



**RESERVE BANK OF INDIA
BHUBANESWAR**

NOTICE INVITING TENDER

E-Tender No: RBI/Bhubaneswar Regional Office/HRMD/7/24-25/ET/775

E-Tender for providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar for an initial period of one year (01st April 2025 to 31st March 2026).

Reserve Bank of India, Bhubaneswar invites e-tender for "Providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar" for an initial period of one year (01st April 2025 to 31st March, 2026) and can be extended by the Bank at its opinion for further period of two years, one year at a time, with or without any variation in terms and conditions, subject to satisfactory performance of the services and adherence to contractual obligations by the concerned entity. The e-tendering shall be done through the e-tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprocn>). All eligible and interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process.

2. Intending tenderers shall pay a sum of ₹9,80,000/- (Rupees Nine lakhs Eighty Thousand only) as earnest money (EMD) to be paid through NEFT/ DD/ BG issued by a Scheduled Bank in favour of 'Reserve Bank of India, Bhubaneswar'. The documents pertaining to EMD should be scanned and uploaded with the pre-Qualification documents.

3. Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. E-tenders without EMD will not be accepted under any circumstances.

4. 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.

5. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper. As this is an E-tender, the rates shall be submitted only in online mode and not to mention the rates on any other documents, otherwise the bid shall be rejected.

Regional Director
Reserve Bank of India
Bhubaneswar

SCHEDULE OF TENDER
(Only through e-procurement)

S/No	E-Tender No.	RBI/Bhubaneswar Regional Office/HRMD/7/24-25/ET/775
1	E-Tender Name	Annual Service Contract for providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar.
2	Estimated cost	₹4,90,00,000/- (Rupees Four Crore Ninety Lakhs Only)
3	Mode of e-tender	e-Procurement System (Online Part I - Technical Bid and Part II - Price Bid) through www.mstcecommerce.com/eprocn
4	Type of e-tender	Open (Two Bid System)
5	Date of NIT available to parties to download	January 15, 2025 at 16:00 hrs
6	Availability for viewing	February 05, 2025 at 16:00 hrs
7	Pre-bid meeting	Offline: February 12, 2025 at 11:30 hrs Venue: Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P.B.No. 16, Bhubaneswar - 751001, Odisha
8	Publication of minutes of Pre-bid meeting	February 14, 2025 at 16:00 hrs
9	Earnest Money Deposit (EMD) through NEFT / Net Banking and upload the details on the MSTC portal.	₹9,80,000/- (Nine lakh eighty thousand only) paid through <u>NEFT/ DD/ BG</u> Beneficiary Name- Reserve Bank of India Account No: 186004001 IFSC code: RBIS0BBPA01 (5th and 10th character in IFSC code are zeros) Branch name-Bhubaneswar
10	E-Tender Fees	NIL
11	Date of Starting of e-tender for submission of on-line Technical Bid and price Bid at http://mstcecommerce.com/e-prochome/rbi	February 20, 2025 from 14:00 hrs Onwards
12	Last date of submission of EMD. (Hard copy of NEFT details must be submitted (by hand / post / courier) before or on the last date of submission of tender, if applicable)	March 03, 2025 till 14:00 hrs

13	Date of closing of online e-tender for submission of Technical Bid & Price Bid.	March 03, 2025 till 14:00 hrs
14	Date & time of opening of Part-I (i.e. Technical Bid).	March 03, 2025 at 15:00 Hrs.
15	Validity of the e-tender	90 days from the date of opening of Technical bid
16	Date & Time of opening of Part II, i.e., Financial Bid	Part-II (Financial Bid) of only those bidder(s) who is/are found qualified in Technical bid, will be opened electronically. Such bidder(s) will be intimated regarding date and time of opening of Part-II (Financial Bid) through valid email given by them.
17	Transaction Fee (Non-refundable) (To be paid separately by the tenderers to MSTC vide MSTC E-Payment Gateway for participating in the e-tender)	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED



**भारतीय रिजर्व बैंक / RESERVE BANK OF INDIA
भुवनेश्वर / BHUBANESWAR**

**भारतीय रिजर्व बैंक / भुवनेश्वर / शिष्टाचार एवं सुरक्षा कक्ष
RBI/Bhubaneswar/Protocol & Security Cell**

E-Tender No: RBI/Bhubaneswar Regional Office/HRMD/7/24-25/ET/775

ई-निविदा हेतु/ E-TENDER FOR

भारतीय रिजर्व बैंक, भुवनेश्वर में स्थित मुख्य कार्यालय परिसर, डाटा सेंटर परियोजना स्थल और आवासीय कॉलोनियों में निःशस्त्र सुरक्षा गार्ड (अधिमानतः पूर्व सैनिक) उपलब्ध करने हेतु वार्षिक सेवा अनुबंध।

Annual Service Contract for providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar



दावात्याग /DISCLAIMER

भारतीय रिज़र्व बैंक, शिष्टाचार एवं सुरक्षा कक्ष, भुवनेश्वर ने इच्छुक पक्षों को संविदा संबंधी पृष्ठभूमि सूचना देने के लिए इस दस्तावेज को तैयार किया है। भारतीय रिज़र्व बैंक द्वारा इस दस्तावेज के अंतर्गत अपेक्षित सावधानी के साथ सूचनाएं दी गई हैं तथा यह समझा जाता है कि सूचनाएं सही हैं; फिर भी, न तो भारतीय रिज़र्व बैंक और न ही उसका कोई प्राधिकारी या एजेंसी, न तो उससे संबंधित कोई अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज में निहित सूचनाओं या इससे संबंधित प्रस्तुत की जाने वाली किसी सूचना की संपूर्णता या सटीकता के बारे में प्रत्यक्ष अथवा अप्रत्यक्ष रूप से किसी प्रकार की वारंटी देता और न ही उसका प्रतिनिधित्व करता है।

Reserve Bank of India, Protocol & Security Cell, Bhubaneswar, has prepared this document to give background information on the Project to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors 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 सूचना व्यापक नहीं है। इच्छुक पक्षों से खुद ही पूछताछ करना अपेक्षित है तथा प्रतिवादी से अपेक्षित है कि वह उसे लिखित रूप में पुष्टि करेगा कि उन्होंने ऐसा किया है और वे निविदा प्रस्तुत करते समय केवल भारतीय रिज़र्व बैंक द्वारा निविदा में प्रदत्त सूचना पर आश्रित नहीं है। सूचना इस आधार पर प्रदान की गई है कि वह भारतीय रिज़र्व बैंक या उसके किसी प्राधिकारी या एजेंसी या उनके किसी संबंधित कार्यालय, कर्मचारी, एजेंट या सलाहकार पर बाध्यकारी नहीं होगी।

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

भारतीय रिज़र्व बैंक के पास परियोजना की प्रक्रिया प्रारंभ करने या परियोजना का स्वरूप बदलने, इस दस्तावेज में प्रदर्शित समय सारणी में परिवर्तन करने या लागू की जाने वाली प्रक्रिया या क्रियाविधि में परिवर्तन करने का अधिकार सुरक्षित होगा। उसे इच्छा प्रकट करने वाले किसी पक्ष से इस मामले में आगे किसी प्रकार की चर्चा न करने का भी अधिकार होगा। इच्छा प्रकट करने वाले व्यक्तियों या संस्थाओं को किसी प्रकार के खर्च की प्रतिपूर्ति नहीं की जाएगी।

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, 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.



**भारतीय रिज़र्व बैंक / RESERVE BANK OF INDIA
भुवनेश्वर / BHUBANESWAR**

ई-निविदा सूचना / NOTICE INVITING TENDER

भारतीय रिज़र्व बैंक, भुवनेश्वर में स्थित मुख्य कार्यालय परिसर, डाटा सेंटर परियोजना स्थल और आवासीय कॉलोनियों में नि: शस्त्र सुरक्षा गार्ड (अधिमानत: पूर्व सैनिक) उपलब्ध करने हेतु ई-निविदा एक वर्ष की प्रारंभिक अवधि के लिए (01 अप्रैल 2025 से 31 मार्च, 2026 तक)।

E-Tender for providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar for an initial period of one year (01st April 2025 to 31st March 2026).

भारतीय रिज़र्व बैंक, भुवनेश्वर में स्थित मुख्य कार्यालय परिसर, डाटा सेंटर परियोजना स्थल और आवासीय कॉलोनियों में नि: शस्त्र सुरक्षा गार्ड (अधिमानत: पूर्व सैनिक) उपलब्ध कराने हेतु एक वर्ष की प्रारंभिक अवधि (01 अप्रैल 2025 से 31 मार्च, 2026) के लिए ई-निविदा आमंत्रित करता है और बैंक द्वारा अपनी राय में दो साल की आगे की अवधि के लिए, एक बार में एक वर्ष, नियम और शर्तों में किसी भी बदलाव के साथ या बिना, सेवाओं के संतोषजनक प्रदर्शन और संबंधित संस्था द्वारा संविदात्मक दायित्वों के पालन के अधीन बढ़ाया जा सकता है। ई-निविदा एमएसटीसी की वेबसाइट: <https://www.mstcecommerce.com/eprocn> के माध्यम से की जाएगी। सभी योग्य एवं इच्छुक कंपनियों / एजेंसी / फ़र्मों को इस ई-निविदा में भाग लेने हेतु एमएसटीसी लिमिटेड की वेबसाइट पर अपना पंजीकरण करना अनिवार्य है।

Reserve Bank of India, Bhubaneswar invites e-tender for **“Providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar”** for an initial period of one year (01st April 2025 to 31st March, 2026) and can be extended by the Bank at its opinion for further period of two years, one year at a time, with or without any variation in terms and conditions, subject to satisfactory performance of the services and adherence to contractual obligations by the concerned entity. The e-tendering shall be done through the e-tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprocn>). All eligible and interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process.

2. इच्छुक निविदाकर्ता बयाना राशि (ईएमडी) के रूप में ₹9,80,000/- (रुपए नौ लाख अस्सी हजार मात्र) का भुगतान 'भारतीय रिज़र्व बैंक, भुवनेश्वर' के पक्ष में अनुसूचित बैंक द्वारा जारी एनईएफटी/डीडी/बीजी के माध्यम से किया जाएगा। ईएमडी से संबंधित दस्तावेजों को स्कैन किया जाना चाहिए और पूर्व-योग्यता दस्तावेजों के साथ अपलोड किया जाना चाहिए।

Intending tenderers shall pay a sum of **₹9,80,000/- (Rupees Nine lakhs Eighty Thousand only)** as earnest money (EMD) to be **paid through NEFT/ DD/ BG issued by a Scheduled Bank in favour of 'Reserve Bank of India, Bhubaneswar'**. The

documents pertaining to EMD should be scanned and uploaded with the pre-Qualification documents.

3. आवेदन करने के इच्छुक आवेदकों को आवश्यक पात्रता के समर्थन में दस्तावेजी साक्ष्य प्रस्तुत करके बैंक को संतुष्ट करना होगा और ऐसा करने में उनकी विफलता की स्थिति में, बैंक को उनकी बोलियों को अस्वीकार करने का अधिकार है। ईएमडी के बिना ई-निविदा किसी भी परिस्थिति में स्वीकार नहीं की जाएगी।

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. E-tenders without EMD will not be accepted under any circumstances.

4. बैंक न्यूनतम 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 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.

5. भविष्य में जारी किए गए किसी भी संशोधन / शुद्धिपत्र, यदि कोई हो, केवल RBI वेबसाइट और MSTC वेबसाइट पर अधिसूचित किया जाएगा जैसा कि ऊपर दिया गया है और अखबार में प्रकाशित नहीं किया जाएगा। चूंकि यह एक ई-निविदा है, दरें केवल ऑनलाइन मोड में प्रस्तुत की जाएंगी और किसी अन्य दस्तावेज पर दरों का उल्लेख नहीं करना होगा, अन्यथा बोली खारिज कर दी जाएगी।

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper. As this is an E-tender, the rates shall be submitted only in online mode and not to mention the rates on any other documents, otherwise the bid shall be rejected.

क्षेत्रीय निदेशक / Regional Director
भारतीय रिजर्व बैंक / Reserve Bank of India
भुवनेश्वर / Bhubaneswar

भारतीय रिजर्व बैंक/ RESERVE BANK OF INDIA
भुवनेश्वर / BHUBANESWAR

Annual Service Contract for providing unarmed private security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar

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Section - I
निविदा की अनुसूची / SCHEDULE OF TENDER
(केवल ई-अधिप्राप्ति के माध्यम से / Only through e-procurement)

S/No	ई-निविदा संख्या / E-Tender No.	RBI/Bhubaneswar Regional Office/HRMD/7/24-25/ET/775
1	ई-निविदा का नाम/ E-Tender Name	भारतीय रिज़र्व बैंक, भुवनेश्वर में स्थित मुख्य कार्यालय परिसर, डाटा सेंटर परियोजना स्थल और आवासीय कॉलोनियों में निःशस्त्र सुरक्षा गार्ड उपलब्ध करने हेतु वार्षिक सेवा अनुबंध। Annual Service Contract for providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar.
2	अनुमानित लागत / Estimated cost	₹4,90,00,000/- (चार करोड़ नब्बे लाख रुपये मात्र) ₹4,90,00,000/- (Rupees Four Crore Ninety Lakhs Only)
3	ई-निविदा की प्रणाली / Mode of e-tender	ई-अधिप्राप्ति प्रणालि (ऑनलाइन भाग I – तकनीकी बोली और भाग II – मूल्य बोली) www.mstcecommerce.com/eprocn के माध्यम से e-Procurement System (Online Part I - Technical Bid and Part II - Price Bid) through www.mstcecommerce.com/eprocn
4	ई-निविदा का प्रकार / Type of e-tender	खुली (दो-बोली प्रणाली)/ Open (Two Bid System)
5	ई-निविदा सूचना के वेबसाइट पर उपलब्ध होने की तारीख / Date of NIT available to parties to download	15 जनवरी, 2025 पूर्वाह्न 16:00 बजे January 15, 2025 at 16:00 hrs
6	देखने के लिए उपलब्धता / Availability for viewing	05 फरवरी, 2025 पूर्वाह्न 16:00 बजे February 05, 2025 at 16:00 hrs
7	बोली-पूर्व बैठक की तिथि, समय और स्थान /Pre-bid meeting	ऑफलाइन : 12 फरवरी, 2025 दोपहर 11:30 बजे Offline: February 12, 2025 at 11:30 hrs स्थान: भारतीय रिज़र्व बैंक, पंडित जवाहरलाल नेहरू मार्ग, P.B.No 16, भुवनेश्वर - 751001, ओडिशा Venue: Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P.B.No. 16, Bhubaneswar - 751001, Odisha
8	बोली पूर्व बैठक के कार्यवृत्त का प्रकाशन / Publication of minutes of Pre-bid meeting	14 फरवरी, 2025 दोपहर 16:00 बजे February 14, 2025 at 16:00 hrs

9	<p>बयाना राशि जमा करने का विवरण एएमएसटीसी वेबसाइट पर डालें। Earnest Money Deposit (EMD) through NEFT / Net Banking and upload the details on the MSTC portal.</p>	<p>₹9,80,000/- (नौ लाख अस्सी हजार रुपये मात्र) केवल एनईएफटी / नेट बैंकिंग /डीडी/बीजी के माध्यम से भुगतान किया गया: लाभार्थी का नाम- भारतीय रिजर्व बैंक लाभार्थी खाता संख्या – 186004001 IFSC code - RBIS0BBPA01 (5वां और 10वां अंक शून्य है)</p> <p>₹9,80,000/- (नौ लाख अस्सी हजार रुपये मात्र) paid through NEFT/ DD/ BG</p> <p>Beneficiary Name- Reserve Bank of India Account No: 186004001 IFSC code: RBIS0BBPA01 (5th and 10th character in IFSC code are zeros) Branch name-Bhubaneswar</p>
10	ई-निविदा शुल्क / E-Tender Fees	शून्य / NIL
11	<p>ऑन-लाइन तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ई-टेंडर की शुरुआत की तारीख http://mstcecommerce.com/eprochome/rbi पर Date of Starting of e-tender for submission of on-line Technical Bid and price Bid at http://mstcecommerce.com/eprochome/rbi</p>	<p>20 फरवरी, 2025 अपराह्न 14:00 बजे से February 20, 2025 from 14:00 hrs Onwards</p>
12	<p>ईएमडी जमा करने की अंतिम तिथि। (एनईएफटी विवरण (यूटीआर संख्या) की हार्ड कॉपी टेंडर जमा करने की अंतिम तिथि से पहले (हस्तदाती / पोस्ट / कूरियर द्वारा) प्रस्तुत की जानी चाहिए (यदि लागू हो तो) Last date of submission of EMD. (Hard copy of NEFT details must be submitted (by hand / post / courier) before or on the last date of submission of tender, if applicable)</p>	<p>03 मार्च , 2025 अपराह्न 14:00 बजे तक March 03, 2025 till 14:00 hrs</p>
13	तकनीकी बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद करने की तिथि।	<p>03 मार्च, 2025 अपराह्न 14:00 बजे तक March 03, 2025 till 14:00 hrs</p>

	Date of closing of online e-tender for submission of Technical Bid & Price Bid.	
14	भाग-I (अर्थात तकनीकी बोली) के खुलने की तिथि और समय । भाग-II यानी मूल्य बोली खोलने की तिथि अलग से सूचित की जाएगी Date & time of opening of Part-I (i.e. Technical Bid).	03 मार्च, 2025 अपराह्न 15:00 बजे March 03, 2025 at 15:00 hrs
15	ई-निविदा की वैधता / Validity of the e-tender	टेक्निकल बिड खोलने की तारीख से 90 दिन / 90 days from the date of opening of Technical bid
16	भाग II के खुलने की तिथि और समय, अर्थात, वित्तीय बोली / Date & Time of opening of Part II, i.e., Financial Bid	केवल उन्हीं बोलीदाताओं, जो तकनीकी बोली में अर्हता प्राप्त हैं/पाए जाते हैं, की भाग-II (वित्तीय बोली) इलेक्ट्रॉनिक रूप से खोली जाएगी। ऐसे बोलीदाता (बोलीदाताओं) को उनके द्वारा दिए गए वैध ई-मेल के माध्यम से भाग-II (वित्तीय बोली) खोलने की तारीख और समय के बारे में सूचित किया जाएगा। Part-II (Financial Bid) of only those bidder(s) who is/are found qualified in Technical bid, will be opened electronically. Such bidder(s) will be intimated regarding date and time of opening of Part- II (Financial Bid) through valid email given by them.
17	लेनदेन शुल्क (गैर-वापसी योग्य) (MSTC ई-टेंडर में भाग लेने के लिए एएमएसटीसी (MSTC) ई-भुगतान गेटवे को निविदा कारों द्वारा अलग से भुगतान किया जाएगा) Transaction Fee (Non-refundable) (To be paid separately by the tenderers to MSTC vide MSTC E-Payment Gateway for participating in the e-tender)	MSTC भुगतान गेटवे / NEFT / RTGS के माध्यम से MSTC पोर्टल में उल्लिखित लेन देन शुल्क का भुगतान MSTC के पक्ष में करें / Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED

Section – II

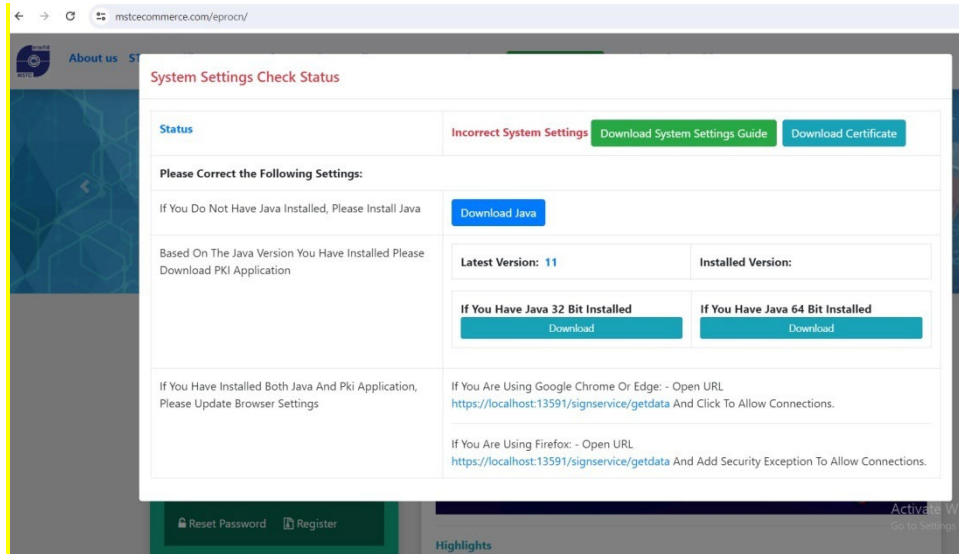
ई-अधिप्राप्ति हेतु महत्वपूर्ण निर्देश – खरीद **Important Instructions for E – Procurement**

This is an e-procurement event of Reserve Bank of India, Bhubaneswar. The procurement service provider/Agency/vendor is MSTC Limited. Bidders are requested to read and understand the terms & conditions of the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

1.	<p>Process of E-Tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing and encryption type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprcn (Version 3)</p> <p>1) Vendors are required to register themselves online with www.mstcecommerce.com/eprcn → e-Procurement → PSU/ Govt depts → Select RBI Logo → Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e- tender).</p> <p>Contact person (RBI Bhubaneswar):</p> <table border="1"><tr><td>1. Shri Ranjeet Singh, Assistant General Manager Mobile No. – 6230362811, E-mail – ranjeetsingh@rbi.org.in</td></tr><tr><td>2. Capt. Uttam Kumar Behera, Manager (Security) Mobile No. – 9090866753, E-mail – captuttam@rbi.org.in</td></tr><tr><td>3. Shri Manas Kumar Jena, Assistant Manager (Admin) Mobile No. 7008268499, E-mail – mkjena@rbi.org.in</td></tr></table> <p>Contact person (MSTC Ltd): For Vendor</p> <table border="1"><tr><td>1. Shri Mahesh Ramavath, Mobile No. – 8801281004, e-mail – rmahesh@mstcindia.co.in</td></tr><tr><td>2. Shri TDMV Satyasai, Mobile No. – 6370350776, e-mail – tsatyasai@mstcindia.co.in</td></tr><tr><td>3. Help Desk/ Office, Phone No.- 0674-2544199/2950091, e-mail – helpdesk@mstcindia.co.in</td></tr></table> <p>MSTC CENTRALISED HELP DESK NO. 7969066600 E-mail - helpdeskho@mstcindia.in Please mention "HO Helpdesk" as subject while sending emails. Availability : 9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.</p>	1. Shri Ranjeet Singh, Assistant General Manager Mobile No. – 6230362811, E-mail – ranjeetsingh@rbi.org.in	2. Capt. Uttam Kumar Behera, Manager (Security) Mobile No. – 9090866753, E-mail – captuttam@rbi.org.in	3. Shri Manas Kumar Jena, Assistant Manager (Admin) Mobile No. 7008268499, E-mail – mkjena@rbi.org.in	1. Shri Mahesh Ramavath, Mobile No. – 8801281004, e-mail – rmahesh@mstcindia.co.in	2. Shri TDMV Satyasai, Mobile No. – 6370350776, e-mail – tsatyasai@mstcindia.co.in	3. Help Desk/ Office, Phone No.- 0674-2544199/2950091, e-mail – helpdesk@mstcindia.co.in
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3. Help Desk/ Office, Phone No.- 0674-2544199/2950091, e-mail – helpdesk@mstcindia.co.in							

B) System Requirement:

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



- i) Windows 7 or above Operating System
- ii) IE-7 and above Internet browser.
- iii) Signing type digital signature
- iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.
- v) To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”. Other Settings:
- 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 (Please run IE settings from the page www.mstcecommerce.com once)

vii) For more details, vendor may refer to Service Provider/Agency/Vendor Guide and FAQ available at www.mstcecommerce.com/eprochn.

2. The Technical Bid and the Financial/Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochn. E-tenders will be opened electronically on specified date and time as given in the E-tender.

3. All entries in the e-tender should be entered in online Technical & Financial Formats without any ambiguity.

4.	<p><u>Special Note towards Transaction fee:</u></p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalogue” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.</p> <p><u>Transaction fee is non-refundable.</u> A vendor will not have the access to online e-tender without payment of the transaction fee.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5.	<p>Information about tenders / corrigenda shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).</p>
6.	<p>E-Tender cannot be accessed after the due date and time mentioned in NIT (Notice Inviting Tender).</p>
7.	<p>Bidding in e-tender:</p> <p>Note: Vendors are instructed to use Upload Documents link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.</p> <p>Once documents are uploaded in the library, vendors can attach documents through Attach Document link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.</p> <p>a) Vendor(s) need to submit necessary documents as per eligibility criteria, EMD, e-tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. E-Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the e-tender inviting authority.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Financial/Price Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.</p>

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

- d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Financial specification and save the same. After that click on the Technical bid. If this application is not running, then the vendor will not be able to save/submit his Technical bid.
- e) After filling the Technical Bid, vendor should click '**save**' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "**save**" to record their Financial bid. Once both the Technical bid & Financial bid has been saved, then the vendor can click on the "**Final submission**" button to register their bid.

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

- f) Vendors are instructed to use **Attach Doc button** to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- j) 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 / work.
- k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the e-tender in full or part as the case may be without assigning any reason thereof.

	m) No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.
8.	Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
9.	No deviation to the technical and Financial terms & conditions is allowed.
10.	The e-tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11.	<p>Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprchome to familiarize themselves with the system before bidding.</p> <p>For technical assistance, MSTC officials may be contacted at centralised helpdesk contact number 07969066600 well in advance and bidders are advised to avoid any last-minute rush. In case of any technical assistance required from MSTC, Bidders must contact MSTC at least one day prior before the e-tender closing day and get all their queries resolved.</p>

Section – III

बोलीकर्ताओं के लिए सामान्य निर्देश General Instructions to Bidders

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29. Signing of Contract
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A. General	
1. Scope of Tender and general information	<p>1.1 Reserve Bank of India, Bhubaneswar invites online e-tender on www.mstcecommerce.com/eprochome/rbi in two bid system for providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar for an initial period of one year (01st April 2025 to 31st March, 2026) as per laid down contractual obligations. However, the contract can be extended by the Bank at its opinion for further period of two years, one year at a time, with or without any variation in terms and conditions, subject to satisfactory performance of the services and adherence to contractual obligations by the concerned entity. The estimated value of contract per annum is ₹4,90,00,000/- (Rupees Four Crore Ninety Lakhs Only).</p> <p>1.2 More details of Broad Scope of Work, General Terms and Conditions and details of staff required are detailed in Section V. The Bank reserves the right to increase/ decrease the required number of security guards to be deployed by firm/ company before awarding the work or any time during the currency of contract, if required. The Bank also reserves the right to award work to any firm/company.</p>
2. Obtaining of Tender documents	<p>2.1 The E-Tender Document / Notice Inviting Tender may be downloaded from www.mstcecommerce.com/eprocn or from RBI website</p> <p>2.2 Interested parties, if they so desire, may contact Protocol & Security Cell officials on the phone /e-mail indicated in the tender for any further clarification.</p>
3. Prohibited Practices	<p>3.1 The Bank requires that tenderers, suppliers, Agencies, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <p>i) "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.</p>

	<p>ii) “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.</p> <p>iii) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</p> <p>iv) “Collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.</p> <p>(b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question.</p> <p>(c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract</p> <p>3.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (Broad Scope of work, General terms and Conditions and Duties and responsibilities of security guards & supervisor)</p>
<p>4. E- Tender Document</p>	<p>4.1 Tender shall consist of documents (Part-I & Part-II). Part I contains technical and commercial eligibility conditions (all sections and annexures) along with any schedules, addendum or corrigendum etc. issued by Reserve Bank of India for the purpose.</p> <p>4.2 Part-II contains only financial/price bid.</p> <p>4.3 Tenders are advised to study the E-TENDER documents thoroughly.</p> <p>4.4 Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications.</p>

5. Eligible Tenderers/ Eligibility Criteria

The Agency participating in the bidding process shall submit copies of documentary proof along with the tender form and Agency not conforming to any of these criteria will not qualify for empanelment or short listing:

5.1 The Agency must be a legally recognized business entity i.e., Proprietary Firm, Partnership Firm, LLP Firm, Companies Registered under Companies Act for providing Security guards' services.

5.2 The Agency should have a valid "The Private Security Agencies (Regulation) Act, 2005" license for the entire State of Odisha. The license must remain valid during the period of the contract and should be renewed time to time.

(a) The Agency should have credible supervisory infrastructure and network and have their own office/ branch in Bhubaneswar. Documentary proof for the same to be submitted.

5.3 Experience - The Agency should be continuously in business (for providing security guards) at least for five years **as on December 31, 2024**. (As per [Annexure I](#))

5.4 Client Report – The Agency should submit client reports for satisfactory completion/performance from minimum three different clients. (As per [Annexure II](#))

5.5 Estimated Cost & Cost of previous works - The estimated cost of the contract is approx. ₹4,90,00,000/- (Rupees Four Crore Ninety lakhs only). The agency is required to submit proof of experience of having successfully completed similar works (providing security guards) during last five years ending **December 31, 2024** as under (submit copies of work orders):

(a) Three similar works (providing security guards) each costing not less than ₹1,96,00,000/- (Rupees One Crore Ninety Six lakhs only) i.e. 40% of estimated tender cost.

OR

(b) Two similar works (providing security guards) each costing not less than ₹2,45,00,000/- (Rupees Two Crore Forty five lakhs only) i.e. 50% of estimated tender cost.

OR

(c) One similar work (providing security guards) costing not less than ₹3,92,00,000/- (Rupees Three Crore Ninety two lakhs only) i.e. 80% of estimated tender cost.

	<p>5.6 Annual Turnover – Should have a minimum annual turnover of amount equal to ₹4,90,00,000/- (Rupees Four Crore Ninety lakhs only) from provision of providing security guards services, during the last three financial years i.e. March 31, 2024. (As per Annexure V)</p> <p>5.7 Registrations - Agency should submit copies of following registration certificates:</p> <ol style="list-style-type: none"> a) Certificate of Registration with Registrar of Companies under the Company Act 2013 along with Memorandum and Article of Association. b) Copy of "The Private Security Agencies (Regulation) Act, 2005" license for the state of Odisha. c) Registration Certificate under Shops & Establishment Act. d) Certificate from ESI Corporation (latest). e) Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest). f) Valid Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970. g) Registration Certificate for Service Tax. h) Solvency certificate from its banker specifically for the purpose of the work for amount Rupees ₹4,90,00,000/- (Rupees Four Crore Ninety lakhs only) the issued date of the solvency certificate should not be older than December 31, 2024. <p>5.8 Details of Bank accounts & undertaking for receiving payments through NEFT. Full particulars of their Bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled Banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT).</p>
B. Contents of Tender Document	
<p>6. Sections of Tender Document</p>	<p>6.1 The Tender Document consist of two parts which includes all the Sections indicated below and should be read in conjunction with any Article/Section issued in accordance with <u>Instructions to Bidders</u>.</p> <p><u>Tendering Procedures</u></p> <ul style="list-style-type: none"> • Section-I: Schedule of Tender • Section-II: Important Instructions for e-procurement • Section-III: General instructions to Bidders

	<ul style="list-style-type: none"> • Section-IV: Evaluation / Selection Criteria <u>Conditions of Contract and Contract Forms</u> • Section-V: Broad Scope of work, General terms and Conditions, Duties and responsibilities of security guards and supervisor, General Instructions regarding Technical and Financial bids. • Annexure I to VI • Part-II (Financial Bid)
7. Clarification of Tender document, Pre-bid meeting	<p>7.1 A tenderer requiring any clarification on this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries during the Pre-bid meeting.</p> <p>7.2 The Pre-Bid meeting will be conducted on February 12, 2025 at 11:30 hrs at Reserve Bank of India Pt. Jawaharlal Nehru Marg, P.B.No. 16, Bhubaneswar - 751001, Odisha. Bidders may also clarify the issues telephonically or in person as per the contacts furnished in this document.</p>
8. Amendment of Tender Document	<p>8.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments/ corrigendum on RBI website (www.rbi.org.in) / e-portal.</p> <p>8.2 Any amendments/corrigendum issued shall be a part of this document.</p> <p>8.3 To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in preparing their Bids, the Bank may, at its discretion, extend the deadline for the submission of Tenders.</p>
C. Preparation of Tenders	
9. Cost of Tendering	<p>9.1 The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.</p>

<p>10. Documents Comprising the Tender</p>	<p>10.1 The Tender shall comprise the following:</p> <ul style="list-style-type: none"> a) Notice Inviting Tender b) Technical Bid Details c) Financial Bid Details d) Earnest Money Deposit: Intending tenderers has to deposit a sum of ₹ 9, 80,000/- (Rupees Nine lakhs Eighty Thousand only) paid through <u>NEFT/ DD/ BG only</u> to following account: Beneficiary Name- Reserve Bank of India Account No: 186004001 IFSC code: RBIS0BBPA01 (5th and 10th character in IFSC code are zeros) e) Bids not accompanied by EMD, shall be treated as non-responsive, and will be summarily rejected by the Bank. f) Performance Bank Guarantee to be furnished after award of contract by the successful tenderers g) Contract Agreement (after award of contract by the successful tenderers). <p>10.2 Part - I – Technical Bid</p> <ul style="list-style-type: none"> a) All Sections and Annexures are the part of Technical bid. Please note that prices should not be indicated in the Part I (Technical Bid). Technical bid may be submitted on www.mstcecommerce.com/eprocn b) Documentary proof of Pre-qualification/Eligibility criteria must be uploaded online on www.mstcecommerce.com/eprocn c) EMD shall be part of Technical Bid. <p>10.3 Part - II – Financial Bid</p> <ul style="list-style-type: none"> a) Currency of Bid: Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the tender, all taxes (Exclusive of GST), charges, levies, cess, insurance, transportation, entry taxes,) Labour, other Govt Taxes , Minimum wages of Central Government and EPF / ESI contribution, etc. as applicable as per rules. b) No conditional/optional quote shall be accepted.
<p>11. EMD as Tender Security and Transaction Fee</p>	<p>11.1 The tenderers shall deposit EMD of ₹9,80,000/- (Rupees Nine lakhs Eighty Thousand only) through <u>NEFT/ DD/ BG only</u> and Transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable. No interest will be paid on EMD.</p>

	<p>11.2 Tenders without EMD (if not exempted) will not be accepted under any circumstances.</p> <p>11.3 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>11.4 The EMD of unsuccessful tenderers shall be discharged/returned by RBI after award of work to successful bidder.</p> <p>11.5 The EMD of the Successful Bidder shall be returned to the Bidder after submission of Performance Bank Guarantee as per tender condition, without interest.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
<p>12. Forfeiture of EMD</p>	<p>12.1 The EMD shall be forfeited in the following circumstances:</p> <ul style="list-style-type: none"> a) Made misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria; or b) Tenderer left blank the column of the Part II /Financial Bid or submitted multiple financial bids. c) if a Tenderer withdraws his Bid during the period of Bid Validity, or d) The Tenderer has been blacklisted by any government agency, PSU and the blacklisting is still in force. e) In the case of the Successful Tenderer, if he fails to complete the work within the prescribed time limit.
<p>13. Letter of Tender</p>	<p>13.1 The tenderer shall submit the Tender using the digital signature class 3 via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.</p>
<p>14. Documents Establishing the qualifications of the Tenderer</p>	<p>14.1 To establish its qualifications to perform the Contract in accordance with Section-III (Para 5), the tenderer shall provide the information in the format prescribed in tender document.</p>
<p>15. Visit to deployment sites</p>	<p>15.1 The bidder is required to provide security guards and is advised to visit and acquaint himself with the operational system. The costs of visiting the deployment sites shall be borne by the bidder. It shall</p>

	<p>be deemed that the Agency has undertaken a visit to the deployment sites and is aware of the operational conditions prior to the submission of the tender documents.</p>
16. Period of validity of Tenders	<p>16.1 The Tender validity period shall be 90 days from the date of opening of technical bid.</p> <p>16.2 In exceptional circumstances, prior to the expiration of the Tender validity period, the Bank may request tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing.</p>
D. Submission and Opening of Tenders	
17. Submission and Marking of Tenders	<p>17.1 Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the Instructions regarding E-Tender.</p> <p>17.2 The tenderers may submit online their Financial Bid (competitive rates) in prescribed format (Part-II) along with copies of necessary documents as indicated in the “Technical Bid” (Part-I). E-Tender with all information shall be submitted on or before the prescribed time and date. Incomplete Tenders will be summarily rejected.</p> <p>17.3 The tenderers shall quote rates inclusive of all components factored as illustrated in cost analysis.</p> <p>17.4 If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.</p>
18. Deadline for Submission of Tenders	<p>18.1 Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>18.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
19. One Bid per Bidder	<p>19.1 Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.</p>
20. Late Tenders	<p>20.1 No Tender after the deadline shall be allowed on the portal.</p>

21. Tender Opening	21.1 The Bank shall open the Tender (Part-I) electronically on the notified date. Part-II will be opened for those bidders who qualify in Part-I. Date of opening of Part-II will be notified by email to the successful bidders on their valid email address.
E. Examination of Tenders	
22. Confidentiality	22.1 Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other person not officially concerned with such process until information on Contract award is communicated to all tenderers.
23. Clarification of Tenders	<p>23.1 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the Tenders.</p> <p>23.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be liable to be rejected.</p>
F. Tender Evaluation and Comparison	
24. Evaluation of Tenders	24.1 The Bank shall use the evaluation criteria indicated in Section IV.
25. Qualification of the Tenderer	25.1 The Bank shall determine, to its satisfaction, whether the selected tenderer meets the qualifying criteria in accordance with Section III (Para 5).
26. Bank's Right to Accept Any Tender, and to Reject Any or All Tenders	26.1 The Bank reserves the right to accept or reject any tender, and to annul the Tendering process and reject all Tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected out-rightly.

<p>27. Award Criteria</p>	<p>27.1 The Bank shall shortlist the tenderer based on the evaluation criteria detailed in Section IV (Evaluation Criteria).</p>
<p>28. Notification of Award</p>	<p>28.1 The tenderer who qualifies the Technical Evaluation including Site visit evaluation and is L1 in Financial Bid shall be awarded the tender.</p> <p>28.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract. The successful tenderer shall be ready to take over entire work within 7 days of notification of award of work.</p>
<p>29. Signing of Contract</p>	<p>29.1 The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value as applicable within 15 days of award of work. The stamp duty shall be borne and paid by the Agency. However, the issue of intimation of award of work 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 on this contract.</p>
<p>30. Performance Security</p>	<p>30.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (@ 5% of the contract value. <i>The PBG shall be valid for two months beyond the period of contract.</i>)</p> <p>30.2 Failure of the successful tenderer to submit the Performance Bank Guarantee shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.</p>

Section – IV
मूल्यांकन / चयन मापदंड
Evaluation / Selection Criteria

Evaluation Matrix

1. First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish information for Technical Evaluation as per Standard Format (Technical Bid Form - 2).
2. Supporting documents for the various items indicated should be submitted for Technical evaluation.
3. The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, existing clients as also the findings from site visit to take decision regarding qualification in Technical Evaluation.
4. The financial bids of all the technically qualified firms/agencies/bidders will be opened for financial evaluation. The work will be awarded to the lowest bidder L-1 agency.
5. If an identical bid is made by two or more firms in the calculation, a decision such as splitting the quantity/obtaining discount on already quoted amount in sealed envelope from such tenderers shall be taken for selecting the L-1 bidder as per Bank's discretion.



PART I

**RESERVE BANK OF INDIA
PROTOCOL & SECURITY CELL
BHUBANESWAR**

(Terms and conditions and Technical Specifications)

E-Tender No: RBI/Bhubaneswar Regional Office/HRMD/7/24-25/ET/775

**E-TENDER for
Annual Service Contract for providing unarmed private security guards
(preferably Ex-servicemen) for Bank's Office premises, Data Centre Project site
and Residential colonies located in Bhubaneswar**

Section – V
BROAD SCOPE OF WORK

1. The estimated number of unarmed security guards (preferably Ex-Serviceman) to be deployed in the Bank's residential colonies, Data Centre project site and Main office building premises will be **90 including 03 Supervisor** with the provision of increasing/ decreasing the numbers as and when required. The deployment details are as follows:
 - i. RBI Officers Quarters at Nayapalli, Bhubaneswar (10 Security Guards including reliever) – 24 hours surveillance in three shifts in a day / night on all seven days in a week (i.e. 3 security guards would be deployed per shift). Each shift shall be for 8 hours which shall strictly be followed by ensuring three guards per shift.
 - ii. RBI Staff Quarters at Unit 4 (07 Security Guards including reliever) - 24 hours surveillance in three shifts in a day on all seven days in a week (i.e. 02 security guards would be deployed per shift). Each shift shall be for 8 hours which shall strictly be followed by ensuring two guards per shift.
 - iii. RBI Staff Quarters at Baramunda (07 Security Guards including reliever) - 24 hours surveillance in three shifts in a day on all seven days in a week (i. e 02 security guards would be deployed per shift). Each shift shall be for 8 hours which shall strictly be followed by ensuring two guards per shift.
 - iv. Main Office Building Premises at Reserve Bank of India Pt. Jawaharlal Nehru Marg, P.B.No. 16, Bhubaneswar - 751001, Odisha (13 Security Guards including reliever and a lady guard) - to be deployed at Bank's car parking area, contact center, bike parking area and main gate area for 24 hours surveillance in three shifts in a day on all seven days in a week (detailed deployment of guards per post per shift will be advised letter). Each shift shall be for 8 hours which shall strictly be followed by ensuring one guard per shift.
 - v. Data Centre project site premises at Info Valley, Harapur, Odisha-752054. (50 Security Guards including all relievers) - to be deployed at various locations of the Data Centre project site in 03 shifts to ensure 24 hours surveillance in three shifts in a day on all seven days in a week (detailed deployment of guards per post per shift will be advised letter). Each shift shall be for 8 hours which shall strictly be followed by ensuring one guard per shift. ***(Please note: As on date 17 Security Guards are required at DC Project site, which may further be increased/decreased as per subsequent requirement)***
 - vi. Additionally 03 Supervisors to be deployed for overall supervision of day-to-day deployment of guards, leave management, weekly offs etc. at all the above deployment sites.
 - vii. The shifts are subject to change as per the discretion of Bank.
2. Eligibility criteria for security guards and supervisor:
 - i. Security Guards and supervisor should satisfy the standard of physical fitness and antecedents verified as mentioned under rules made by Government of Odisha under PSARA Act,2005 (i.e. Odisha Private Securities Agencies Rules, 2021). Non-compliance to the said rules will result in suitable penal action including removal of the guard and cancellation of the contract if remedial

measures are not taken promptly or deficiencies in this area are observed frequently.

- ii. All Security Guards and supervisor should have working knowledge of English, Hindi and local languages, good physique and at least one-year experience in security services in any organisations of repute. They should bear good moral character.
3. The security guards and supervisor shall be deployed by the Agency to the Bank from out of his pool of security staff who shall be the direct employees of the Agency for all purposes and object, under the labour and welfare laws in force from time to time, including contract labour legislations.
4. Credentials/antecedents - Each Security Guard and supervisor must be verified and their antecedents checked (police verification) strictly as per the Odisha Private Securities Agencies Rules, 2021. The agency will submit the report before deployment of the guards. Non-compliance to the said PSARA rules 2021 will result in suitable penal action against the agency including removal of the guard from his duties at the Bank's premises and cancellation of the contract if corrective measures are not taken promptly and repeated instances of deficiency is observed.
5. In case, any of the guard so provided is not found suitable by the Bank, the Bank shall have the right to ask for his replacement without giving any reason thereof. It will be the responsibility of the agency to ensure that approved strength is maintained at all the times and security services continue without any break.
6. The security guards deployed by the Agency for posting at the Bank's premises, Data Centre project sites and residential colonies shall be the direct employees of the Agency for all legal purposes and shall be under his direct and complete control. The Agency shall supervise over them at all times and ensure that they carry on the work properly and faithfully to the Bank's satisfaction. For the purposes of ensuring this satisfaction, the Bank may from time to time at the prescribed periodicity or by surprise do inspections of Security Guards etc. through its own Security Officials or any other officer designated for the purpose.
7. The Agency shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act 1948; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, and/or any other rules/regulations and/or statutes that may be applicable to them and as amended from time to time. Bank reserves the right to call for proof of such compliance when deemed necessary and Agency shall abide by the same. The Agency shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep RBI, Bhubaneswar indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions.

8. The Agency shall be required to obtain a license, from the office of the Assistant Labour Commissioner, Government of India, Bhubaneswar as provided under section 12(1) of the Contract Labour (Regulation & Abolition) Act, 1970 read with section 21 Contract Labour (Regulation & Abolition) Central Rules, 1971 and also comply with the other requirements of the above Act or any other law as applicable, failing which it alone would be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Agency and shall in no way be made liable to the labourers engaged by the Agency.
9. Agency's failure to fulfil any of the obligations here under and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the RBI, Bhubaneswar shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the Agency's monthly payment and Security Money Deposit/Performance Bank Guarantee.
10. The Bank shall deal only with the Agency and it shall be for the Agency to assign the work to the security guards posted / appointed by him at the Bank's premises from time to time in accordance with the Bank's instructions. In the event of the Bank considering the act/conduct of any of the security guards posted / appointed by the Agency to be derogatory to and not in due discharge of the duties and responsibilities entrusted to him and reporting such act / conduct to the Agency, the Agency shall forthwith take appropriate action to protect the Bank's interest. Further, upon the Bank reporting and demanding withdrawal of any of the security guard posted at its said premises for the reason that their conduct and behaviour or the performance of the duty entrusted to them is not considered satisfactory by the Bank or for any other reason, the Agency shall forthwith replace the said guard by / with suitable guard. The decision of the Bank in this regard shall be final, conclusive and binding upon the Agency, who shall ensure that the services provided by him are to the satisfaction of the Bank. Subject to this clause, the Agency has the right to transfer in the discharge of its obligations under the Agreement and in its absolute discretion any of the security guards as it may determine, posted by him on the premises of the Bank, dc project site and colonies, provided however that he shall keep the Bank informed of the same, and any other changes contemplated by him will be duly communicated to the Bank, as far as possible in advance.
11. It shall be the responsibility of the Agency to ensure that the Security Guards deployed by him are physically fit, active, healthy, smart, and intelligent with good bearing, honest and competent, free from any disease contagious or otherwise. The responsibility of their discipline will be that of the Agency. The persons provided should have proper knowledge of their job. Persons so engaged by the Agency shall be properly trained Security personnel of high integrity and good conduct and preferably below the age of 55 years. In no circumstances, guards below 21 years of age should be employed.
12. The Agency shall provide minimum two sets of uniform for winter and summer and ensure that the guards are always in proper uniform to be supplied by the Agency, while

on duty. In this regard, the Agency shall at his own cost provide to the security guards sets of uniform, boots, caps, jackets for winter, belts, badges and other security equipment like lathis/batons, torches, cells, whistle, registers and stationery as approved by the Bank and for the proper maintenance of the same the Agency alone shall be responsible or liable.

13. The Agency will maintain an attendance register in which day-to-day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of the Bank.
14. The Agency shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorised made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.
15. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the Security Guards that may arise out of and in the course of their duties and employment. It is agreed and understood that the Agency shall alone be liable to pay such damages or compensation to such Security Guards.
16. In case of sickness, leave, or absence from duty for whatever cause, of Security Guards, the Agency shall undertake to replace such Security Guards. On occasion when it is not possible to provide the replacement immediately, the Agency shall ensure that no post is left unmanned. The Bank will not be liable for payment whatsoever on account of replacement of Security Guard, which shall be the obligation of the Agency.
17. The Agency shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him. For the purpose of proper identification of the employees of the Agency deployed for the work, it shall issue identity cards bearing their photographs / identification etc. and such employees shall display their identity cards at the time of duty.
18. The Agency shall alone be liable to pay the salaries / wages at all times that the same are not below the minimum wages prescribed under law, contributory saving fund, Gratuity, Risk Insurance and ESIS to the Security Guards provided to the Bank as and when due and shall maintain all necessary records. It is agreed and understood that such Security Guards shall not be considered employees of the Bank and shall not have any claim or right against the Bank. However, Bank reserves the right to call for and inspect such records, as and when deemed fit by the Bank and Agency shall supply the same to the Bank within a reasonable time say not exceeding four days. The Agency shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the "Employees Provident Fund and Miscellaneous Provisions ACT, 1952 and Employees State Insurance Act, 1948".

Agency has to deposit the ESI & EPF contribution in respective organizations (ESIC & EPFO) and he has to ensure that all his employees are given ESI Card and EPF Card immediately.

19. The Performance Bank Guarantee deposited by the Agency shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Agency and / or loss/ damage if any sustained by RBI, Bhubaneswar on account of failure or negligence of the guards deployed by him or in the event of breach of the agreement by the Agency.
20. The Agency shall give weekly off to their security guards and shall provide a reliever in their place. The representative of the Agency is required to conduct surprise check frequently at least twice a week during late hours and to see themselves that their guards are discharging duties faithfully and properly and also submit their report to the official identified by the RBI. No double duty is allowed except in exceptional/emergency cases that too not more than two duties in a month per guard. If any security matter arises during the course of duty by the guards which involves police interference, the representative of the Agency should pursue the case and do all the formalities like filing FIR etc. with the Police. Agency shall be liable to pay applicable over time allowance if any, and the Bank in this regards will entertain no claim.
21. That during the tenure of duty the security guards shall protect the property of Reserve Bank of India and do other security duties as assigned through the Agency by the officer(s) so authorised by the Bank in the normal circumstances. However, in case of emergency etc. when the Agency cannot be approached immediately such duties can be assigned to the security guards/supervisor so deployed directly by such officer(s) authorised by the Bank and such security guards/supervisor will abide by such instructions.
22. That any loss of official property of Reserve Bank of India due to negligence of personnel so deployed will be recoverable from the Agency and the same shall be determined after giving due notice to the Agency. Decision in this regard will be taken by Competent Authority i.e. Deputy General Manager / General Manager. However, Agency will have the right to appeal to the Regional Director whose decision will be final in the matter.
23. As mentioned elsewhere in this tender document, it is clarified here once again that the Bank has no responsibility of enforcing any service condition, which the Agency may have with its own employees / guards / supervisors / officers who may be put on duty to guard the Bank's premises, as they are having no connection with the Bank. However, for its own information, research and analysis, budget / administrative measure if the Bank calls for any information from the Agency, it shall be providing the same within four days. Also, the Bank expects that they will be good employers to their own employees so that the Bank receives no complaints from them about their own service conditions which may cause possible embarrassment to the Bank's image.

GENERAL TERMS & CONDITIONS

1. **Agreement between the Agency and the Bank:** The successful bidder / Agency shall execute an Agreement in duplicate on a non-judicial Stamp Paper of appropriate value, as per the format provided by the RBI, and all the expenses shall be payable by the Agency. A copy each of the agreement to be retained by both the RBI and the Agency.
2. **Pay Structure:** Pay Structure of security guards (unarmed) shall be as per the latest recommendation of Central Minimum Wages for Watch and Ward (without arms) for "Area B". Minimum Wages (Basic + VDA) of Supervisor (Ex-servicemen) will be @ 1.33 times of the wages of security guards (unarmed).
 - a) The quoted service charge will cover the cost of Agency profit & overhead, insurance and all taxes (except GST). The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
 - b) The quoted service charge will be firm and not subject to labour conditions, exchange variations or any other condition whatsoever. The agency will be bound to pay statutory Central Govt. minimum wages to the workforce employed by him / them, therefore, rate should be quoted keeping this in mind. Tenders having 'quoted rates' below the Central Govt. minimum wages are bound to be rejected.
 - c) The quoted service charge shall also include Insurance charges (Workmen compensation and Third-Party liability), and all applicable existing or future taxes levied by the Central Government or any State or Local authority.
 - d) To accommodate and to promote competitiveness among the agencies, RBI Bhubaneswar advises the agencies to determine the service charge on parameters such as Deployment / Training Cost, Administrative & Overhead Charges, Uniform/ knitting Cost, insurance related cost & Profit Margin.
 - e) Bank shall consider the changes in pay structure as recommended by Central Govt. (Central Minimum Wages) if published during the period of the contract. The Agency will have to submit valid notification of the Central Govt. in this regards.
3. **Insurance:** The Agency should necessarily take insurance cover (Workmen Compensation policy and Third-Party Liability) against the personal injuries likely to be suffered by the security guards, supervisor while doing the Bank's work. It shall ensure that the insurance cover is kept alive during the tenure of the agreement with Bank. Agency shall provide a copy of insurance cover (valid for entire contract period) to the Bank. If the successful Tenderer does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the successful tenderer.
4. **Terms of Payment / penalty for late payment to workers:** The Agency will not be paid any payments in advance. Payments will be made on a monthly basis. The agency shall pay to the workers employed by him as per the timeline fixed in Sec 5 of The Payment of Wages Act, 1936 read along with The Payment of Wages (Procedure) Rules, 1937 and submit the bill including documentary evidence in support of salary deposited and other statutory payments to security

guards. Any delay in respect of payment of wages shall attract a penalty @500/- per day for the delayed period in the first instance and @ 700/- per day for delayed period from second instance onwards for the late payment to workers. Decision of the Bank in this regard shall be final. The bills shall be scrutinized and release of payment will be made once the Bank is satisfied that the bills are in order.

a) Bank will deduct tax at source and all other statutory taxes/ charges etc. as applicable from time to time from the amount payable to the Agency.

b) The Agency must ensure that security guards engaged by them must receive their entitled wages in time as per Gol instructions; such timely payment shall be independent of whether the Bank has released payments against the bills submitted by the Agency. In view of this, the following procedure will be adopted.

The bills shall be submitted along with the following documents in respect of the contractual employees deployed at RBI Bhubaneswar, mandatorily:

(i) Current month Invoice Copy.

(ii) Current month Wage Register (Form XVII [See rule 78(1) (a) (i) of The Contract Labour (Regulation and Abolition) Central Rules, 1971], duly signed by the individual contract Labourers.

(iii) Current month Attendance Register/Sheet.

(iv) Current month ESI remittance challan (if applicable) with consolidated and breakup details.

(v) Current month EPF remittance challan, as applicable, with consolidated and breakup details.

(vi) Bank statement of the agency duly authorized by Bank officials having details of salary Payment made to each employee.

(vii) Proof of any other payment (bonus etc.) made to the contractual employees.

(viii) Certificate by the Agency declaring that they are adhering to the applicable forms under the Minimum Wages Act, 1948 (XI of 1948) and all the applicable rules under the Act issued by the Government of India from time to time, EPFO, ESIC (if applicable), Bonus and all other Act/Rules issued by the Government of India in connection with employment of labours.

c) The Agency shall compulsorily issue the salary slip to their security guards. A tentative format is as under:

Name of Employee's	Month	Designation No. of Days/Duties present: -
SALARY STATEMENT Payable paid		ESI No. PF No.
BASIC BONUS HRA GRATUITY OTHERS ALLOW. ADD. ALLOW/LATE DUTY GROSS WAGES OT GROSS WAGES + OT		DEDUCTIONS AMOUNT EPF (%) ESI (%) SECURITY DEPOSIT TOTAL DEDUCTION:

DEDUCTIONS (TAXES AND ANY OTHER CHARGES) NET PAYABLE (Rs.)	
---	--

5. **Financial Inclusion:** The successful tenderer/Agency / firm / company/ Agency shall ensure that all the staff deployed in the Bank premises is having a Saving Bank Account along with an ATM card. Payments of wages shall be paid through NEFT/ RTGS only.
6. **Liquidated damages and immediate termination:** In case of breach of any/or more of the conditions in the agreement and/or services provided by the Agency 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 subject to (maximum) 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 Agency can be terminated by giving a short notice of seven days depending upon the severity of the non-satisfactory service. The nature of deficient service for which penalty can be imposed or contract shall be cancelled / terminated will be decided solely at the discretion of the Bank. The penal action may also include disqualifying the Agency for participation in the future tenders of the Bank.
7. **Sexual Harassment:** The successful Agency shall comply with the provisions of “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee/personnel/representative within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the successful Agency and the successful Agency shall ensure appropriate action under the said Act in respect to the complaint.
8. Any complaint of sexual harassment from any aggrieved employee of the successful Agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
9. The successful Agency shall be responsible for educating its employees/personnel/representatives about prevention of sexual harassment at workplace and related issues.
10. The successful Agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the successful tenderer/Agency / firm / company/ Agency, for instance any monetary relief to Bank’s employee, if sexual misconduct by the employee of the successful Agency is proved.
11. The successful tenderer/Agency / firm / company/ Agency shall ensure that none of its employee/personnel/representatives will enter or remain in the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling successful Agency obligations and with permission of the Bank Security officials.
12. **Non-Disclosure Clause:**
 - a) The successful Agency 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 successful Agency

during the course of discharging contractual obligations in connection with this tender, to any third party and shall at all times hold the same in strictest confidence.

- b) The successful Agency shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws.
- c) The successful Agency shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank/Employer.
- d) The successful Agency shall indemnify the Bank/Employer for any loss suffered by the Bank/Employer 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 successful Agency and the Bank/Employer shall be entitled to claim damages and pursue legal remedies.
- e) The successful Agency shall take all appropriate actions with respect to its employees/personnel/representatives to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.
- f) The successful Agency obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reasons.

13. Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.

14. Termination of Contract: Without prejudice to what is contained herein above, the Bank/Employer shall at its sole and absolute discretion, be entitled to terminate the contract forthwith by written notice without assigning any reason and without payment of any compensation, if-

- a) In the opinion of the Bank/Employer (which shall not be called in question by the successful Agency and shall be binding on the successful Agency) the successful Agency fails or refuses to implement the contract to the Bank's satisfaction; and/or
- b) The successful Agency commits a breach of any terms and conditions of the contract; and/or
- c) For any reason whatsoever, the successful Agency becomes disentitled under any law to perform his obligation under the contract; and/or
- d) There is any variation in the ownership/partnership of the successful Agency or its business without the prior permission in writing from the Bank; and/or
- e) The successful Agency is adjudged an insolvent/bankrupt or a compromise is

entered by it with its creditors or if distress or execution or other process is levied upon it or receiver is appointed for any part of the assets or property of the successful tenderer/Agency / firm / company/ Agency.

In the event of termination of the contract for any reason whatsoever, the successful Agency or persons employed by it shall not be entitled for any sum or sums whatsoever from the Bank/Employer by way of compensation or damages.

15. **Stamp Duty and other law charges:** The Agency shall bear the stamp duty and/or other law charges for execution of the agreement pursuant to award of the contract. The agreement shall be executed in duplicate and the Bank shall retain the original and the Agency shall retain the duplicate.
16. **Integrity Clause:** Promise on the part of Employer not to seek or accept any benefit, which is not legally available. Employer to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by Employer as part of business relationship to others and not to commit any offence under PC/ IPC Act. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anticorruption principle.
17. **Arbitration:**
- (a) Any dispute and/or difference arising out of or relating to this contract will be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Regional Director, Reserve Bank of India, Bhubaneswar.
 - (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The venue of arbitration shall be RBI, Bhubaneswar.
 - (c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the Agency shall continue to be made in terms of the contract.
 - (d) All matters pertaining to this tender shall be subjected to the jurisdiction of the courts in Bhubaneswar only.
 - (e) The tender submitted by the tenderer and all subsequent correspondence and documents relating to the tender exchanged between the tenderer and RBI, Bhubaneswar, shall be written in English or Hindi language, unless otherwise specified in the Tender. However, the language of any printed literature furnished by the tenderer in connection with its tender may be written in any other language provided the same is accompanied by an English/Hindi translation in which case, for purpose of interpretation of the tender etc., the English translations shall prevail.

DUTIES AND RESPONSIBILITIES

1. **Security Guards:** The security guards are responsible for the security of Bank residential colonies and main office premises. Therefore, a security guards' duties and responsibilities include, but are not limited to, the following:
 - a) The main duties of the Security Guards will be to keep a watch over persons visiting the premises and check the material during entry and exit wherever they are deployed.
 - b) The Security guards manning the security/ check posts should be vigilant and available at their posts. Patrolling to be carried out on regular basis and its time wise record to be maintained.
 - c) The guards will keep a watch on the activities at the entrance/ exit gates as also inside the colony and any abnormality noticed will be instantly reported to the Bank.
 - d) While on duty, the guards will maintain a polite behavior with the employees, residents and guests.
 - e) While on duty, the guards will maintain a polite but firm behavior with the contract labour but should not cause unnecessary obstruction to work.
 - f) Guards will not involve themselves in any of the activities they are supposed to check & prevent.
 - g) No guard, especially in night shift duty will ever be found sleeping. If found, sleeping on duty, the Bank will impose a penalty of ₹1,000/- per instance.
 - h) The guard on main gate will maintain a logbook for all visitors, vehicles and a separate logbook in case of domestic helps, contractors, labour etc.
 - i) The guards on duty will also keep a watch on all the vehicles parked in the parking sites located within the premises of the Bank.
 - j) The guard should ensure that the street-dogs and stray cattle do not enter into the premises.
 - k) The Security Guards should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
 - l) In emergency situations, Security Staff deployed shall also participate as per their role defined in the disaster plan, if any, of the Bank. Security Guards should be sensitized for their role in such situations
 - m) Any Security Guard on duty shall not leave the premises until his reliever reports for duty.
 - n) Any other provisions as advised by the Bank subsequently may be incorporated in the agreement. The same shall also be binding on the Agency.
 - o) On-site supervision of parking activities, efficient utilization of parking space and expeditious traffic flow.
 - p) Ensure adherence to parking regulations inside the Bank premises as specified by the Bank.
 - q) They may use signs or hand signals to guide drivers to the appropriate location and ensure that they park safely and at the designated place.

- r) They must also be vigilant for any safety or security concerns, such as suspicious activity or potential hazards in the parking lot.
- s) Mobile phones should not be used while on duty.
- t) The guards shall not smoke, eat pan, gutka or any intoxicants/drugs during duty hours.
- u) The guards shall wear neat and clean uniform while on duty. He will ensure good conduct, cooperation and discipline towards his duties, besides being courteous, well-mannered and attentive.
- v) Any other related task given by the Bank to improve Security.

2. **Supervisor (Ex -servicemen):**

Overall supervision of day-to-day deployment of guards, record keeping there to, preparation of muster roll and attendance sheet, ensure effective duty and discipline, training, leave management, and weekly offs etc. at all the above deployment sites.

Any other related task given by the Bank to enhance overall Security at all the deployment sites.

**General Instructions regarding Technical and Financial bids
(To be read in relevance to e-tendering process)
(To be scanned and uploaded)**

1. PART- I (Technical bid)

E-tender (Open- twin bid system) are invited from Companies/Firms/Agencies for providing unarmed security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar for an initial period of one year (01st April 2025 to 31st March, 2026) as per laid down contractual obligations. However, the contract can be extended **by the Bank at its opinion for further period of two years, one year at a time, with or without any variation in terms and conditions, subject to satisfactory performance** of the services and adherence to contractual obligations by the concerned entity. The estimated value of contract per annum ₹4,90,00,000/- (Rupees Four Crore Ninety Lakhs Only).

1.1. Eligibility criteria for participating in the tender. Companies/Firms/Agencies who fulfil the following pre-qualification criteria are eligible to apply.

S. No	Criteria	Documents Required
1.	Eligible Entities: Bidder must be a legally recognized business entity i.e. Proprietary firm, Partnership firm, LLP Firm, Companies Registered under Companies Act.	Annexure – IV along with Certified copy of certification of registration/incorporation as applicable to legal status and other details viz. GST registration number, PAN number and EPF registration, ESIC, PSARA License for Odisha.
2.	<p>Work Experience:</p> <p>i. The Agency should be continuously in business (for providing security guards) for at least for five years as on December 31, 2024.</p> <p>ii. The Agency should submit client reports for satisfactory completion/performance from minimum three different clients.</p> <p>iii. Estimated Cost & Cost of previous works- The estimated cost of the contract is approx. ₹ 4,90,00,000/- (Rupees Four Crore Ninety lakhs only). The agency is required to submit</p>	<p>i) Details of experience has to be submitted as per Annexure I</p> <p>ii) As per Annexure II</p> <p>iii) Firm is required to submit copies of work orders/ completion certificate/ any other proof showing the desired value of work as required.</p>

	<p>proof of experience of having successfully completed similar works (providing security guards) during last five years ending December 31, 2024 as under (submit copies of work orders):</p> <p>a) Three similar works (providing security guards) <u>each</u> costing not less than ₹ 1,96,00,000/- (Rupees One Crore Ninety Six lakhs only) i.e. 40% of estimated tender cost OR</p> <p>b) Two similar works (providing security guards) <u>each</u> costing not less than ₹ 2,45,00,000/- (Rupees Two Crore Forty five lakhs only) i.e. 50% of estimated tender cost.</p> <p>OR</p> <p>c) One similar work (providing security guards) costing not less than ₹ 3, 92, 00,000/- (Rupees Three Crore Ninety two lakhs only) i.e. 80 % of estimated tender cost.</p>	
3.	<p>Annual Turnover – Should have a minimum annual turnover of amount equal to ₹ 4, 90, 00,000/- (Rupees Four Crore Ninety lakhs only) from provision of providing security guards services, during the last three financial years i.e., up to March 31, 2024.</p>	<p>Certificate specifying turnover for FY 2021-22, FY 2022-23 and FY 2023-24 as per Annexure-V and duly certified by practicing chartered accountant with Unique Document Identification Number (UDIN) on the certificate.</p>
4.	<p>Registrations: Should submit copies of following registration certificates:</p>	<p>Scanned copies of the Registration Certificates to be uploaded</p>

	<p>a) Certificate of Registration with Registrar of Companies under the Company Act 2013 along with Memorandum and Article of Association.</p> <p>b) Copy of "The Private Security Agencies (Regulation) Act, 2005" license for the state of Odisha.</p> <p>c) Registration Certificate under Shops & Establishment Act.</p> <p>d) Certificate from ESI Corporation (latest).</p> <p>e) Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest).</p> <p>f) Valid Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970.</p> <p>g) Registration Certificate for Service Tax.</p> <p>h) Solvency certificate from its banker specifically for the purpose of the work for amount Rupees Four Crore Ninety lakhs only (₹ 4, 90, 00,000/-) the issued date of the solvency certificate should not be older than December 31, 2024.</p>	
5.	The Agency should have credible supervisory infrastructure and network and have their own office/ branch in Bhubaneswar.	Complete Address along with the relevant proofs to be submitted

1.2 Details of the company/firm/agency:

- a) The full particulars of the Company/Firm/Agency, in detail, are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles 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 name(s) and address(es)' etc. are required to be submitted (Scanned copy to be uploaded).

- b) Details of work experience as per the requirements in the pre-qualification criteria supported by work orders, documents, and certificates shall be submitted. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other centre should also be given (Scanned copy to be uploaded).
- c) Written information about the names and address of the Bankers with full details like names, present contact / postal addresses, e-mail IDs, telephone (landline and mobile) nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished (Scanned copy to be uploaded).

1.3 The bidder shall be required to enclose the Check List as given in [Annexure-III](#). Scanned copy of Original Documents to be uploaded online through 'mstcecommerce portal in PDF format while submission of E-tender (Each file size should not exceed 5 MB):

1.4 Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.

1.5 Intending tenderers has to deposit a sum of ₹9,80,000/- (Rupees Nine Lakhs Eighty Thousand Only) paid through NEFT/ BG/ DD only.

Beneficiary Name- Reserve Bank of India

Account No: 186004001

IFSC code: RBIS0BBPA01 (5th and 10th character in IFSC code are zeros)

1.6 Tenders without EMD will not be accepted under any circumstances.

1.7 EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fail to execute the contract or award of work.

2. PART- II (Financial bid)

- 2.1 Part-II of the online tender should only contain the service provider's quoted rates in Proforma of financial bid.
- 2.2 The tendered rates shall be inclusive of all the liabilities of the company/agency/firm viz., Statutory Liabilities such as Minimum Wages, ESI and EPF (if applicable) contributions, etc. A reference may be made to all Central Government laws/guidelines in this regard. The rates shall also include cost of materials, labour and tools/machinery, etc. required at the site. The rates should be in conformity to Minimum Wages Act 1948 as published by Central Government. Kindly note that the State Government prescribed rates are NOT to be quoted.
- 2.3 Financial Bids not conforming to the statutory obligations like Minimum Wages (as per Central Government of India notification), EPF, ESI, Bonus etc. are liable to be rejected.
- 2.4 All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Financial Bid shall, therefore, be all inclusive.
- 2.5 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tender, the Bank may, at its discretion, ask any bidder for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted.
- 2.6 If a bidder does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be liable to be rejected.

3. Opening of Tender. As per the procedures laid down in Section-I hereto for opening of tender.

- 3.1 Validity of Tender: The Tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderer and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.
- 3.2 The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected.
- 3.3 Conditional bids will also be summarily rejected.

3.4 The Part-II (Financial bid) of only those tenderers' who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the qualified tenderers.

3.5 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.

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

For and on behalf of: _____ (Name of firm and seal)
Signature : _____ (Authorized Signatory)
Name of the person : _____
Designation : _____
Seal of the Bidder : _____
Date : _____
Place : _____

Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

TECHNICAL BID FORM - 1
(To be given on tenderer's letter head)

The Regional Director
Reserve Bank of India
Bhubaneswar

Dear Sir,

E-Tender for Annual Service Contract for providing unarmed private security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre project site and residential colonies located in Bhubaneswar

In response to the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Bhubaneswar:

- a. I/ We certify that before signing this bid, I/ We have read and fully understood all the terms and conditions and instructions laid down in tender document and undertake to abide by them.
- b. I/ We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by the Central Government/ other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, Leave, relieving charges, uniform, etc., also need to be paid as prescribed under various statutes, by me / us.
- c. I/ We will pay the Earnest Money Deposit of **₹ 9,80,000/- (Rupees Nine lakhs Eighty Thousand Only) through NEFT/ DD/ BG only.**
- d. On receiving the award of contract, **I/We will furnish a Performance Bank Guarantee i.e., 5% of the contract value, which shall be valid for two months beyond the period of contract.**
- e. I / We also understand that the Regional Director, Reserve Bank of India, Bhubaneswar has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.
- g. I/ We have valid registration in respect of Employees Provident fund/ Employees State Insurance/ Service Tax /GST etc., copies of which are enclosed herewith.

- h. I/ We agree and undertake, if our bid is successful and accepted, to provide security guards in accordance with the requirement of the Bank.
- i. I/ We also understand that the security deposit, will be forfeited by the Bank in the event of failure on my/ our part to execute the agreement within the specified time or failure on my/ our part to duly execute the work or invoke the Bank Guarantee in case of breach attributable to me/ us of the terms and conditions of the agreement.
- j. I/we hereby also declare that the statements made and the information provided in the Bid are complete, true and correct in every detail.

Yours faithfully,

For and on behalf of: _____ (Name of firm and seal)
Signature : _____ (Authorized Signatory)
Name of the person : _____
Designation : _____
Seal of the Bidder : _____
Date : _____
Place : _____

Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

TECHNICAL BID FORM - 2: DETAILS OF THE BIDDER

S. No.	Information Required	Comments of the Bidder	Page No. ___ to ___ in the technical bid submitted
1.	Category of Bidder (Proprietor/partnership Firm/LLP/Company)		
2.	Name of Bidder (mention name of firm/company and name of proprietor/directors)		
3.	Registration No. and Legal Status of Bidder		
4.	Date of Incorporation/registration		
5.	Office address of Bidder with contact & communication details		
6.	Particulars of Authorised Signatory	Name: Designation: Address: Telephone: Mobile: E-mail	
7.	Office address of the Bidder in BHUBANESWAR with contact & communication details		
8.	Financial Eligibility:- Should have a minimum annual turnover of amount equal to ₹ 4, 90, 00,000/- (Rupees Four Crore Ninety lakhs only) from provision of providing security guards services, during the last three financial years i.e., up to March 31, 2024. (Certificate specifying turnover for FY 2021-22, FY 2022-23 and FY 2023-24 as per Annexure – V and duly certified by the practicing-chartered accountant with Unique Document Identification Number (UIDN) on the certificate)		

9.	Experience: Proof of being continuously in business (for providing security guards) for at least five years as on December 31, 2024 . (Details of experience has to be submitted as per Annexure I).		
10.	<p>Estimated Cost & Cost of previous works - The estimated cost of the contract is approx. ₹4,90,00,000/- (Rupees Four Crore Ninety lakhs only). The agency is required to submit proof of experience of having successfully completed similar works (providing security guards) during last five years ending December 31, 2024 as under (submit copies of work orders):</p> <p>(a) Three similar works (providing security guards) <u>each</u> costing not less than ₹1,96,00,000/- (Rupees One Crore Ninety Six lakhs only) i.e. 40% of tender estimated cost.</p> <p style="text-align: center;">OR</p> <p>(b) Two similar works (providing security guards) <u>each</u> costing not less than ₹ 2,45,00,000/- (Rupees Two Crore Forty five lakhs only) i.e. 50% of tender estimated cost.</p> <p style="text-align: center;">OR</p> <p>(c) One similar work (providing security guards) costing not less than ₹ 3, 92, 00,000/- (Rupees Three Crore Ninety two lakhs only) i.e. 80% of tender estimated cost.</p>		
11.	Bank Details of Bidder All the information must be filled in BLOCK LETTERS ONLY. Copy of cancelled cheque having the above details should be enclosed		

12.	Copy of "The Private Security Agencies (Regulation) Act, 2005" license for the state of Odisha		
13.	Registration Certificate under Shops & Establishment Act.		
14.	Certificate from ESI Corporation (latest)		
15.	Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest)		
16.	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970		
17.	Registration Certificate for Service Tax		
18.	PAN card details of the company		
19.	Solvency certificate from its banker specifically for the purpose of the work for amount Rupees Four Crore Ninety lakhs only (₹ 4, 90, 00,000/-) the issued date of the solvency certificate should not be older than December 31, 2024.		
20.	Details of training infrastructure for training of security guards.		

For and on behalf of: _____ (Name of firm and seal)
Signature : _____ (Authorized Signatory)
Name of the person : _____
Designation : _____
Seal of the Bidder : _____
Date : _____
Place : _____

Note: The above-mentioned list is not an exhaustive list to decide the eligibility of the firm/agency. It is the responsibility of the firm/agency to go through the complete bid document and submit the requisite documents to establish his/her eligibility as per the stipulated requirement.

Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

**Details of Experience
(On Bidder's letter head)**

Name of the Applicant: _____

S.No.	Client Details	Brief Description of Work (e.g. No of security guards deployed etc.)	Date of start of work	Work completion date	Cost of Work	Experience/Work Completion Certificate attached	
						Yes	No
1.							
2.							
3.							

Furnishing of details in all the columns is mandatory. The work shall be filled in chronological order with oldest work filled first.

Proof of being continuously in business (for providing security guards) for at least five years as on December 31, 2024 is mandatory eligibility criteria.

For and on behalf of: _____ (Name of firm and seal)
 Signature : _____ (Authorized Signatory)
 Name of the person : _____
 Designation : _____
 Seal of the Bidder : _____
 Date : _____
 Place : _____

Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

**CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF FIRM/COMPANY
PROVIDING UNARMED SECURITY GUARDS (PREFERABLY EX-SERVICEMAN)**

To,
Regional Director
Pt. Jawaharlal Nehru Marg, P.B.No. 16,
Bhubaneswar - 751001, Odisha

Name and address of the Client: -

Details of service availed from M/s.....

S. No	Particulars	Comments
1.	Nature of service availed	
2.	Agreement No. and date	
3.	Agreement amount firm/agency/company	
4.	Since when dealing with the company/agency/firm	
5.	Number of personnel provided a. Security Supervisors b. Security Guards (Armed) c. Security Guards(Unarmed) d. Other trained persons e. Untrained persons	
6.	Comments regarding adherence of terms and conditions of contract	
7.	Any penalty imposed for non- adherence of terms and conditions of contract	
8.	Any other information	

Client reports for satisfactory completion/performance from minimum three different clients.

(Authorize Signatory)_____

Name of Authorize Signatory_____

Designation of Authorize Signatory_____

Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

CHECK LIST FOR SUBMISSION OF BID

Name of the Bidder_____

S.No.	Item	Page No.____ to____ in the Technical Bid Submittal
1.	Earnest Money Deposit (EMD) through NEFT / DD/ BG and upload the details on the MSTC portal	
2.	Copy of "The Private Security Agencies (Regulation) Act, 2005" license for the state of Odisha	
3.	Registration Certificate under Shops & Establishment Act.	
4.	Certificate from ESI Corporation (latest)	
5.	Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest)	
6.	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970	
7.	Registration Certificate for Service Tax	
8.	PAN card details of the company	
9.	Solvency certificate from its banker specifically for the purpose of the work for amount Rupees Four Crore Ninety lakhs only(₹4,90,00,000/-) the issued date of the solvency certificate should not be older than December 31, 2024.	
10.	Should have a minimum annual turnover of amount equal to ₹4,90,00,000/- (Rupees Four Crore Ninety lakhs only) from provision of providing security guards services, during the last three financial years i.e., up to March 31, 2024. (Certificate specifying turnover for FY 2021-22, FY 2022-23 and FY 2023-24 as per Annexure – V and duly certified by the practicing-chartered accountant with Unique Document Identification Number (UIDN) on the certificate)	
11.	Experience: Proof of being continuously in business (for providing security guards) for at least five years	

	as on December 31, 2024. (Details of experience has to be submitted as per Annexure I).	
12.	<p>The estimated cost of the contract is approx. ₹4,90,00,000/- (Rupees Four Crore Ninety lakhs only). The agency is required to submit proof of experience of having successfully completed similar works (providing security guards) during last five years ending December 31, 2024 as under (submit copies of work orders):</p> <p>(d) Three similar works (providing security guards) <u>each</u> costing not less than ₹ 1,96,00,000/- (Rupees One Crore Ninety Six lakhs only) i.e. 40 % of estimated tender cost.</p> <p>OR</p> <p>(e) Two similar works (providing security guards) <u>each</u> costing not less than ₹ 2,45,00,000/- (Rupees Two Crore Forty five lakhs only) i.e. 50 % of estimated tender cost.</p> <p>OR</p> <p>(f) One similar work (providing security guards) costing not less than ₹ 3, 92, 00,000/- (Rupees Three Crore Ninety two lakhs only) i.e. 80 % of estimated tender cost.</p>	
13.	Client reports from minimum three different clients. (As per Annexure II)	
14.	Technical Bid Form -1	
15.	Technical Bid Form – 2	
16.	Financial Bid*	

* To be submitted online only.

I/We have checked the above list with our submittal. I/We are aware that if the bid does not contain above documents, our bid is likely to be rejected.

(Authorize Signatory)_____

Name of Authorize Signatory_____

Designation of Authorize Signatory_____

Note: The above-mentioned list is not an exhaustive list to decide the eligibility of the firm/agency. It is the responsibility of the firm/agency to go through the complete bid document and submit the requisite documents to establish his/her eligibility as per the stipulated requirement.

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Undertaking by the Bidder

1. I/We M/s.....hereby submit that presently my/our firm is registered with all of the authorities as mentioned below and attached the proof for the same:-

S.No.	Registration For	Registered
A.	Certified copy of certificate of registration/ incorporation applicable to legal status	
B.	The Private Security Agencies (Regulation) Act, 2005" license for the state of Odisha	
C.	Registration Certificate under Shops & Establishment Act.	
D.	Registration from EPF Organization under EPF & Misc. Provision Act. 1952	
E.	Registration from ESIC	
F.	Registration of GOODS & Services Tax	
G.	PAN Card	
H.	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970	

2. Further I/We M/s.....hereby confirm the following:

- Our Firm has not abandoned any work in last Five Years.
- Contract with any organisation have not been terminated due to poor performance.
- Security deposit has not ever been forfeited by any government/semi government/PSU/Any other.
- Our Firm has not suffered bankruptcy/insolvency in last Five years.
- Our Firm have not been blacklisted/debarred by any organisation.

For and on behalf of: _____ (Name of firm and seal)
 Signature : _____ (Authorized Signatory)
 Name of the person : _____
 Designation : _____
 Seal of the Bidder : _____
 Date : _____
 Place : _____

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Certificate of Annual Turnover
(On Chartered Accountant Letter Head with UDIN)

Name of the Bidder: _____

S.No.	Financial Year	Annual Turnover (Amount in Rs.)
1.	FY 2021-22	
2.	FY 2022-23	
3.	FY 2023-24	

This is to certify that the information contained above is correct as per the audited financial accounts of the Bidder.

UDIN No. _____
Date: _____ (Signature, Name and Seal of the CA)

Note:-

- a) The above Form shall be duly filled and duly certified by a practicing Chartered Accountant with Unique Document Identification number (UDIN) on the certificate.
- b) Bidder shall also submit audited financial accounts of FY 2020-21, 2021-22 and 2022.

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Details of Banker/s		
Particulars	Banker 1	Banker 2
Name of the Branch and its complete postal Address. IFSC code of the Branch		
Name and Job-title of the Contact Person along with his/her Telephone No(s) and Fax No.(s) etc.		
Type of Account and Account No.		
Whether Credit Facility/ Overdraft Facility enjoyed by the agency.		
The period from which the agency has been Banking with the Banker.		
Any other information which the vendor may like to furnish about its Bankers:		

(Authorize Signatory) _____
 Name of Authorize Signatory _____
 Designation of Authorize Signatory _____

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PART II

**RESERVE BANK OF INDIA
PROTOCOL & SECURITY CELL
BHUBANESWAR**

FINANCIAL BID

E-Tender No: RBI/Bhubaneswar Regional Office/HRMD/7/24-25/ET/775

E-TENDER for

Annual Service Contract for providing unarmed private security guards (preferably Ex-Serviceman) for Bank's office premises, Data Centre Project site and Residential colonies located in Bhubaneswar

PART – II
PROFORMA OF FINANCIAL BID

In connection with the above and in full agreement with the terms and conditions as stipulated by you, I/we state as under:

S. No	Description	Monthly rate (in Rupees) 'a'	No of Staff required 'b'	Total Amount (‘a’ x ‘b’)
1	Unarmed Security Guards	PLEASE QUOTE THE REQUIRED RATES INCLUDING SERVICE CHARGES AT THE E-TENDERING PORTAL ONLY	87	THE TOTAL AMOUNT WILL BE CALCULATED AUTOMATICALLY BY THE SYSTEM
2	Supervisor (Ex-servicemen)	PLEASE QUOTE THE REQUIRED RATES INCLUDING SERVICE CHARGES AT THE E-TENDERING PORTAL ONLY	03	THE TOTAL AMOUNT WILL BE CALCULATED AUTOMATICALLY BY THE SYSTEM
Grand Total				

(The bid and contract must show the GST tax rates and GST amount explicitly and separate from the bid/contract price (**exclusive of GST**). Contract shall stipulate that all taxes, levies, and cess including labour cess as may be applicable in respect of the contract shall be payable by the contractor and Bank shall not entertain any claim whatsoever in this respect)

FINANCIAL BID TO BE FILLED THROUGH ONLINE PORTAL ONLY

NOTE:

- a. The rates to be quoted in accordance with latest GOI notification on minimum wages **File No. 1/27(1)/2024-LS-II** dated 25/09/2024 under **WATCH & WARD (without arms) for Area “B”**. These rates should also be in conformity with other mandatory charges i.e., EPF, ESI, EDLI, Bonus etc. as per latest notifications.
- b. The rates quoted for are inclusive of reliever charges. No extra amount will be paid for posting a reliever.
- c. ***I/We hereby confirm that the Basic Wages plus VDA quoted above are not less than the current minimum wages stipulated by the latest notification of Ministry of Labour and Employment, Government of India and that other mandatory charges i.e., EPF, ESI, EDLI, Bonus etc. are in conformity with the corresponding statutory provisions.***
- d. ***I/We agree that the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.***

For and on behalf of: _____ (Name of firm and seal)

Signature : _____ (Authorized Signatory)

Name of the person : _____

Designation : _____

Seal of the Bidder : _____

Date : _____

Place : _____

Sample Wage Analysis

It is for illustrative purpose only and the same should not be submitted with Technical Bid. It should be submitted at Online Portal under Section-Financial Bid

Sample Wage Analysis: Unarmed Security Guards/Supervisor (Ex-serviceman) deployed at RBI, Bhubaneswar, DC project site and residential colonies (Cost per month)

S. No	Description	Unarmed Security Guard	Supervisor (Ex-serviceman)
1.	Minimum Wages in ₹ (Basic + VDA) (A)	868	1,154.44 (Minimum Wages (Basic + VDA) of supervisor (Ex-servicemen) will be @ 1.33 times of unarmed guards)
2.	Total wages in ₹ for 26 days (A*26)	22,568	30,015.44
3.	EPF in ₹ @12% on Basic + VDA (Basic + VDA is subject to maximum limit of Rs.15,000/- per month for EPF calculation)	1,800	1,800
4.	EDLI in ₹ @ 0.5% of Basic + VDA (Basic + VDA is subject to maximum limit of Rs. 15,000/- per month for EDLI Calculation)	75	75
5.	Admin Charges in ₹ @ 0.5% of Basic + VDA (Basic + VDA is subject to maximum limit of Rs. 15,000/- per month for EDLI Calculation)	75	75
6.	ESI in ₹ @3.25% (if applicable)	NA on total wages above 21,000	NA on total wages above 21,000
7.	Bonus in ₹ @ 8.33% (if applicable)	NA on total wages above 21,000	NA on total wages above 21,000
8.	House Rent Allowance (16% of basic +VDA or Rs 3,600 whichever is higher)	3,610.88	4,802.47
9.	Uniform Outfit Allowance in ₹ @ 5% of Basic + VDA	1,128.40	1,500.77
10.	Uniform Washing Allowance in ₹ @ 3% of Basic + VDA	677.04	900.46
11.	Sum Total Cost Per Head/ Per Month Amount (Sum Total of S No. 2 to 10)	29,934.32	39,169.14

12.	# Services Charges (@ %) (ZERO or NIL Service Charge bid shall be treated as unresponsive & will stand summarily rejected)	Quote amount in Rupees and paise	Quote amount in Rupees and paise
13.	Grand Total (For One Month) WITHOUT GST**		

Service charge will be in terms of Rupees (calculated in percentage) per month on total per head/per month amount. To accommodate and to promote competitiveness among the agencies, RBI Bhubaneswar advises the agencies to determine the service charge on parameters such as Deployment / Training Cost, Administrative & Overhead Charges, Uniform/ knitting Cost, insurance related cost & Profit Margin. Bidders should note that Service Charges (Agency Charges) at Serial "12" above can be retained by them and all other elements are to be passed on to respective authorities'/staff deployed.

** Please note that rates quoted should be exclusive of GST and GST shall be reimbursed on actual on production of documentary evidence.

NOTE

1. The rates should be in conformity to Minimum Wages Act 1948 as published by Central Government.
2. Minimum rates of wages (plus VDA) will be revised, as and when the same is revised by the Chief Labour Commissioner (Central), Ministry of Labour & Employment.
3. The rates should be quoted inclusive of all expenditure on providing managerial supervisory/administrative services to get the work done through deployed staff.
4. Service Charge should be given in terms of Rupees (calculated in percentage) per month on total per head/per month amount.
5. **Quotations/bids with ZERO or NIL Service Charge shall be treated as unresponsive and will stand summarily rejected.**
6. Agency needs to provide Wage Slip pertaining to payment to the staff deployed.
7. Bhubaneswar is under Area-B. Also refer to the latest applicable rates/ wage ceilings for ESIC, BONUS, EPF, EDLI, ESI and Admin charges.
8. If an identical bid is made by two or more firms in the calculation, a decision such as splitting the quantity/obtaining discount on already quoted amount in sealed envelope from such tenderers shall be taken for selecting the L-1 bidder as per Bank's discretion.