.
3. This guarantee shall not be revoked by us without prior consent in writing of the RBI.
4. Any notice by way of demand or otherwise hereunder may be sent by special courier, mail, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

We hereby further agree that –

- a) Any forbearance, act or omission on the part of the RBI in enforcing any 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 Rs (Rupees only).
- b) Our liability under these presents shall not exceed the sum of Rs (Rupees only)
- c) Our liability under this agreement shall not be affected by any 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 up to March 31, 2026 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) In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent

with any of the provisions of this guarantee

f) Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

g) 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

Witness 2

Signature
Name
Address

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

ANNEXURE – VIII
Draft Articles of Agreement

This Agreement made on this ___day of _____2024 between Reserve Bank of India, having its Office at Thakthing Veng, Aizawl(hereinafter referred to as the “Bank”) which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the ONE part and M/s _____, having its Office at _____ (hereinafter referred to as the “Contractor”) which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the Contractor is carrying on the business of providing personnel for security services, Office attendants and maintenance attendant at a Govt. institution/ body/ establishment and has adequate experience in such jobs for rendering such services.

And whereas the Bank is desirous of availing services of the Contractor for the purpose as indicated in the letter dated _____.

And whereas the parties are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the Contractor.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. That the Contractor shall provide Security Supervisor and Security Personnel for guarding the Bank’s installations, building, property and Office premises Reserve Bank of India, Aizawl as per the requirement of the Bank.

2. This agreement will come into effect from September 01, 2024 and will remain in force up to August 31, 2025 or unless it is terminated as per the terms hereinafter contained.

3. The quoted charges of Rs. (In words: Rupees _) covering the cost of manpower deployed shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank’s Security Officer/ Bank’s Officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/ taxes, etc.

4. The broad scope of Work and Guidelines to be followed by the Security personnel will be as under:

4.1. GENERAL INSTRUCTIONS

4.1.1. The Contractor shall deploy all security personnel at the Banks’ premises in the manner and as per the instructions of the Bank.

4.1.2. The Contractor shall ensure that all security personnel are fully

conversant with the premises and with the Banks' business activities and its related security requirements. Hence the staff will observe and ensure to follow the code of conduct, confidentiality, and other guidelines as given in the succeeding paragraphs.

4.1.3. **CODE OF CONDUCT.** The Contractor shall ensure that their security personnel-

- i. Are always smartly turned out and vigilant.
- ii. Are punctual and arrive at least 15 minutes before start of their shift. Delayed arrival of the reliever shall invite penalty of Rs.500/- per delay.
- iii. Take charges of their duties properly and thoroughly.
- iv. Perform their duties with honesty and sincerity.
- v. Read and understand their Post and site instructions and follow the same.
- vi. Extend respect to all the Officers and staff of the office.
- vii. Shall not drink on duty or come drunk and report for duty.
- viii. Will not gossip or chit chat while on duty.
- ix. Will not leave the post unless their reliever comes.
- x. Will not sleep while on duty post.
- xi. Will not read newspaper/ magazine or use mobile phones while on duty.
- xii. Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to the Security Supervisor and the Bank.
- xiii. When in doubt, approach concerned person immediately.
- xiv. Will take periodic rounds around the premises.
- xv. Will not leave the post without the knowledge of the shift-in Charge. If necessary, the needful arrangement will be made by the Supervisor.
- xvi. Are extremely courteous with pleasant mannerism.

4.1.4. **CONFIDENTIALITY.**

- i. The phone number and movement plans of the Bank's Office and Officers will not be given to anyone.
- ii. The following information about the Bank will not be given to anyone.
 - a. *Cars make, colour and number of higher officials.*
 - b. *Telephone no./ any other information.*
 - c. *Location and movement plans.*
 - d. *Meetings and conference schedules.*
 - e. *Site plan of the premises.*
 - f. *Travel details of the Bank Officials*

4.1.5. **MOVEMENT OF INDIVIDUALS & PERSONNEL.**

- i. Personnel In/ Out record to be maintained manually in the register.
- ii. Keep record of the Sundays, holidays and late working employees.
- iii. Keep vehicles in and out details in the registers.
- iv. Contract staff / Casual labourers – Identify the person and ensure that the casual staff is wearing the I.D. cards.
- v. Housekeeping movements register to be maintained.
- vi. Guide personnel entering the premises through the mandatory security

checks like frisking, Xray Baggage Scanning etc.

vii. Be polite with the visitors and ask them to sit till the concerned staff arrives.

viii. Check the identity cards

4.1.6. **MATERIAL MOVEMENTS.**

i. Incoming material- Check the documents carefully and arrange to receive the items by concerned staff, with the due entry.

ii. Outgoing – Before sending the material, have a proper check as per the Gate Pass. Do not send out any material without seal and sign of the authorized personnel on the Gate Pass.

iii. Returnable and non- returnable record of the Gate Passes has to be maintained. A periodic status report, i.e., weekly report will be generated by security and submitted to Security Officer/ Admn. Department for follow up action on items that have not returned on due date.

iv. All material coming in and going out to be recorded correctly as per Challans/ Gate Passes.

v. Materials coming into the premises must be accompanied by a proper Challans/ vouchers.

vi. No item will be taken out without written permission of the authorized person.

4.1.7. **MAIL AND COURIER MOVEMENTS.**

i. All incoming letters/ Courier/ Dak will be scanned through the Xray Baggage Scanner.

ii. After scanning Couriers/ Dak shall be directed to the Courier Receipt and Despatch Section (CRDS) at the Reception of the office.

4.1.8. **PATROLLING OF PREMISES.**

i. Patrolling should be done on an hourly basis once the office is closed/ between 22:00h to 06:00h.

ii. Guard will keep a watch on the activities of the casual labourers/ contractors.

iii. Guard on finding anything unusual / untoward should immediately inform the shift in-charge and the Security Supervisor, who in turn should give a written report to the Security Officer/ Admn. Officer.

iv. The Contractor shall also ensure that patrolling is done once during each of the day shifts by the Security Supervisor and twice during the night shift by the Shift In-charge and a report of the same be submitted to the Bank, once in a Week.

4.1.9. **FRISKING / CHECKING PROCEDURES.**

i. All contract staff, visitors, vendors entering the premises will be thoroughly frisked with the help of DFMD and HHDM at the time of their entry/ leaving the office. In case of any person resisting, the same will be clearly informed to the concerned authority.

ii. All the parcels, packages and baggage of Staff, Vendors, visitors and

all contract staff will be subjected to Xray Baggage scanning at the time of their entry/ leaving the office.

iii. All garbage being removed from the premises by the housekeeping personnel or anyone else must be thoroughly checked before they are being taken out.

iv. Anything untoward found must be reported immediately.

4.1.10. **HANDING OVER AND TAKING OVER.**

i. Guard will go through the log and entries of previous shift and discuss the progress plan with the reliever.

ii. Both the security guards / Supervisors will check the entire building thoroughly.

iii. Reliever guard should check all the documents, which are related to security before taking over charge.

iv. They should check all the systems which are in the facility / under security.

v. Duty Log register to be maintained.

vi. Reliever guard should check previous shift guard before taking over charge.

vii. Equipment and other control items register will be maintained and the items should be thoroughly checked before taking charge.

4.1.11. **FIRE SAFETY.**

i. Check all fire equipment for serviceability at laid down periodicity.

ii. Carry out daily checking and dusting of all fire extinguishers.

iii. Ensure that each fire extinguisher is located at its designated location.

iv. Conduct periodic training of Bank staff and other support staff on firefighting.

v. Fight the fire at the incipient stage, and assist the fire brigade as and when they arrive.

vi. Assist in Fire Safety Audit of the Bank's premises by the State Fire & Emergency Services personnel.

vii. Regularly inspect the premises and identify fire hazards and initiate steps to prevent fire and avoid building code violations.

viii. Check escape routes and fire lanes daily and ensure they are free of obstacles.

ix. Assist in search & rescue and salvage operations in case of an incident.

x. Maintain close liaison with the local fire station.

5. **WORK TO BE PERFORMED BY SECURITY SUPERVISOR.**

5.1. The Security Supervisor will be accountable for all functions of his security guards & personnel during all shifts. He/She will monitor shift wise

security deployment and brief all the manpower deployed of their post duties and issue any specific instructions for the day for the concerned posts as applicable.

5.2. He will be responsible for the duties performed by security guards & personnel and maintain the records thereof both at Aizawl and PDC Kharghar. He will ensure / check the turn out of the manpower.

5.3. He will give daily report to the Security Officer of the Bank.

5.4. He will ensure through Guards deployed at the Gates and other access points, that all entry and exit movements of Men, Material and Vehicles are authorized.

5.5. During his duty he will monitor the checking of all outgoing / incoming workmen, contract labour, Contractors and Vendors. During his checking rounds he must try and gather information of any abnormal activity in his area of responsibilities, which if observed, he should first take corrective / preventive action and simultaneously keep the Security Officer informed about it.

5.6. Ensure upkeep and highest standard of housekeeping at all the duty posts and functioning of all security gadgets and apparatus deployed for routine work.

5.7. He shall maintain liaison with Local police and Security Officer and be updated always on any changes taking place and inform the same to his security guards.

5.8. He will follow the laid down procedure in case of Visitors. He will maintain a decent behaviour with anyone coming in or going out and ensure that the Security Guards also maintain the same.

5.9. He will have to always be ready to accept and assist / guide in handling any unforeseen eventualities.

5.10. He shall be duly trained in Fire safety operations. He should be trained to operate various fire extinguishers installed in the Office premises and he will always be ready to assist with his available manpower, in case of any accident or Fire Emergency. He shall impart regular training to Security Guards on Fire safety.

5.11. He should conduct Surprise Check on a regular basis to ensure the effective functioning of the security guards.

5.12. The Supervisor will maintain shift documents as per laid down formats, meet the Visitors and guide them respectfully to the place they are supposed to go after completing Gate formalities for Visitors.

5.13. He will also compulsorily move on all posts to check and ensure effective discharge of duties by the deployed guards and brief wherever felt necessary. In doing so he will make the Main Gate Guard responsible to take care of the Gate activities during his absence.

5.14. He will ensure all phone calls are received promptly and where required the concerned message is noted down and passed on to the relevant persons / officials immediately.

5.15. He shall check lights, fittings etc. during rounds besides alertness of security guards.

5.16. He will move on to the posts more frequently but at varied timings to maintain surprise element for effective checking.

5.17. He will brief the security guards of all works / duties performed and pending works, if any.

5.18. Maintain all registers and documentation regarding the equipment and control items.

5.19. Any other security duties assigned by the Bank.

6. WORK TO BE PERFORMED BY THE SECURITY GUARDS & SHIFT-IN-CHARGES

6.1. Behavioral Standards. To be competent, the Guard deployed on the job must be alert and vigilant, well-groomed and courteous, communicate politely and firmly and be safety conscious.

6.2. Conform to the organization's standards of grooming and behavior. To be competent, the guard should maintain good health, personal hygiene & sanitation, comply with organization's standards of grooming and personal behavior and stay free from intoxicants (alcohol, tobacco and drugs).

6.3. Carry out assigned security duties in line with procedures and instructions.

6.4. Guarding and patrolling duties at Bank's Office premises at Aizawl and at PDC Kharghar and to prevent unauthorized entry.

6.5. To maintain a close vigil on encroachments, if any.

6.6. Switching on/off of all common area lighting.

6.7. Manning the Main Gate, Peripheral security and guarding against unauthorized entry/ exit of men and material in the Bank's Office premises.

6.8. Respond and report about risks and threats.

- 6.9. Respond and report about hazards and emergencies.
- 6.10. Assist police and other law enforcement organizations, if required.
- 6.11. Other miscellaneous security duties assigned by the Bank.
- 6.12. The senior-most guard identified in each shift will act as Shift-in-Charge & will report any incident and other special information to the Security Supervisor on an '**as and when required**' basis.

7. WORK TO BE PERFORMED BY SECURITY GUARD OPERATING X-RAY BAGGAGE SCANNER.

- 7.1. Perform correct start-up test procedures for the X-ray equipment at screening point start-up times.
- 7.2. Maintain standards of screening.
- 7.3. Interpret the X-ray images produced by the X-ray equipment.
- 7.4. Use all main image evaluation functions of the X-ray equipment, including brightness & contrast, inverse image displays, organic stripping, inorganic stripping and zoom functions, etc
- 7.5. Visually scan for objects as efficiently as possible to keep the flow of baggage at an acceptable level and make a decision about each bag even during high workload environment.
- 7.6. Select bags that might contain a prohibited article (or any item that cannot be positively identified) for further processing by manual/ hand search.
- 7.7. Pinpoint the shape, size, and location of potential concealed threats.
- 7.8. Show the guard searching the suspicious item on the X-ray monitor to help him/her in the search of the baggage.

8. EXPERIENCE / QUALIFICATION CRITERIA FOR SECURITY SUPERVISOR, SHIFT IN CHARGES AND SECURITY GUARDS TO BE DEPLOYED.

- 8.1. Security Supervisor should be below the age of 55, with at least 10 years of experience in security.
- 8.2. Manpower deployed should not possess any adverse medical conditions i.e., he/ she should be physically fit in all aspects.
- 8.3. The manpower deployed by the Tenderer during the period of the Contract shall not simultaneously work in any other organization or shall not be deployed by the Tenderer at any other organization. If any such instance comes to the notice of the Bank during the agreement period, the Bank shall have the right to impose suitable penalty on the Tenderer, which will be

recovered from its monthly bills or security deposit or any other dues of the Tenderer. Bank shall have the right to ask for a suitable replacement in such a case.

8.4. The manpower deployed should preferably be between 21 and 45 years of age and should be able-bodied and well-trained with good health and robust physical condition.

8.5. Security guards, Shift-in-Charges and security supervisor should desirably be minimum 10th standard pass and should have good working knowledge of Hindi/ English.

8.6. All deployed security personnel should possess functional operational knowledge to efficiently utilize and operate the XBIS Machine.

9. **DEPLOYMENT OF SECURITY GUARDS.** The security personnel will be deployed in four shifts – Day-shift (9AM to 5PM), morning shift (6AM to 2PM), afternoon shift (2PM to 10PM) and night shift (10PM to 6AM). The number of security personnel to be deployed in each shift will be as per the requirement as decided by the Bank and/ or authorised officer of the Bank. The total number of security personnel to be deployed at the Bank's premises in Aizawl are as follows

Sr. No.	Location	Security Personnel Deployed			
		Security Supervisor	Security Guard	Lady Security Guard	Total
1	RBI Aizawl Office, Thakthing Veng, Aizawl	1	8	2	11
2	RBI Premises, Mualpui, Aizawl	1	6	0	7

Other terms & conditions:

10. The Contractor shall not sublet / assign the Contract to any agency. The Contractor shall not sublet any portion of the Contract except with the written consent from 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.

11. Security Deposits/Performance Bank Guarantee – The Contractor shall deposit/ furnish an amount of 5% of value of contract in the form of a Security Deposit/retention money through NEFT to the Bank or in the form of Performance Bank Guarantee (PBG), as per the format prescribed in Tender document, (which will be deposited/submitted at the time of letter of acceptance) towards security deposit for the due fulfillment of the contract. Further, Retention Money @ 5% is to be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document. The Retention Money shall be released after satisfactory completion of the contract and the amount retained by the Bank shall not bear any interest. The Earnest Money Deposit furnished at the time

of submission of Tender will be returned thereafter. This security deposit/Performance Bank Guarantee shall be deposited/kept till March 31, 2025 (till the currency of the contract, thereafter it will be refunded). If the contract is renewed, fresh Bank Guarantee of 5% of the contract value should be deposited for the concurrency of the contract. No interest will be paid on Security Deposit/ PBG/ Retention Money.

12. All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be recovered from the security deposit/PBG, if the amount so permits unless the Contractor deposits such amounts in cash within Ten days of issue of demand notice by the Bank.

13. **Terms of Payment:**

13.1. Pay Structure of Security Guards and the Supervisor will be as per the latest minimum wage rates by Ministry of labour, Government of India for all the components except service charge (agency charge). Profit component of the contract amount will be fixed till the currency of the contract.

13.2. The contractor shall be responsible and liable for payment of salaries, statutory minimum wages, other admissible allowances and other legal dues to the manpower deployed for the purpose of rendering the services required by the Bank under this contract. The Bank shall not pay any extra charges / payment for whatever reason including weekly off / leave / holiday etc. to the manpower deployed. Written records for having made these payments will be submitted to the Bank, at monthly intervals, for its verification.

13.3. The contractor will not be paid any payments in advance. Monthly payment confirming to the attendance of the manpower deployed as per the documents to be maintained by the contractor and submitted to the Bank shall be made by the Bank after the end of every calendar month. The contractor must ensure payment to the manpower deployed and submit bill towards the same by 15th of the same month (or next working day if 15th is not a working day). The bill should be submitted along with documentary evidence like bank statement, ESI, PF contribution etc. regarding payment made to its manpower, failing which the bill may not be paid.

13.4. The Contractor shall comply with all statutory requirements in respect of payment of at least Minimum Wages, Insurance, PF, ESI, Bonus, etc. The Contractor shall furnish the proof of having paid the wages/ statutory requirements to the staff engaged by him.

13.5. The requisite manpower deployment shall be provided as per the requirement of the Bank and the persons deployed by the Tenderer shall not claim themselves as the employees of the Bank and there shall be no employer-employee relationship between the Bank and the persons so deployed by the contractor.

13.6. In the event of termination of the contract for any reason whatsoever, the contractor or the manpower deployed shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

13.7. The payment of the bill to the contractor will normally be done by the Bank within 30 days from the date of receipt of the bill by the Bank. However, if there is a delay of more than 45 days for any reason, it may be immediately brought to the notice of the Bank. Any clarification from the contractor on the bill submitted by the contractor will be sought by the Bank within 15 days from date of receipt of the bill and the contractor has to provide clarification regarding the same within 7 days. In case of any disagreement between the Bank and the contractor on any part of the Bill, such part may be severed from the rest and payment will be made against the agreed and admissible part of the bill. The dispute of the severed part will be separately dealt with as per terms and conditions of the contract.

13.8. The Contractor shall be liable for the payment of wages to the staff deployed at the Bank as per the notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment, GoI and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The Contractor shall maintain proper records of the payment of wages, etc., to the persons so deployed at the Bank and shall on demand furnish copies of wage register / muster roll, etc., to the Bank for having paid all the dues to the persons deployed by him for the work under the Contract. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of the Bank as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970. The Contractor shall comply with or cause to be complied with the Labour Regulations from time to time regarding payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, towards profit margin etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed at the Bank.

13.9. If any person deployed (Security Guards and Supervisor) does not come under the purview of ESI, in such cases, the contractor shall at his own expenses effect and maintain, in the joint names of the Employer and the Tenderer an insurance policy under Workmen's Compensation Act, 1923 against such risks for which no extra payment will be made by the Bank. Documentary proof of the same has to be submitted to the Bank within two months from the date of deployment of manpower.

14. Compliance with law:

14.1. The Contractor shall obtain the requisite license under the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time issued by the concerned Labour Department of the Government, as

applicable, for running the establishment. The Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor. It shall be the responsibility of the Contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by the Bank. In case of any labour problems related to the workmen staff of the Contractor, the same shall be settled at the Contractor's end only.

14.2. The contractor shall obtain licence, if any, required under the local or central laws for providing trained security personnel to the Bank. The Bank is not responsible for obtaining of any license and permission from any authority of the State Government or Central Government.

14.3. The contractor should be conforming to Employees Provident Funds and Miscellaneous Provisions Act, 1952; The Payment of Wages Act, 1936; The payment of Bonus Act, 1965; The Contract Labour (Regulation and Abolition) Act, 1970; Private Security Agencies (Regulation) Act, 2005, Workmen's Compensation Act, 1923 and other acts as applicable from time to time. In the event of any liability arising on account of any breach or non-compliance with Statutory requirements by the contractor, the Bank will have the right to reimburse itself by way of adjustment from the contractor's pending bills, Security Deposit or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same. The contractor shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement.

50. Penalty and Liquidated Damages:

50.1. The Bank would impose a penalty of Minimum Wage per day plus ₹500/- per person per day if the manpower deployed are found either unauthorizedly absent from their post or sleeping while on duty. In addition to this penalty, such lapses will be viewed seriously by the Bank and may result in termination of the contract.

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

50.3. In addition to the above, in case of any breach of terms & conditions of the contract, the bank may impose appropriate penalty, at its discretion, on the contractor.

50.4. The contractor shall ensure that the instructions / directions issued by Central and State Governments and also the Bank in connection with Covid-19 Pandemic are followed scrupulously by the workmen deployed at the Bank. The Contractor must deploy their staff in such manner that they are in proximity to the Bank and can attend to duties on their own, even in emergency situations like Covid and no staff from containment area or under quarantine should be deployed for work.

50.5. Further, the Contractor shall closely monitor the staff deployed at the Bank and in case of any of his / her staff / family member of staff is found to be 'Covid' or such other communicable infection affected, action may be taken to replace the staff at once. The Contractor's staff should be sensitized to follow strict social distancing norms while they remain deployed.

50.6. The Contractor shall provide them with necessary gloves, masks, sanitizer, etc., and personal protective equipment (PPE), if necessary, at no extra cost to the Bank. Further, the Contractor shall indemnify and keep indemnified the Bank from any financial / legal liability arising out of his / her failure, fault or negligence in complying with the above instructions. Any specific medical / insurance or other requirements arising out of such emergencies must be met by the Contractor.

51. Uniform and Other Facilities:

51.1. It shall be the responsibility of the Contractor to provide two sets of full uniform (for summer and winter), including one set of raincoat, per year, along with the name plate/identity card to the manpower deployed to perform their duties. The identity cards shall be produced on demand by any authority of the Bank or of the Government.

51.2. The Bank will not provide accommodation to the security personnel in the Bank's Premises or elsewhere.

51.3. The Contractor shall be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as Bank considers necessary for effectively rendering the services required by the Bank.

51.4. The Contractor will have to provide a mobile phone to the security supervisor.

52. Reporting:

52.1. The Contractor will introduce its manpower to Officer-In-charge/ declared as controlling Officer or any other person authorized by the Bank on its behalf for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the Tenderer shall furnish the complete particulars / bio-data of security personnel with passport size color photo, before deployment.

52.2. The Bank reserves the right to advise the Contractor to remove any guard found not discharging his duties satisfactorily or of doubtful character and the Contractor will immediately remove such person / persons and provide replacement.

52.3. The duty points and retention of security guards deployed by the Tenderer will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the Tenderer will have to abide by such direction.

52.4. In case of any pilferage, damage or theft, the Tenderer or its 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.

52.5. It may be distinctly understood that there shall not be any absenteeism by the Security Guards. In case of absenteeism, if any, replacement guard will have to be provided by the Contractor. The replacement guard should be able to join his duty within two hours, failure to do so would render the Contractor liable to pay the damages at double the rate of the wages and suitable deductions will be made from monthly bills of the Contractor. Such replacement guard shall also be subject to meeting the required standards.

53. Termination of the Contract:

53.1. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of one month without assigning any reason and without payment of any compensation, if-

- a. in the opinion of the Bank (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or*
- b. the Contractor commits a breach of any terms and conditions of this agreement and/or*
- c. the Contractor is adjudged an insolvent or a compromise is entered by it with its creditors or receiver is appointed of any part of the assets or property of the Contractor and/or*
- d. for any reason whatsoever, the Contractor becomes disentitled in law to perform his obligations under this agreement and/or*
- e. there is any variation in the ownership/partnership of the management of the Contractor or its business without the prior approval in writing of the Bank of such variation.*

53.2. In case, the Contractor wants to terminate the agreement for any reason, it may do so after giving three months' prior notice.

54. **Settlement of Disputes by Arbitration:** If any dispute, differences or questions shall, at any time, arise between the 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 arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. Further, such disputes, difference, or questions, if any, shall be deemed to have arisen at Aizawl and only courts in Aizawl shall have jurisdiction to determine the same.

55. **Indemnity Clause:**

55.1. The Contractor shall keep the Bank indemnified against all claims whatsoever in respect of the staff deployed by him / her. In case, any staff of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to settle / contest the same. In case, the Bank is made party and is supposed to contest the case, the Bank will be reimbursed the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the Contractor to the Bank on demand. Further, the Contractor shall ensure that no financial or any other liability comes on the Bank in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect. The Contractor shall indemnify and keep indemnified, defend and hold good the Bank, the Reserve Bank of India, its Directors, its officers, employees and agents against any loss, damage or claims arising out of any violations of applicable laws, regulations, guidelines during the Contract period and for the breach committed by the Contractor or their services personnel on account of misconduct, omission and negligence by the Contractor or his service personnel.

55.2. The Contractor shall further keep the Bank indemnified against any loss to the property and assets of the Bank. The Bank shall have further right to adjust and / or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.

56. **Non-Disclosure Clause:**

56.1. 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 his / her 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 the 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 Bank. The Contractor 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 Contractor and the Bank shall be entitled to claim damages and pursue legal remedies.

56.2. The Contractor shall take all appropriate action 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.

57. Prevention of Sexual Harassment of Women at Work place:

57.1. 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 staff / employee/s within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency or the Local Complaints Committee, as applicable and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaint.

57.2. Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank or any employee of any other firm working in the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

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

57.4. The Contractor shall be responsible for educating its staff / employees about the prevention of sexual harassment at work place and related issues.

58. Force Majeure:

A. The Contractor shall not be liable for forfeiture of its EMD / Security Deposit (Bank Guarantee) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the Contract is a result of an event of Force Majeure. Explanation: For purposes of the clause, "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes, etc.

B. The Bank will decide whether delay or failure on the part of the Contractor was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Contractor and will not be open to question before any Court / forum in any proceedings.

59. The Contractor shall undertake to provide trained security personnel in three shifts, consisting of eight hours each. The Contractor shall provide 24 hours continuous security by constantly changing the personnel on rotation basis so that each person deployed by it does not work for more than 8 hours in a particular shift. If it is found that the same person is working in more than one shift on any particular day, salary for the extra shift will not be given.

60. The Contractor shall maintain neat, complete and legible registers, records, reports and returns for inspection by various authorities at short notice.

61. The Contractor shall comply with the Workmen's Compensation Act, 1923, wherever applicable. The Tenderer shall indemnify the Bank, against all claims which may be made upon the Employer whether under the Workmen's Compensation Act, 1923 or any other statute in force during the period of this contract or at common law in respect of any employee of the Contractor and shall at his own expenses effect and maintain, in the joint names of the Employer and the Contractor an insurance policy against such risks for which no extra payment will be made by the Bank. Documentary proof of the same has to be submitted to the Bank within one month from the date of deployment of manpower.

62. The authorized person of the Contractor, other than the Security Supervisor, shall personally and exclusively supervise or deploy sufficient supervisory personnel, exclusively to supervise the work of his employees so as to ensure that the services rendered are carried out to the satisfaction of the Bank.

63. The Contractor shall ensure that no employee of the Contractor will enter or remain on the Bank's premises beyond the specified time limits until and unless it is absolutely necessary for fulfilling contractual obligations.

64. The Contractor shall obtain Police Verification report on character and antecedents of his personnel and other details relating to age, educational qualification, name and permanent address to be provided under this Contract along with their passport size photographs before engaging them for duty in Bank's Premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.

65. The Contractor shall, at its own expenses, get the manpower deployed by it medically and clinically examined within one month of awarding the Contract. The medical reports should be submitted to the Bank. These certificates / reports should also be submitted as and when any new person is deployed by the Contractor.

66. The Contractor shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behavior 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 the manpower deployed have observed the same.

67. The Contractor shall give weekly off to the security personnel and shall provide a reliever in their place. The authorized person of the Tenderer is required to conduct surprise check frequently at least twice a week during late hours to see

himself that the security guards are discharging the duties faithfully and properly and also submit his report to the official identified by the Bank. No double duty is allowed except in exceptional/emergency cases that too not more than two duties in a month per security guard. The Tenderer shall be liable to pay applicable overtime allowance, if any, and no claim will be entertained by the Bank in this regard.

68. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to the persons deployed.

69. After deployment, the security guards should be deputed for refresher trainings periodically.

70. The Contractor should have Credible Supervisory Infrastructure and network. (Organization level like-Branch head-Security Officers-Field Officers-Security supervisor etc).

71. The Contractor will have to enclose/submit certificate of training before deployment of the security guards/supervisor.

72. The Bank reserves the right to increase or decrease the number of persons to be deployed, as per the Bank's requirement, at any time during the period of the Contract.

73. Renewal of Contract:

73.1. The Contractor of contract may be extended for further period on a yearly basis for a maximum of two more years or other shorter periods, on mutual consent, subject to satisfactory performance / service rendered by the contractor. Increase in wages to Security Supervisor / Security Guards as per wages declared by Ministry of Labour, Government of India during the Tenure of the contract shall be duly honored by the Bank so as to ensure contractor's obligation of payment of at least minimum wages to staff deployed to the Bank. However, this shall be only to the extent of meeting the payment of at least minimum wages to the Security Supervisor / Security Guards deployed at the Bank.

73.2. **Reliever** – No extra amount will be paid for posting of reliever or extra hours of work performed.

73.3. The contractor shall execute an Agreement, at its own expenses, on a non-judicial Stamp Paper of appropriate value, as per the Articles of Agreement provided in this Tender Document, on receipt of intimation from the Bank of the acceptance of his Tender. The original shall be retained by the Bank and duplicate by the Contractor.

IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

(If the Contractor is a partnership or an individual)

IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written. (If the Contractor is a Company)

Signed and delivered

Shri/Smt. _____ (sign and seal of the Contractor) In
the presence of (witness) (name & address):

1.

2.

Signed and delivered for and on behalf of Reserve Bank of India by (sign and seal
of the Bank)

Shri/Smt. _____, its duly authorized Officer In
the presence of (witness) (name & address):

1.

2.

भाग-II / PART – II

भारतीय रिजर्व बैंक | RESERVE BANK OF INDIA
मानव संसाधन प्रबंधन विभाग
HUMAN RESOURCES MANAGEMENT DEPARTMENT
आइजोल | AIZAWL

(Ref: NIT No.: RBI/Aizawl Office/HRMD/1/25-26/ET/85)

ई-निविदा आरबीआई आइजोल में निहत्ये सुरक्षा गार्डों की सेवाएं आमंत्रित करने वाली
E-TENDER INVITING SERVICES OF UNARMED SECURITY GUARDS
AT RBI AIZAWL

भाग-II / PART – II : मूल्य बोली | PRICE BID

बोलीदाता का नाम / Name of Bidder :

पता / Address:

ई-निविदा जमा करने की अंतिम तिथि Last Date of Submission of e-Tender	June 09, 2025 up to 2.00 PM
भाग-I खुलने की तिथि Date of opening of Part-I	June 09, 2025 at 3.00 PM
बोली-पूर्व बैठक (ऑफ़लाइन) Pre-Bid Meeting (Offline)	May 27, 2025 at 11.00 AM

PART-II**Price Bid**

(This is for illustrative purpose only and the Commercial Bid/ Commercial Bid/ Price Bid should not be submitted with Part-I Technical Bid. It should be submitted in **Excel format** in the MSTC Online Portal under section – Commercial Bid/ Commercial Bid/ Price Bid.)

Name of the Firm / Company / Agency : _____
(With full address and Tel. No.) : _____

S No	Description	Rate (for Supervisors/ Highly Skilled) (as of 01.04.2025)	Rate (for Watch & Ward w/o arms/ Skilled) (as of 01.04.2025)
A	No of Security Guards	2	16
B	Daily minimum wages (as of 01.04.2025) (Basic + VDA for Central Govt Area C)*	₹893	₹760
C	Duty per Month (considering 26 duty days and 4 paid weekly offs per month)	30	30
D	Total Minimum Wages per month per person (B x C)	₹26,790	₹22,800
E	EPF Contribution @ 13% of D or of ₹ 15,000 whichever is less	₹1,950	₹1,950
F	ESIC Contribution @ 3.25% on D (only if D < ₹ 21,000 which is the existing limit as of April 1, 2025)	₹0	₹0
G	Statutory Bonus per month @ 8.33% of D (only if D < ₹ 21,000, as per existing limit as of April 1, 2025)	₹0	₹0
H	Total wages per month with EPF, ESIC and Bonus (D+E+F+G)	₹28,740	₹24,750
I	Other Charges per month @5% of H (Cost towards workmen compensation insurance policy, all risk policy, training, dress/uniform, shoes, baton, maintenance of equipment, uniform and consumables, mobile phones with annual recharge, other insurances, charges other than wages and statutory payment etc.)		
J	Cost per month without contractor profit (H+I)		
K	Relieving charge		
L	Total cost per month without agency profit/ charge (for 2 Supervisors and 16 Security Guards)		
M	Total cost for initial 9 months without agency profit/ charge (July 2025 to March 2026) (for 2 Supervisors and 16 Security Guards)		
N	Agency Profit per month (lets say @12% of 'L' for estimation)		

O	Total agency profit/ charge for initial 9 months <i>(July 2025 to March 2026)</i>	
P	Total contract value estimate for 9 months (M+O) <i>(for initial 9 months from July 2025 to March 2026)</i>	
Q	GST @18%	
R	Total contract value with GST@18% (P+Q) <i>(for initial 9 months from July 2025 to March 2026)</i>	

Commercial Bid/ Price Bid Format: (to be filled by bidder online)

Fixed amount by the Bank <i>(=Total cost for 9 months without agency profit and other charges (July 2025 to March 2026) for 2 Supervisors and 16 Security Guards) as per present CLC rates</i>	₹40,81,320 - 'X'
Other charges, Y (as _ % of X) <i>(Cost towards workmen compensation insurance policy, all risk policy, training, dress/uniform, shoes, baton, maintenance of equipment, uniform and consumables, mobile phones with annual recharge, other insurances, charges other than wages and statutory payment etc.)</i>	
Total of X+Y=Z	
Quoted Agency Profit / Service Charge, V (as _ % of Z) <i>(for initial 9 months from July 2025 to March 2026)</i> <i>includes other administrative charges and all taxes, duty or other levy levied by Central Government or any State Government or local authority if applicable other than Good and Service Tax (GST))</i>	
Total contract value for 9 months (W= Z + V)	
GST @ _ % on 'W'	
Total Contract Value for 9 months (W + U)	

1. The intending tenderers are required to quote their service charge/ profit includes other administrative charges and all taxes, duty or other levy levied by Central Government or any State Government or local authority if applicable other than Good and Service Tax (GST) as percentage of the fixed amount as given by the Bank. Quotations received in any other format will be summarily rejected.

For Example: -

If the Vendor wants to quote 20% as Service charge (including all costs except GST) on fixed amount, then he will quote only 20 in the respective field of Commercial Bid/ Price Bid at MSTC website.

2. Rates quoted online are to be exclusive of GST. GST will be calculated extra on total charges to arrive at the contract cost and will be paid as applicable on actual basis. No separate claim in respect of any tax (other than applicable GST), duty or levy whether existing or future and/ or any other charges shall be entertained by the Bank.

3. The minimum wages notified for employees employed in Watch and Ward Services (without arms) as per order F. No. 1/ 6(6) 2025-LS-II dated March 28, 2025 has been considered for arriving at fixed amount by the Bank.

4. The Security Guards will be deployed in four shifts, viz., *Day shift, Morning shift, Afternoon shift, and Night shift*. Each will be on duty for 8 hours daily for 6 days a week with one weekly off. Weekly offs will be adjusted accordingly among the deployed strength; consequently, relievers need not be provided separately.

5. The payment of wages and any future revision in this fixed cost by the Bank (and accordingly, in contract cost) will be based on the minimum wages as notified by the Ministry of Labour and Employment for Watch and Ward Services (without arms).

6. The Rates of EPF, ESIC and EDLI Contribution and EPF Administrative charges indicated above are as per the extant government guidelines and the same is used to derive the Fixed amount. In the event of revision/ change in any of the above rates by the government, the fixed amount, and consequently, the contract cost as well, will be recalculated and revised accordingly.

I/We hereby declare that I/we have read and understood the schedule of quantities and contents of Part II of the tender and also 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: