



बेटी बचाओ
बेटी पढ़ाओ

**भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA**

**शिष्टाचार एवं सुरक्षा स्थापना
PROTOCOL & SECURITY ESTABLISHMENT**

**नागपुर
NAGPUR**

**ई-निविदा
बैंक के नागपुर स्थित विभिन्न सम्पत्तियों में सुरक्षा गार्ड प्रदान करने के लिए वार्षिक रखरखाव
संविदा**

**E-Tender for
Annual Service Contract for providing Security Guards at various properties of
Reserve Bank of India at Nagpur**

भारतीय रिज़र्व बैंक, नागपुर पूर्व-योग्यता मानदंडों को पूरा करने वाली पात्र फर्मों/ठेकेदारों से नागपुर में बैंक के विभिन्न कार्यालय भवनों और आवासीय परिसरों में वार्षिक सेवा अनुबंध के तहत सुरक्षा गार्डों की सेवाएं प्रदान करने के लिए दो भागों (भाग 1 - तकनीकी-वाणिज्यिक बोली और भाग 2 - मूल्य बोली) में ई-निविदा आमंत्रित करता है। संविदा की प्रारम्भिक अवधि 31 मार्च 2027 तक होगी जिसे संतोषजनक प्रदर्शन होने की स्थिति में अधिकतम दो वर्षों के लिये, एक बार में अधिकतम एक वर्ष के लिए या बैंक द्वारा निर्धारित अन्य अवधि के लिये विस्तारित किया जा सकता है।

Reserve Bank of India, Nagpur invites e-tender in two parts (Part I – Techno- commercial Bid & Part II – Price Bid) for Providing Services of Security Guards, Under Annual Service Contract at various properties of the Bank at Nagpur from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be initially valid up to March 31, 2027 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods or parameters as the Bank may decide.

कार्य की अनुमानित लागत	बयाना राशि जमा
Estimated cost of the work	Earnest Money Deposit
₹2,12,00,000/- (inclusive of GST 18%)	₹4,24,000.00 (2% of estimated cost)

ई-निविदा जमा करने की अंतिम तिथि **29 दिसंबर, 2025 को 12:00 बजे तक** है। अधिक जानकारी के लिए कृपया वेबसाइट <https://www.rbi.org.in> पर "निविदा" अनुभाग पर जाएं और निविदा अपलोड करने के लिए कृपया एमएसटीसी वेबसाइट <https://www.mstcecommerce.com> पर जाएं और पंजीकरण करें। कृपया यह भी नोट करें कि आगे के परिशिष्ट/ शुद्धिपत्र को केवल भारतीय रिजर्व बैंक की वेबसाइट पर प्रकाशित किया जाएगा।

The last date for submission of e-tender is **December 29, 2025 up to 12:00 hrs.** For further details please visit "Tender" section at website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum/ Corrigendum will only be published on RBI website.

स्थान/ Place: नागपुर/ Nagpur

दिनांक/ Date: 19 नवंबर 2025 / November 19, 2025

**क्षेत्रीय निदेशक / Regional Director
भारतीय रिजर्व बैंक / Reserve Bank of India
नागपुर / Nagpur**

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अस्वीकरण / DISCLAIMER

भारतीय रिजर्व बैंक, शिष्टाचार एवं सुरक्षा स्थापना, नागपुर ने इच्छुक पार्टियों को 'कार्य' की जानकारी देने के लिए यह निविदा दस्तावेज तैयार किया है। जबकि भारतीय रिजर्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, न तो भारतीय रिजर्व बैंक और न ही इसके किसी भी प्राधिकरण/ एजेंसी/ उनके संबंधित अधिकारियों, कर्मचारियों, एजेंटों या सलाहकारों ने इस दस्तावेज में निहित जानकारी की पूर्णता या सटीकता या इसके साथ प्रदान की जाने वाली किसी भी जानकारी के बारे में कोई वारंटी या इस बारे में कोई प्रतिनिधित्व, व्यक्त या निहित, प्रदान की है।

Reserve Bank of India, Protocol & Security Establishment, Nagpur, 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.

जानकारी संपूर्ण नहीं मानी जाये। इच्छुक पार्टियाँ अपनी स्वयं की पूछताछ करने के लिये स्वतंत्र हैं और उन्हें लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा किया है, और वे केवल भारतीय रिजर्व बैंक द्वारा निविदा दस्तावेज में प्रदान की गई जानकारी पर भरोसा नहीं करते हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिजर्व बैंक या उसके किसी प्राधिकरण या एजेंसियों या उनके किसी संबंधित अधिकारी, कर्मचारियों, एजेंटों या सलाहकारों पर गैर-बाध्यकारी है।

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

इस 'कार्य' को आगे नहीं बढ़ाने या 'कार्य' के तरीके को बदलने, इस दस्तावेज में दिखाई गई समय-सारिणी में परिवर्तन करने या लागू होने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार भारतीय रिजर्व बैंक सुरक्षित रखता है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ इस मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई 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 time table 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**

**शिष्टाचार एवं सुरक्षा स्थापना
PROTOCOL & SECURITY ESTABLISHMENT**

**नागपुर
NAGPUR**

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

नागपुर में भारतीय रिज़र्व बैंक के विभिन्न सम्पत्तियों में सुरक्षा गार्ड उपलब्ध करवाने के लिए वार्षिक सेवा अनुबंध हेतु पूर्व-योग्यता मानदंडों को पूरा करने वाली पात्र फर्म/ ठेकेदारों से दो भागों (भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली) में ई-निविदा आमंत्रित किया जाता है। निविदा की प्रारम्भिक अवधि 31 मार्च 2027 तक होगी जिसे संतोषजनक प्रदर्शन होने की स्थिति में अधिकतम दो वर्षों के लिये, एक बार में अधिकतम एक वर्ष के लिए या बैंक द्वारा निर्धारित अन्य अवधि / मापदंडों के लिये विस्तारित किया जा सकता है।

Reserve Bank of India, Nagpur invites e-tender in two parts (Part I – Techno- commercial Bid & Part II – Price Bid) for Annual Service Contract for providing Security Guards at Bank's various Properties from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be initially valid up to March 31, 2027 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide.

निविदा की अनुसूची / SCHEDULE OF TENDER (SOT)

क्रमसं S. N.	मर्दे Item	विवरण Details
1	ई-निविदा सं / E-Tender no.	RBI/Nagpur Regional Office/Others/2/25-26/ET/619
2	निविदा का तरीका / Mode of Tender	एमएसटीसी वेबसाइट पर केवल ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II – मूल्यबोली) के माध्यम से

		At MSTC website through e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid) only Link/ लिंक- www.mstcecommerce.com/eproc
3	कार्य का नाम / Name of Work:	नागपुर में बैंक के विभिन्न संपत्तियों में सुरक्षा गार्ड उपलब्ध करवाने के लिए वार्षिक सेवा अनुबंध Annual Service Contract for providing Security Guards at Bank's various Properties at Nagpur
4	अनुमानित लागत / Estimated Cost	लगभग ₹2,12,00,000/- (दो करोड़ बारह लाख रुपये मात्र) प्रतिवर्ष सभी करें सहित Approximately ₹2,12,00,000/- (Rupees Two Crore Twelve Lakh Only) per annum inclusive of all applicable taxes
5	i) बयाना राशि जमा / Earnest Money Deposit (EMD)	₹4,24,000/- (चार लाख चौबीस हजार रुपये मात्र) ₹4,24,000/- (Rupees Four Lakh Twenty Four Thousand Only) By (1) एनईएफटी के माध्यम से आरबीआई खाता संख्या. 8714295, आईएफएससी कोड: RBIS0NGPA01 (5वा और 10वा अंक शून्य है), NEFT, RBI A/c No.8714295, IFSC Code: RBIS0NGPA01 (5 th & 10 th digit is zero), अथवा / or (2) भारतीय रिजर्व बैंक, नागपुर के पक्ष में डिमांड ड्राफ्ट, DD in favour of Reserve Bank of India, payable at Nagpur, अथवा / or (3) बैंक के मानक प्रोफार्मा (अनुबंध- B) में अनुसूचित बैंक द्वारा जारी एक अपरिवर्तनीय बैंक गारंटी An irrevocable Bank Guarantee issued by a scheduled bank in the Bank's standard proforma (Annexure-IV)
	ii) Tender Fees / निविदा शुल्क	शून्य / Nil
6	लेनदेन शुल्क / Transaction Fee	एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लि. के सूचना के अनुसार एमएसटीसी पेमेंट गेटवे /एनईएफटी/आरटीजीएस के माध्यम से संविदा के कुल अनुमानित लागत के 0.05% + जीएसटी @18%

		0.05% of total estimate cost of estimated cost plus GST @18% to be paid through MSTC Payment gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd
7	निष्पादन गारंटी / Performance Guarantee	उद्धृत राशि का 5% 05% of the quoted amount (सफल बोलीदाता द्वारा प्रस्तुत किया जाना है / to be submitted by the successful bidder)
8	प्रतिधारण जमा राशि / Retention Money Deposit (RMD)	उद्धृत राशि का 05% 05% of the quoted amount (सफल बोलीदाता द्वारा प्रस्तुत किया जाना है / to be submitted by the successful bidder)
9	पार्टियों को देखने के लिए निविदा उपलब्ध होने की तिथि Date of availability of Tender for viewing to parties	09 दिसंबर 2025 को 1200 बजे से December 09, 2025, 1200 Hrs. onwards
10	प्री-बिड बैठक (ऑनलाइन) Pre-Bid Meeting (On-line)	16 दिसंबर 2025 को 1100 बजे (सिस्को वेबएक्स के माध्यम से), December 16, 2025 at 11.00 Hrs. (Through CISCO WebEx), प्री-बिड बैठक में भाग लेने के इच्छुक पक्ष वेबएक्स लिंक के लिए chetankhandoji@rbi.org.in या msfalke@rbi.org.in पर ईमेल के माध्यम से अनुरोध कर सकते हैं। वेबएक्स लिंक दिनांक 15 दिसंबर 2025 को अथवा उसके बाद प्रदान किया जाएगा। Parties interested to participate in pre-bid meeting may request for the WebEx link via email to chetankhandoji@rbi.org.in or msfalke@rbi.org.in . WebEx link will be provided on or after December 15, 2025.
11	ऑनलाइन तकनीकी-वाणिज्यिक बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि Date of starting of e-Tender for submission of online Techno-Commercial Bid	18 दिसंबर 2025 को 1200 बजे से December 18, 2025 at 1200 Hrs. Onwards

12	बयाना राशि (EMD) जमा करने की अंतिम तिथि Last date of submission of EMD.	29 दिसंबर, 2025 को 1100 बजे तक December 29, 2025 up to 1100 Hrs.
13	तकनीकी-वाणिज्यिक बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि Date of closing of online e-tender for submission of Techno-Commercial Bid	29 दिसंबर, 2025 को 1200 बजे तक December 29, 2025 up to 1200 Hrs.
14	भाग I : (तकनीकी वाणिज्यिक बोली) खोलने की तारीख व समय Date & time of opening of Part-I: Techno-Commercial Bid	29 दिसंबर, 2025 को 1600 बजे December 29, 2025 at 1600 Hrs.
	भाग II : (वित्तीय बोली) खोलने की तारीख व समय Date & time of opening of Part-II: Price Bid	भाग-II अर्थात वित्तीय बोली खोलने की तिथि की सूचना भाग-I में सभी पात्र बोलीदाताओं को ई-मेल द्वारा अलग से दी जाएगी। Date of opening of Part - II i.e., price bid shall be informed separately to all the eligible bidders in Part-I by e-Mail
15	निविदा की वैधता Validity of the tender	निविदा के भाग- I के खुलने की तिथि से तीन माह तक Three months from the date of opening of the PART- I of the Tender

नोट: निविदाकर्ता कृपया ध्यान दें कि निविदा में कोई भी संशोधन/शुद्धिपत्र, यदि भविष्य में जारी किया जाता है, केवल आरबीआई की वेबसाइट पर अधिसूचित किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

Note: Tenderers may please note that any amendments / corrigendum to the Tender, if issued in future, will only be notified on the website of RBI and will not be published in the newspaper.

क्षेत्रीय निदेशक / Regional Director
भारतीय रिजर्व बैंक / Reserve Bank of India
नागपुर / Nagpur

Section-B

प्रस्ताव का पत्र / LETTER OF OFFER

Place: _____

Date: _____

Shri. Sachin Y Shende
Regional Director, Reserve Bank of India
Nagpur-440001.

Madam,

Having examined the specifications and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached price bid and in accordance in all respects with the specifications and instructions in writing referred to in the Articles of Agreement, General Conditions of the Tender, Schedule of Quantities and Terms & Conditions of Contract with such services and materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

Memorandum

(a)	Description of work	Annual Service Contract for Providing Security Guards for Various Properties of the Bank
(b)	Estimated cost	Approximately ₹ 212 Lakhs (Rupees Two Crore Twleve Lakhs Only)
(c)	Earnest Money Deposit (EMD)	Rs. 4,24,000/- (Rupees Four lakh Twenty Four thousand Only) (bears no interest)
(d)	Validity of Contract	Initially up to March 31, 2027 (to be renewed for a maximum period of two years based on satisfactory performance).
(e)	Performance Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful Agency)
(f)	Retention Money	5% of the contract value (to be provided in the form of Bank Guarantee by the successful Agency)

2. We undertake to deposit a sum of 4,24,000/- (Rupees Four lakh Twenty Four thousand Only) as Earnest Money with the Reserve Bank of India at the time of submitting the e-Tender documents which amount is not to bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Bank Guarantee towards performance guarantee valid during the entire period of tender.

3. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

4. Should this tender be accepted, I/We hereby agree to abide by and fulfill all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

5. I/We understand that Reserve Bank of India reserve the right to accept or reject any or all of the tender either in whole or in part without assigning any reason thereof.

6. The Tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the price bid in the Bank's proforma.

7. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

8. Our bankers are (full address):

i)	
ii)	

9. The names of partners of our firm are:

i)	
ii)	

Name of the partner of the firm authorized to sign

OR

Name of person having power of Attorney to sign the Contract (certified true copy of the Power of Attorney should be attached)

Yours faithfully,

Signature of Contractor

Signatures and addresses of witnesses:

	Signature	Address
(i)		
(ii)		



भारतीय रिजर्व बैंक
RESERVE BANK OF INDIA

शिष्टाचार एवं सुरक्षा स्थापना
PROTOCOL & SECURITY ESTABLISHMENT

नागपुर
NAGPUR

(केवल ई-खरीद के माध्यम से / Only through e-procurement)

भाग- I / PART- I

नागपुर में बैंक के विभिन्न संपत्तियों में सुरक्षा गार्ड उपलब्ध करवाने के लिए वार्षिक सेवा अनुबंध
Annual Service Contract for providing Security Guards at Bank's Various Properties

निविदाकर्ता का नाम/ Name of Tenderer: -----

पता / Address -----

लैंडलाइन / Landline-----

मोबाइल नं. / Mobile no. -----

ईमेल आईडी / Email id-----

वेबसाइट एड्रेस, यदि हो / Website address if any -----

जमा करने के लिए अंतिम तिथी और समय Last date & time for Submission	29 दिसंबर, 2025 को 1200 बजे तक December 29, 2025 till 1200 Hrs.
बोली पूर्व बैठक Pre-Bid meeting	16 दिसंबर 2025 को 1100 बजे December 16, 2025 at 1100 hrs.
बोली की वैधता Validity of the tender	निविदा के भाग- I के खुलने की तिथि से तीन माह तक Three months from the date of opening of the PART- I of the Tender
निविदा फॉर्म का शुल्क Cost of Application form/ Tender	शून्य Nil



Section-C
The Conditions Hereinafter Referred To Interpretation Clause

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

(a)	"Bank"	Shall mean The Reserve Bank of India and shall include its assigns and successors.
(b)	"Contractor" (in the case of a partnership)	"Contractor" shall mean Firm trading in the name and style of providing security services/ man guarding services having a place of business at Nagpur, Maharashtra and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.
	(in the case of individual)	"Contractor" shall mean Shri _____ trading in the name and style of providing security services/ man guarding services and shall include his heirs, successors and legal representatives.
	(in the case of Company)	"Contractor" shall mean Company, a company incorporated under Companies Act, 2013 or under any previous company law and having its full-fledged service setup at Nagpur, Maharashtra and shall include its successors and assigns.
(c)	"Site"	Shall mean the site of the Contract Works including common peripheral area thereon and any other land (inclusively) as aforesaid allotted by the Bank for the Contractor's use.
(d)	"This Contract"	Shall mean the Articles of Agreement, the Special Conditions, the Conditions, the Appendix, the Schedule of Quantities and Specifications, etc. attached hereto and duly signed.
(e)	"Tender"	E-Tender being followed by https://www.mstcecommerce.com
(f)	"Bank's Officer/Caretaker"	The term "Bank's Officer/Caretaker" shall mean the person appointed and paid by the Bank to inspect the works. The Contractor shall afford the Bank's Officer/Caretaker every facility and assistance for inspecting the works. Neither the Bank's Officer/Caretaker nor any representative of the Bank shall have power to set out works or to revoke, alter, enlarge or relax any requirements of the Contract, or to sanction any day work, additions, alterations, deviations, or omissions, or any extra work whatever, except in so far as such authority may be specifically conferred by a written order of the Bank's Officer with the prior concurrence in writing of the Bank. The Bank's Officer/Caretaker or any representative of the Bank shall have power to give notice to the Contractor or his representative of non-approval of any work or materials and such work shall be suspended or the use of such materials shall be discontinued.



(g)	"Notice in writing"	written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address to have been received when in the ordinary course of post it would have been delivered.
(h)	"Act of Insolvency"	Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any Act amending such original.
(i)	"The works"	Shall mean the Annual Service Contract for providing Security Guards at various Properties of the Bank for the Bank at Nagpur as provided herein.

**Section-D****ई-निविदा के संबंध में महत्वपूर्ण निर्देश / Important Instructions Regarding E-tender**

बोली प्रस्तुत करने वाले लोगों से अनुरोध है कि वे अपनी ऑनलाइन निविदा प्रस्तुत करने से पहले इस निविदा के नियम और शर्तों को पढ़ लें।

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

1 ई-निविदा की प्रक्रिया / Process of E-tender:**A) पंजीकरण / Registration:**

इस प्रक्रिया में एमएसटीसी ई-प्रॉक्युमेंट पोर्टल में वेंडर का पंजीकरण शामिल है जो निःशुल्क है। पंजीकरण के बाद ही वेंडर अपनी बोली इलेक्ट्रॉनिक रूप से प्रस्तुत कर सकता है/ सकते हैं। तकनीकी बोली और वाणिज्यिक बोली की प्रस्तुति के लिए बोली इंटरनेट पर लगाई जाएगी। वेंडर के पास क्लास III साइनिंग टाइप डिजिटल सर्टिफिकेट होना चाहिए। वेंडरों को इंटरनेट से जुड़े पीसी से बोली लगाने के लिए स्वयं व्यवस्था करनी होगी। एमएसटीसी ऐसी व्यवस्था करने के लिए जिम्मेदार नहीं है। (इलेक्ट्रॉनिक सिग्नेचर के बिना बोली को रिकार्ड नहीं किया जाएगा।)

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/laptop connected with Internet. MSTC is not responsible for making such arrangement. (*Bids will not be recorded without Digital Signature*).

विशेष नोट: तकनीकी और वाणिज्यिक बोली www.Mstcecommerce.com/eprocn पर ऑनलाइन प्रस्तुत की जानी है।

Special Note: The Technical Bid and The Commercial Bid Has to Be Submitted On-Line At www.mstcecommerce.com/eprocn

i) विक्रेताओं के लिए स्वयं को 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 में ऑनलाइन पंजीकरण करना आवश्यक है।

Vendors are required to register themselves online following the below given process 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). वेंडरों को उनके ई-मेल पर उनके पंजीकरण की पुष्टि करने वाला एक सिस्टम जनरेटेड मेल मिलेगा जो रजिस्ट्रेशन फार्म भरते समय दिया जाएगा। किसी स्पष्टीकरण के लिए भारतीय रिज़र्व बैंक/ एमएसटीसी से (ई-निविदा के लिए निर्धारित समय से पहले) संपर्क करें।



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 RBI or MSTC, (before the scheduled time of the e- tender).

संपर्क व्यक्ति (भारतीय रिज़र्व बैंक) / Contact person (RBI):

i)	श्री चेतन खंडोजी, सहायक प्रबंधक Mr. Chetan Khandoji (AM)	chetankhandoji@rbi.org.in Ph- 0712- 2806390, 09834140482
ii)	कैप्टन मारुती फलके, प्रबंधक, (सुरक्षा) Capt. Maruti Falke, Manager(Security)	msfalke@rbi.org.in Ph- 0712- 2806517, 09969201969

संपर्क व्यक्ति (एमएसटीसी लि.) / Contact person (MSTC Ltd):

i)	सुश्री लिस्बेथ डायस, वरिष्ठ प्रबंधक Ms. Lisbeth Dias, Sr. Manager	lpadickan@mstcindia.co.in Ph- 07122550075, 09820158988
ii)	श्री सुशील नाले, उप प्रबंधक Mr. Sushil Nale, Dy. Manager	sushil@mstcindia.co.in Ph- 022-22883501 Extn: 31, 09987758430
iii)	सुश्री दिव्येंदु पॉल, उप प्रबंधक Ms. Divyendu Paul, Dy. Manager	dpaul@mstcindia.co.in Ph- 022-22823767 09831992269
iv)	सुश्री रूपाली पांडे, उप प्रबंधक Ms. Rupali Pandey, Dy. Manager	rpandey@mstcindia.co.in Ph- 022 22886268 Extn: 13, 9458704037
v)	श्री तन्मय सरकार, उप प्रबंधक Mr. Tanmay Sarkar, Dy. Manager	tsarkar@mstcindia.co.in Ph-022 22886268, 08349894664
एमएसटीसी सहायता केंद्र MSTC Help Desk	पंजीकरण/ Registration	सुश्री प्रणाली/ Ms Pranali 022-35134240
	ई-प्रोक्योरमेंट / e- procurement	022-22886268/ 22822789
	प्रधान कार्यालय/ Head Office	07969066600
	ईमेल/ email	helpdeskwo@mstcindia.in , helpdeskwo@mstcindia.in (कृपया ईमेल भेजते समय विषय के रूप में "हेल्पडेस्क" का उल्लेख करें/ Kindly mention "Helpdesk" in email Subject)

नोट- सभी तकनीकी मुद्दों के लिए सभी कार्य दिवसों पर सुबह 10 बजे से शाम 5 बजे तक संपर्क किया जा सकता है।

Note- For all technical issues, you may contact the above from 10 am to 5 pm on all working days.



	B) सिस्टम आवश्यकता / System Requirement: i) विंडोज 7 या उससे ऊपर ऑपरेटिंग सिस्टम Windows 7 or above Operating System ii) आईई -7 और ऊपर इंटरनेट ब्राउज़र IE-7 and above Internet browser. iii) हस्ताक्षर प्रकार डिजिटल हस्ताक्षर Signing type digital signature iv) सिस्टम में डाउनलोड और स्थापित करने के लिए नवीनतम अद्यतन JRE 8 (x86 ऑफ़लाइन) सॉफ्टवेयर Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.
2	DSC के लिए "सुरक्षित मोड" को अक्षम करने के लिए हस्ताक्षरकर्ता बॉक्स में निम्नलिखित सेटिंग्स लागू की जा सकती हैं। To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied. उपकरण = > इंटरनेट विकल्प = > सुरक्षा = > यदि सक्षम किया गया है तो संरक्षित मोड को अक्षम करें- यानी, "संरक्षित मोड सक्षम करें" का उल्लेख करते हुए टिक बॉक्स से टिक हटा दें। अन्य सेटिंग्स: Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode". □ Other Settings: उपकरण => इंटरनेट विकल्प => सामान्य => "ब्राउज़िंग इतिहास/ ब्राउज़िंग इतिहास हटाएँ" = > अस्थायी इंटरनेट फ़ाइलें = > "हर बार जब मैं वेबपेज पर जाता हूँ" के तहत सेटिंग्स पर क्लिक करें। Tools => Internet Options => General => Click on Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage". सभी active X नियंत्रणों को सक्षम करने और उपकरण→इंटरनेट विकल्प→ कस्टम स्तर के तहत 'पॉप अप ब्लॉकर का उपयोग करें' को अक्षम करने के लिए (कृपया www.mstcecommerce.com पृष्ठ से एक बार आईई सेटिंग्स चलाएँ) 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)
3	तकनीकी-वाणिज्यिक बोली और मूल्य बोली www.mstcecommerce.com/eproc पर ऑनलाइन जमा करना होगा। निविदा में दिए गए अनुसार निर्दिष्ट तिथि और समय पर निविदाएं इलेक्ट्रॉनिक रूप से खोली जाएंगी।



	The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprocn. Tenders will be opened electronically on specified date and time as given in the Tender.
4	निविदा में सभी प्रविष्टियों को बिना किसी अस्पष्टता के ऑनलाइन तकनीकी और वाणिज्यिक प्रारूपों में दर्ज किया जाना चाहिए। All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
5	लेन-देन शुल्क के प्रति विशेष नोट / Special Note towards Transaction fee: लेनदेन शुल्क ई-निविदा प्रक्रिया में भाग लेने के लिए अपने पोर्टल का उपयोग करने के लिए एमएसटीसी द्वारा लगाया जाने वाला पोर्टल उपयोग शुल्क है। Transaction fees is the portal usage charges levied by the MSTC for using their portal for participating in the e- tendering process. विक्रेता लॉगिन में "मेरा मेनू" के तहत "लेनदेन शुल्क भुगतान" लिंक का उपयोग करके लेनदेन शुल्क का भुगतान करेंगे। विक्रेताओं को इवेंट ड्रॉपडाउन बॉक्स से विशेष निविदा का चयन करना होगा। विक्रेता के पास एनईएफटी या ऑनलाइन भुगतान के माध्यम से भुगतान करने की सुविधा होगी। एनईएफटी का चयन करने पर, विक्रेता एक फॉर्म भरकर चालान उत्पन्न करेगा। विक्रेता चालान पर मुद्रित विवरण के अनुसार लेनदेन शुल्क राशि को बिना किसी बदलाव के भेज देगा। ऑनलाइन भुगतान का चयन करने पर, विक्रेता को अपने क्रेडिट / डेबिट कार्ड / नेट बैंकिंग का उपयोग करके भुगतान करने का प्रावधान होगा। एक बार जब भुगतान एमएसटीसी के नामित बैंक खाते में जमा हो जाता है, तो लेनदेन शुल्क स्वतः अधिकृत होगा और विक्रेता को सिस्टम जनित मेल प्राप्त होगा। 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. <u>लेन-देन शुल्क गैर-वापसी योग्य है। लेन-देन शुल्क के भुगतान के बिना एक विक्रेता के पास ऑनलाइन ई-निविदा तक पहुंच नहीं होगी।</u> <u>Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.</u>



	नोट: बोलीदाताओं को सलाह दी जाती है कि वे घटना के समापन समय से पहले लेनदेन शुल्क को अच्छी तरह से जमा करें ताकि बोली जमा करने के लिए खुद को पर्याप्त समय मिल सके। 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.
6	अपलोड की गई निविदाओं/शुद्धिपत्रों के बारे में सूचना निविदा को अंतिम रूप दिए जाने तक प्रक्रिया के दौरान ही ईमेल द्वारा भेजी जाएगी। इसलिए विक्रेताओं को यह सुनिश्चित करने की आवश्यकता है कि एमएसटीसी के साथ विक्रेता के पंजीकरण के समय प्रदान किया गया उनका कॉर्पोरेट ईमेल आईडी वैध और अपडेट किया गया है। विक्रेताओं से यह भी अनुरोध किया जाता है कि वे अपने डीएससी (डिजिटल हस्ताक्षर प्रमाण पत्र) की वैधता सुनिश्चित करें। 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 I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
7	एनआईटी में उल्लिखित नियत तिथि और समय के बाद ई-निविदा तक नहीं पहुंचा जा सकता है। E-tender cannot be accessed after the due date and time mentioned in NIT
8	ई-निविदा में बोली / Bidding in e-tender : a) विक्रेताओं को ई-निविदा में ऑनलाइन बोली लगाने के लिए पात्र होने के लिए आवश्यक ईएमडी, निविदा शुल्क और लेनदेन शुल्क (यदि कोई हो) जमा करने की आवश्यकता है। निविदा शुल्क और लेनदेन शुल्क गैर-वापसी योग्य हैं। ईएमडी पर कोई ब्याज नहीं दिया जाएगा। असफल विक्रेता (ओं) का ईएमडी निविदा आमंत्रित करने वाले प्राधिकरण द्वारा वापस कर दिया जाएगा। Vendor(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. 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 tender inviting authority. b) इस प्रक्रिया में तकनीकी और वाणिज्यिक बोली प्रस्तुत करने के लिए इलेक्ट्रॉनिक बोली शामिल है। The process involves Electronic Bidding for submission of Technical and Commercial Bid. c) जिन विक्रेताओं ने लेनदेन शुल्क जमा किया है, वे केवल ई-प्रोक्योरमेंट www.mstcecommerce.com → पीएसयू/सरकारी विभागों के → एमएसटीसी वेबसाइट में इंटरनेट के माध्यम से अपनी तकनीकी बोली और वाणिज्यिक बोली जमा कर सकते हैं → आरबीआई → मई मेनू → नीलामी फ्लोर मैनेजर → लाइव इवेंट → सचिव इवेंट के → चयन के तहत लॉगिन करें। 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/Govtdepts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event



d) विक्रेता को जावा एप्लिकेशन चलाने की अनुमति देनी चाहिए। यह अभ्यास बोली तल खोलने के तुरंत बाद किया जाना है। फिर उन्हें सामान्य शर्तों / वाणिज्यिक विनिर्देशों को भरना होगा और उसी को सहेजना होगा। उसके बाद टेक्निकल बिड पर क्लिक करें। यदि यह आवेदन नहीं चलता है, तो विक्रेता अपनी तकनीकी बोली को सहेजने / जमा करने में सक्षम नहीं होगा।

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 does not run, the vendor will not be able to save/submit his Technical bid.

e) तकनीकी बोली भरने के बाद, विक्रेता को अपनी तकनीकी बोली रिकॉर्ड करने के लिए 'सहेजें' पर क्लिक करना चाहिए। एक बार ऐसा करने के बाद, वाणिज्यिक बोली लिंक सक्रिय हो जाता है। इसे भरना होगा और विक्रेता को अपनी वाणिज्यिक बोली रिकॉर्ड करने के लिए "सहेजें" पर क्लिक करना चाहिए। एक बार तकनीकी बोली और वाणिज्यिक बोली दोनों सहेजे जाने के बाद, विक्रेता अपनी बोली पंजीकृत करने के लिए "अंतिम सबमिशन" बटन पर क्लिक कर सकता है।

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. The same has to be filled and vendor should click on "save" to record their Commercial bid. Once both Technical bid & Commercial bid have been saved, the vendor can click on the "Final submission" button to register their bid

f) विक्रेताओं को दस्तावेज अपलोड करने के लिए डॉक बटन का उपयोग करने का निर्देश दिया जाता है। एकाधिक दस्तावेज़ अपलोड किए जा सकते हैं।

Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

g) सभी मामलों में, विक्रेता को अपनी बोली जमा करते समय डिजिटल हस्ताक्षर के साथ अपनी आईडी और पासवर्ड का उपयोग करना चाहिए।

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

h) पूरी ई-टेंडर प्रक्रिया के दौरान, विक्रेता एक-दूसरे के लिए और हर किसी के लिए पूरी तरह से गुमनाम रहेंगे।

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

i) ई-टेंडर फ्लोर पूर्व-घोषित तिथि और समय से और ऊपर उल्लिखित अवधि के लिए खुला रहेगा।

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

j) ई-निविदा प्रक्रिया के दौरान प्रस्तुत सभी इलेक्ट्रॉनिक बोलियां विक्रेता पर कानूनी रूप से बाध्यकारी होंगी। एक बोली को उस विक्रेता द्वारा पेश की गई वैध बोली के रूप में माना जाएगा और खरीदार द्वारा इसे स्वीकार करने से आपूर्ति के निष्पादन के लिए खरीदार और विक्रेता के बीच एक बाध्यकारी अनुबंध होगा।



	All electronic bids submitted during the e-tender process shall be legally binding on the vendor. A 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 the Buyer and the Vendor for execution of supply. k) यह अनिवार्य है कि सभी बोलियां डिजिटल हस्ताक्षर प्रमाण पत्र के साथ प्रस्तुत की जाएं अन्यथा सिस्टम द्वारा इसे स्वीकार नहीं किया जाएगा। It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system. l) खरीदार बिना कोई कारण बताए निविदा को रद्द करने/ अस्वीकार करने / स्वीकार करने / वापस लेने / विस्तारित करने का अधिकार सुरक्षित रखता है। Buyer reserves the right to cancel / reject / accept / withdraw / extend the tender in full or part as the case may be without assigning any reason thereof. m) निविदा दस्तावेज के नियमों और शर्तों में कोई विचलन स्वीकार्य नहीं है। किसी भी विक्रेता द्वारा ई-निविदा मंजिल में बोली प्रस्तुत करना निविदा के लिए नियमों और शर्तों की स्वीकृति की पुष्टि करता है। No deviation in 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.
9	इस निविदा से उत्पन्न कोई भी आदेश उसमें उल्लिखित नियमों और शर्तों द्वारा शासित किया जाएगा। Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
10	तकनीकी और वाणिज्यिक नियमों और शर्तों में कोई विचलन की अनुमति नहीं है। No deviation in the technical and commercial terms & conditions are allowed.
11	निविदा आमंत्रित करने वाले प्राधिकारी को इस ई-निविदा को रद्द करने या बिना कोई कारण बताए बोली प्राप्त करने की नियत तिथि बढ़ाने का अधिकार है। 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.
12	विक्रेताओं से अनुरोध है कि वे विक्रेता गाइड पढ़ें और बोली लगाने से पहले सिस्टम से परिचित होने के लिए www.mstcecommerce.com/eprocn पृष्ठ में वीडियो देखें। Vendors are requested to read the VENDOR GUIDE and see the video in the page www.mstcecommerce.com/eprocn to familiarize themselves with the system before bidding.



Section-E

ई-निविदा में भाग लेने के लिए पात्रता मानदंड / Eligibility Criteria for participating in the e-Tender

1. Reserve Bank of India, Nagpur invites e-Tender in two parts for Annual Service Contract for providing Security Guards for various Properties of the Bank at an estimated cost of approximately Rs. 212 Lakhs inclusive of all taxes.
2. **Eligibility Criteria for the tenderers:**
Only Company/Firm/Agency who fulfill the following per-qualification criteria are eligible to apply:
 - A. having valid license issued under Private Security Agencies Regulation Act, 2005 (PSARA) valid for the State of Maharashtra and experience in field of providing services of security guards for at least five years (Work orders submitted in support of work experience must be issued before January 2020) and have executed similar work during previous five years (Work orders and work completion certificates submitted in support of work executed must be issued on or after January 2020) as follows:-
 - At least 3 works of value not less than ₹84.8 lakh per annum
Or,
 - At least 2 works of value not less than ₹106.0 lakh per annum
Or,
 - At least one work of value costing not less than ₹ 169.6 lakh per annum.
 - B. Annual turnover for the last 3 years (Income Tax Year) i.e. 2022-23, 2023-24 & 2024-25 (Audited balance sheet duly certified by a Chartered Accountant or turn over certificate from a CA along with copies of ITRs shall be submitted) should not be less than ₹ 212 lakh.
 - C. Must be solvent/ financially sound for carrying out the contract for works estimated to cost ₹ 212 Lakhs.
 - D. Should have his own Establishment/Set up/ Mechanism to provide training of guards.
 - E. Must have a self-owned full-fledged service setup at Nagpur.
 - F. Should have all the necessary Legal/Statutory approvals to do this business in Nagpur.

All contractors fulfilling these criteria may apply for membership of MSTC entering web-portal as indicated in Section I of the tender and submit the documentary proof in the captioned criteria at the time of uploading of tender document.



3. The intended contractors should invariably furnish, the following information in writing and submit relevant documents to satisfy the Bank about their eligibility for participating in the tendering process along with the tender form.

S. No.	Information	Documents to be submitted
(a)	Composition of the firm	Full particulars in format prescribed under Annexure-II (whether contractor is an individual, or a partnership firm, or a company etc.,) of the composition of the firm of contractors in details should be submitted along with name(s) and address (es), of the partners copy of the Articles of Association/ Power of Attorney/ Attorney/ another relevant document. 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. Copy of PSARA License valid in Maharashtra, Registration Certificate of the Establishment issued by the relevant authority, Copies of E.P.F. Registration Certificate and E.S.I Registration Certificate and applicable tax registrations, viz., PAN, TAN, GST, etc. should be submitted.
(b)	Work experience and completion of similar work of specified value during the specified period.	The Applicant should submit documentary evidence in support of minimum experience of 05 years of carrying out similar work (The applicant should have completed at least one similar work before January 01, 2020). Documentary evidence for having successfully completed qualifying works (of value as indicated under 2.A (i), 2.A (ii) or 2.A (iii) above and of similar nature) during last 05 years. Copies of the detailed work orders for the qualifying works indicating date of award, value of awarded work,



		time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work completion experience. The details along with documentary evidence (work order and client certificate) of previous experience, if any, of carrying out Works for the Reserve Bank of India at any center, should also be given mandatorily. Bank reserves the right to verify work experience claims made by bidder by nominating its representative for site visit.
(c)	Details of the completed work	The client-wise names of work(s), year(s) of works execution of work (s), awarded and actual cost(s) of executed work(s), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished in format prescribed under Annexure-I.
(d)	Client Certificates	Tenderers are informed that they have to submit Client certificates in format as prescribed under Annexure V) for each of the Prequalification work/s Work orders and work completion certificates submitted towards qualifying works to fulfil the eligibility criteria of having completed minimum values of work as per para 2(b) above have to be necessarily supported with Client certificates. Client certificate will be accepted only when it is Signed by an official of the rank of Officer of the rank of Executive Engineer or equivalent in case of Govt./Semi-Govt., organisations or a PSU and is supported by adequate proof of payments received by the contractor for the work done by them. Client's report issued by private organization shall be accompanied by TDS Certificates. All columns should be filled in properly countersigned. Client certificate should be on letter head of the Client with signature of Authorized person. Applications/tenders received without certificates specified in the specified format will be rejected and



		Bank reserves the right to verify the submitted certificates independently. The Bank also reserves the right obtain reports on the past performance of the tenderer from his clients.
(e)	Name(s) and address (es) of the clients and their present contact executives	Written information about the names and addresses of their clients along with full details, like names, postal addresses, e- mail IDs, telephone (landline and mobile) nos., fax nos. etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank in case it is so needed) should be furnished.
(f)	Credit worthiness of the contractor and their turnover during the specified period.	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment Orders/ Income Tax Returns along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for last three years.
(g)	Name(s) and address (es) of the bankers and their present contact executives	Written Information about the names and addresses of their bankers along with full details like names, postal addresses, e- mail IDs, telephone (landline and mobile) nos., fax nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished in format prescribed under Annexure-VI .
(h)	Details of the bank accounts	Full particulars of their bank accounts, like account no., type, when opened etc., should be given.
(i)	Banker (Solvency) certificate	Should submit solvency certificate in format prescribed under Annexure-VII issued by applicant's Banker specifically for the purpose of this work, for a minimum amount of ₹2,12,00,000/- The Bank reserves the right to obtain reports on the past performance/ solvency of the tenderer from his bankers.
(j)	Training Facility and Service setup	Valid document in support of having self-owned Establishment/ Set up/ Mechanism to provide training of guards and full-fledged service setup/ back office/ administrative office in Nagpur (wherefrom required support in terms of manpower and supervision are provided during the contract period for the specified



		job). In case, tenderer is not authorised to impart training to the security guards, tenderer should submit training certificate on Form 6 issued by licensed training agency in terms of Private Security Agencies Model Regulation 2006 for all the security guards identified for engagement for security of the Bank.
(k)	Legal/ statutory Approvals	Tenderers should furnish an undertaking declaring that they have obtained all the required legal/ statutory approvals for carrying out this business at Nagpur along with all relevant valid documents.
(l)	Conviction in a court of law/ Blacklisting by any organisation/ Pending Civil Suits	The tenderer shall have to submit an Undertaking in format specified under Annexure IX declaring that they have not been convicted in a Court of Law or suspended / blacklisted by any organization on any grounds. The tenderer shall provide details if any civil suit is pending in any of the works executed. Concealment of facts and subsequent detections may lead to annulment of the contract / rejection of the bid forthwith.

4. In the exceptional cases such as merger, acquisition, takeover etc., the intending tenderer may submit all the relevant documents for seeking any exemption/ deviation that it requests the Bank to consider. The Bank is not bound to accept such requests and reserves its right to allow or reject such exemptions/ deviations. The Bank's decision in this regard shall be final.
5. Intending tenderers need to upload relevant documents supporting their eligibility criteria and scanned copy of Earnest Money Deposit (NEFT statement/ Bank Guarantee/ Demand draft) along with Techno-commercial bid (Part-I) of the tender.
6. Earnest Money Deposit (EMD) of ₹ 4,24,000/- (Rupees Four Lakhs Twenty Four Thousand only) shall be deposited through
 - a) NEFT in favour of Reserve Bank of India, Nagpur in the A/c 8714295 & IFSC – RBIS0NGPA01 before 1100 Hrs on December 29, 2025,
or
 - b) in the form of an irrevocable Bank Guarantee issued by a scheduled bank in the Bank's standard proforma ([Annexure-IV](#)). The Bank Guarantee (from Scheduled Commercial Bank) submitted towards Earnest Money deposit has to be valid for the validity period of the tender plus additional 45 days. In such case, the Bank Guarantee should be submitted to the Bank physically before 1100 Hrs on December 29,



2025,

or

- c) in form of Demand Draft. In such case, the Bank Guarantee should be submitted to the Bank physically before 1100 Hrs on December 29, 2025.

Under no circumstances, EMD will be accepted in the form of fixed deposits of the bank, cheque or cash. The tenders not accompanied by the Earnest Money Deposit as prescribed in the tender, shall be treated as Non Bonafide tender and shall not be considered for acceptance.

7. In the event of intending tenderers failure to satisfy the Bank with regard to the above requirements, Bank reserves the right to reject his offer even after opening of Part-I of the tender and Part-II of the rejected tender will not be opened.
8. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers' report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. In such case, Part-II of the rejected tender will not be opened and EMD deposited by the concerned tenderer shall be returned. The Bank is not bound to assign any reason for doing so.
9. A bidder is liable for debarment/disqualification from bidding on the following grounds:
 - A. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:
 - a) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b) any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - c) any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - d) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
 - f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g) obstruction of any investigation or auditing of a procurement process.
 - h) making false declaration or providing false information for participation in a tender process or to secure a contract;
 - i) failed to disclose conflict of interest.



- j) failed to disclose any previous transgressions made in respect of the provisions of sub- clause 9 (A) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
- B. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
- C. If the bidder has been convicted of an offence- (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature of tenderer with seal

Address:

Date:



Section-F

बोली मूल्यांकन मानदंड / Bid Evaluation Criteria

1. Techno- Commercial Bid (Part- I) Evaluation

- a. The technical bids shall be evaluated based on the available documents submitted by the bidder on MSTC.
- b. Bank may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders.
- c. Failure on the part of the bidder to provide such clarification/information/document within the stipulated time, may entail cancellation of the bid of such bidder.
- d. Any clarification submitted by a bidder that is not in response to a request by the Bank shall not be considered.
- e. The Client's request for clarification and the response shall be in writing through post or email.

2. Price Bid (Part- II) Evaluation

- a. The evaluation of the price bid will be considered of only those bidders who meet the eligibility criteria as mentioned in "Eligibility Criteria for participating in the tender" of tender document and provide documentary proof on MSTC in respect of the same.
- b. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Bank may, at its discretion, ask any bidder for a clarification of its bid.
- c. The clarification so called, should be given with detailed price analysis containing the cost of all the tools, equipment, machines, liveries, compliance of statutory requirements (Contractor All Risk Insurance, workmen compensation Act, Public Liability/ Third Party Insurance Policy, Bonus Act (if applicable) etc.) and other administrative charges etc. required to complete the work) and should be supported with quotations received from the suppliers/ providers of the above-mentioned goods and services.
- d. On scrutiny of the clarification so submitted, if the rates quoted by the tenderer are found not workable/ feasible, the Bank reserves its right to summarily reject such tender.
- e. Failure on the part of the bidder to provide such clarification within the stipulated time, may entail cancellation of the bid of such bidder.
- f. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered.
- g. The Client's request for clarification and the response shall be in writing through post or email.
- h. Price Bids shall be evaluated based on the rates quoted as percentage of the Fixed Rates mentioned in Part- II of the tender document.
- i. No deviation will be allowed on the fixed rates already mentioned by the Bank in the tender. Tenders having quoted rates below the prescribed minimum wages



rates shall be summarily rejected and will not be evaluated for the purpose of ascertaining L1 tenderer.

- j. No request for any change in rate or conditions after the opening of the part II tender will be entertained.
- k. In case two or more tenderers become the lowest, for the purpose of selection of successful bidder, the tenderers becoming lowest bidders will be evaluated on the basis of following criteria:

Criteria 1- Past Experience (in field of providing services of security guards)

Evaluation will be done based on certificate of Registration and the oldest work order / agreement pertaining to providing services of security guards submitted by the bidder along with Part-I of the tender)

5-10 years	10 Marks
10-15 years	15 Marks
15-20 years	20 Marks
> 20 years	25 Marks

Criteria 2- Average Turnover of Previous Three Financial Years

Evaluation will be done based on Turnover certificates, ITRs, Profit & Loss and Balance statement for the last 3 financial year duly certified by a Chartered Accountant submitted by the bidder along with Part- I of the tender)

2.12 Crore - 5 Crore	10 Marks
5 Crore - 10 Crore	15 Marks
10 Crore - 15 Crore	20 Marks
> 15 Crore	25 Marks

Criteria 3- Amount of Manpower on Rolls

Bidders will be required to provide this information along with latest EPF/ ESIC statement in support of their claim whenever asked for)

30- 50	10 Marks
50- 75	15 Marks
75- 100	20 Marks
> 100	25 Marks

Criteria 4- Number of Similar works in hand



Bidders will be required to provide this information along with work order/ agreement, TDS certificates and Bank statement showing receipt of payment against the claimed work, whenever asked for)

1-3	10 Marks
3-5	15 Marks
5-10	20 Marks
> 10	25 Marks

Upon evaluation of the lowest bidders based on the above criteria, the bidder with the highest marks will be declared successful in the tender process. However, Bank's decision in this regard will be final and it shall not be open to arbitration.

- i. The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself, the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
- m. The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part – I (Technical Bid), 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.
- n. In case the Tenderer withdraws the bid during the validity period, the EMD furnished by the Tenderer shall be forfeited by the Bank.

I/We hereby declare that I/we have read and understood the Bid Evaluation Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature of tenderer with seal

Address:

Date:



Section-G

करार की शर्तें / Articles of Agreement

(Bank reserves the right to further modify/revise/change the content of the agreement)

यह करार नागपुर में वर्ष दो हजार छब्बीस केमहीने केदिन एक भाग के रूप में भारतीय रिज़र्व बैंक, केंद्रीय कार्यालय फोर्ट, मुम्बई में तथा एक कार्यालय नागपुर में है, जो श्री सचिन शेन्डे, क्षेत्रीय निदेशक, भारतीय रिज़र्व बैंक, नागपुर- 440001 द्वारा प्रतिनिधित्व है (जिसे इसके बाद "बैंक" कहा गया है) तथा दूसरे भाग के रूप में (प्रोपराइटर/ पार्टनरशिप फर्म/ कम्पनी का नाम), जो कि कम्पनी अधिनियम के प्रावधानों के तहत निगमित है और जिसके पंजीकृत कार्यालय का पता है, जिसका प्रतिनिधित्व (इसके बाद "ठेकेदार" कहा गया है) के द्वारा किया जा रहा है, जो अपने निदेशक मंडल द्वारा यह करार संपादित करने के लिए प्राधिकृत है के बीच निष्पादित किया गया है।

This AGREEMENT is made at Nagpur on this ___ day of _____, Two Thousand Twenty Six between Reserve Bank of India, a statutory body established under the RBI Act, 1934, having its Central Office at Fort, Mumbai, and one of its Offices at Nagpur, represented by its authorized officer Shri. Sachin Shende, Regional Director, Reserve Bank of India, Nagpur-440001. (hereinafter called "the Bank") on the one part and _____ (proprietorship/partnership firm/ Company), incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at _____ (hereinafter called "the Contractor") represented by Shri who is authorized to enter this agreement by its Board of Directors on the other part.

जबकि बैंक "नागपुर में बैंक के विभिन्न संपत्तियों में सुरक्षा गार्ड्स की सेवाएं उपलब्ध करवाने के वार्षिक रखरखाव अनुबंध के लिए एक ठेकेदार नियोजित करने के लिए इच्छुक है और संबंधित कार्य की आवश्यकताओं और विनिर्देशों का निर्धारण बैंक के प्रबंधक के द्वारा या उसके निर्देशों के अधीन कर लिया गया है।

AND WHEREAS the Bank has intention of engaging a contractor for Annual Maintenance Contract for Providing Services of Security Guards at Various Properties of Reserve Bank of India, Nagpur has caused requirements and specifications describing the works to be done to be prepared by or under the direction of Bank's Manager.

तथा जबकि बैंक ने पात्र ठेकेदारों से "नागपुर में बैंक के विभिन्न संपत्तियों में सुरक्षा गार्ड्स की सेवाएं उपलब्ध करवाने के लिए वार्षिक रखरखाव अनुबंध" के कार्य, जैसा कि निविदा के साथ संलग्न कार्य का दायरा और अन्य दस्तावेज में दर्शाया गया था, के लिये निविदा आमंत्रित किये थे।

AND WHEREAS the Bank had called for tenders from eligible contractors Annual Service Contract for providing Security Guards at Bank's various properties has been indicated in the scope of work and other documents attached to the tender.

तथा जबकि, तथाकथित शर्तों को एतद द्वारा दोनो पक्षों द्वारा अथवा उनकी ओर से हस्ताक्षरित किया गया है। AND WHEREAS the said conditions have been signed by or on behalf of the parties hereto.

तथा जबकि ठेकेदार इसमें उल्लिखित "नियम और शर्तों", "निविदाकर्ताओं को सामान्य निर्देश और अनुबंध की विशेष शर्तें", "कार्य का दायरा" और बाकि सभी शर्तों (इसके बाद समग्र रूप से "उल्लिखित शर्तें" कहा गया है) को पालन करने और इसके अधीन रहने पर सहमत है तथा उक्त मात्राओं की सूची में उल्लिखित कार्यों



के लिए निर्धारित दरों पर भुगतान के लिए देय (अब इसे “ अनुबंध राशि” कहा जाएगा) राशि पर उक्त कार्यों का निष्पादन करने के लिए सहमत है।

AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions set forth herein, and to the General Instructions to Tenderers' and Special Conditions of the Contract, Terms and Conditions of Contract, Scope of Work and Schedule of Quantities set forth in the tender document, (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon in the said Schedule of Quantities at the respective rate therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as “the said Contract Amount”).

A. अब निम्नानुसार सहमति बनी है:-

NOW IT IS HEREBY AGREED AS FOLLOWS

1. यह करार _____ से प्रभावी होगा और 31 मार्च, 2027 तक लागू रहेगा और दोनों पक्षों की आपसी सहमति के अनुसार ठेकेदार द्वारा प्रदान की गई संतोषजनक सेवाओं के अनुसार वार्षिक रूप से दो और वर्षों तक बढ़ाया जा सकता है, के, , जब तक कि इसे इसके अधीन शर्तों के अनुसार समाप्त नहीं किया जाता है। अनुबंध का नवीनीकरण अनुबंध की अवधि समाप्त होने के बाद, वार्षिक आधार पर, समान नियमों और शर्तों पर किया जा सकता है। निविदा दस्तावेज में निहित सभी नियम और शर्तें और इस संदर्भ में जारी किये गये कोई स्पष्टीकरण (शुद्धिपत्र) इस करार के भाग माने जायेंगे और सभी पक्षों पर लागू होंगे। साथ ही, वार्षिक नवीनीकरण के दौरान न्यूनतम मजदूरी अधिनियम, 1948 के प्रावधानों के तहत जब भी मुख्य आयुक्त (केंद्र सरकार) द्वारा अधिसूचना जारी की जायेगी, वॉच एंड वार्ड (हथियार के बिना) के लिये नियुक्त श्रमिकों के अनुसार मूल्य में वृद्धि/ बढ़ोतरी की जायेगी।

This agreement will come into effect from _____ and will remain in force up to March 31, 2027 and annually extendable up to two more years, subject to mutual consent of both parties, satisfactory services rendered by the Contractor, unless it is terminated as per the terms hereinafter contained. The renewal of the contract can be done after the expiry of the contract period, on an annual basis, on the same terms and conditions. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties. Also, during annual renewal escalation/increase should be given for Deployment of employees for Watch and Wards (without arms) whenever the notification issued by Chief Commissioner (Central Government) under the provision of Minimum Wages Act 1948.

2. ₹ _____ (_____ रुपये मात्र) का प्रभार श्रमशक्ति और सुरक्षा गार्डों के प्रशिक्षण और वर्दी आदि के लिये प्रयुक्त सामग्रियों के सहित होगा और इसका भुगतान मासिक आधार पर बिल/ चालान जमा करने पर किया जायेगा। रखरखाव सेवाएं संतोषजनक रूप से प्रदान किए जाने की पुष्टि पर बैंक के अधिकारियों द्वारा विधिवत प्रमाणित किए जाने के बाद इस प्रभार का भुगतान किया जाएगा, जिस पर वैधानिक कटौतियाँ लागू होंगी।

The charges of Rs. _____ (Rupees _____ only) will be inclusive of manpower, training needs and uniform articles to the guard employed and shall be payable on monthly basis subject to submission of bill/invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily, subject to statutory deductions.



3. बैंक ठेकेदार को उक्त अनुबंध राशि अथवा अन्य ऐसी देय राशि का भुगतान उल्लिखित शर्तों में दर्शाए संख्या और तरीके के आधार पर करेगा।
The Bank shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
4. यह प्रभार अपरिवर्तनीय हैं और श्रमिकों की स्थिति, विनिमय में बदलाव या ऐसी किसी अन्य परिस्थितियों में परिवर्तित नहीं होगी।
The charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.
5. उपर्युक्त प्रभार में जीएसटी, बीमा प्रभार और अन्य कर, शुल्क या अन्य लेवी समाहित हैं, भले ही वह वर्तमान में लागू हों अथवा भविष्य में केंद्र सरकार, राज्य सरकार अथवा किसी स्थानीय प्राधिकरण द्वारा वसूले जाएँ।
The above charges also include GST, Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.
6. ठेकेदार नियमित आधार पर कार्य के दायरे और अनुबंध के नियम एवं शर्तों के अनुसार सेवाएं प्रदान करने के लिये जिम्मेदार रहेगा।
The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.
7. उल्लिखित शर्तों में "बैंक के प्रबंधक/ प्रबंधक/ प्रभारी प्रबंधक" का तात्पर्य ऐसे अधिकारी अथवा बैंक के किसी अन्य उत्तराधिकारी से होगा जिसे बैंक द्वारा इस प्रयोजन के लिए नामित किया जायेगा और वह "बैंक के प्रबंधक/ प्रबंधक/ प्रभारी प्रबंधक" के रूप में कार्य करेगा।
The term "Bank's Manager/Manager/Manager-in-Charge" in the said Conditions shall mean the officer entrusted or any other successor of the Bank nominated by the Bank for that purpose will function as "Bank's Manager/Manager/Manager-in-Charge".
8. भारतीय रिज़र्व बैंक कार्यों के पर्यवेक्षण के लिए प्रशासन और व्यवस्था बैंक के कर्मचारियों के माध्यम से करेगा, जिसमें बिलों का प्रमाणीकरण, भुगतान, अनुबंध के विभिन्न नियमों और शर्तों का क्रियान्वयन, कार्यों का निष्पादन, कार्य की गुणवत्ता, सामाग्रियों की गुणवत्ता, और अनुबंध की प्रगति और समाप्ति शामिल होंगे।
The Reserve Bank of India will administer and arrange for supervision of works through the Bank's staff including certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract, execution of the work, quality of work.
9. उल्लिखित शर्तों को इस करार की संरचना के भाग के रूप में पढ़ा और माना जाएगा, और अब दोनों पक्ष इनका पालन और उल्लिखित शर्तों के को पूरा करने के लिए प्रस्तुत रहेंगे और उसमें निहित शर्तों के अपने हिस्से का पालन करेंगे।
The said conditions shall be read and construed as forming part of this agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.
10. इसमें वर्णित सभी आयोजनायें, करार और दस्तावेज इस अनुबंध की संरचना का आधार बनेंगे।



The plans, agreement and documents mentioned herein shall form the basis of this Contract.

11. इस करार के अंतर्गत बैंक द्वारा किए जाने वाले सभी भुगतान केवल नागपुर में ही किए जायेंगे।
All payments by the Bank under this Contract will be made only at Nagpur.
12. **अनुबंध समाप्त करने का अधिकार:** यदि प्रदान की गई सेवाएँ संतोषजनक नहीं पाई जाती हैं, तो बैंक एक महीने का नोटिस देकर नियत तिथि से पहले किसी भी समय अनुबंध रद्द करने का अधिकार सुरक्षित रखता है। इस संबंध में बैंक का निर्णय अंतिम और ठेकेदार पर बाध्यकारी होगा और इस संबंध में बैंक द्वारा किसी भी पत्राचार/मुआवजे के दावे पर विचार नहीं किया जाएगा।
Right to Terminate Contract: The Bank reserves the right to cancel the contract at any time before the due date if the services rendered are not found to be satisfactory by giving one month's notice. The decision of the Bank in this regard shall be final and binding on the contractor and no correspondence /compensation claim shall be entertained by the Bank in this regard.
13. इस करार से उत्पन्न होने वाले और किसी भी प्रकार से इससे सम्बंधित सभी विवादों को नागपुर में उत्पन्न होना माना जायेगा और इसका निर्धारण सिर्फ नागपुर के न्यायालयों के अधिकार क्षेत्र में होगा।
All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Nagpur and only Courts in Nagpur shall have jurisdiction to determine the same.
14. यह कि इस अनुबंध के विभिन्न भागों को ठेकेदार द्वारा पढ़ा गया है और पूरी तरह से समझ लिया गया है। बैंक के प्रबंधक से जब तक लिखित निर्देश नहीं दिए जाते, तब तक ठेकेदार निविदाओं में उल्लिखित मात्राओं से अधिक मात्रा के लिए भुगतान का हकदार नहीं होगा।
That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Manager.
15. **अप्रकटीकरण खंड** – इस करार के संबंध में दायित्वों के निर्वाहन के क्रम में ठेकेदार प्रत्यक्ष या अप्रत्यक्ष रूप से कोई सूचना, सामग्री और बैंक की आधारभूत संरचना/ सिस्टम/ उपकरणों आदि जानकारी किसी तीसरे पक्ष के साथ साझा नहीं करेगा और वह इस गोपनीयता का हमेशा कड़ाई से पालन करेगा। संविदा के दायित्वों का निर्वाह करने के लिए या लागू कानूनों के पालन के लिए आवश्यक बातों को छोड़कर ठेकेदार संविदा के ब्योरे को निजी और गोपनीय मानेगा। ठेकेदार बैंक के पूर्व लिखित अनुमति के बिना किसी भी औद्योगिक या तकनीकी पेपर में प्रकाशित, प्रकाशित करने के लिए अनुमति या कार्य के किसी ब्योरे की जानकारी साझा नहीं करेगा। ठेकेदार बैंक को किसी भी गोपनीय जानकारी के साझा होने से हुई हानि की क्षतिपूर्ति करेगा। ऐसा नहीं कर पाने को ठेकेदार की ओर से अनुबंध का उल्लंघन माना जाएगा और बैंक क्षतिपूर्ति का दावा करने और कानूनों उपाय लेने का हकदार होगा। ठेकेदार अपने कर्मचारियों के संबंध में सभी उचित उपाय करेगा ताकि यह सुनिश्चित किया जा सके कि करार के अंतर्गत गोपनीय जानकारी के नॉन-डिस्क्लोजर के संबंध में दायित्वों का पूर्णतः संतोषजनक रूप से पालन हो रहा है। नॉन डिस्क्लोजर और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस करार की समाप्ति के बाद भी लागू रहेंगे।
Non-Disclosure Clause: The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The



Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason."

16. मुझे ----- अवार्ड किया गया है। मैं वचन देता हूँ कि ----- के कार्य के लिए मेरे द्वारा नियोजित सभी स्टाफ को सौंपे गए उक्त कार्य को पूरा करने के संबंध में उस दर से मजदूरी का भुगतान करूंगा जो न्यूनतम मजदूरी अधिनियम 1948 में निर्धारित दर से कम नहीं होगा और सीएलआरए अधिनियम 1970 के तहत निर्धारित आवश्यक सुविधाओं को प्रदान करने संबंधी अनुपालन सुनिश्चित करूंगा। साथ ही, यदि उक्त दर पर मजदूरी या आवश्यक सुविधाएं उपलब्ध कराने में विफल होने पर सांविधिक प्राधिकारियों द्वारा मुख्य नियोक्ता के विरुद्ध कार्रवाई पहल की जाती है तो उन सभी कार्रवाइयों के लिए मैं मुख्य नियोक्ता की प्रतिपूर्ति करूंगा।

I ----- that the ----- awarded to me. I undertake to actually pay wages to all Security Guards of all description to be engaged by me for completion of ----- work awarded to me at the rate which is not less than the one prescribed under the Minimum Wages ACT 1948 and to ensure compliance of essential amenities as provided under the CLRA Act 1970 and also keep the Principle Employer indemnified against all the actions that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

17. महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतितोष) अधिनियम, 2013 के अंतर्गत अनुपालन
Compliance under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

क) "महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतितोष) अधिनियम, 2013" के पूर्ण अनुपालन के लिए ठेकेदार / एजेंसी ही जिम्मेदार होंगे। बैंक परिसर में उनके कर्मचारियों के विरुद्ध लैंगिक उत्पीड़न की शिकायत आने की स्थिति में, ऐसे मामलों को ठेकेदार / एजेंसी द्वारा गठित आंतरिक शिकायत समिति में दर्ज किया जाएगा और ठेकेदार / एजेंसी यह सुनिश्चित करेंगे कि इन शिकायतों के संबंध में उक्त अधिनियम के अंतर्गत उपयुक्त कार्रवाई की जाती है।

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



ख) ठेकेदार की किसी कर्मचारी द्वारा बैंक के किसी कर्मचारी के विरुद्ध लैंगिक उत्पीड़न की शिकायत की जाती है तो उसका निपटान बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा किया जाएगा।

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

ग) यदि ठेकेदार के किसी कर्मचारी द्वारा बैंक की किसी कर्मचारी के विरुद्ध लैंगिक उत्पीड़न सिद्ध हो जाता है तो पीड़ित कर्मचारी को दिए जाने वाले मौद्रिक मुआवजे का भुगतान ठेकेदार द्वारा किया जाएगा।

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

घ) यह ठेकेदार का दायित्व होगा कि वह कार्यस्थल पर लैंगिक उत्पीड़न की रोकथाम और संबंधित मामलों से अपने कर्मचारियों को शिक्षित करें।

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

ड) ठेकेदार द्वारा बैंक परिसर में नियोजित किए गए सभी कर्मचारियों की पूर्ण और अद्यतन सूची ठेकेदार द्वारा उपलब्ध कराई जाएगी।

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

बैंक और ठेकेदार निम्न साक्षी की उपस्थिति में प्रस्तुत दस्तावेज पर दो अनुलिपियों में उपर्युक्त उल्लिखित दिन और वर्ष पर हस्ताक्षरित	यदि ठेकेदार साझेदार या व्यक्ति है
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बैंक निम्न साक्षी की उपस्थिति में प्रस्तुत दस्तावेज पर अपने अधिकृत अधिकारी के माध्यम से और ठेकेदार इन दस्तावेजों पर अपनी सामान्य मुहर लगाकर उपर्युक्त उल्लिखित दिन और वर्ष पर हस्ताक्षरित	यदि ठेकेदार कंपनी है
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हस्ताक्षर खंड

निम्न के हाथों भारतीय रिज़र्व बैंक द्वारा हस्ताक्षरित और सुपुर्द



श्री

(नाम और पदनाम)

.....

..... की उपस्थिति में

(1)

पता

(2)

पता

.....

.....

साक्षी

द्वारा हस्ताक्षरित और सुपुर्द

.....

1).....

पता

2)

पता

यदि पक्ष साझीदारी फर्म या व्यक्ति है, सभी द्वारा या सभी साझेदारों के पक्ष में हस्ताक्षर किए जाने हैं।

----- तारीख को
आयोजित बैठक में निदेशक मंडल
द्वारा पारित संकल्प के अनुरूप
एतद्वारा कॉमन मुहर लगाया गया
की उपस्थिति में

यदि ठेकेदार अपने कॉमन
मुहर के नीचे हस्ताक्षर करता
है, हस्ताक्षर खंड उनके



1 ()

समझौता ज्ञापन के मुहर खंड
से मेल करना चाहिए।

2 ()

की उपस्थिति में जिन निदेशकों द्वारा
हस्ताक्षरित

ठेकेदार पॉवर ऑफ अटर्नी के
द्वारा हस्ताक्षर कर रहा है चाहे
वह कंपनी हो या व्यक्ति

(1)

(2)

निम्न के हाथों ठेकेदार द्वारा हस्ताक्षरित
और सुपुर्द

श्री

एवं विधिवत संगठित ऑटर्नी

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

If the contractor is a partnership
or an individual.

IN WITNESS WHEREOF the Bank has set its
hands to these presents through its duly
authorized official and the Contractor has
caused its common seal to be affixed
hereunto and the said duplicate/ has caused
these presents and the said two duplicate
here of to be executed on its behalf, the day
and year first hereinabove written.

If the contractor is a company.

Signature Clause

SIGNED AND DELIVERED by the Reserve
Bank of India by the hand of
Shri

(Name and designation)

In the presence of

(1)



Address

(2)

Address

Witness

SIGNED AND DELIVERED by

In the presence of

(1)

Address

(2)

Address

Witness

If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.

THE COMMON SEAL OF

Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on _____ in the presence of

(1)

(2)

Directors who have signed these presents in token thereof in the presence of

(1)

(2)

If the Contractor signs under its common seal, the signature clause should tally with the sealing clause in the Articles of Association.



SIGNED AND DELIVERED BY the
Contractor by the hand of Shri
_____ and
duly constituted attorney.

If the Contractor is signing by
hand of power of Attorney,
whether a company or
individual.



Section-H

निविदाकर्ताओं के लिए सामान्य निर्देश और अनुबंध की विशेष शर्तें

General Instructions to Tenderers and Special Conditions of the Contract

Tender in prescribed form shall be submitted through e-Tendering at MSTC portal in two parts i.e., Part-I and Part-II.

1. **Part - I** of the tender, titled “**Annual Service Contract for providing Security Guards at Bank's Various Properties**” shall be submitted containing the following:

- (i) Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents.
 - (ii) The Bank discourages the stipulation of any additional conditions by the tenderer. However, in case the tenderer wishes to include any condition/ clarification/ covering letter, while tendering for the work, he will have to submit the same in along with the following and submitted under Part - I:
 - (a) List of deviations, if any, in commercial terms and conditions.
 - (b) List of deviation, if any, in technical specification.
 - (c) Any other technical information the tenderer wishes to furnish.
 - (iii) The Tender Document issued by the Bank – duly stamped and signed.
2. Only those proprietorship firms/partnership firms/companies with requisite years of experience in providing Security Guards services are eligible to participate in e-Tendering.
3. If there are any conditions commercial or technical, the same shall be examined by the Bank and discussed with the tenderers. It is not incumbent on the Bank to accept any additional condition given by the tenderer. The tenderers shall withdraw all the conditions which are not acceptable to the Bank by submitting a Written confirmation to the effect that all the conditions (not acceptable to the Bank) have been withdrawn by them.
4. Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part, without assigning any reasons for doing so.
5. The tenderer must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of tendering and for entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature and scope of work and the matters pertaining thereto.
6. The tenderers are advised to submit the tender based strictly on the General Conditions of the Contract and scope of works as specified contained in the tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the tender documents has any price implications, the same should



be considered and included in the quoted price. Tender containing deviations from the terms and conditions is liable to be rejected. The Bank's decision in such cases shall be final and shall not be open to arbitration.

7. The rates quoted in the tender shall be for the complete item including Manpower, materials, for all the properties. The rate shall also include Insurance Charges, GST + any other taxes, duties, levies on work's contract by Central Govt. or State Govt. or any other authorities. The rates shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever, except for changes if any in the statutory minimum wages announced by the Government of India under the Minimum Wages Act and for changes in employer contribution rates of EPF/ ESIC as and if applicable for security guards employed under this contract.
8. The payment shall be made on monthly basis (by credit to bank account through NEFT) after satisfactory completion of the work duly acknowledged by the concerned official and certified by the Caretaker/ Bank's Officer.
9. **Part - II** of the tender will contain no conditions but only the Price Bid in the Schedule of Quantities titled "Annual Service Contract for providing Security Guards at Various Properties of the Bank" and shall be opened online after due fulfilment of condition as per Part-I tender. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void.
10. **Information gathering & Site Inspection:** The tenderers may obtain at their own responsibility and expenses all the information which may be necessary and also inspect the site of work for the purpose of making tender and for entering into a contract.
11. **Rates:** The Bank reserves the right to adjust arithmetical or other errors in the tender in accordance with the following general rules. In the event of discrepancy between words and figures quoted, the description in words shall prevail. Similarly, in the event of an error in the amount column arising as a result of wrong product extension, the unit or item rates shall be regarded as firm and extension amended accordingly.
 - a) The prices (minimum wages, EPF/ESIC contribution, fixed amount by the Bank etc.) indicated in Part-II of the tender are in Indian Rupees only. The rates are to be quoted strictly as percentage of the Fixed amount indicated in the Price Bid. Quotations received in any other format will be summarily rejected. No request for any change in rate or conditions after the opening of the part II tender will be entertained.
 - b) The rates shall also be firm and be valid for the entire duration of the contract and / or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in freights charges or any conditions whatsoever.
 - c) The rates quoted in the tender shall include all charges. Tenderers must include in their rates Goods and Service Tax and any other prevailing taxes, royalties and



duty levied by the Central Government or any State Government or local authority, if applicable. No separate claim in respect of Goods and Service Tax and any other tax, duty or levy whether existing or future shall be entertained by the Bank.

- d) The Bank reserves the right to adjust arithmetical or other errors in the tender. In the event of an error in the amount column arising as a result of wrong product extension, the unit or item rates shall be regarded as firm and extension amended accordingly.

12. **Job Work on Lump sum Basis:** The Contractor shall note that unless otherwise stated, the tender is strictly on Job Work on Lump sum Basis and his attention is drawn to the fact that rates for each and every Job should be correct, workable and self-supporting. The quantities in the Part-II of tender approximately indicates the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. Claim in such case shall be entertained on pro rata basis.

13. **Tender Format:** The tenderer shall use only the forms issued by the Bank to fill in the rates. Any addition/alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void.

14. **Opening of Tender:** Unless otherwise pre-opened or postponed with advance intimation to the tenderers, tender will be opened in two stages on the date and time indicated on e-Tendering portal.

a) Part-I (Techno-commercial bid) of the tender will be opened online through MSTC portal at the first stage on December 29, 2025 at 1600 hrs (If this day falls to be a holiday, tenders will be opened on the next working day of the Bank or any other day as notified by the Bank). While the Part-II (Price bid) will be opened at the second stage after completion of the evaluation of Part-I of the tender.

b) The tenders not accompanied by the Earnest Money Deposit as prescribed in the tender, shall be treated as Non Bonafide tender and shall not be considered for acceptance.

c) It is not incumbent on the Bank to accept any additional condition given by the tenderers; the tenderers shall withdraw all his conditions which are not acceptable to the Bank.

d) While all the tenderers who uploaded tenders within the due date and time will be permitted to participate online in the opening of Part-I (Techno-Commercial) of the tender on the due date and time indicated on e-Tendering portal, opening of the Part-II (Price) of the tender can be attended to only by such of those tenderers whose Part-I (Techno-Commercial) of the tenders are found to be technical suitable/ acceptable to the Bank and to whom intimation thereof is given by the Bank by Email or through e-Tendering portal.

e) Part-II (Price) of the technically disqualified tenderers will not be opened. The



technically unqualified tenderers will neither be given any intimation about the due date and time of opening of Part-II (Price) of the tender nor will they be permitted to participate in the online opening of the same.

- f) The Bank reserves the right to reject offer even after opening Part – I and Part – II of the tenders.

15. **Last Date:** No tender shall be accepted after 1200 hrs. on December 29, 2025 under any circumstances whatsoever.

16. **Disqualification - Missing & Unsigned documents:** The tender form and all its annexures must be filled in English or in Hindi. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.

17. **Right to Accept or Reject:** The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part without assigning any reasons for doing so. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may and has a right to modify/withdraw the tender.

18. **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-I, which period may be further extended by mutual agreement in writing by the Tenderer. The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

19. **Broad Scope of Work:** The scope of work shall be as detailed in "Scope of Work and Schedule of Quantities" of the tender document.

20. **Lowest Tender Not Necessarily to Be Accepted:** The Bank is not bound to accept the lowest or any tender or to assign any reason for non-acceptance of any tender. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

21. **Earnest Money and Performance Guarantee during contract period**

- a) Tenderers shall pay as Earnest Money a sum of Rs.4,24,000/- (Rs Four lakh Twenty Four thousand Only) by NEFT in favour of the Reserve Bank of India, Nagpur. Under no circumstances EMD will be accepted in the form of fixed deposits of the bank or cheque. On award of contract, the successful tenderer shall furnish an amount equal to 5% (five percent) of the contract value in the form of a Performance Guarantee from any scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract. The earnest money deposit submitted by successful tenderer shall be returned within one month of award of work post submission of the Performance Bank



Guarantee. The Performance Guarantee towards security deposit shall be valid for the entire contract period.

- b) All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be deducted from the security deposit if the amount so permits unless the contractor deposits such amounts in cash within ten days of issue of demand notice by the Bank.

22. Terms of Payment:

- a) Payment for the works to be executed under this contract shall be made on a **monthly basis** on receipt of bill from the contractor. The amount payable will be net of any recoveries for deficiency in services, imposed as per the provisions of this contract. The bill should be submitted as per GST format. Copy of following documents for a particular month duly certified by the firm to be submitted along with bill for payment:
- i. Certified copy of attendance register.
 - ii. Report of work done signed by the assistant caretaker / caretaker / assistant manager / security officer.
 - iii. Bank statement showing payment of minimum wages **(payment to labour / workmen shall be paid directly to their bank account)**.
 - iv. Declaration for compliance of Contract labour Act & Minimum wages Act.
 - v. Documentary evidence indicating the payment made towards PF/ESI, if applicable.
 - vi. Any other logbooks/ document as directed by Protocol & Security Dept.
 - vii. Documentary evidence showing conduct of Monthly Training of Security Guards.
- b) It may be noted that the contractor will first make the payment of wages to the labourers/ workers and then submit the Bill for reimbursement of the same along with the proof of remittance of wages to the workers. No advance payment will be made to the contractor under any circumstances.
- c) No variation in the above terms of payment will be acceptable to the Reserve Bank of India.

23. **Taxes:** The prices quoted shall be deemed to have included all taxes (except GST), custom duty, excise duty, local levies, works contract tax, Value Added Tax (VAT), service tax etc. imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. As per Section 194C of Income Tax Act, income tax will be deducted at source and a certificate for the same will be issued to the contractor. Further, in terms of section 51 of the CGST and MGST Act, 2017, two percent GST will be deducted at source.



24. Insurance

- a) The successful tenderer shall take "all risk (CAR) policy" for the contract value, "third party / public liability" for the contract in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) and "workmen compensation policy" for the workers engaged in the work (Name and location of the work must be mentioned clearly in the insurance policy). The Minimum cover under third party / public liability shall be for a minimum of Rs.2.00 lakh per accident, for up to 5 accidents during execution of work. The Minimum cover under (Workmen Compensation Policy) shall be in accordance with the minimum wages paid to the workman deployed for the fulfilment of the contract.
- b) The contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-contractor's employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The contractor shall indemnify the Bank and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of Government of India or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

Note: These policies shall be valid till the completion of the work. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor or by revoking PBG.

25. Signing of Contract Agreement

The General instructions to the tenderers' and hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.

26. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the tender documents should be signed for his/their having acquainted himself/themselves in the general conditions of contract, technical specifications, etc.



27. The tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the tender may be rejected.
28. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and within fourteen days thereof the successful tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement the written acceptance by the Reserve Bank of India of a tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.
29. The contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.
30. **Right to Accept Part Tender:** The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.
31. **Other Issues:** The Contractor shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's officials. If in the opinion of the Bank's officials, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Bank, the Contractor shall carry out the same without any extra charge.
32. **Settlement of Disputes by Arbitration:**
- a) All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after its completion and whether before or after the termination or abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor is dissatisfied on any matter, he may within 28 days after receiving notice of such decision, give a written notice to the other party requiring that the matters in dispute be referred for arbitration. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator shall be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties shall nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.
 - b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in



regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.

- c) The arbitrator or arbitrators, as the case may be, shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise.
- d) Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be at the discretion of the arbitrator or arbitrators as the case may be, who may determine the amount thereof or direct the same to be taxed as between the party and shall direct by whom and to whom and in what manner the same shall be borne and paid.
- e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Bank and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

33. Compliance of the requirements of the Minimum Wages Act / Rules and Contract Labour (R & A) Act / Rules and other Laws/Rules/Notification as applicable

- a) The contractor shall be responsible to get himself registered under the Contract Labour (Regulation and Abolition) Act, 1970 / the Contract Labour (Regulation and Abolition) Central Rules, 1971 and other relevant laws, whenever it is required. The Contractor shall follow all the relevant provisions of the Contract Labour (R & A) Act, 1970 and Contract Labour (R & A) Central Rules, 1971 and ensure to maintain all the records as prescribed there under and by the Office of the Labour Commissioner (Central).
- b) The Contractor shall be responsible to make payment to their workmen strictly in accordance with the provisions of the Act, 1948 and Minimum Wages (Central) Rules 1950 and the Notifications issued there under by the Government of India from time to time. The contractor shall maintain the relevant records with regard



to minimum wages as required under the Minimum Wages Act / Rules / Notifications issued by the Government of India from time to time.

- c) The Contractor shall maintain all the documents, Registers and records as required under the Contract Labour (R & A) Act, 1970 / the Contract Labour (R & A) Central Rules, 1971, Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and the relevant labour and general laws/Rules and Notifications and make the same available for inspection by the Bank or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.
- d) The Contractor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notification issued from time to time and shall implement the said changes and make payment of wages to their workmen accordingly with immediate effect and maintain all the records updated in this regard and keep the Bank posted with the said development producing the necessary documentary proof without delay.
- e) The Contractor shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, etc. and all Government Liabilities.
- f) The Contractor shall be responsible for compliance of all the legal requirements as per the prevailing labour laws and other Laws / Rules / Regulations as the case may be and the Bank shall not, in any manner be responsible for any act, omission or commission on part of the Contractor and no claim in this respect will lie against the Bank or his representatives.
- g) The proof of remittance of statutory contribution of PF (Bank and Employee) and ESI to the appropriate agency, for those workers deployed by the Contractor to execute the contract work in the Bank, must be provided by the selected Contractor/Agency to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

34. Police Verification of all Workmen / Supervisors / Officials for entering in to the Bank's Various Properties:

The successful tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / officials from Local Police Authorities about his/her identity records. Any change of deployment also needs to be submitted for the above provision without any lapses.

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

Signature of tenderer with seal



Address:

Date:



Section-I

काम का दायरा और मात्राओं की अनुसूची / Scope of Work and Schedule of Quantities

Scope of Work will include following Areas and Manpower requirement:

A. Details of Areas

S. No.	Office Buildings/ Colonies	Manpower Requirement
1	RBI, Main Office Building	i. Guards: 01 Guard per shift. No. of shifts : 03 ii. Guards for General shift: 03 (Except on Holidays) Total no. of Guards = 06
2	RBI, Additional Office Building	i. Guards: 01 Guard per shift. No. of shifts : 03 ii. Guards: 02 Guards per shift No. of shifts : 02 iii. Guard for General shift: 01 (Except on Holidays) Total no. of Guards = 08
3	Telenkhedi Road Staff Quarters (Priyadarshini - TRSQ)	Guards: 02 Guards per shift. No. of shifts : 03 Total no. of Guards = 06
4	Amravati Road Staff Quarters (Gulmohar - ARSQ)	Guards: 02 Guards per shift. No. of shifts : 03 Total no. of Guards = 06
5	Atrey Layout Staff Quarters (Surabhi - ALSQ)	Guards: 003 Guards per shift. No. of shifts : 03 Total no. of Guards = 09
6	Byramaji Town Officers' Quarters (Milan - BTOQ)	Guards: 02 Guards per shift. No. of shifts : 03 Total no. of Guards = 06
7	Madhuban Apartments	Guards: 01 Guards per shift. No. of shifts : 03 Total no. of Guards = 03
Total Number of Guards		44

- a) Contractor to ensure minimum 44 Security Guards are made available in a day. In case any shortage in manpower on any given day, the Bank reserves its right to impose a penalty equal **at double the rate of daily wages of total absentees.**
- b) Security Guards can be a Ex-servicemen or trained civilian guards or a combination of both.



c) Eligibility criteria to be a private security guard.—

A private security agency shall not employ or engage any person as a private security guard unless he—

- i. is a citizen of India or a citizen of such other country as the Central Government may, by notification in the Official Gazette, specify;
- ii. has completed eighteen years of age but has not attained the age of sixty years;
- iii. satisfies the agency about his character and antecedents in such manner as may be prescribed;
- iv. has completed the prescribed security training successfully;
- v. fulfils such physical standards as may be prescribed; and
- vi. satisfies such other conditions as may be prescribed.

(2) No person who has been convicted by a competent court or who has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the armed forces of the Union, State Police Organizations, Central or State Governments or in any private security agency shall be employed or engaged as a private security guard or a supervisor.

(3) Every private security agency may, while employing a person as a private security guard, give preference to a person who has served as a member in one or more of the following, namely:—

- (i) Army;
- (ii) Navy;
- (iii) Air Force;
- (iv) any other armed forces of the Union;
- (v) Police, including armed constabularies of States; and
- (vi) Home Guards.

d) The Contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duty. Persons so engaged by the Contractor shall be from persons/ individuals of high integrity and good conduct and shall be conversant in Hindi and Marathi languages.

B. Scope of Work

1. **Access Control:** Keep watch on person entering/ exiting from the premises. Maintain proper details of visitors by making entries in the register kept at the entrance for the purpose. Prevent trespassing, perform watch and ward functions, prevent unauthorized persons and vehicles, antisocial elements, stray dogs/ cattle and protect Bank's property, staff and families in the colonies and property of the Bank.
2. **Patrolling** along the perimeter throughout the day and night.



3. **Fire Fighting** as and when required using the fire extinguishers and other firefighting material available on the spot during the emergencies made available in colony premises. The guards should be trained to provide first aid.
 4. **Light Operation:** Switching on lights in staircase and the compound at 1800 hrs and switch off the same the same at 0600 hrs on daily basis.
 5. **Water Pump Operation** in the premises to ensure regular water supply to all buildings.
 6. **Key Management:** Handing/ Taking over of keys of VOFs, Community Hall, terrace and Gym to bonafied staff.
 7. **Vehicle Parking Management:** Guiding vehicles entering at bank premises for proper management of parking space.
 8. Maintaining the patrol register, complaint registers, etc. as prescribed by the Bank.
 9. The guards will enforce management of Visitors Register for recording of names, mobile numbers, vehicle numbers, time-in, time-out and alike information.
 10. Keeping a record of e-commerce/courier delivery persons.
 11. They will be responsible for ensuring that no items are allowed to be taken out of the premises/colonies without proper authorization from the officers/staff residing in the Colony and for the items which belong to the Bank, proper gate passes from the competent officers authorized by the Bank for in-out movement should be checked.
 12. Any other duty/responsibility assigned by the Bank from time to time will have to be executed.
 13. Guard on duty shall not leave the premises until his reliever reports for duty.
 14. **Communication:** The agency will provide and keep one functional mobile phone with incoming and outgoing call facility in each premise for official communication to duty guard.
- C. In case any person is found giving poor workmanship, misbehavior, disobeying instruction of the Bank etc., the agency will replace such person(s) from the work as directed by the Bank.
- D. The interesting tenderers are advised to inspect the site with the prior permission from the Bank and ascertain the work to be executed before quoting their rates.



I/We hereby declare that I/we have read and understood the schedule of quantities 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:



Section-J

अनुबंध के नियम और शर्तें / Terms & Conditions of Contract

1. **Agreement:** On receipt of intimation from the Bank the acceptance of his/ their tender, the successful tenderer shall be bound to sign the formal Contract agreement within fourteen days, in accordance with the draft agreement and the Schedule of Conditions, but written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the Person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of Fourteen days. Unless the contract agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy will remain in the custody of Bank and the second set of copy will remain in the custody of contractor. The agreement shall be made on necessary stamp paper (having worth equal to applicable stamp duty in the state of Maharashtra) and the cost of necessary stamp duty on both the documents shall be borne solely by the contractor.
2. **Duration of Contract & Review:** The contract will initially be valid till March 31, 2027 and can be extended for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods or parameters as the Bank may decide. continued if the treatment and workmanship is found satisfactory. Quarterly review will be taken on the performance of the contractor. If within the first three months the work is found unsatisfactory, the contract can be terminated by giving 07 days' notice.
3. **Subletting Contract:** The Contractor shall make all arrangements for carrying out the work as per the schedule of quantities, the Bank will not provide any kind of assistance in the form of men/ material. The Contractor shall not assign or not sublet any portion of the contract except with the written consent of the Bank and no undertaking shall relive the Contractor from the full and entire responsibility of the contract or from activity superintendence of the works during their process. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.
4. **Nature of Work:** Work/job to be undertaken by the contractor through employment of security Guards /workers/employees is not of permanent nature.
5. All Security Guards should report to the Bank's Caretaker at Office Building/ Residential Colonies. The working hours shall be for 08 hrs (including 30 minutes lunch break) with shift timings as mentioned below –
 - a. I Shift - 0600 hrs to 1400 hrs
 - b. II Shift – 1400 hrs to 2200 hrs
 - c. III Shift – 2200 hrs to 0600 hrs

06 working days in a week. However, Bank reserves the right to bring some variation in working hours for some workers, if required. Also, in case of an emergency the workers



will have to continue to work till such time the emergency is over as per the directions issued by authorized person of the Bank.

6. **Maintenance of attendance records:** That the Contractor shall be required to maintain permanent attendance register/roll at main gates of each premise which will be open for inspection and checking by the authorized officers of Reserve Bank of India, Nagpur. The register will be put up to Bank's caretakers on a daily basis. **In case of absenteeism of staff or deployment of a smaller number of guards than the agreed upon, Bank reserves its right to impose penalty at double the rate of daily wages of total absentees. No guard will be allowed to perform more than 8 hours of duty in a day (24 hrs). No double duties are permitted.** In case of breach Bank will have the right to deduct payment on pro rata basis and no representation will be entertained in this matter.
7. **Weekly Holiday** must be given to all security guards (which should be strictly adhered to) with an alternative arrangement as per Statutory Requirement without affecting services. Similarly leave must be given to the guards/ workers as per labour laws. No extra payment will be considered other than rates quoted by the firm.
8. **Payment of Wages:** Contractor shall maintain a record of payment to the workers in accordance with the labour laws in the form of wage slip & will submit the same on monthly basis. The contractor shall also submit the copy of bank A/c statement of his staff reflecting credit of monthly salary, proof of ESIC payment for each security guard which shall be submitted along with the bill. Bank reserves the right to depute officer/ staff to verify minimum wages.
9. In case any **deficiency in services, non-wearing of prescribed uniform, less manpower, double shifts by guards etc.**, is observed or brought to notice of the office a proportionate amount, as deemed suitable by the Bank may be deducted as penalty for deficiency in services from the monthly bill and in any case, it will not be refunded to the contractor, in future. The decision of the Bank with respect to imposition and enforcement of penalty shall be final and binding and that payment of penalty would in no way tantamount to regularization of any irregularity or whatsoever. The above penalties would be up to 10% of total Monthly bill per instance.
10. **Uniform & Identity Cards** - Vendor will have to provide;
 - a. proper uniform with full pants and full/ half shirt with a logo of the firm (contractor) and a badge mentioning "Security Guards", headgear, belt, safety shoes, whistle, torch and baton with company name written/ embossed to all Security Guards deployed at various premises.
 - b. During monsoon and winter necessary uniform articles like raincoat and winter wear shall be made available to guards by the Contractor.
 - c. The contractor shall also issue company identity cards to his employees/security guards. In addition to this contract staff will also have to carry the Bank's contract worker visitor pass which shall be countersigned by the Bank's Security Manager.
 - d. All uniform articles will be made available at no additional cost and should be included in the administrative expenses of the vendor.



- e. The contractor must bear the cost of the uniform. The same will not be reimbursed by the Bank. Also, it should not be charged to the staff employed.

11. **Surprise Checks:** That the Security Officer, Reserve Bank of India, Nagpur or any other persons authorized by him shall be at liberty to carry out surprise check on the persons as deployed by the Contractor in order to ensure that persons deployed by him are doing their duties properly. In addition to this agency should also make necessary arrangements for regularly conducting surprise checks at odd hours (0000 hrs to 0400 hrs) to check the alertness of the guards deployed at Bank's premises which should be at least once in a month in all the properties. A separate register shall be maintained in each property for recording the visit.
12. **Earnest Money Deposit:** of the successful tenderer/bidder shall be transferred to security deposit. The EMD/ security deposit shall be released without any interest to the contractor on termination of AMC.
13. **Retention Money/Security Deposit:** The Contractor has to provide retention money in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure III](#) of the tender document.
14. **Deductions from EMD/Security Deposit:** All compensation or other sums of money payable by the contractor to the Bank under the terms of this Contract may be deducted from his earnest money and the security deposit if the amount so permits, and Contractor shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.
15. **Performance (Bank) Guarantee:** In addition to the EMD and retention money described above, the successful tenderer, within a period of 10 days from the date of award of work by the Bank, shall submit a Performance (Bank) Guarantee (to be arranged by the contractor at his own cost) obtained from any of the nationalized/ scheduled bank, in the format approved by the Bank for an amount equivalent to 5% of the contract value. This is to ensure adherence to complete the work and execution with best quality workmanship. The contractor is required to submit Performance Bank Guarantee (PBG) within 10 days of the issue of work orders. The penalty as per Bank Rate for delayed submission of PBG will be recovered from the contractor.
- The above-noted Performance Guarantee shall be valid up to the satisfactory completion of the work in all respects and shall have to be renewed by the contractor up to extended completion time, if any. In case, the contractor fails to comply with any of the above conditions, the Bank will be at liberty to invoke the Guarantee based on the certificate issued by the Bank's Security Manager. The Guarantee shall be released after issue of completion certificate.
16. **Clarification:** In all cases of omissions and/ or doubts or discrepancies in any item or specification a reference shall be made to the Bank whose elucidation, elaboration or decision shall be considered as authentic. The Contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
17. **Antecedent and Police Verification of Contract Staff:** The contractor shall ensure that the security guards employed have not been convicted by a court of law/ do not have criminal record or criminal proceeding against them. Full biodata (in format as prescribed under [Annexure-VIII](#)), including passport size photograph, of each security guard



employed for the job shall be submitted to the Bank. Police verification of the security guards will be provided by the contractor to the Bank before engaging them to the Bank. Contractor shall also ensure timely renewal of police verification of each security guard employed for the job throughout the contract period. Also, in the event of change in any security guard, the same has to be intimated to the Bank in advance along with all the antecedents and Police Verification related documents of the new labour to be employed.

18. **Conduct of Contract Workers:** The contractor will take responsibility for the conduct and good behavior of his employees/ security guards and if any complaint is received against any of the employee/ security guards, the contractor shall arrange for his immediate removal and replacement from the Bank's premises. Further, the contractor shall ensure adherence to all the government laid guidelines and legal procedures while removing any contract labourer from service.
19. **Training:** The contractor should make necessary arrangements for conducting Monthly training and refresher trainings for the guards deployed on various security related issues and on topics like roles and responsibilities of first respondent in case of any emergency/ medical emergency/ first aid/ disaster, etc.
20. **Sexual Harassment of Women:** The contractor /Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaints. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating their employees about prevention of sexual harassment at work place and related issues.
21. **Supervision & Quality of work:** The contractor shall ensure that the security guards employed by him do their work faithfully. Supervisor appointed by the contractor shall conduct surprise visits on a regular basis inside the premises to ensure that the staff are working properly.
22. **Extra Work:** No claim for any extra work shall be allowed unless it has been executed with the concurrence of the Bank. Any such extra work as authorized shall be made in accordance with the following provisions.
 - a. The net rates or prices in the original tender shall determine the valuation of the extra work where such extra work is of similar character and executed under similar conditions as the work priced therein.
 - b. Rates for all items, wherever possible, should be derived out of the rates given in the Price Bid (Part-II of Tender).
23. **Reporting & Coordination:** Contractor shall, at least once in the month and/ or as and when called, in person visit the Protocol & Security Establishment at the respective offices for better coordination and / or performance review.



24. **Bank's Property:** Should any treasure, fossils, minerals or works of art of antediluvian interest be found during or while carrying out the works, the contractor shall give immediate notice of any such discovery and shall make over such finds to the Bank. Contractor shall hand over the same to RBI and that contractor shall not claim any right title interest for the same.

25. **Unsatisfactory Service:** In case services rendered by the contractor are found to be unsatisfactory, a written notice shall be issued and the amount, on proportionate basis will be deducted from of bill.

26. **Payment to Contractor:**

Payment of AMC bills shall be made on a **monthly basis** through NEFT on receipt of bill from the firm. The payment shall be made on actuals/ pro-rata basis subject to satisfactory service. The amount payable will be net of any recoveries for deficiency in services, imposed as per the provisions of this contract. The bill should be submitted as per GST format. Copy of following documents for a particular month duly certified by the firm to be submitted along with bill for payment:

- i. Certified copy of attendance register.
- ii. Report of work done signed by the assistant caretaker / caretaker / assistant manager / security officer
- iii. Bank statement showing payment of minimum wages **(payment to labour / workmen shall be paid directly to their bank account).**
- iv. Declaration for compliance of Contract labour Act & Minimum wages Act.
- v. Documentary evidence indicating the payment made towards PF/ESI, if applicable.
- vi. Documentary evidence showing Monthly Training of the Security Guards.
- vii. Any other logbooks/ document as directed by Protocol & Security Dept.

It may be noted that the contractor will first make the payment of wages to the labourers/ workers and then submit the Bill for reimbursement of the same along with the proof of remittance of wages to the workers. No advance payment will be made to the contractor under any circumstances. The invoice will be deemed accepted only upon submission of all the supporting documents along will the bill as mentioned above

27. **Delayed Payment:** Any amounts payable by the Bank to the Contractor in pursuance of submission of any bill by the contractor for this work and provided the bill submitted by the contractor is found to be in order (i.e., the bill is found to be arithmetically accurate and as per the agreed rates and submitted along with all the necessary documents as stipulated in clause 21 above) shall, if not paid within the 30 working days in case of monthly bills and within three months in case of final bill, carry interest at the rate of interest of provident fund. However, it may be noted that no interest shall be paid by the Bank under any circumstances if the delay in payment of bills is caused due to non-



submission of the above-mentioned documents by the contractor or non-responsiveness of contractor in case any clarification is sought by the Bank in respect of the invoice or the work mentioned thereunder.

28. **Rates:** The rates shall remain firm during currency of the contract and the contractor shall not seek for any kind of increase in the agreed charges during the contract period.

29. **Escalation Clause:** The Statutory Charges will be proportionately varied as and when, the Minimum Wages/GST/any other statutory charges, taxes etc. are revised by the Labor Commissioner/Statutory authority, such revised rates will be binding on both the parties.

30. **Payment by Contractor to Contract Workers:**

- a. Tenderer is advised to ensure payment of wage to all employee including contract workers only through bank account.
- b. Being a Principle Employer the Bank shall be at liberty to call upon the tenderer to submit the evidence in respect of complying with this condition at Bank's discretion.
- c. The contractor shall maintain a register of wages and shall issue a wage slip to every workman employed by them. Photocopy of Wage slips duly signed by Contractor and counter signed by each security guard to be submitted to Bank.
- d. The contractor will have to comply with the provisions of the Minimum Wages Act and other statutory obligations (i.e. the Employees Provident Fund, Employee State Insurance Corporation etc.) and submit proof of payment in respect of the same to the Bank. (This should include bank account details regarding payment of Employees Provident Fund, ESIC premium and wages).
- e. Security Guards if deployed on National Holidays shall be compensated appropriately by contractor and the invoice for charges/expenditure for the same is to be submitted separately along with the proof of remitting such compensation to the Security Guards.

31. **Certificate of Compliance of payment as per Minimum Wages Act & provision of amenities as per CLRA Act:** Before release of its payment a contractor has to submit a certificate that he has actually paid all the dues of all the labourers of all descriptions engage by him for completion of the warded job/ work at the rate which is not less than the one prescribe under the Minimum Wages Act 1948 and he has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour. The veracity of such certificate may be verified by the Assistant Manager/ Manager nominated by the Principle Employer as his/ her representative and duly authorised to verify actual disbursement of wages by the contractor.

32. **GST Liability:** All the statutory deductions will be deducted at source excluding GST. Tenderer should have GST registration number and must quote their rates including GST levied by the Central Government and State Government at the prevailing rate while quoting their rates for various items and no claim in this regard shall be considered by the Bank at any stage. It is mandatory for contractor to disclose the breakup of his portion of tax liability while submitting the claims for payment i.e. taxable value and applicable taxes



in prescribed bill format/schedule issued by GST council for composite or supply of goods and services as applicable in the cases. The Bank is not responsible for payment of GST for the service rendered by the contractor. It is the responsibility of the contractor to pay GST to the tax authority.

33. **Liability of damages to Bank's property:** Any damage to the Bank's property caused by the contractor will have to be made good by the contractor at his cost failing which the same will be deducted from the amount payable to the contractor.
34. **Liquidated damages** will be levied in following manner: In case of the requisite number of services for the duration of time as mandated on daily basis are not made available, Bank shall recover Damages on Pro-rata basis in respect of deficiency in number of services provided/ work executed and/or deficiency in duration of service (in hours), subject to a maximum of 10% of total monthly bill per instance.
35. **Right to Terminate Contract:** The Bank reserves the right to cancel the contract at any time before the due date if the services rendered are not found to be satisfactory by giving one month's notice. The decision of the Bank in this regard shall be final and binding on the contractor and no correspondence /compensation claim shall be entertained by the Bank in this regard.
36. **Indemnity and Liability of damages:** The firm awarded the contract will be fully liable for any damages suffered to the premises or to any person or any occupant or resident directly or indirectly by any services activity provided by the firm.
37. **Indemnity and Liability towards contract staff:** The contractor will be solely responsible for the risk involved during discharge of duties by his workers. The Bank accepts no liability towards guards/ labour deployed by the contractor.
38. **Undertaking for Statutory Compliance & Indemnity against non-compliance by the Contractor:** An undertaking should be given on a Non Judicial Stamp paper of applicable value before award of work to the effect that if the particular job /work is awarded to him, he under takes to actually pay wages to all the laborers of all descriptions to be engage by him for completion of that particular job/ work, at the rate which is not less than the one prescribed under the **Minimum Wages Act 1948** and to ensure compliance of essential amenities as provided under the **CLRA Act 1970** and also keep the Principle Employer Indemnified against all the action that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
39. **Indemnity clause:** The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the RBI may suffer or incur on account of the default on the part of bidder due to:
- Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
 - Breach or non-performance of the terms and conditions of the contract; or
 - Breach of the representations and warranties made by the bidder; or
 - Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.



- e. The bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.
- f. Further the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

40. **Cooperation with other agencies:** The successful tenderer must co-operate with contractor/(s) engaged by the Bank for other work so that the work shall proceed smoothly without any delay and to the satisfaction of the Bank.

41. **Labour License/ Contract Labour License:** Necessary contract license for deploying contract labour (as per prevailing CLRA 1970) shall be obtained from the central labour authorities.

42. **Statutory Compliance of Labour Laws including provisions of Industrial Disputes Act, Provident Fund, ESI Act, Workmen's Compensation Act and other statutory liabilities:** The Contractor shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, etc. and all Government Liabilities.

43. **Safety Measures:** All safety measures as per the safety code shall be strictly adhered.

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



Section-K

वाणिज्यिक शर्तों की चेकलिस्ट / Check List of Commercial Conditions

क्रं Sr. No.	विवरण Description	बैंक की शर्त Bank's terms	क्या निविदाकर्ता को स्वीकार्य है (हाँ अथवा नहीं) Whether acceptable to the tenderer (YES or NO)
1.	बोली की वैधता Bid Validity	निविदा के भाग- I खोलने से तीन माह की अवधि तक 3 months from the date of opening of Part-I of the tender	
2.	बयाना जमा राशि Earnest Money Deposit (EMD)	एनईएफटी/ डिमांड ड्राफ्ट/ बैंक गारंटी के रूप में ₹4,24,000/- (चार लाख चौबीस हजार रुपये मात्र) ₹4,24,000/- (Rupees Four Lakh Twenty Four Thousand Only) in form of NEFT/ Demand Draft/ Bank Guarantee.	
3.	प्रतिधारण धन (प्रतिभूति जमा) Retention Money (Security Deposit)	पूरी अनुबंध अवधि के लिए अनुबंध लागत का 5% बैंक गारंटी के रूप में (केवल सफल बोलीदाता के लिए) 5% of the contract cost for the entire contract duration, in form of Bank Guarantee (only for the successful bidder)	
4.	निष्पादन गारंटी Performance Guarantee	ईएमडी और सिक्योरिटी डिपॉजिट के अलावा पूरी अनुबंध अवधि के लिए अनुबंध लागत का 5% बैंक गारंटी के रूप में (केवल सफल बोलीदाता के लिए) 5% of the contract cost for entire contract duration, in addition to EMD and Security Deposit, in form of Bank Guarantee (only for the successful bidder)	
5.	दरें Prices	मजदूरी का संशोधन भारत सरकार द्वारा संशोधित मूल न्यूनतम मजदूरी दर के अनुसार हर छह महीने में किया जाएगा। अनुबंध के पूरे कार्यकाल के दौरान उद्धृत लाभ / सेवा शुल्क में कोई बदलाव की अनुमति नहीं दी जाएगी The revision of the wages shall be done every six months in accordance with the revision in minimum wage rates if any, by Government of India. No change in quoted profit/ service charge will be allowed during	



		the entire tenure of the contract	
6	दंड Penalty	खंड J – “अनुबंध के नियम और शर्तें” के क्लॉज़ 6 और 9 के अनुसार In terms of clauses 6, 9, 15 and 33 of Section J- “Terms and conditions of Contract”	
7	ठेके की समाप्ति/ निर्धारण Termination/ Determination of contract	खंड J – “अनुबंध के नियम और शर्तें” के क्लॉज़ 2 और 34 के अनुसार In terms of clauses 2 and 34 of Section J- “Terms and conditions of Contract”	
8	भुगतान की शर्तें Terms of payment	निर्धारित दस्तावेजों को जमा करने पर मासिक आधार पर भुगतान किया जाएगा। Payment shall be made on Monthly basis on submission of prescribed documents.	
9	बीमा Insurance	खंड J – “अनुबंध के नियम और शर्तें” के क्लॉज़ 24 के अनुसार In terms of clause 24 of Section J- “Terms and conditions of Contract”	

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

Signature of tenderer with seal

Address:

Date:



Annexure-I

LIST OF SIMILAR WORKS
(Previous Experience)**Details of Similar Qualifying Works Executed by the Firm/Agency during the last 5 Years**

SI No.	Name of the Work & Location	Nature & Specification of works	Name, address & telephone No. of the owner. (Govt./Semi Govt./Pvt. Body)	Name, Full Address & Telephone No. of the officer under whom the work was carried out	Contract Amount	Completion period		Whether the work was left incomplete or the contract was terminated from either side	Any other relevant information including reason, if any, for delay in completion of work
						Scheduled date of completion	Actual date of completion		
1	2	3	4	5	6	7	8	9	10

Note: Attach sheet if required. The details of previous experience and work for Reserve Bank of India in any of the centers may be separately provided in the above format

Signature of Applicant (with seal)

**Annexure-II****DETAILS OF BIDDER**

(to be submitted along with supporting documents)

S. No.	Particulars of the Company/ Firm	
1	Name and full address of the firm	
2	Registered Office with full address, Telephone No., Fax Nos., E-mail address, website URL	
3	Type of Company whether, Proprietorship, partnership etc.	
4	Name and address of the Proprietor/ Partners/Directors of the company	
5	Registration (Firm, company etc.)/Registration Authority, Date, Number etc.	
6	Income Tax Registration number (PAN)	
7	Goods and Services Tax Identification Number (GSTIN)	
8	Provident Fund Registration Number	
9	ESIC Registration Number	
10	Whether tenderer holding a License under Section 12 (1) of Contract Labour(R&A) Act 1970 read with section 21 of Contract Labour Act 1971. If so, furnish the details of license no. etc. and enclose a copy	
11	Date of ISO -9001 Certificate & Its validity period if applicable.	
12	Name and addresses and designation of the person who will represent the agency while dealing with the Bank (attach letter of authority)	
13	Experience in undertaking similar services to other organizations	_____years
14	Total value of the services provided to the other organization for the last 3 years.	2022-23 ₹
		2023-24 ₹
		2024-25 ₹
15	Whether financially sound to undertake services (Furnish audited balance sheet for last 3 years)	2022-23 ₹
		2023-24 ₹
		2024-25 ₹
16	Indicate if involved in any litigation	
17	Any civil suits pending in any of the orders executed, give details	

Place:

Date:

Signature with seal of the Bidder



Annexure-III

Proforma for Bank Guarantee for Security Deposit

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

No. _____ Date _____

To:

The General Manager Office-In-charge
Reserve Bank of India
Civil Lines, Dr. Raghavendra Rao Road
Nagpur- 440001.

Dear Madam,

In consideration of your agreeing to accept the security deposit of (Rs _____ only) furnishable to you by M/s _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for "**Annual Service Contract for providing Security Guards at Various Properties of the Bank**" as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of Rs _____ (Rupees _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of Rs _____ (Rupees _____ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or



otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

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

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs _____ (Rupees _____ only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.

7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not



discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs_____ (Rupees_____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

For & on behalf of

(Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

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. The necessary stamp duty shall be paid by the tenderer).



Annexure-IV

Proforma of Bank Guarantee for Earnest Money Deposit/ Bid Security

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

Place: _____

Date: _____

To:

The Regional Director
Reserve Bank of India
Civil Lines, Dr Raghavendra Road
Nagpur- 440001.

Dear Madam,

Name of Work: **Annual Service Contract for providing Security Guards at Bank's Various Properties**

Ref.: RBI/Nagpur Regional Office/Others/2/25-26/ET/619 dated November 19, 2025

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai (hereinafter called the „RBI“) has invited tenders for the captioned work (hereinafter called “the said tender”) on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of ₹ (Rupees only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer/Bidder) _____, (hereinafter called as “the Tenderer/ Bidder”), who are our Clients/Constituents intend to submit their tender/ Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of ₹ _____ (Rupees only) in respect of EMD.

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 Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer; 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 Earnest Money Deposit for the due performance of the obligations of the



Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ ----- (Rupees only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹----- (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI forthwith upon 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 Tenderer. 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 tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers 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 in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force upto (six months from the last date of receipt of tender) 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

Yours faithfully,

For and on behalf of ----- Bank.

Authorised Official (with seal)

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

**Annexure-V****CLIENT's CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR****Name & Address of The Client:****Details of Works Executed by Shri/ M/s -.....**

1	Name of work with brief particulars	
2	Agreement No. and date	
3	Agreement amount	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of the work completed and paid**	
9	Name & address of the authority under whom works executed	
10	i) Quality of work (indicate grading)	Outstanding / Very Good / Good / Satisfactory / Poor
	ii) Amount of work paid on reduced rates, if any	
11	i) Did the contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
12	Comments on the capabilities of the Contractor	
	a) Technical Proficiency	Outstanding / Very Good / Good / Satisfactory / Poor



	b) Financial soundness	Outstanding / Very Good / Good / Satisfactory / Poor
	c) Mobilization of adequate T&P	Outstanding / Very Good / Good / Satisfactory / Poor
	d) Mobilization of manpower	Outstanding / Very Good / Good / Satisfactory / Poor
	e) General behavior	Outstanding / Very Good / Good / Satisfactory / Poor

Signature of the client with Seal

Note:

- i) All columns should be filled in properly countersigned.
- ii) The Client Certificates should be submitted for each of the Prequalification work/s
- iii) Signed by an official of the rank of Officer of the rank of Executive Engineer or equivalent in case of Govt./Semi-Govt., organisations or a PSU.
- iv) Supported by adequate proof of payments received by the contractor for the work done by them.
- v) Client's report issued by private organization shall be accompanied by TDS Certificates
- vi) All columns should be filled in properly countersigned. Client certificate should be on letter head of the Client with signature of Authorized person.



Annexure-VI

DETAILS OF BANKERS

Details of our Banker/s are:

	Banker 1	Banker 2
Name of the Banker		
Name of the Branch and its complete Postal Address		
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 contractor.		
The period from which the contractor has been banking With the Banker		
Any other information which the contractor may like to furnish about its Bankers:		

Authorized Signatory
(With name)



Annexure-VII

FORM OF BANKERS CERTIFICATE FROM A SCHEDULED BANK

1. Composition of the firm (whether Partnership/ Private Limited/Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Turnover of the firm for the last 3 financial years (year wise).

i) 2022-2023,

ii) 2023-2024,

iii) 2024-2025

4. Credit facility/ Overdraft facility enjoyed by the firm.
5. Dealings
6. The period from which the firm has been banking with your bank.
7. Any other remarks.

You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for works estimated to cost Rs 212 Lakhs.

(Signature)

For the Bank

Note:

- Bankers' certificates should be on letter head of the Bank, addressed to Regional Director, Reserve Bank of India, Nagpur
- In case of partnership firm, certificate should include names of all partners as recorded with the Bank

**Annexure- VIII****बायो- डाटा फॉर्म / Bio- Data Form**

(to be submitted in letter head of the contractor)

नाम / Name		स्व-सत्यापित पासपोर्ट साइज़ फोटो लगायें Affix Self-attested Passport size photograph
पिता का नाम / Father's Name		
जन्म तिथी / Date of Birth		
लिंग / Gender		
शैक्षणिक योग्यता / Educational Qualification		
वर्तमान पता / Current Address		
स्थायी पता / Permanent Address		
मोबाइल नं. / Mobile No.		
आधार नं. / Aadhaar No.		
पैन नं. / PAN No.		
बैंक खाता विवरण / Bank Account Details	खाता संख्या/ Account No.- आई.एफ.एस.सी. कोड/ IFSC Code-	
पी.एफ. (यू.ए.एन.) संख्या / PF (UAN) No.		
ई.एस.आई.सी. (आई.पी.) नं. / ESIC (IP) No.		
भूतपूर्व सैनिक/ Ex-Serviceman	(हाँ Yes / नहीं No)	
शारीरिक मापदंड / Body Parameters	ऊँचाई/ Height-, वजन/ Weight- नज़र/ Eye sight- (बायाँ/Left)(दायाँ/ Right).....	
नमूना हस्ताक्षर अथवा अंगूठे का निशान/ Specimen Signature or Thumb impression		

ऊपर दर्शाये गये विवरण मेरे द्वारा जाँच लिये गये हैं और उपयुक्त दस्तावेजों के साथ समर्थित हैं।

The above details are verified by me and are supported with suitable documents.

ऑफिशियल सील के साथ हस्ताक्षर / Signature with official seal-

अधिकारी का नाम / Name of Official-

पदनाम / Designation-

स्थान / Place-

दिनांक / Date-

इस बायो-डाटा फॉर्म के साथ आधार कार्ड अथवा किसी अन्य उपयुक्त फोटो आईडी कार्ड की प्रति लगानी आवश्यक है

It is mandatory to submit Photocopy of Aadhaar Card or any other suitable Photo ID Card with this bio-data form.



Annexure-IX

निविदाकर्ता द्वारा उनके लेटरहेड में जमा किए जाने वाला शपथपत्र Undertaking to be submitted by the tenderer on their letterhead

Name of Work:

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

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

or

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

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

(seal and signature of the bidder)

Date

Place

(Note: strike out which is not applicable)

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



Annexure- X

MSTC पोर्टल पर निविदा के भाग -1 के साथ अपलोड किए जाने वाले दस्तावेजों की चेकलिस्ट

Checklist for documents to be uploaded on MSTC portal along with Part-1 of Tender

Sr. No.	Particulars of the documents	Submitted (Yes/ No/ Not Applicable*) *Kindly provide valid reason for non-applicability
1.	Tender Document issued by the Bank – duly filled, stamped and signed (including all Annexures, Minutes of pre-bid meeting and corrigendum if any)	
2.	Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents	
3.	Copy of NEFT Receipt/ Bank Guarantee/ Demand Draft as evidence of remitting EMD amount of ₹ 4,24,000/-	
4.	Copy of PSARA License	
5.	Certificate of incorporation and Memorandum and Articles of Association / partnership deed/ other relevant certificate of registration for commencement of business	
6.	Particulars of tenderer (in format prescribed under Annexure-II) along with particulars of all the directors and responsible officials/ partners/ individual/individuals involved	
7.	Copy of PAN Card & other related Income Tax documents	
8.	Copy of GST Registration Certificate	
9.	Copy of MSMED Registration Certificate, if any	
10.	Copy of EPF Registration	
11.	Copy of ESIC Registration	
12.	Copy of License under Section 12 (1) of Contract Labour (R&A) Act 1970 read with section 21 of Contract Labour Act 1971	
13.	Work Orders and completion certificates in support of experience of more than 5 years in carrying out similar works	
14.	Details of similar qualifying works completed in last 5 years along with contact details of clients (in format prescribed under Annexure- I)	
15.	Work Orders for all similar qualifying works completed in last 5 years	
16.	Client's Certificates (in format prescribed under Annexure V) from different clients in letterhead of the client and signed by authorized signatory for all similar qualifying works completed in last 5 years	
17.	Copy of TDS Certificates as a proof of payment for all client certificates issued by private organizations	



Sr. No.	Particulars of the documents	Submitted (Yes/ No/ Not Applicable*) *Kindly provide valid reason for non-applicability
18.	Completion certificates for all similar qualifying works completed in last 5 years	
19.	Work Orders for previous experience, if any, of carrying out Works for the Reserve Bank of India at any center	
20.	Copies of the Audited Final Accounts for last 3 years and a certificate issued by Chartered Accountant indicating the turnover for the last 3 years	
21.	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment Orders/ Income Tax Returns for last 3 years	
22.	Details of Bank Accounts along with Contact details of Banker(s) (in format prescribed under Annexure VI)	
23.	Banker's Certificate in letter head of the Bank and signed by authorized signatory	
24.	Valid document in support of having self-owned Establishment/ Set up/ Mechanism to provide training of guards and full-fledged service setup/ back office/ administrative office in Nagpur	
25.	Undertaking of having all the required legal/ statutory approvals for carrying out this business at Nagpur	
26.	Undertaking of not having convicted in a Court of Law or suspended / blacklisted by any organization on any grounds (Annex IX)	
27.	Particulars of all Civil suits pending, if any	
28.	List of deviations, if any, in commercial terms and conditions	
29.	List of deviation, if any, in technical specifications	
30.	Other relevant documents, if any 1. 2. 3. 4. 5.	

Place:

Date:

Signature of the tenderer with seal



PART- II

Price Bid

(This is for illustrative purpose only, the Price Bid should not be submitted with Part I –Technical Bid. It should be submitted online in MSTC Portal)

Fixed Amount:

Sr. No	Description	Rates	Total Amount per annum
I	(Basic + VDA for Central Govt Area A)	40 Shift Duty personnel ₹ 981 x 365 (days) x 40	₹ 1,43,22,600
		4 General Duty personnel ₹ 981 x 312 (26 days x 12 months) x 4	₹ 12,24,288
II	EPF Contribution @ 12% of wages	@ 12% on (I)	₹ 18,65,626.56
III	EDLI Contribution @ 0.5% on max ₹ 15,000	₹ 75 x 12 months x (4 general duty guards + 40 shift duty guards + 40/6 shift duty reliever guards)	₹ 45,600
IV	EPF Administrative Charges @ 0.5% of wages	@ 0.5% on (I)	₹ 77,734.44
V	ESIC Contribution @ 3.25% of wages	NA for monthly wages > ₹ 21,000/-	₹ 0
VI	Total Fixed Cost per annum (Total wages plus EPF and ESI)	(I) + (II) + (III) + (IV) + (V)	₹ 1,75,35,849.00

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

Fixed amount by the Bank	₹ 1,75,35,849.00/- (A)
Quoted Service Charge In percentage % (including reliever/ leave reserve charges, cost of uniform and training of security guards, contractor's profit & overhead, Workmen compensation policy, Contractors all risk policy, Bonus payment to workers (if applicable), transportation, loading and unloading, freight charges, transit insurance and other administrative charges and all taxes, duty or other levy levied by Central Government or any State Government or local authority if applicable other than Good and Service Tax (GST))	(B) (to be quoted as percentage of fixed amount, A)
Total Charges per Annum	(C= A + B %of A)
GST @ 18% on Total Charges per Annum	(D= 18% of C)
Total Contract Value per Annum	(E= C + D)



Note:

1. The intending tenderers are required to quote their service charge/ profit (inclusive of reliever/ leave reserve charges, cost of uniform and training of security guards, contractor's profit & overhead, Workmen compensation policy, Contractors all risk policy, Bonus payment to workers (if applicable), transportation, loading and unloading, freight charges, transit insurance and other administrative charges and all taxes, duty or other levy levied by Central Government or any State Government or local authority if applicable other than Good and Service Tax (GST)) as percentage of the fixed amount given by the Bank. Quotations received in any other format will be summarily rejected.

For Example: -

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

2. Rates quoted online are to be exclusive of GST. GST will be calculated extra on total charges to arrive at the contract cost and will be paid as applicable on actual basis. No separate claim in respect of any tax (other than applicable GST), duty or levy whether existing or future and/ or any other charges shall be entertained by the Bank.
3. The minimum wages notified for employees employed in Watch and Ward Services (without arms) as per order F. No. 1/ (6)/ 2025-LS-II dated September 25, 2025 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 minimum wages as notified by the Ministry of Labour and Employment for Watch and Ward Services (without arms).
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. It will be imperative on the part of each bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the bidder.
7. 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