

E-tender For Providing Security Guards (Preferably Ex-Servicemen) & Ex-Servicemen Security Supervisor in the Bank's Premises.

Tender by e- tendering process is invited for **Providing Security Guards (Preferably Ex-Servicemen) & Ex-Servicemen Security Supervisor in the Bank's Premises** from Gangtok based reputed and experienced agencies/firms/companies for empanelment with Reserve Bank of India, Gangtok”.

The work is estimated to cost ₹37,00,000/-. The document can be downloaded from “Tender” Section at RBI’s website <https://www.rbi.org.in>. The tendering would be done through the e-tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprochome/rbi/>). All interested companies / agencies / firms must register themselves with MSTC Limited through the above mentioned website to participate in the tendering process. The schedule of e-tender (SoT) is as follows:

SCHEDULE OF TENDER (SOT)

a. Name of Work	Tender for providing Security Guards (Preferably Ex-Servicemen) & Ex-Servicemen Security Supervisor in the Bank's Premises
b. e-Tender no.	RBI/Gangtok/Estate/388/22-23/ET/592
c. Mode of Tender	e-Tendering System (Part I - Technical bid and Part II – Price Bid) through www.mstcecommerce.com/eprochome/rbi/
d. Date of NIT available to parties to download	January 24, 2023 at 1500 hrs. onwards
e. Pre-Bid meeting (Offline)	February 16, 2023 at 1100 hrs. Venue- Conference Hall, Reserve Bank of India, Gangtok (The queries may also be sent to the email id: hrrmdgangtok@rbi.org.in)
f. Estimated cost of work	₹37,00,000 (Rupees :Thirty Seven Lakhs only)
g. Earnest Money Deposit	₹74,000/- (Rupees: Seventy-Four Thousand only) Through NEFT only in following account details: Account Number: 186003001 IFSC: RBIS0GTPA01 (5 th and 10 th digit are Zero) Beneficiary Name: Reserve Bank of India The proof of having remitted the EMD is to be uploaded in MSTC portal. Kindly provide the proof of EMD deposit to us at following email id: hrrmdgangtok@rbi.org.in / balajimamilwad@rbi.org.in

h. Bank Guarantee	₹1,85,000/- (5% of Estimated Cost) (to be submitted by successful bidder)
i. Transaction Fees	Payment of Transaction fee (as applicable) through MSTC Gateway/NEFT/RTGS in favor of MSTC Limited or as advised by M/s MSTC Ltd.
j. Last date of submission of Earnest Money Deposit (EMD) through NEFT.	Up to 1400 Noon of February 27, 2023
k. Date of Starting of e-Tender for submission of online Technical Bid and Price Bid at www.mstcecommerce.com/e-prochome/rbind	February 17, 2023 at 1100 hrs. onwards
l. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	Up to 1400 hrs. of February 27, 2023
m. Date & time of opening of Part-I - Technical Bid	February 27, 2023 at 1500 hrs.
n. Date & time of opening of Part-II – Price Bid	Shall be informed separately

Note: All the tenderers must note that any amendments / corrigendum to the e-tender, if issued in future, shall only be notified on the website of RBI as provided above and shall not be published in any newspaper.

Place: Gangtok
Date: January 24, 2023

Chief General Manager
Reserve Bank of India, Gangtok



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
GANGTOK**

**NOTICE INVITING E-TENDER (NIT) FOR PROVIDING SECURITY GUARDS
(PREFERABLY EX-SERVICEMEN) AND EX-SERVICEMEN SECURITY SUPERVISOR IN
THE BANK'S PREMISES OF RBI, GANGTOK**

Reserve Bank of India, Gangtok (hereinafter referred to as the 'Bank') invites e-tenders from reputed companies/ firms/ agencies holding valid licenses under Contract Labour (Regulation and Abolition) Act, 1970 and registered under PSARA Act 2005 (Preferably DGR empaneled agencies) for providing **Security Guards** [preferably Ex-servicemen (ESM)] and ESM Supervisor for watch and ward duties and supervision of the same in the Bank's Office premises located at Tseyang Djong Building, National Highway 10, Amdo Golai, Tadong, Gangtok, Sikkim-737102. The tendering will be done through the e-Tendering portal of MSTC Ltd. (<https://www.mstcecommerce.com/eprochome/rbi>). All interested companies/ firms/ agencies must register themselves with MSTC Ltd. through the above-mentioned website to participate in the tendering process.

2. **Last date & time for submission of e-tender is February 27, 2023 at 1400 hrs.** Technical bids of e-Tenders will be opened on the same day, i.e., February 27, 2023 at 1500 hours. The e-Tender documents are also available at the Bank's website www.rbi.org.in under the link "Tender".
3. The Bank reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
4. Please note that further Addendum/Corrigendum if any will only be published on RBI website.

January 24, 2023

Chief General Manager
Reserve Bank of India
Gangtok



**RESERVE BANK OF INDIA
GANGTOK**

**E-TENDER FOR PROVIDING
SECURITY GUARDS (PREFERABLY EX-SERVICEMEN)
AND EX-SERVICEMEN SECURITY SUPERVISOR
IN THE BANK'S OFFICE PREMISES AT GANGTOK**

DISCLAIMER

Reserve Bank of India, Gangtok (the Bank) has prepared this document to give background information on the Service to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believe it to be in order, neither the Bank nor any of its authorities, agencies, 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.

2. 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 the Bank in submitting the tender. The information is provided on the basis that it is non-binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

3. The Bank reserves the right not to proceed with the service or to change the configuration of the service, 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.



Reserve Bank of India
Human Resource Management Department
Gangtok

TABLE OF CONTENTS

ITEMS		Page No.	
Notice Inviting Tender (NIT)		1	
Disclaimer		3	
Schedule of e-Tender		5	
Section – I	Instructions for Applicants/ Bidders for E-Procurement	7	
Part 1	TECHNICAL BID: Section (i) FORM OF TENDER	10	
Section – II	e-Tender for PROVIDING SECURITY GUARDS (PREFERABLY EX-SERVICEMEN) & EX-SERVICEMEN SECURITY SUPERVISOR	12	
Section – III	Techno-Commercial and Financial Bids	14	
Section – IV	Eligibility Criteria	17	
Section – V	Scope of Work	18	
FORMAT: UNDERTAKING		22	
	ANNEXURE – A to Format	Basic Information	23
	ANNEXURE – B to Format	Details of Previous Experience	25
	ANNEXURE – C to Format	Details of Bankers	26
	ANNEXURE – D to Format	Form of Banker’s Certificate	27
	ANNEXURE – E to Format	Client’s Certificate regarding Performance	28
	ANNEXURE – F to Format	Eligibility Criteria	29
	ANNEXURE – G	Proforma of Bank Guarantee for Security Deposit	30
	ANNEXURE – H	Evaluation Parameters and Marks: Technical Bid	32
Part 2	FINANCIAL BID	35-36	
	Details of Firms/ Agency	35	
	Charges	36	



**RESERVE BANK OF INDIA
GANGTOK
HUMAN RESOURCE MANAGEMENT DEPARTMENT**

SCHEDULE OF E-TENDER

The schedule of e-tender are as follows:

a	Name of the Department	Reserve Bank of India (RBI), Human Resource Management Department (HRMD), Gangtok
b	E-Tender No:	RBI/Gangtok/Estate/388/22-23/ET/592
c	E-Tender Name	Tender for providing SECURITY GUARDS (PREFERABLY EX-SERVICEMEN) & EX-SERVICEMEN SECURITY SUPERVISOR in the Bank's office Premises at Gangtok
d	Mode of Tender	e-Procurement System Online Part I - Techno-Commercial Bid and Part II- Financial Bid through the MSTC website: https://www.mstcecommerce.com/eprochome/rbi
e	Date of NIT available to the parties to download	January 24, 2023 at 1500 hrs. onwards
f	Pre Bid Meeting (Offline)	February 16, 2023 at 1100 hrs.
g	Estimated cost of the work	₹37,00,000/- (Rupees Thirty -Seven lakhs only)
h	Earnest Money Deposit (EMD)	₹74,000- (Rupees Seventy-four thousand only) Through NEFT only in following account details:Account Number: 186003001 IFSC: RBIS0GTPA01 (5th and 10th digit is Zero) Beneficiary Name: Reserve Bank of India The proof of having remitted the EMD is to be uploaded in MSTC portal. Kindly provide the proof of EMD deposit to us at following email id: hrgmdgangtok@rbi.org.in / balajimamilwad@rbi.org.in Eligible registered MSEs (as per Public Procurement Policy, Order 2012 issued by MSME) participating in the tender process are exempted from payment of Earnest Money Deposit, on submission of valid documents.
i	Last date of submission of EMD	Up to 1400 Noon of February 27, 2023
j	Bidding start date of Techno-Commercial Bid and Financial Bid at www.mstcecommerce.com/eprochome/rbi	February 17, 2023 at 1100 hrs. onwards

k	Date of closing of online e-Tender for submission of Techno-Commercial Bid & Financial Bid	Up to 1400 hrs. of February 27, 2023
l	Date & Time of opening of Part 1, i.e. Techno-Commercial Bid	February 27, 2023 at 1500 hrs.
	Date & Time of opening of Part 2, i.e. Financial Bid	Opening of Financial Bid will be intimated to all the eligible bidders through e-mail/letter.
m	MSTC Transaction Fee	Payment of Transaction fee (as applicable) through MSTC Gateway/NEFT/RTGS in favor of MSTC Limited or as advised by M/s MSTC Ltd.

Note: Applicants/ Bidders 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. Tenders without EMD will not be accepted under any circumstances. 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.

It may be noted that any amendments / corrigendum to the tender, if any, will only be notified on the Bank's Website and MSTC Website as given above and will not be published in any newspaper.

**Chief General Manager
Reserve Bank of India
Gangtok**

SECTION – I

INSTRUCTIONS FOR APPLICANTS/ BIDDERS FOR E-PROCUREMENT

Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

Process of E-Tender:

1) 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 Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a Personal Computer connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The technical bid and the commercial bid has to be submitted online at www.mstcecommerce.com/eprochome/rbi

- i) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt. Depts → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and Password → Submit.
- ii) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.
- iii) In case of any clarification, please contact RBI/MSTC (before the scheduled time of the e-tender).

Contact person (RBI):

- I. Captain Uttam Kumar Behera, Manager (P&SO)
Mob - 9090866753 email id: captuttam@rbi.org.in
- II. Shri Mridul Roychowdhury, Manager
Mob – 7980855363 email id: mroychowdhury@rbi.org.in
- III. Shri Balaji Mamilwad, Assistant Manager
Mob- 8080242581 email id: balajimamilwad@rbi.org.in

Contact person (MSTC Ltd):

- I. Shri Sabyasachi Mukherjee, ERO, Mobile No. 7278030407, smukherjee@mstcindia.co.in
- II. Shri M H Jain, Assistant Manager, Mobile No-9721277969, mhjain@mstcindia.co.in
- III. Shei Kaviti Kranthi Kumar, Mobile no-9174009882, kkumar@mstcindia.co.in

2) System Requirement:

- 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.
- iv) To disable "Protected Mode" for DSC (Digital Signature Certificate) 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".

3) Other Settings:

- i) Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.
- ii) 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**)

4) The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on specified date and time as given in the Tender.

5) All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

6) **Special Note towards Transaction fee:** The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the 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, and the vendor shall be receiving a system generated mail.

Transaction fee is non-refundable.

7) A vendor will not have the access to online e-tender without making the payment towards transaction fee.

8) 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.

9) Information about tenders/ corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email-id provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC.

10) E-tender cannot be accessed after the due date and time mentioned in NIT.

11) Bidding in e-tender:

a) Vendor(s) need to submit necessary EMD, Transaction fees (if any) to be eligible to bid online in the e tender. Transaction fees is non- refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.

b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt. depts. → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

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/Commercial 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 Commercial Bid link becomes active and the same has to be filled up and then vendor should click on “**save**” to record their Commercial bid. Then once

both the Technical bid & Commercial bid have been saved, the vendor can click on the “**Final submission**” button to register their bid.

- 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 forexecution of supply.
- 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) The Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- m) No deviation of the terms and conditions of the tender document is acceptable.

Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.

- 12) Any order resulting from this tender shall be governed by the terms and conditions mentioned in the tender.
- 13) No deviation to the technical and commercial terms & conditions are allowed.
- 14) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- 15) Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.

Note: Part - II bid should not be submitted with part – I. If submitted, the bid will be rejected.

PART 1: TECHNICAL BID

**Section (i)
FORM OF TENDER**

**Chief General Manager
Reserve Bank of India
Human Resource Management Department
Gangtok**

Madam /Dear Sir,

PROVIDING SECURITY GUARDS (PREFERABLY EX-SERVICEMEN) AND EX-SERVICEMEN SECURITY SUPERVISOR FOR WATCH AND WARD DUTIES AND SUPERVISING THE SAME IN THE BANK'S OFFICE PREMISES AT GANGTOK

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to provide EX-SERVICEMEN SECURITY GUARDS and EX-SERVICEMEN SECURITY SUPERVISOR for watch and ward duties and supervising the same in the Bank's Office Premises located at Tseyang Djong Building, National Highway 10, Amdo Golai, Tadong, Gangtok, Sikkim-737102 at the rates quoted the financial bid and in accordance with the conditions of the tender and conditions of contract attached hereto.

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the Bank Guarantee towards earnest money valid during the entire period of validity of tender, as per enclosed Proforma ([Annexure - G](#)).

3. Should this Tender be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors, or assignees or nominees (in Office) such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. I/we understood that the contractor who had earlier worked with the Bank as a contractor for PROVIDING EX-SERVICEMEN SECURITY GUARDS and EX-SERVICEMEN SECURITY SUPERVISOR for watch and ward duties and supervising the same or for any other service in any of the Offices of the Bank (including Gangtok) and was issued termination notice and/or terminated for deficiency of service by the Bank will not be eligible to apply.

5. I/We understand that the Bank is not bound to accept the lowest tender and reserves the right to accept any tender whether lowest or not. The Bank also reserves the right to reject all the tenders without assigning any reason therefor. The Banks can also reject any tender which prima-facie violates any law applicable in the context of this tender.

Dated this _____ day of _____ 2023.

For and on behalf of M/s _____

(Signature with seal)

Name _____
Designation _____
Place _____
Date _____
Address _____

(Certified true copy of the Power of Attorney of the above signatory should be attached).

Witnesses:

(1) Signature
Date
Name
Address

(2) Signature
Date
Name
Address

SECTION – II
E-TENDER FOR PROVIDING SECURITY GUARDS (PREFERABLY EX-SERVICEMEN) and EX-SERVICEMEN SECURITY SUPERVISOR FOR WATCH AND WARD DUTIES AND SUPERVISING THE SAME IN THE BANK’S OFFICE PREMISES AT GANGTOK

1.1. E-Tenders are invited under two-bid system by the Chief General Manager, Reserve Bank of India, Gangtok from reputed companies/agencies/firms engaged in providing Ex-Servicemen Security Guards and Ex-Servicemen Security Supervisor for watch and ward duties and supervising the same in the Bank’s Office premises at Gangtok. The Security Guards should have been trained as per PSARA Act, 2005 with knowledge of handling firefighting equipment’s/ able to act in times of emergency of fire hazard and must also have knowledge of handling X-Ray baggage scanner, also hereinafter referred to on contract basis for guarding the Bank’s Office Premises i.e. monitoring movement of men, material and vehicles, visitor management, routine patrolling of the premises, surveillance in the Office Premises, apart from guarding duties etc.) located in Gangtok for an initial period of one year from April 01, 2023 to March 31, 2024 as laid down in contractual obligations. However, the contract can be extended for a further period of two years, one year at a time (up to March 31, 2026) subject to satisfactory performance of the firm and adherence to contractual obligations by the concerned company/agency/firm.

1.2. **The estimated number of Ex-Servicemen Security Guards to be deployed in the Bank’s Office Premises is 07 and Ex-Servicemen Security Supervisor is 1, as on date of the tender. The number may increase or decrease as per Bank’s requirement.**

The tentative deployment details are as follows which is subject to change as per requirement of the Bank: -

- i) **07 Security Guards (Preferably Ex-Servicemen)** i.e., 02 per shift of 8 hours duty on all seven days of a week on 24x7 basis including relieving duties for weekly offs.
- ii) **Ex-Servicemen Security Supervisor– 01** [0830 hrs. to 1730 hrs. (including break of 01 hr. for tea and lunch) on all working days of the Bank]

1.3. (a) The tentative duty timings for the deployed Security Guards (**Preferably Ex-Servicemen**) will be as per shifts indicated below without any break:

Shift A	0600 hours to 1400 hours
Shift B	1400 hours to 2200 hours
Shift C	2200 hours to 0600 hours
Bank’s Office Timings	0930 hours to 1730 hours

(b) The shifts mentioned above are indicative and may be subject to change as per the requirement of the Bank from time to time.

1.4. The Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or any time during the currency of contract.

1.5. **Only companies/agencies/firms having minimum 5 years of experience in the field of providing security services as mentioned in the Part 1 of the tender form are eligible to apply. Applicants intending to apply must furnish documentary evidence in support of their eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.**

1.6. Any Tender not accompanied by EMD of 74,000/- shall be rejected.

1.7. The Vendor understands that he/it fulfills all the requirements of the tender documents. Upon receipt of in-principal approval from the Bank, the Vendor shall be bound to produce the required number of qualified Ex-Servicemen Security Guards and Ex-Servicemen Security Supervisor, as

specified at para 1.2 above, within three days of the receipt of the letter from the Bank and before the final award of the work. The personnel so produced should meet the eligibility criteria stipulated in paragraph 1.1 as above and should have valid medical certificate and police verification. In case any of the person is not meeting the requisite eligibility criteria for deployment, the Vendor shall arrange for the substitute arrangement and produce such person on the same day. It is agreed by the Vendor that mere receipt of in-principal approval does not guarantee award of work, the work will be finally awarded upon satisfaction of the Bank that the Vendor is/will be in a position to meet the requirements of the tender.

1.8. 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.

1.9 A pre-bid meeting shall be held on February 16, 2023 at 1100 hours in the Conference Hall of Reserve Bank of India, Gangtok to clarify the doubts/ queries, if any, related to the tender

Note: Please note that any amendments/corrigendum to the tender, if any, will only be notified in the Bank's Website and MSTC Website as given above and will not be published in any newspaper.

I/ We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Place:

Signature and seal of the Tenderer

Date:

Name of Authorized signatory

SECTION – III
TECHNO-COMMERCIAL AND FINANCIAL BIDS
(TO BE READ IN RELEVANCE TO E-TENDERING
PROCESS ONLY)

1. Part 1: Techno-Commercial Bid

Part 1 of the tender should be duly filled and submitted along with documents as mentioned below:

- 1.1 Application in Format including [Annexures A to F](#) duly filled along with documents as mentioned therein
 - a) Particulars of company/agency/firm ([Annexure – A](#))
 - b) Details of previous experience ([Annexure – B](#))
 - c) Details of banker/s ([Annexure – C](#))
 - d) Banker's certificate from Scheduled Commercial Bank ([Annexure – D](#))
 - e) Client report ([Annexure – E](#))
 - f) Declaration regarding eligibility for participation in tender
 - g) Check list for Technical Evaluation for company/ agency/ firm providing security services ([Annexure – F](#))

1.2. Agencies intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility as mentioned in **Eligibility Criteria**(Section – IV) and in the event of their failure to do so, the Bank reserves the right to reject their tender.

1.3. Intending tenderer has to deposit EMD (2% of the estimated cost of the tender) of **₹74,000/- (Rupees Seventy-four thousand only)** through NEFT in favour of 'Reserve Bank of India, Gangtok' by credit to Account Number: **186003001**, IFSC: **RBIS0GTPA01**, Bank Name: **Reserve Bank of India** on (i.e. before 1200 hours of February 27, 2023) or before the date given in NIT.

1.4. Any tender not accompanied by EMD as mentioned at 1.3 above shall be rejected.

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

All the pages of Part 1 along with its annexure and enclosures should be duly signed and stamped by the tenderer and submitted with documentary evidence.

2. Part 2: Financial Bid

- 2.1. Part 2 of the tender should only contain the service provider's quoted rates as per Format.
- 2.2. Financial Bid should contain only the price filled in Rupees in figures and words and any condition will make it liable for rejection.
- 2.3. 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.
- 2.4. The bidder should enter the Commercial bid price online in MSTC portal.
- 2.5. The Financial Bid shall be completed in all respects and duly signed and stamped by an authorized representative of the bidder and uploaded along with other tender documents in MSTC portal.

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 3 months from the date of opening of Part 1, which period may be further extended by mutual agreement in writing by the Tenderer and the bank. 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 2 (Financial Bid) of only those tenderers who qualify in the Techno-Commercial Bid (Part 1) will be opened on a subsequent date, for which intimation would be given to the qualified tenderers.

4. Right to accept any tender and to reject any or all tenders

- 4.1. The Bank is not bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason.
- 4.2. The Bank may terminate the contract if it is found after the award of the work that the Contractor is blacklisted during last 3 years by any of the Govt. Departments/ Institutions/ Autonomous bodies/ Local Bodies/ Municipalities/ Public Sector Undertakings, etc.
- 4.3. The Bank may terminate the contract in the event the successful bidder fails to furnish the Performance Bank Guarantee for an amount equal to 5% of the value of the contract as per [Annexure – G](#) or fails to execute the agreement within specified period.
- 4.4. The Performance Bank Guarantee as per [Annexure – G](#) given by the company/agency/firm shall be liable to be revoked, forfeited or appropriated in the event of unsatisfactory performance of the company/ agency/ firm and/ or loss/ damage if any sustained by the Reserve Bank of India, Gangtok on account of the failure or negligence of the workers deployed by him or in the event of breach of the agreement by the company/ agency/ firm. The company/ agency/ firm shall have no objection to such appropriation.
- 4.5. The Performance Bank Guarantee should be valid up to the expiry of the contract and the same shall be returned within two months after the expiry of contract and completion of all contractual obligations.
- 4.6. The tenders which are not in consonance with Minimum Wages Act and/ or any other Labour laws will be treated as invalid.
- 4.7. The Bank shall call for the client reports in the prescribed format ([Annexure – E](#)) from the organizations in which the Contractor has provided similar services and if any of the client report is found to be unsatisfactory, the tender shall be rejected outright and its Part 2 shall not be opened.

5. Award of Contract

- 5.1. The Bank will award the contract to the “Tenderer” who has been found to be ‘eligible and qualified’ to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document.
- 5.2. The Bank will communicate to the successful bidder through letter transmitted by Registered post/ Speed post/ hand delivery that his bid has been accepted (hereinafter and in the condition of contract called the “Letter of Award”).
- 5.3. The successful bidder will be required to execute an agreement *within a period of two weeks* from the date of issue of Letter of Award. If the selected Agency fails to sign the formal agreement within two weeks of award of contract or fails to commence the work on due date, the letter awarding the work shall be treated as cancelled and EMD made by it shall be forfeited, the tenderer shall also be liable to risk and cost. Further, the Bank reserves the right to debar such persons from participating in any tender/ undertaking any work in the Bank for a period of three years. However,

before doing so, the Bank may give a seven days Show Cause Notice (SCN) to the person and consider any reply submitted to the SCN before finally deciding on debarring the person. The decision of CGM, RBI, Gangtok shall be final in this regard.

- 5.4. The Contract shall come into full force and effect on the date of issue of the Letter of Award. The cost of stamp duties and similar charges (if any) imposed by law in connection with the Contract Agreement shall be borne by the Contractor.
- 5.5. The tender submitted on behalf of a company/ agency/ firm shall be signed by all the partners of the company/ agency/ firm or a partner who has the necessary authority on behalf of the company/ agency/ firm to enter into the proposed contract failing which the tender may be rejected.
- 5.6. The EMD of the successful bidder shall be refunded by the Bank once the successful bidder submits Performance Bank Guarantee as per [Annexure – G](#) and execute contract agreement with the Bank, on which, the Bank shall not pay any interest. EMD of the unsuccessful bidders will be returned within 30 days of the award of the contract without any interest. EMD shall be forfeited if the bidder withdraws his bid during the tender bid evaluation process.
- 5.7. Before submitting the tender, the bidder may go through the general terms and conditions regarding the scope of work on which the work will be awarded by the Bank and required to be executed by the successful bidder. The bidders may satisfy themselves as to the specified eligibility and other criteria. It may also be noted that the Bank may impose or require the tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the work being awarded under this tender.
- 5.8. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and revoke Bank Guarantee submitted.
- 5.9 Technical Bid will be evaluated as the Proforma given in the Annexure H.
- 5.10. The Chief General Manager, Reserve Bank of India, Gangtok reserves the right to accept or reject any or all tender bids without assigning any reason whatsoever and his/ her decision will be binding on all the parties.

I/ We hereby declare that I/ We have read and understood all the above instructions/ conditions and agree to abide by them.

Place:

Signature and seal of the Tenderer

Date:

(Name of Authorized signatory)

SECTION – IV ELIGIBILITY CRITERIA

- 1.1.** The bidder may be Proprietary firm, Partnership firm, Limited company, or Corporate body legally constituted, who possess the required licenses, registrations such as Private Security Agencies (Regulation) Act 2005 etc. as per law valid at least for 12 months from the date of commencement of the contract. **Preference would be given to firm/company/agency empaneled with Directorate General of Resettlement, MOD, Government of India.**
- 1.2.** The bidder should hold license under Private Security Agency Regulation Act 2005 (PSARA, 2005) valid for Sikkim State and issued in Sikkim by the Competent Authority under the PSARA, 2005. The license should be valid as on the date of application, no renewal application and under process license will be eligible. The firm/company/agency which is registered under PSARA Act 2005 should have valid registration number which is valid for at least 12 months from the date of commencement of the contract.
- 1.3.** The bidder should have experience of having successfully completed similar works during last 5 years as on December 31, 2022 (i.e., providing SECURITY GUARD SERVICES) to offices/ establishments of Central Government/ State Government Departments/ Banks/ Public or Private Sector Companies/ Undertakings/ Autonomous Bodies etc. and should upload documentary evidence on MSTC portal for:
- a) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost each
 - b) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost each
 - c) One similar work costing not less than the amount equal to 80% of the estimated cost.
- 1.4.** The agency should have a well-established office in Gangtok with proper set up to provide training to Security Guards (upload the documentary evidence on MSTC portal).
- 1.5.** The bidder must have an average annual turnover of ₹37 lakhs during the last three financial years duly certified by the Chartered Accountant (upload the documentary evidence on MSTC portal).
- 1.6.** The bidder should have Permanent Account Number (PAN) issued by the Income Tax department and should submit the Income Tax Return for last three years (upload the documentary evidence on MSTC portal)
- 1.7.** The bidder should have Audited Balance Sheets and Profit & Loss Accounts for the past three years (upload the documentary evidence on MSTC portal).
- 1.8.** The bidder should have registered with the Regional Labour Commissioner (Central), Ministry of labour and Employment, Government of India, for engaging contract labour as required under the Contract Labour (Regulation & Abolition) Act, 1970 (upload the documentary evidence on MSTC portal).
- 1.9.** The bidder should have a valid certificate from Employees State Insurance Corporation (ESIC) and should have been allotted a code number by the ESIC.

1.10.The bidder should have a valid certificate under EPF & Miscellaneous Provisions Act, 1952 (upload the documentary evidence on MSTC portal).

1.11. The bidder should have registration under Goods and Services Tax and should have GST Registration Number (upload the documentary evidence on MSTC portal).

1.12. The bidder should have Current Account in Scheduled Banks to receive the payments by electronic means.

1.13. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company/Firm (upload declaration on letter head of tenderer on MSTC portal).

Note: Part - II bid should not be submitted with part – I. If submitted, the tender will be rejected.

SECTION – V

SCOPE OF WORK

The contractor shall have to provide round the clock security services in the office premises of Reserve Bank of India, Gangtok. The agency shall ensure protection of the personnel & property of the Bank, prevent trespass, perform watch and ward functions including night patrol on various points and to prevent entry of unauthorized persons and vehicles inside the Office premises of the Reserve Bank of India located at Gangtok.

I. Work to be performed by the SECURITY GUARDS (PREFERABLY EX-SERVICEMEN) AND EX-SERVICEMEN SECURITY SUPERVISOR at the Bank's Office Premises

The main role of the deployed EX-SERVICEMEN SECURITY GUARDS AND EX-SERVICEMEN SECURITY SUPERVISOR in the office premises would be as follows:

- a) Frisking and checking credentials of General Public entering Bank's Premises to prevent any unauthorized items being taken inside the Premises.
- b) Ensure that all visitors/ contract workers in the office premises display valid identity cards/ passes issued by the Bank.
- c) Regular rounds of the office premises to ascertain any security lapses in the Bank's Premises and bring it to the notice of the Security Officer of the Bank.
- d) Operate security gadgets and equipment like Under Vehicle Inspection Mirrors, Handheld Metal Detector, Door Frame metal Detectors, X-Ray Baggage Scanner, Fire Alarm System etc. wherever applicable.
- e) Maintenance of Registers related to security in the Office.
- f) Marshalling of Personnel out of Bank's Premises in the event any natural/manmade disaster on the directions of the Security Officer of the Bank.
- g) Perform any other security related duty as instructed by the Security Officer of the Bank.

II. Desired qualities of the provided Security Guards & ESM Supervisor

- a) The personnel supplied ought to be polite, but firm, disciplined, physically fit, alert and smartly dressed, in proper and tidy uniform. The names of the SECURITY GUARDS should always be displayed by them for their identification purpose.
- b) The SECURITY GUARDS will work under the supervision and direction of the protocol and security officer of the Bank and not under any circumstances will leave the place without his approval.
- c) Display mature behavior, especially towards female staff, visitors, elderly persons etc.
- d) To attend with compliments to distinguished visitors, VIPs and Officers.
- e) To check, control and restrict entries of staff/workers/authorized personnel of the organisation/firm and others by valid passes or searching of required and movement of vehicles and incoming/outgoing materials (with gate passes, challan) and time keeping.
- f) To allow visitors, only with proper passes issued by the reception personnel including entry in visitors register. The pass should be returned to the Reception personnel with signature of the officer/staff visited and departure time of the visitor.
- g) To regulate visitors as per Bank's procedure and records thereof maintained as stipulated.
- h) To maintain strict security of men, material and premises and maintain diary to note all important events / happenings information received/passed to the management.
- i) To be responsible to prevent thefts of easily moveable items such as bathroom fittings, fans, exhaust fans, telephone instruments, fire extinguishers or firefighting systems etc.

- j) To stand by the management during emergency like gherao, picketing strike etc. and security of the Bank staff from any assaults whatsoever.
- k) To not to leave the place of duty under any circumstance until and unless properly relieved and to sign accordingly in handing/taking over register. The ESM security guard on duty shall not leave the premises until his reliever reports for duty.
- l) To prevent misuse of electricity and water.
- m) To take care of all the water taps, valves, water hydrants etc. installed in the open all over the Bank's premises.
- n) To ensure that the flower plants, trees and grassy lawns are not damaged by the staff, outsiders etc.
- o) In case of fire to alert the staff on duty immediately and assist the firefighting operation and also inform the Chief General Manager. In case of fire accident before or after office hours, the guards shall inform the nearest Fire Station and the Bank's Security Officer.
- p) To watch that there are no unidentified/unclaimed/ suspicious objects/persons in the building/premises.
- q) To take care of the vehicles parked in the parking sites located within in the Bank's premises.
- r) To prevent the entry of stray animals into the Bank's premises.
- s) To ensure that all the electrical equipment/ instruments/lights and fans are switched off at the time of closure of the gym, playground etc. which are part of the residential areas.
- t) To ensure that all common areas are locked at the close of the office and opened at the beginning of office hours and there is safe keeping of the keys.
- u) To arrange surprise checks (during day and night) to check the alertness and attentiveness of Security Guard.
- v) To check the bags/briefcases of the visitors if considered necessary.
- w) To comply with the directions and instructions of the Bank at all times, non-compliance in respect of which can lead to termination of the agreement.
- x) Any other duties/responsibilities assigned by the Bank may be incorporated in the agreement. The same shall also be binding on the contractor.

III. Responsibilities of the company/agency/firm

- a) The Agency shall at its cost provide to the Security Guards sets of uniform, boots, caps, jerseys/jackets for winter, belts, badges and other security equipment like batons, torches, cells, whistle etc. befitting the stature of RBI.
- b) The Agency shall provide one basic mobile phone with Incoming and Outgoing facility at the deployment site for ease of contact with the Security Guards 24*7.
- c) The Security Guards engaged in the Bank's Premises must be rotated from their deployment at an interval of six months.
- d) If it is found that any property of the Bank is lost/damaged due to the negligence or connivance of the Security Guards, the same shall be made good on the depreciated value of the property damaged/lost from the bills submitted by the Contractor.
- e) The Agency shall furnish the names and addresses of the Security Guards posted in the Bank's premises and also intimate without fail when there is a change in the deployed Security Guards.
- f) The Security Guards deployed shall be the direct employees of the Contractor for all purposes and the agencies shall be fully responsible for payment of wages and other dues along with strict compliance of all labour laws applicable.
- g) The Security Guards who may be engaged by the agency from time to time must carry the

photo identity card which shall have to be issued to him for the said purpose. The identity card should be worn by each Security Guard on their uniform which shall in turn give details regarding their full name, age, identity marks, signatures of the bearer and also name of the issuing authority and seal.

- h) The Agency shall not deploy or shall discontinue deploying the person(s), if so desired by the Bank at any time without assigning any reason whatsoever.
- i) The Ex-Servicemen Security Supervisor of the agency shall be in charge of the Security Guards and shall be responsible for efficient rendering of the service under the contract. Though while working at the premises of the Bank, they shall work under the directives and guidance of the Bank's Security Officers and will be answerable to the Bank. This will, however, not diminish in anyway the agency's responsibility under the contract to the Bank.
- j) The Agency shall deploy Security Guards; trained in all facets of security work, including firefighting as per PSARA norms. The Agency shall provide necessary undertaking and documentary evidence in this regard.
- k) The visitors shall be regulated as per the Bank's procedure and records thereof maintained as stipulated. Further, the visitors shall be attended with due courtesy.
- l) A senior level representative of the agency will visit the Bank premises at least once in a week and review the performance of its personnel. During the weekly visit, the agency's representative will also meet the officers of the Bank dealing with the service contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any observed in their working.
- m) The Agency shall ensure that any replacement of its personnel as required by the Bank for any reason specified or otherwise shall be affected promptly without any additional cost to the Bank. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the Bank at the agency's own cost.
- n) The agency shall provide reasonable uniform of good quality with name badges to its personnel deployed in the Bank's premises at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals such as belt, shoes, socks caps, torch with cell, cane stick, gun, bullets etc. shall be borne/ supplied by the agency
- o) The Contractor shall ensure that the personnel deployed are disciplined and do not participate in any activity prejudicial to the interest of the Bank/Government of India/any State/or any Union Territory.
- p) The security personnel deployed by the agency shall possess/have at least the minimum elementary knowledge of reading and writing so as to enable them to make entries in the registers kept in the security desk/booth whenever required and also to write their names in the attendance register and mark their arrival and departure by signing in the register.
- q) The Contractor shall not assign or transfer this contract or part thereof to anyone. In case of breach of these conditions, the Bank may serve a notice in writing on the successful tenderer rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the successful tenderer.
- r) In case of theft or pilferage, loss or other offences, the agency will investigate and submit a report to the Bank and maintain liaison with the Police. FIR will be lodged by the Bank wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
- s) In the event of any security personnel being on leave/ absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the agency shall make provision for leave reserve. The security agency shall be responsible for providing the requisite man hours as detailed above on round the clock basis on all days.

If the person falling sick avails leave or remains absent, arrangement for the substitute should be made immediately. If at any time, additional man-hours are required, the same shall be provided by the security agency for which payment will be made on pro-rata basis.

- t) As and when the Bank requires additional security strength on temporary or emergency basis, the agency will depute such security personnel under the same terms and conditions. For the same, a notice of two days will be given by the Bank. Similarly, if the security personnel deployed by the agency at any time are found absent from duty or sleeping or found engaged in irregular activities, the Bank shall deduct the requisite amount on pro-rata basis from the bill of the agency besides imposition of penalty for non-observance of the terms of the contract.
- u) The Agency shall submit to the Bank an attested photocopy of the attendance record and enclose the same with the monthly bill.
- v) The Bank shall pay the agreed amount on production of monthly bills. No other charges of any kind shall be payable. The bills raised by the security agency will be paid to the agency within 15 days from the date of submitting the same with all relevant documents to the Human Resources Management Department of the Bank, Gangtok. The security agency will maintain a muster roll to record the presence of on duty Security Guards and Supervisor for each shift of duty. Payment of bills will be as per the Muster roll, which will be verified and countersigned by the Security Officer of the Bank.
- w) During the contract period; minimum wages and statutory wages will be revised as and when revised by the Government of India. However there would be no increase in service charge payable to the agency.
- x) The income tax as applicable shall be deducted from the bill unless exempted by the Income Tax Department.
- y) The decision of the Bank with regard to the interpretation of the terms and conditions and the agreement shall be final and binding on the agency.
- z) In case of dispute between the agency and Bank, the Bank shall have the right to decide, however, all matters of jurisdiction shall be at the local courts situated at Gangtok.

Place:

Signature and seal of the Tenderer

Date:

FORMAT: UNDERTAKING

(To be given on tenderer's letter head at the time of executing agreement)

The Chief General Manager
Reserve Bank of India
Human Resource Management Day
Gangtok-737102

Sir/ Madam,

TENDER FOR PROVIDING SECURITY GUARDS (PREFERABLY EX-SERVICEMEN) AND EX-SERVICEMEN SECURITY SUPERVISOR IN THE OFFICE PREMISES OF RESERVE BANK OF INDIA, GANGTOK

I/ We hereby agree to abide by all terms and conditions laid down in the tender document.

- 1) This is to certify that I/ We before signing this bid have read and fully understood all the terms, conditions and instructions contained therein and undertake myself/ ourselves to abide by the said terms and conditions.
- 2) I/ We abide by the provisions of DGR Rates/ Minimum Wages Act, PSARA Act 2005, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Act, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/ We will pay the wages to the personnel deployed as per DGR rates/ Minimum wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
- 3) I/ We shall provide security services by deploying requisite number of security personnel as and when required by the Bank.
- 4) I/ We do hereby undertake that security of the Bank's Office Premises shall be ensured by our Security Agency, as well as any other assignment considered by the Bank.
- 5) The Earnest Money Deposit for an amount of ₹74,000/- (Rupees Seventy-four thousand only) shall be deposited with the Reserve Bank of India, Gangtok.
- 6) In case, I/ We are awarded the contract, I/ We is/ are agreeable to furnish a Performance Bank Guarantee @ 5% of the value of the contract to the Bank. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank of India, Gangtok. The EMD shall be refunded by the Bank once the Performance Bank Guarantee is submitted and execution of the contract agreement with Bank, on which, the Bank shall not pay any interest.
- 7) I/ We also understand that the CHIEF GENERAL MANAGER, Reserve Bank of India, Gangtok 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.
- 8) I/ We shall comply with the provisions of the "Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013".

Authorised Signatory
(With name and Seal)

**ANNEXURE – A to Format
PARTICULARS OF THE COMPANY/FIRM/AGENCY
(To be uploaded by the Tenderer along with the Tender)**

S N	Particulars of company/agency/firm	Details to be filled by the company/agency/firm			Details of Documentary proof in PDF (Page No. / File Name)
1	Name of the company/agency/firm				
2	Type of Company whether, Proprietorship, Partnership etc. (copy of Memorandum and Articles of Association and Partnership Deed in case of companies and firms, respectively).				
3	Name and address of the Proprietor/ Partners/ Directors of the Company				
4	Registration (company/agency/firm) / Registration Authority, Date etc. (Copy of Certificate of Incorporation in case of companies registered under the Companies Act, 1956 as amended by the Companies Act 2013) or Registration Certificate in case of partnership firm and proprietary concerns)				
5	Registered office address and telephone number & email address, Local Contact address/ Telephone number				
6	Office address through which the work will be handled (together with service provider's email address)				
7	Experience in undertaking similar services to other organizations (with documentary evidence) during the last 5 years from the last date of the previous month in which the tender has been invited (including orders on hand at present). (May attached the relevant document and enclosed any other information)	No. of Guards deployed	Cost of deployment per year	Names, full address & contact no of the organisations to whom service provided.	

8	Total value of the services provided to the other organisations during the last 5 years from the last day of the month preceding the month in which this tender is invited.	2017-18		(₹ lakhs)	
		2018-19			
		2019-20			
		2020-21			
		2021-22			
9	Yearly Turnover for the last 3 years. Should have an average annual turnover of an amount equal to 100% of estimated cost or more during the last three financial years ending 31st March (Furnish Audited Balance Sheet for 3 years)	2019-20		(₹ lakhs)	
		2020-21			
		2021-22			
10	Whether provided Ex-Servicemen Security Guards to any of the Central Government/State Government Departments/Banks/Public or Private Sector Companies/Undertaking/ Autonomous bodies as approved service providers and if so, furnish details as per Annexure B (Client certificates as per qualifying works in Annexure E to be enclosed)				
11	Details of Security personnel available in the organization for deployment (manpower on rolls as on March 31, 2022)				
12	Indicate if involved in any litigation				
13	Any civil suits pending in any of the orders executed, give details				
14	Any disputes (including with statutory authorities) are pending and details of the stage of proceedings				
15	Time required to place the service, if engaged.				
16	PAN Number				
17	EPF Registration Number				
18	ESI Registration Number				
19	Licence Number under CLRA Act, 1970				
20	Licence Number under Private Security Agency Regulation Act, 2005				

ANNEXURE – B to Format DETAILS OF PREVIOUS EXPERIENCE
(To be uploaded by the Tenderer along with the Tender on MSTC portal)

Minimum value of each completed work (qualifying)
Experience of having successfully completed similar works
during last 5 years

- i) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost.
- ii) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost.
- iii) One similar work costing not less than the amount equal to 80% of the estimated cost.

SN	Nature of service rendered	Name, address & Telephone number of the client (Govt. / Semi-Govt/ bank/others	Name, full address & telephone number of the person concerned under whom the work was carried out.	Number of persons deployed		Value of Work in Rupees	Period of Work (example: 2017-18)	Details of Documentary proof in PDF (Page No. / File Name)
				Ex-service men	/Trained Person			
(Please attach scanned copies of supporting documents of all these works in PDF Please attach minimum two client reports of qualifying works as per Annexure E)								

ANNEXURE – C to Format DETAILS OF BANKER(S) (To be uploaded by the tenderer along with the tender on MSTC portal)

ITEMS	BANKER 1	BANKER 2
Name of the Branch and its Complete Postal Address *		
Name and Job-title of the Contract Person along with his/her Telephone No.(s) and E-mail etc. *		
Type of Account*		
Account Number*		
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: *		
IFSC Code of the Branch *		
PARTICULARS OF CONTRACTORS/ SUPPLIERS FOR PAYMENT THROUGH NEFT		
Name of the Firm / Company *		
GSTIN. *		
Permanent Account Number (PAN)*		
Postal Address (with PIN code) *		
Contact Person *		
Telephone Number (Landline)		
Mobile Number *		
E-mail ID *		
Bank Account Number*		
Type of A/c*		
Name of the Bank*		
Name of the Branch*		
IFSC CODE*		
The fields marked with * should be mandatorily filled.		

ANEXURE – D to Format
FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED COMMERCIAL BANK
(To be uploaded by the Tenderer along with the Tender)

1	Name of the company/agency/firm:	
2	Composition of the company/agency/firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited):	
3	Name of the Proprietor/ Partners/ Directors of the company/agency/firm:	
4	Name of the Banker:	
5	Name of the Branch and complete postal address:	
6	Name and job title of the contact person along with his/her Telephone No (s) and E-mail etc.:	
7	Type of Account:	
8	Account Number:	
9	IFSC:	
10	Turnover of the company/ agency/firm for the last 3 years (year wise):	
	2019-20	
	2020-21	
	2021-22	
11	Details of Credit facility/ Overdraft facility (if any) enjoyed by the company/agency/firm:	
12	Dealings:	
13	The period from which the company/agency/firm has been banking with the bank:	
14	Any other remarks:	
15	You may also kindly forward your opinion whether the above company/agency/firm is considered financially sound to be entrusted with the contract for works estimated to cost ₹37 Lakhs per annum.	

(Signature)

For the Bank

Place:

Date:

Note:

- i. Bankers' certificates should be on letter head of the bank**
- ii. In case of partnership firm, certificate to include names of all partners as recorded with the bank.**
- iii. Scanned copy (PDF format) of the original must be uploaded while submitting e-tender online through mstc ecommerce portal.**

**ANNEXURE – E to Format
(CONFIDENTIAL)**

**CLIENT'S CERTIFICATE REGARDING PERFORMANCE
OF COMPANY/ FIRM/ AGENCY FOR PROVIDING SECURITY GUARDS**

(To be uploaded by the tenderer along with other documents on MSTC portal)

Name and address of the Client: _____

Details of Security Service availed from M/s _____

Sn	Particulars	Comments
1	Nature of Security Service availed	
2	Agreement Number and date	
3	Agreement amount	
4	Since when dealing with the firm/ company/ agency	
5	Number of security personnel provided (Total)	
	a) Ex-servicemen	
	b) Other trained personnel	
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	

Place:

Signature of the Authorised Official

Date:

(with seal)

**ANNEXURE – F to Format
CHECK-LIST FOR TECHNICAL EVALUATION FOR SECURITY
SERVICES AGENCY
To be uploaded by the tenderer along with the tender in
MSTC portal**

S N	Documents asked for	To be filled by the Bidder	Details of Documentary proof in PDF (Page No. / File Name)
1	Earnest Money Deposit (Rs 74,000/-)		
2	Authorized person of the company/firm/agency, with name, designation address and office telephone numbers. If the bidder is a partnership firm/private or limited company, name designation, address and office telephone numbers of Partners/Directors also (Copy of partnership deed/Registration Certificate/MOU/MOA as applicable to be submitted)		
3	Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year.		
4	Self-attested copy of GST Registration.		
5	Self-attested copy of valid Registration number of the company firm/agency.		
6	Self-attested copy of the License under Contract Labour (R&A) Act 1970, of the employer for whom the Security Agency is currently undertaking the work.		
7	Self-attested copy of valid EPF Registration number.		
8	Self-attested copy of valid ESI Registration number		
9	Average Turnover of not less than Rs 37 lakhs per annum for the last 3 years, duly certified by the Chartered Accountant.		
10	Copy of audited balance sheets and profit and loss accounts for the past three years		
11	Copy of Licence issued under the PSAR ACT, 2005 valid for at least 12 months from the date of commencement of the contract.		
12	Experience of having successfully completed similar works during last 5 years from the last day of the month preceding the month in which the tender is invited:		
	a. Three similar completed works each costing not less than the amount equal to 40% of the estimated cost. OR		
	b. Two similar completed works each costing not less than the amount equal to 50% of the estimated cost. OR		
	c. One similar work costing not less than the amount equal to 80% of the estimated cost.		

13	5 Years of experience as on December 31, 2022 in providing Security Guards to Central/State Government Dept./Banks/Public or Private Sector Companies/Undertakings/ Autonomous Bodies etc.		
14	Address of the company/agency/firm's office in Gangtok for providing proper training to Security Guards		
15	Any other documents, if required		

ANNEXURE – G
PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT
(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the
issuing bank)

Place: _____
Date: _____

The Chief General Manager
Reserve Bank of India
Amdo Golai
Gangtok-737102

Dear Sir/ Madam,

CONTRACT FOR PROVIDING SECURITY GUARDS (PREFERABLY EX-SERVICEMEN) AND EX-SERVICEMEN SECURITY SUPERVISOR IN THE OFFICE PREMISES OF RESERVE BANK OF INDIA, GANGTOK

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

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

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹ _____ (Rupees only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹ _____ (Rupees only).
2. We also agree to undertake and confirm that the sum not exceeding ₹ _____ (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that –

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

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

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

Signature of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
GANGTOK**

**E-TENDER FOR PROVIDING SECURITY GUARDS (PREFERABLY
EX-SERVICEMEN) AND EX-SERVICEMEN SECURITY SUPERVISOR AT
RESERVE BANK OF INDIA, GANGTOK**

**PART 2: FINANCIAL BID
DETAILS OF FIRM/ AGENCY**

Name of the Agency: _____

Address: _____

Landline and Mobile: _____

Last date of Submission: **February 27, 2023 at 1400 hrs.**

**PART 2: FINANCIAL BID
CHARGES**

Name of the Bidder/ Firm/ Agency: _____

(ON THE LETTERHEAD OF THE BIDDER/FIRM/AGENCY)

(to be uploaded by the tenderer along with the other annexure in MSTC portal)

A. Charges for Security Personnel (Amount in ₹)

Fixed Amount

S/No	DESCRIPTION	ESM SECURITY GUARD (SG) @ Rs 671 /day	ESM SECURITY SUPERVISOR (SS) @ Rs 892.43 /day
1	Basic Wages (minimum) (plus variable Dearness allowance) for 26 days{"x"}	17446.00	23203.18
2	Employee's state Insurance (ESI) @ 3.25% of "x"	567.00	754.10
3	Employee's Provident Fund(EPF) @ 12 % of "x"	2093.52	2784.38
4	Employee's Deposit Linked Insurance(EDLI) @ 0.5 % of "x"	87.23	116.02
5	Administrative Charges (EPF & EDLI) @ 0.5 % of "x"	87.23	116.02
6	House Rent Allowance (HRA) @ 8% of "x" or Rs 1800 (whichever is higher)	1800.00	1856.25
7	ESI/Medical Allowance on HRA @3.25% of HRA	58.50	60.33
8	Bonus @8.33% Per month (Basic + VDA)	1453.25	1932.82
9	Uniform Outfit Allowance @5% of "x"	872.30	1160.16
10	Uniform Washing Allowance @3% of "x"	523.38	696.10
11	Total per month salary [{sum of (1)to (10)}]	24988.41	32679.36
12	Total Fixed Cost Per Annum for 07 Security Guards and 01 ESM Security Supervisor as per existing DGR Rates as on date		24,91,179 (A)

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

Fixed Amount by the Bank	₹24,91,179 (A)
Quoted Service Charge In percentage % Service Charges which should include all expenditure on providing liveries/ managerial / supervisory/ administrative services by all means to get the work done through deployed Security Staff.	(B) (to be quoted as percentage of fixed amount, A)
Total Charges per Annum (C)	C= A+ (B% of A)
GST @ 18% on Total Charges per Annum (D)	D=18% of C
Total Contract Value per Annum (E)	E=C+D (in Rupees)

Note:

1.The intending tenderers are required to quote their Service Charges which should include all expenditure on providing liveries/ managerial / supervisory/ administrative services by all means to get the work done through deployed Security Staff.

For Example: -

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

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

3. The minimum wages notified for employees employed in Watch and Ward Services (without arms) as per DGR notice of Revision of minimum wages for one-day W.E.F 01 October 2022 has been considered for arriving at Fixed amount by the Bank.

4. The payment of wages and any future revision in this Fixed cost by the Bank (and accordingly, in contract cost) will be based on the revision of minimum wages as notified by Director General Resettlement, Department of Ex-servicemen (MoD), Govt of India from time to time.

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

6. Part - II bid should not be submitted with part – I. If submitted, the bid will be rejected.

I/We hereby declare that I/we have read and understood the schedule of quantities and contents of Part II of the tender and also have read and understood all the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Signature of tenderer with seal

Address:

Date: