

भारतीय रिज़र्व बैंक / RESERVE BANK OF INDIA
अहमदाबाद / AHMEDABAD

भारतीय रिज़र्व बैंक/अहमदाबाद/HRMD/37/20-21/ET/450
RBI/Ahmedabad/ HRMD/37/20-21/ET/450

निविदा हेतु / TENDER FOR

भारतीय रिज़र्व बैंक, अहमदाबाद में स्थित मुख्य एवं अन्य कार्यालय परिसरों तथा आवासीय कॉलोनियों की सुरक्षा के लिए सुरक्षा गार्ड प्रदान कराने हेतु वार्षिक सेवा अनुबंध।

Annual Service Contract for providing Security Guards for guarding RBI Office Premises & Residential Colonies located in Ahmedabad

दावात्याग /DISCLAIMER

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

Reserve Bank of India, P & S Cell, HRM Department, Ahmedabad, has prepared this document to give background information on the Project to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

यह सूचना व्यापक नहीं है। इच्छुक पक्षों से खुद ही पूछताछ करना अपेक्षित है तथा प्रतिवादी से अपेक्षित है कि वह उसे लिखित रूप में पुष्टि करेगा कि उन्होंने ऐसा किया है और वे निविदा प्रस्तुत करते समय केवल भारतीय रिज़र्व बैंक द्वारा निविदा में प्रदत्त सूचना पर आश्रित नहीं है। सूचना इस आधार पर प्रदान की गई है कि वह भारतीय रिज़र्व बैंक या उसके किसी प्राधिकारी या एजेंसी या उनके किसी संबंधित कार्यालय, कर्मचारी, एजेंट या सलाहकार पर बाध्यकारी नहीं होगी।

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

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

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the 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, अहमदाबाद में स्थित मुख्य एवं अन्य कार्यालय परिसरों तथा आवासीय कॉलोनियों की सुरक्षा के लिए सुरक्षा गार्ड प्रदान कराने हेतु ई-निविदा

E-Tender for providing Security Guards for guarding RBI Office Premises and Residential Colonies located in Ahmedabad

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

सेवा में / To,

महोदय / महोदया / Dear Sir / Madam,

भारतीय रिजर्व बैंक, अहमदाबाद के कार्यालयों एवं आवासीय परिसरों की सुरक्षा हेतु सुरक्षा गार्ड प्रदान करने हेतु ई-निविदा एक वर्ष की प्रारंभिक अवधि के लिए (01 अप्रैल 2021 से 31 मार्च, 2022 तक) ।

E-Tender for providing Security Guards for guarding RBI Office Premises and Residential Colonies located in Ahmedabad for an initial period of one year (01st April 2021 to 31st March, 2022)

भारतीय रिजर्व बैंक, अहमदाबाद में स्थित मुख्य एवं अन्य कार्यालय परिसरों तथा आवासीय परिसरों हेतु सुरक्षा सेवाएं प्रदान करने के लिए सुरक्षा गार्ड उपलब्ध कराने हेतु ई-निविदाएं आमंत्रित करता है। ई-निविदा एमएसटीसी की वेबसाइट: <https://www.mstcecommerce.com/eprochome/rbi> के माध्यम से की जाएगी। सभी योग्य एवं इच्छुक कंपनियाँ/ एजेंसी/ फ़र्मों को इस ई-निविदा में भाग लेने हेतु एमएसटीसी लिमिटेड की वेबसाइट पर अपना पंजीकरण करना अनिवार्य है। ई-निविदा की अनुसूची निम्नलिखित है:

Reserve Bank of India, Ahmedabad invites e-tender for “**providing Security Guard Services at RBI Office Premises and Residential colonies located in Ahmedabad**” for an initial period of one year (01st April 2021 to 31st March, 2022) The e-tendering shall be done through the e-tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All eligible and interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process. The Schedule of e-tender is as follows:

ई-निविदा संख्या / E-Tender No.	RBI/Ahmedabad/ HRMD/37/20-21/ET/450
a) अनुमानित लागत / Estimated cost	रु.1,50,00,000/- (एक करोड़ पचास लाख रुपये मात्र) ₹1,50,00,000/- (Rupees One Crore and Fifty lakhs only)
b) ई-निविदा की प्रणाली/ Mode of e-tender	ई-अधिप्राप्ति प्रणालि (ऑनलाइन भाग I – तकनीकी बोली और भाग II – मूल्य बोली)

	<p>www.mstcecommerce.com/eprochome/rbi के माध्यम से</p> <p>e-Procurement System (Online Part I - Technical Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)</p>
c) ई-निविदा का प्रकार/ Type of e-tender	खुली (दो-बोली प्रणाली) / Open (Twin Bid System)
d) ई-निविदा सूचना के वैबसाइट पर उपलब्ध होने की तारीख / Date of NIT available to parties to download	21 जनवरी, 2021 पूर्वाह्न 11:00 बजे / Jan 21, 2021 at 11:00 AM
e) बोली-पूर्व बैठक की तिथि, समय और स्थान / Pre-bid meeting	<p>ऑफलाइन फरवरी 03, 2021 प्रातः 10 : 30 से</p> <p>Offline. Feb 03, 2021 at 10:30 AM</p> <p>स्थान: शिष्टाचार एवं सुरक्षा कक्ष, चतुर्थ तल, भारतीय रिजर्व बैंक, गांधी ब्रिज के पास, अहमदाबाद- 380014 (गुजरात)</p> <p>Venue: PROTOCOL & SECURITY CELL, 4th Floor, Reserve Bank of India, Near Gandhi Bridge, Ahmedabad- 380014 (Gujarat)</p>
f) (i) बयाना राशि जमा करने का विवरण एएमएसटीसी वैबसाइट पर डालें एवं लेन-देन विवरण (डीडी / बैंक गारंटी की यूटीआर संख्या या स्कैन की गई प्रतियां (पीडीएफमें) भी अंतरंग / अग्रेषित करें। ईमेल पता: securityahmedabad@rbi.org.in एवं gpvasava@rbi.org.in (ii) ई-निविदा शुल्क	<p>₹.3,00,000/- (तीन लाख रुपये मात्र) एनईएफटी / नेट बैंकिंग के माध्यम से भुगतान किया गया: लाभार्थी का नाम- भारतीय रिजर्व बैंक लाभार्थी खाता संख्या – 186003001</p> <p>IFSC - RBIS0AHPA01 (5 वां और 10 वां अंक शून्य है) या "भारतीय रिजर्व बैंक, अहमदाबाद" के पक्ष में डीडी या निर्दिष्ट प्रारूप में बैंक गारंटी (अनुलग्नक-V)</p> <p>₹ 3,00,000/- (Rupees Three Lakh Only) paid through NEFT/ DD or Bank Guarantee to- Beneficiary Name- Reserve Bank of India Beneficiary A/c No – 186003001</p> <p>IFSC - RBIS0AHPA01 (5th and 10th digit is Zero) OR DD in favor of "Reserve Bank of India, Ahmedabad" OR Bank Guarantee in specified format (see Annexure V).</p> <p>निविदा प्रक्रिया में भाग लेने वाले योग्य पंजीकृत MSE को वैध दस्तावेज जमा करने पर, बयाना धन जमा के भुगतान से छूट दी गई है / Eligible registered MSEs participating in the tender process are exempted from payment of Earnest Money Deposit, on submission of valid documents.</p>
(i) Earnest Money Deposit (EMD) through NEFT / DD / Bank Guarantee and upload the details on the MSTC portal . Also intimate/ forward the transaction details (UTR number OR scanned copies (in PDF) of DD / Bank Guarantee) to securityahmedabad@rbi.org.in and/ or gpvasava@rbi.org.in	

(ii) E-Tender Fees	शून्य / NIL
g) ईएमडी जमा करने की अंतिम तिथि। (डीडी / बैंक गारंटी की हार्डकॉपी (मूलरूप में) टेंडर जमा करने की अंतिम तिथि से पहले (हस्तदाती / पोस्ट / कूरियर द्वारा) प्रस्तुत की जानी चाहिए (यदि लागू हो तो) Last date of submission of EMD. (Hard copy of DD / Bank Guarantee (in original) must be submitted (by hand / post / courier) before or on the last date of submission of tender, if applicable)	24 फरवरी, 2021 को अपराह्न 02:00 बजे तक Feb 24, 2021 up to 02:00 PM
h) ऑन-लाइन तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ई-टेंडर की शुरुआत की तारीख http://mstcecommerce.com/eprochome/rbi पर Date of Starting of e-tender for submission of on-line Technical Bid and price Bid at http://mstcecommerce.com/eprochome/rbi	03 फरवरी 2021 को सुबह 10:00 बजे Feb 03, 2021 at 10:00 AM
i) तकनीकी बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद करने की तिथि। Date of closing of online e-tender for submission of Technical Bid & Price Bid.	24 फरवरी, 2021 को अपराह्न 02:00 बजे तक Feb 24, 2021 up to 02:00 PM
j) भाग- I (अर्थात् तकनीकी बोली) के खुलने की तिथि और समय। भाग-II यानी मूल्य बोली खोलने की तिथि अलग से सूचित की जाएगी Date & time of opening of Part-I (i.e. Technical Bid). Date of opening of Part II i.e. price bid shall be informed separately	25 फरवरी, 2021 को अपराह्न 10:00 बजे Feb 25, 2021 at 10:00 AM
k) ई-निविदा की वैधता / Validity of the e-tender	टेक्नो-कमर्शियल बिड खोलने की तारीख से 90 दिन / 90 days from the date of opening of Techno-Commercial bid
l) लेन देन शुल्क (गैर-वापसी योग्य) (MSTC ई-टेंडर में भाग लेने के लिए एएमएसटीसी (MSTC) ई-भुगतान गेटवे को निविदाकारों द्वारा अलग से भुगतान किया जाएगा) Transaction Fee (Non-refundable) (To be paid separately by the tenderers to MSTC vide MSTC E-Payment Gateway for participating in the e-tender)	₹8,850/- (GST @ 18% सहित) ₹8,850/- (Including GST @18%)

2. इच्छुक निविदाकर्ता रु.3,00,000/- (तीन लाख रुपये मात्र) एनईएफटी / डीडी / बैंकगारंटी के माध्यम बयाना राशि के रूप में भारतीय रिज़र्व बैंक, अहमदाबाद को भुगतान करेंगे।

Intending tenderers shall pay a sum of **₹3,00,000/- (Rupees Three Lakhs Only)** as earnest money through **NEFT / DD / Bank Guarantee** to Reserve Bank of India, Ahmedabad.

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

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

4. बैंक न्यूनतम निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा में पूर्णया आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार रखता है।

The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

5. भविष्य में जारी किए गए किसी भी संशोधन / शुद्धिपत्र, यदि कोई हो, केवल RBI वेबसाइट और MSTC वेबसाइट पर अधिसूचित किया जाएगा जैसा कि ऊपर दिया गया है और अखबार में प्रकाशित नहीं किया जाएगा।

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

क्षेत्रीय निदेशक / Regional Director

भारतीय रिज़र्व बैंक / Reserve Bank of India

अहमदाबाद / Ahmedabad

Important instructions for E-Procurement

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

1.	Process of E-Tender: A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of 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 P.C. connected with Internet. MSTC /RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature). SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi 1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/ Govt depts → Select RBI Logo → Register as Vendor -- Filling up details and creating own user id and password → Submit. 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender). Contact person (RBI Ahmedabad): <table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 50%; padding: 5px;">1. Major Lalit Kant Baghel E-mail – lkbaghel@rbi.org.in Mobile No. – 8004927585</td><td style="width: 50%; padding: 5px;">2. Shri Gaurang P Vasava, Assistant, Email- gpvasava@rbi.org.in Mobile No.- 7096966124</td></tr></table> Contact person (MSTC Ltd): MSTC Vadodara <table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 50%; padding: 5px;">1. Shri Anubhav Singh Assistant Manager E-mail- asingh@mstcindia.co.in Mobile No- 8130188764</td><td style="width: 50%; padding: 5px;">2. Shri Manoj Pandey Management Trainee E-mail- mpandey@mstcindia.co.in Mobile No- 9727700986</td></tr></table> B) System Requirement: i) Windows 7 or above Operating System	1. Major Lalit Kant Baghel E-mail – lkbaghel@rbi.org.in Mobile No. – 8004927585	2. Shri Gaurang P Vasava, Assistant, Email- gpvasava@rbi.org.in Mobile No.- 7096966124	1. Shri Anubhav Singh Assistant Manager E-mail- asingh@mstcindia.co.in Mobile No- 8130188764	2. Shri Manoj Pandey Management Trainee E-mail- mpandey@mstcindia.co.in Mobile No- 9727700986
1. Major Lalit Kant Baghel E-mail – lkbaghel@rbi.org.in Mobile No. – 8004927585	2. Shri Gaurang P Vasava, Assistant, Email- gpvasava@rbi.org.in Mobile No.- 7096966124				
1. Shri Anubhav Singh Assistant Manager E-mail- asingh@mstcindia.co.in Mobile No- 8130188764	2. Shri Manoj Pandey Management Trainee E-mail- mpandey@mstcindia.co.in Mobile No- 9727700986				

	<p>ii) IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature</p> <p>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p>
	<p>Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p>Other Settings:</p> <p>Tools => Internet Options => General => Click On Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>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)</p>
2.	<p>The Technical Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/epochome/rbi. E-tenders will be opened electronically on specified date and time as given in the E-tender.</p>
3.	<p>All entries in the e-tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4.	<p>Special Note towards Transaction fee:</p> <p>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 e-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.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>Note:</p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5.	<p>Information about e-tenders /corrigendum uploaded shall be sent by email only during the process till finalization of e-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</p>

	Signature Certificate).
6.	E-Tender cannot be accessed after the due date and time mentioned in NIT.
7.	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary documents as per eligibility criteria, EMD, e-tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. E-Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the e-tender inviting authority.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement →PSU/Government departments. → Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event.</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid.</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the e-tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.</p>
8.	Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.

9.	No deviation to the technical and commercial terms & conditions are allowed
10.	The e-tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof
11.	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding. For technical assistance, MSTC officials may be contacted at 8130188764 /9727700986 well in advance and bidders are advised to avoid any last minute rush. In case of any technical assistance required from MSTC, Bidders must contact MSTC at least one day prior before the e-tender closing day and get all their queries resolved.



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

PART - I

(Terms and conditions and Technical Specifications)

E-Tender For -

**Providing Security Guards for guarding RBI Office Premises / Residential Colonies
located in Ahmedabad**

(Tender/Event No.RBI/Ahmedabad/ HRMD/37/20-21/ET/450)

Issued to: _____



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

E-Tender for providing Security Guards for guarding RBI Office Premises and Residential Colonies located in Ahmedabad

GENERAL INSTRUCTIONS TO BIDDERS AND TERMS & CONDITIONS

Reserve Bank of India, Ahmedabad invites e-tender for “**providing Security Guards for guarding RBI Office Premises and Residential Colonies located in Ahmedabad**” for an initial period of one year (01st April 2021 to 31st March, 2022) as per laid down contractual obligations. However, the contract can be extended further for a period as may be decided by Bank, subjected to satisfactory performance of the services and adherence to contractual obligations by the concerned entity

The e-tendering shall be done through the e-tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All eligible and interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process.

2. The Bank reserves the right to increase or decrease the number of persons to be deployed by firm/ company before awarding the work or any time during the currency of contract, if required. The Bank also reserves the right to award work to any firm/company.

3. The tenderers should satisfy the following conditions and shall enclose the following documents in Part I for examining their credentials. Opening of Part II (Price Bid) will be subject to satisfying the prescribed eligibility criteria

Eligibility Criteria:

(a)	Composition of the firm	Full particulars of the composition of the tenderer (whether the tenderer is an individual or a partnership firm or a company etc.) in detail should be submitted along with the name(s) and address (es) of the individuals/prospectors/ directors/ partners as the case may be. A copy of the Articles of association/power of Attorney/ board resolutions (authorizing the person to sign and submit the tender on behalf of the tenderer) along with any other relevant document.
(b)	PSARA License	The tenderer should possess a valid license issued under Gujarat Private Security Agencies Rules, 2007 read with Private Security Agencies Regulation Act, 2005 (PSARA) valid for Gujarat and issued in Gujarat by Competent authority appointed

Tender for Providing Private Security Guard Services to RBI Ahmedabad and its Residential Colonies– Year 2021-2024

		under Gujarat Private Security Agency Rules, 2007. Licence should be valid on the date of application, no renewal application and under process licence will be eligible.
(c)	Location of Office	The tenderer should preferably have an office at Ahmedabad. Full address along with the details of a contact person should be given.
(d)	Training of Security guards	The tenderer should have well established set up/mechanism for training their guards.
(e)	Registrations	Copy of various registrations such as PAN, GST, Employee State Insurance Act, EPF registration, Shops and establishment registration under labor laws must be submitted as documentary evidence.
(f)	Should have experience of Five years in the field as on 31 March 2020. The Agency/tenderer must have experience of successfully completing similar works (Providing security guards) during last 05 years ending 31 March 2020.	<p>Details of work experience shall be supported by experience certificates from the clients.</p> <p>The client-wise names of work(s), year(s) of execution of work(s) awarded, Date of Start and Finish of the work(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.</p> <p>Applicant should furnish their client reports showing the details of work carried out during the last five years</p> <p>In respect of Departments other than Government Department/Public sector Undertakings apart from the experience certificate above the TDS certificates matching with the payments related to the work executed shall also be enclosed.</p> <p>The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of India at any center should also be given.</p>

(g)	Experience of similar works	<p>The estimated cost of the contract is around ₹1,50,00,000/- (Rupees One Crore and Fifty Lakhs only). The agency is required to submit experience of having successfully completed similar works (Providing security guards) during last three years ending March 31, 2020 as under (submit copies of work orders):</p> <p>(i) Three similar works (Providing security guards) each costing not less than ₹50,00,000/-</p> <p>or</p> <p>(ii) Two similar works (Providing security guards each costing not less than ₹75,00,000/-</p> <p>or</p> <p>(iii) One similar work (Providing security guards) costing not less than ₹1,50,00,000/-</p>
(h)	Details of Bank accounts & undertaking for receiving payments through NEFT	<p>Full particulars of their Bank accounts, like account No., type, when opened, IFSC Code etc. should be given.</p> <p>Tendering firms/companies should have current account in scheduled Banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT).</p>

4. After scrutiny, if any of the tenderer is not found to possess the required eligibility, their tenders will not be accepted by the Bank for further processing.
5. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason therefore.

Important Information

a.	Estimated cost of the work	₹1,50,00,000/- (One crore and Fifty Lakhs Only) (Including GST @18%)
b.	EMD@2% through NEFT / DD upload the details on the MSTC portal. Also intimate / forward the transaction details (UTR number OR scanned copies (in PDF) of DD to gpvasava@rbi.org.in or securityahmedabad@rbi.org.in	₹3,00,000/- (Three Lakhs only) paid through NEFT / Net Banking to A/c No. 186003001, IFSC RBIS0AHPA01 (See Annexure-V) or DD in favor of "Reserve Bank of India, Ahmedabad".
c.	Performance Bank Guarantee	5% of the contract value (valid for the entire period of currency of contract.
d.	E-Tender documents can be downloaded from	www.mstcecommerce.com/eprochome/rbi
e.	Date and place of pre-bid meeting	Offline. Feb 03, 2021 at 11:00 AM Venue: PROTOCOL & SECURITY CELL, 4 th Floor, Reserve Bank of India, Near Gandhi Bridge, Ahmedabad- 380014 (Gujarat)
f.	Last date and place of submission (upload) online of completed Bid	Feb 24, 2021 at 02:00 PM
g.	Date & time of opening of Part I (Technical Bids)	Feb 25, 2021 at 10:00 AM
h.	Date & time of opening of Part-II (Financial Bids)	Shall be intimated to all tenderers after scrutiny of Technical bids.
i.	Commencement Date	As specified in the work order.
j.	Validity of the e-tender	90 days from the date of opening of Technical bid
k.	All disputes arising shall be subject to the jurisdiction	Ahmedabad
l.	Contact person for communication in connection with this e-tender.	Shri Gaurang P Vasava, Assistant, Mobile No.- 7096966124 Email- gpvasava@rbi.org.in Major Lalit Kant Baghel Mobile No. – 8004927585 E-mail – lkbaghel@rbi.org.in
m.	Liquidated Damages	As per Tender conditions.

Firms shall upload scanned copy of the Documents required on www.mstcecommerce.com along with the technical bid.

Name & Signature of tenderer

Reserve Bank of India
Near Gandhi Bridge, Ahmedabad
E-Tender/Event No.RBI/Ahmedabad/ HRMD/37/20-21/ET/450
(www.rbi.org.in)

General Instructions to Bidders and General Terms & Conditions

Reserve Bank of India, PROTOCOL & SECURITY CELL, Ahmedabad invites e-tenders on www.mstcecommerce.com/eprichome/rbi in two parts from eligible contractor / firm / company. Eligible contractor / firm / company needed to submit a Part I (Technical bid) and Part II (Financial bid) on the mentioned portal.

1. E-TENDER Document:

- i. Tender shall consist of documents (Part I & Part II). Part I contains technical conditions (all sections and annexures) along with any schedules, addendum or corrigendum etc. issued by Reserve Bank of India for the purpose. Part II contains only Price bid. E-Tender Document / Notice Inviting Tender may be downloaded from www.mstcecommerce.com/eprichome/rbi.
- ii. Tenderers are advised to study the E-TENDER documents thoroughly.
- iii. Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications.

2. Obtaining of TENDER documents:

- i. The E-Tender Document / Notice Inviting Tender may be downloaded from www.mstcecommerce.com/eprichome/rbi & RBI Website.
- ii. Interested parties, if they so desire, may contact the PROTOCOL & SECURITY CELL Officials on the phone /e-mail for further any clarification.

3. Pre-bid Meeting

Reserve Bank of India shall conduct an offline pre-bid meeting(s) at the time and venue mentioned in Notice Inviting Bid, to answer any queries / provide clarifications that the Tenderers may have in connection with the tender and to give them relevant information regarding the same.

4. Amendment to E-TENDER Document

- i. At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective tenderer, modify the e-tender by an amendment and same will be uploaded in the form of Corrigendum on www.mstcecommerce.com/eprichome/rbi for information of prospective bidders
- ii. In order to afford prospective tenderers reasonable time for preparing their Bids after taking into account such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.

5. Preparation of Tender

a) Part I / Technical bid:

- i. All Sections and Annexures are the part of Technical bid. All the sections and annexures must be signed by the Tenderer

- ii. Tenderer must fill all the details specified in different section and attached the leaflet /necessary documents/brochure of product etc.
- iii. EMD shall be part of Technical bid the amount of EMD is indicated in Notice Inviting Tender.
- iv. Tenderers must submit all documents for prequalification criteria and other documents as stated in the tender by uploading scanned copy of all documents on www.mstcecommerce.com/eprochome/rbi.

b) Part II / Price Bid:

- (i) **Currency of Bid:** Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, all other logistic as mentioned in the tender, all taxes (**Inclusive of GST**), charges, levies, cess, Insurance, transportation, entry taxes,) Labour, other Govt Taxes, EPF/ESIC contribution, Minimum wages of Central Government **as applicable as per rules**.
- (ii) The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
- (iii) The tenderer should ensure that all columns of the price schedule may be duly filled, and no column is left blank. After opening of the Part II/Price Bid, no clarifications whatsoever shall be entertained by the RBI.
- (iv) If any columns of the price schedule are found blank, then the tender of the respective tenderers **shall be treated as non-responsive and will be summarily rejected by the RBI and further EMD shall be forfeited.** However, Bank may also take the review in this matter as per Tender Clause, if required.
- (v) Rates should be quoted both in figures and in words in columns specified. All erasures and alterations made while filling the e-tender must be attested by initials of the e-tenderer. Overwriting of figures is not permitted; failure to comply with either of these conditions will render the e-tender void at the Bank's option. No advice of any change in rate or of conditions after the opening of the e-tender will be entertained.
- (vi) The e-tender documents submitted/uploaded online on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the e-tender may be rejected by the Bank.
- (vii) It will be imperative on each tenderer 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 or time schedule of delivery of items shall be entertained, on account of any local condition or factor once the offer is accepted by the Tenderer

6. Period of Validity of Bids

Bids shall remain valid for acceptance by RBI for the period indicated in the Notice Inviting Tender. This period will be further mutually extended, if required.

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

8. Each tenderer shall pay Earnest Money Deposit a sum of ₹300,000/- (Three Lakhs Only) through NEFT/ Net Banking / DD / Bank Guarantee only (to A/c No. 186003001, IFSC RBIS0AHPA01 of Reserve Bank of India Ahmedabad OR in favour of “Reserve Bank of India, Ahmedabad”, as the case may be).

If EMD is not paid / submitted (DD or Bank Guarantee, in original) till the last date of submission, the tender shall be treated as non-bonafide and will be rejected without further advice to the tenderer.

9. Under no circumstances Earnest Money Deposit will be accepted in the form of cash or fixed deposit receipt of Bank or Insurance Guarantee or cheque, etc.

10. The Earnest Money Deposit shall be paid by the tenderer to the Reserve Bank of India, Ahmedabad as security for due fulfilment of the contract. No interest shall be paid on the said deposit. The Bank reserves the right to forfeit the EMD if the successful bidder fails to execute the contract. The EMD shall be forfeited in the following circumstances:

- (i) Made misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria; or
- (ii) Tenderer left blank the column of the Part II /Financial Bid or submitted multiple financial bids.
- (iii) If a Tenderer withdraws his Bid during the period of Bid Validity, or
- (iv) The Tenderer has been blacklisted by any government contractor / firm / company, PSU and the blacklisting is still in force.
- (v) In the case of the Successful Tenderer, if he fails to complete the work within the prescribed time limit.

11. On receipt of intimation from the Employer of the acceptance of his/their tender, the successful tenderer shall be bound to implement the contract and deposit **Performance Bank Guarantee(@ 5% of the contract value** and within fourteen days thereof the successful tenderer shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of 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.

12. Procedure for Submission of Bids

It is proposed to have a **Two-Bid /Part System** for this tender

a) Part I/ Technical Bid consist of following items

- i. Part- I/ Technical Bid (all sections and annexes). Please note that prices should not be indicated in Part- I/ Technical Bid. Technical bid may be submitted on www.mstcecommerce.com/eprhome/rbi.
- ii. Documentary proof of Pre-qualification/Tender document with signature on each page must be uploaded online on www.mstcecommerce.com/eprhome/rbi, if any.
- iii. The payment details of EMD shall be attached/uploaded.

b) Part II /Price Bid

- i. Part II /Price Bid may be submitted on www.mstcecommerce.com/eprhome/rbi
- ii. No conditional/optional quote shall be accepted.
- iii. Tenderers shall not be permitted to alter or modify their bids after receipt of their bids.
- iv. Those who have downloaded the tender are required to submit the eligibility criteria, if any.

c) Receipt of E-Tenders

The e-tender bids will be accepted till the schedule time and date as referred to in the Notice Inviting Tender. **The e-tenders received/uploaded thereafter shall not be entertained in any circumstances.**

d) Opening of Part I

The Technical bids will be opened (online) on the scheduled time and date as referred to in the Notice Inviting Tender at PROTOCOL & SECURITY CELL, RBI Ahmedabad. The tenderers or their authorized representatives may be present, if they so desire.

e) Scrutiny of Part I

- i. The Part I shall be evaluated as per the procedure indicated in tender document.
- ii. After evaluation of the Part I, the short-listed tenderers will be intimated by emails to all the e-tenderer. The decision of the Bank on Part- I shall be final and shall not be open for discussion.

f) Opening of Part II /Price Bid

The Part- II of the technically selected tenderers will be opened later, and such short-listed tenderers will be intimated about the date and time accordingly. The short-listed tenderers or their authorized representatives may present, if they so desire.

13. Procedure for Bid Evaluation

- a) The Part I (Technical Bid) of tenderers will be evaluated based on the criteria furnished in [Annexure VII](#) and after scrutinizing all the relevant documents as sought from them. Bids shall be evaluated based on a combination of Technical and Price bid. 70% Weightage will be given to Technical bid while 30% Weightage will be given to Price bid.
- b) Only those tenderers shall be deemed to have qualified in the Technical Bid which has scored a minimum of 40 marks out of 100, allocated on various parameters as furnished in [Annexure VII](#) of this tender document.
- c) The contract shall be awarded to the bidder who secures the maximum marks after combining the marks scored in the Technical and Price evaluation as per [Annexure VII](#) of the tender document. The Bank has the Right to vary quantities at the time of placing Order/signing of Contract.

14. Award of Contract

- a) The Bank will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document.
- b) In case of two tenderers becoming lowest i.e. quoting the same figures before or after the arithmetical check etc. the better of two shall be selected with the approval of Competent Authority.
- c) The Bank will communicate the successful bidder by electronic mail confirmed by letter transmitted by Registered post that his bid has been accepted. (Hereinafter and in the condition of contract called the “**Letter of Award**”).
- d) The successful bidder will be required to execute an agreement within a period of 2 weeks from the date of issue of Letter of Award which may be extended by the Bank for up to a maximum of another two weeks, on receipt of request by the successful bidder.

15. Bank's right to accept any Bid and to reject any or all Bids

- a) Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected tenderer or tenderer The Bank shall not assign any reason for rejection of any or all Bids.
- b) RBI reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract on account of the following:
 - i. In case no Bid is received.

- ii. Occurrence of any event due to which it is not possible to proceed with the selection process.
 - iii. An evidence of a possible collaboration/mischief on part of Tenderers, manipulating the competition and transparency of the selection process, any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process.
 - iv. On occurrence of any such event, RBI shall notify all the Tenderers within 7 days or any reasonable time of such decision. RBI shall also promptly return the Bid Security submitted by the Tenderers within 15 days or any reasonable time of issue of such notice. RBI is not obligated to provide any reason or clarification to any tenderer on this account. Liability of the RBI under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.
 - v. The Bank further reserves the right to re-tender the process or get the work done by a Government contractor / firm / company or Quasi Government contractor / firm / company if the Bank is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
 - vi. The Bank discourages the stipulation of any additional conditions by the tenderer.
16. The successful tenderer/contractor / firm / company **shall not assign the Contract or any part thereof**. He shall not sublet any portion of the Contract. In case of breach of these conditions, the Bank may serve a notice in writing on the contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the contractor.
17. The successful tenderer/contractor / firm / company shall carry out all the work strictly in accordance with schedule of quantities, details and instructions given by Bank's Security Officers.
18. The tenderer must obtain for himself, on his own responsibility and at his own expenses, all the information which may be necessary for the purpose for making a tender and for entering into a contract and must examine the specifications and must inspect the site of the work and acquaint himself with all local conditions, means of access to work, nature of work and all matters appertaining thereto.
19. The successful tenderer/contractor / firm / company shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any sub-contract connected therewith or delays in awarding contracts for other trader of the project or in commencement or completion of such works or in procuring Government controlled or other building materials or in obtaining water and power connections for construction purpose or for any other reason whatsoever and the employer shall not be liable for any claim in respect thereof. The Bank/Employer does not accept liability for any sum besides the e-tender amount, subject to such variations as are provided for herein.
20. The successful tenderer/contractor / firm / company must bear in mind that all the work shall be carried out strictly in accordance with the specifications and also in compliance of the requirement of the legal public authorities and no deviation on any account will be permitted.

21. GST, Income Tax, Trade taxes, or other tax shall be deducted as applicable.
22. The successful tenderer/contractor / firm / company shall abide by and fulfil all requirements laid down under the Contract Labour (Regulation and Abolition) Act, 1970 and the rules framed there under and all other relevant statutory acts (such as Minimum Wages Act etc.). If the number of labourers employed for the job is twenty or more, the successful tenderer/contractor / firm / company shall obtain the license from the Regional Labour Commissioner. The successful tenderer/contractor / firm / company shall maintain all registers/ documents as required by the Regional Labour Commissioner at site and should furnish the same to the Bank or its representative as and when required.
23. **The Quoted rate shall include the amount payable towards ESI/EPF employer contribution or any amount payable under various Acts/Laws & any other expenses/cost related to carrying out work etc.** It is obligatory for the successful tenderer/contractor / firm / company to obtain various registrations / code number for meeting out various requirements and furnish the same to the Bank before execution of the agreements. This has to be strictly carried out by successful tenderer/contractor / firm / company. The successful tenderer/contractor / firm / company shall ensure payments of Employees' State Insurance (ESI) & Employees' Provident Fund (EPF) as applicable in respect of workmen/contract labours employed by him/her/ them and submit documentary evidence (i.e. payment receipt obtained from Employees' Provident Fund Organisation (EPFO) and Employees' State Insurance Corporation (ESIC) portal while making payment) in respect of the same to the Bank, failing which the Bank shall deposit the same directly and adjust/deduct the amount from the dues payable to the successful tenderer/contractor / firm / company along with levying penalty as per the terms and conditions of the contract. No extra payment over & above quoted rates shall be made to the successful tenderer/contractor / firm / company on this account. The successful tenderer/contractor / firm / company shall be responsible to comply with all statutory provisions including for the purpose of ESI and EPF and shall indemnify the Bank and shall keep indemnified for any contravention and non-compliance of labour laws including that of EPF and ESI."

I/We hereby declare that I/we have read and understood the above instructions for the guidance of tenderer

Name & Signature of tenderer

SPECIAL CONDITIONS

1. Termination for Default

- a) During the period of agreement, the contract may be terminated by Reserve Bank of India, Ahmedabad by giving one month's notice or on payment of one month's charges in lieu thereof. In case of termination of contract or non-renewal of contract, the contractor shall continue to provide services on same terms and conditions for two months or as advised by the Bank, whichever is earlier. The Bank may without prejudice to any other remedy for breach of Contract, by Seven Days (07) days written notice of default sent to the Tenderer and upon the Tenderer's failure and neglect to propose and/or execute any corrective action to cure the default, terminate this Contract in whole or in part.
- b) If the successful tenderer/contractor / firm / company fails to deliver any or all of the works/services/items within the time period(s) specified in the Contract; or
- c) If the successful tenderer/contractor / firm / company fails to perform any other obligation(s) under the Contract.
- d) On termination of the Contract for default, action will be taken to debar the successful tenderer/contractor / firm / company from participating in any tender or award of work in the Bank.
- e) In such a situation the successful tenderer/contractor / firm / company shall not be entitled for any compensation.

2. Termination for Insolvency:

The Bank may at any time terminate the Contract by giving written notice to the successful tenderer/contractor / firm / company, without compensation to the successful tenderer/contractor / firm / company, if the successful tenderer/contractor / firm / company becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

3. **Termination of Contracts by the** successful tenderer/contractor / firm / company
If payment of the amount payable by the Bank under certificate shall be in arrears and unpaid for thirty days after notice in writing requiring payment of the amount as aforesaid shall have been given by the successful tenderer/contractor / firm / company to the Bank, or if the Bank interferes with or obstructs the issue of any such certificate, or if the Bank repudiates the Contract without any reason, or if the works be stopped for three months under the order of the Bank or by any injunction or other order of any Court of Law, then and in any of the said cases, the successful tenderer/contractor / firm / company shall be at liberty to

determine the Contract by notice in writing to the Bank and he shall be entitled to recover from the Bank, payment for all works executed pertaining to the contract.

4. Payment: Minimum Wages, EPF, ESI (as per latest act)

The successful tenderer/contractor / firm / company shall at his own cost take necessary insurance cover in respect of the aforesaid services rendered to Reserve Bank of India, Ahmedabad and shall comply with the statutory provisions of the Contract Labour (Regulation & Abolition) Act,1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act,1952; The Minimum Wages Act, 1948; Employer's Liability Act, 1938; PASARA Act, 2005; Gujarat PASARA Rules 2007 and/or any other rules/regulations and/or statues that may be applicable to them or amendment time to time. The successful tenderer/contractor / firm / company shall indemnify the Bank against all claims which may be made upon the Bank whether under the aforesaid statues or any other statue in force during the currency of the contract.

The successful tenderer's/contractor's / firm's / company's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, Reserve Bank of India, Ahmedabad shall be entitled to recover any of the such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the successful tenderer's/contractor's / firm's / company's monthly payment and security deposit, if any.

The Contractor will raise monthly invoice along with all necessary supporting documents on Reserve Bank of India, Ahmedabad latest by **07th working day of the succeeding month**. The Reserve Bank of India, Ahmedabad will deduct Tax at source as per applicable rate of tax if found applicable from time to time from the amount payable to the successful tenderer/contractor / firm / company.

The payment to the workmen engaged by the successful tenderer/contractor / firm / company has to be made on or **before 05th working day of every month from RTGS/NEFT.**

5. The successful tenderer/contractor / firm / company has to provide uniform at his own cost

The successful tenderer/contractor / firm / company shall provide two pairs of uniform, one pair shoes at contractors own cost to the persons deployed for this work Reserve Bank of India, Ahmedabad shall have no liability whatsoever on this account

6. Liquidated Damages/ Penalty:

The successful tenderer/contractor / firm / company shall carry out preventive maintenance as per maintenance schedule and ensure the serviceability of each

system as per specifications and as directed by Bank, failing which he shall be liable for penalty as specified below.

Category -1: For non-payment of monthly wages on or before **05th working day** of succeeding month a penalty of ₹1000 per day will be recovered for delay. Recovery of ₹1000/- per man for being absent on duty will be imposed/recovered.

Category -2: If Contractor fails to provide 2 pair of uniforms within 1-month time period from the date of issue of work order the recovery of ₹1000/- per day of delayed period will be charged.

Category -3: Penalty /recovery of ₹1000 per day will be deducted for non-submission of Insurance policies within 30 days from the date of issue of work order. Penalty of ₹1000 per person per month will be charged for non-submission of EPF pass book along with monthly Invoice/ Bills.

7. Safety Precautions

All safety equipment as required for this contract are to be positioned by the successful tenderer/contractor / firm / company & used as per requirement. Any casualty or damage caused to the property or person by any untoward incidents while executing this contract will be at the successful tenderer's/contractor's / firm's / company's risk and cost.

8. Police Verification of all Workmen / Supervisors / Officials for entering in to the Bank's Residential Premises: The successful tenderer/contractor / firm / company shall submit the necessary Police Verification Certificate of each deployed Security Guard/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. **For non-submission of Police verification within period of 2 months from the date of issue of work order a penalty of ₹1000 per employee per day will be deducted from the Bill.**

9. Non-Disclosure Clause

The successful tenderer/contractor / firm / company shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructures/ systems /equipment's etc. which may come to the possession or knowledge of the successful tenderer/contractor / firm / company during 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 successful tenderer/contractor / firm / company 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 successful tenderer/contractor / firm / company shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank/Employer. The successful tenderer/contractor / firm / company shall

indemnify the Bank/employer for any loss suffered by the Bank/employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the successful tenderer/contractor / firm / company and the Bank/Employer shall be entitled to claim damages and pursue legal remedies.

The successful tenderer/contractor / firm / company shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under the agreement are fully satisfied.

The successful tenderer's/contractor's / firm's / company's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

10. PSAR ACT: -

The successful tenderer/contractor / firm / company will comply with the provisions of PSARA and The Gujarat Private Security Agencies Rule 2007.

11. CLRA ACT: -

As and when the successful tenderer/contractor / firm / company employs more than 20 workers as contract labour, he/she shall obtain license from competent authority in accordance with the provisions of the CLRA ACT. That the several parts of this contract have been read and fully understood by the Contractor.

12. Integrity pact: -

Promise on the part of Employer not to seek or accept any benefit, which is not legally available. Employer to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by Employer as part of business relationship to others and not to commit any offence under PC/ IPC Act. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anticorruption principle.

13. No Corrupt Practice

RBI requires that the tenderer's / bidder's under this contract observe the highest standard of ethics especially during the currency of the contract. In pursuance of this policy, RBI:

Defines, for the purpose of these provisions, the terms set forth below as follows:

“Corrupt practices” means the offering, giving, receiving or soliciting of anything of value to influence the action of public and

“Fraudulent practice” means a misrepresentation of fact in order to influence the execution of a contract to the detriment of the Employer and include collusive practice among applicants/bidders (prior to or after bid submission) designed to establish bid price at artificial non-competitive level and to deprive the Employer of the benefit of free and open competition.

“Collusive practice” means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, non-competitive level; and

“Coercive practice” means harming or threatening to harm, directly or indirectly the person or their property to influence their participation in the procurement process or affect the execution of a contract.

Will reject proposal for award of work if it is determined that the Tenderer/bidder recommended for award has engaged in corrupt or fraudulent practice in completing for the contract in question,

Will declare a successful tenderer/contractor / firm / company ineligible, either indefinitely or for a stated period of time, to be awarded a contract/contracts, if it at any time determines that the successful tenderer/contractor / firm / company has engaged in corrupt or fraudulent practices in completing for, or in executing the contract.

14. Disputes: Settlement of Disputes by Arbitration

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 their completion and whether before or after the determination 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. But if the successful tenderer/contractor / firm / company be dissatisfied on any matter the 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 arbitrated upon. 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 sole arbitrator would be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties will nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate presiding arbitrator or umpire. 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. The arbitrator or arbitrators, as

the case may be, shall make his or their award within the period specified under the Arbitration and Conciliation Act, 1996, from the date of entering upon 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. The arbitration proceedings including the fees of arbitral tribunal shall be governed by the provisions of Arbitration and Conciliation Act, 1996 and the rules made thereunder. The venue of arbitration shall be RBI, Ahmedabad.

This submission shall be deemed to be a submission to arbitration within the meaning of the 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 successful tenderer/contractor / firm / company 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 successful tenderer/contractor / firm / company 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 successful tenderer/contractor / firm / company hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract. All disputes arising shall be subject to the exclusive jurisdiction of competent court at Ahmedabad.

15. Duty and Discipline:

The successful tenderer/contractor / firm / company shall be obliged to comply with the following:

- Not to permit or carry on any unlawful activity or create indiscipline in the premises of the Reserve Bank of India, Ahmedabad.
- To pay all dues of its employees and keep the Reserve Bank of India, Ahmedabad absolved and indemnified from any liability in this respect.
- To be responsible for behaviour of its employees, their turnout and uniform and ensure good conduct, cooperation and discipline towards Employees / Officers of Reserve Bank of India, Ahmedabad and its representatives.
- To appropriate corrective and disciplinary action against its employees against whom the Reserve Bank of India, Ahmedabad notifies.

On expiry of the agreement, the successful tenderer/contractor / firm / company shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favor of Reserve Bank of India, Ahmedabad so that no liability or obligation devolve on the Reserve Bank of India, Ahmedabad.

16. Debar / Disqualification

In the event of failure to execute the work, the Bank reserves the right to debar the successful tenderer/contractor / firm / company, its associates and entities in which it is interested from award of any contract in the Bank. The Bank also reserves its right to debar the successful tenderer/contractor / firm / company who fails to discharge the contractual obligation under this contract, from participating in any tender or from award of any work in the Bank for a period of three year The Bank shall issue a 10 days' notice to the successful tenderer/contractor / firm / company before debarring him/them and consider reply, if any, given by the successful tenderer/contractor / firm / company to such notice. The decision of the Regional Director, Reserve Bank of India, Ahmedabad Regional Office, Ahmedabad shall be final in this regard.

17. Compliance

The successful tenderer/contractor / firm / company shall maintain the documentary evidence of compliance of the extant statutes, rules, orders, etc. in the forms prescribed thereunder. The Bank shall have the right to call for and examine/inspect/verify such documents to satisfy itself of such compliance. The successful tenderer/contractor / firm / company shall furnish such documents to the Bank within reasonable time not exceeding five working days after communication of such requirement is served on the successful tenderer/contractor / firm / company in writing or any other period directed by a court, tribunal, authority etc. whichever is shorter. If the successful tenderer/contractor / firm / company fails to furnish documents complete in all respects, the Bank shall have the right to impose a liquidated damage of ₹1,000/- (Rupees One thousand only) per day after expiry of the time permitted for submission of the documents. Any pecuniary loss, liquidated damage, payment etc. incurred/made by the Bank due to non-maintenance by the successful tenderer/contractor / firm / company or on-furnishing of such records by the successful tenderer/contractor / firm / company leading to inability of the Bank to present such records before any court or statutory or administrative authority or municipal body if required to do so by the later, shall be recovered by the Bank from the Security Deposit or other dues payable or falling payable to the successful tenderer/contractor / firm / company. If the Bank is unable to recover the amount/s fully, the remaining amount shall be recovered as debt due by the successful tenderer/contractor / firm / company to the Bank. The successful tenderer/contractor / firm / company shall indemnify and keep indemnified the Bank, if any proceedings are initiated against the Bank in respect of statutory dues or compliance for which he is responsible. The Bank shall have the right to terminate the contract if the successful tenderer/contractor / firm / company fails to ensure compliance within reasonable time keeping in view the nature and seriousness of such non-compliance.

- 18.** All disputes arising out of or in any way connected with this agreement which is to be executed after the award of tender shall be deemed to have arisen in

Ahmedabad and only courts in Ahmedabad shall have jurisdiction to determine the same.

- 19.** For performing the assigned work, the successful tenderer/contractor / firm / company shall deploy medically and physically fit persons. The successful tenderer/contractor / firm / company shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duty.
- 20.** On taking over the responsibility of work assigned, the successful tenderer/contractor / firm / company shall formulate the mechanism and duly assign work to his personnel in consultation with the Regional Director, Reserve Bank of India, Ahmedabad, or his/her nominee. Subsequently, the successful tenderer/contractor / firm / company shall review the work assigned from time to time and advise the Regional Director, Reserve Bank of India, Ahmedabad for further streamlining their system. The successful tenderer/contractor / firm / company shall further be bound by and carry out the directions/instructions given to him by the Regional Director, Reserve Bank of India, Ahmedabad or the officer designated by the Regional Director in this respect from time to time.
- 21.** The Regional Director, Reserve Bank of India, Ahmedabad or any other persons authorized by the Regional Director shall be at liberty to carry out surprise check on the persons deployed by the successful tenderer/contractor / firm / company in order to ensure that persons deployed by him are doing their duties effectively.
- 22.** In case any of the persons so deployed by the successful tenderer/contractor / firm / company does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the successful tenderer/contractor / firm / company shall immediately withdraw and take suitable action against such persons on the report of the Reserve Bank of India, Ahmedabad in this respect. Further, the successful tenderer/contractor / firm / company shall immediately replace the particular person so deployed on the demand of the Reserve Bank of India, Ahmedabad in case any of the aforesaid acts on the part of the said person.
- 23.** The successful tenderer/contractor / firm / company shall carefully and diligently perform the work assigned to him in consultation with the Regional Director, Reserve Bank of India, Ahmedabad or Security Officer/s or any other Officer designated by the Regional Director.
- 24.** The successful tenderer/contractor / firm / company shall deploy his persons in such a way that they get weekly rest. The working hours/leave, for which the work is taken from them, do not violate relevant provisions of the Shops and Establishment Act. The successful tenderer/contractor / firm / company shall in all dealings with the persons in his employment should have due regards to all recognized festivals, days of rest and religious or other customs. In the event of the successful tenderer/contractor / firm / company committing a default or breach of any of the provisions of the Labour Laws including the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filing any statement under the

provisions of the said regulations and rules which is materially incurred, he shall without prejudice to any other liability pay to the Regional Director, Reserve Bank of India, Ahmedabad, a sum as may be claimed by any person/client.

25. There shall be no employer and employee relationship between the Bank and the successful tenderer/contractor / firm / company or/persons deployed by him for the purpose of the contract. The successful tenderer/contractor / firm / company shall be responsible to remove all workers deployed by him on termination of the contract or on expiry of the contract from the premises/staff colonies of the Reserve Bank of India, Ahmedabad and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the Reserve Bank of India, Ahmedabad either explicitly or implicitly.
26. The successful tenderer/contractor / firm / company shall keep the Reserve Bank of India, Ahmedabad indemnified against all claims whatsoever in respect of the employees deployed by him, in case any employee of the successful tenderer/contractor / firm / company so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the successful tenderer/contractor / firm / company to contest the same. In case Reserve Bank of India, Ahmedabad is made party and is supposed to contest the case, Reserve Bank of India, Ahmedabad will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the successful tenderer/contractor / firm / company to Reserve Bank of India, Ahmedabad on demand. Further, the successful tenderer/contractor / firm / company shall ensure that no financial or any other liability comes on Reserve Bank of India, Ahmedabad of any nature whatsoever and shall keep Reserve Bank of India, Ahmedabad indemnified in this respect.
27. That any loss of official property of Reserve Bank of India, Ahmedabad due to negligence of personnel so deployed will be recoverable from the successful tenderer/contractor / firm / company and the same shall be determined after giving due notice to the successful tenderer/contractor / firm / company. Decision in this regard will be taken by the Competent Authority. However, successful tenderer/contractor / firm / company will have the right to appeal to the Regional Director, Reserve Bank of India, Ahmedabad, whose decision will be final in the matter.
28. The successful tenderer/contractor / firm / company shall ensure that the persons so deployed do not allow any property of the Regional Director, Reserve Bank of India, Ahmedabad related to gardening/horticulture to be taken out of the premises without a Gate Pass signed by the designated officials of the Bank.
29. No accommodation facility or medical facility other than First aid will be provided by Reserve Bank of India, Ahmedabad.
30. The successful tenderer/contractor / firm / company shall comply with the provisions of **“The Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal) Act, 2013”**. In case of any complaint of sexual harassment against its employee/personnel/representative within the premises of

the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the successful tenderer/contractor / firm / company and the successful tenderer/contractor / firm / company shall ensure appropriate action under the said Act in respect to the complaint. The successful tenderer/contractor / firm / company shall be responsible for educating its employees about prevention of sexual Harassment at work place and related issues. The successful tenderer/contractor / firm / company shall be liable for payment of monetary compensation that may be payable to the complainant/victim. 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.

31. The successful tenderer/contractor / firm / company is bound to follow all Labour rules and regulations as envisaged in the Payment of Wages Act 1936 and Minimum Wages Act 1948, of State Government and Central Government and ensure payment of minimum wages which should be based on total man days and/or working hours, which are revised time to time by the competent authority.
32. In all matters of dispute arising at work the Bank's decision shall be final and will be binding on the successful tenderer/contractor / firm / company.

I/We have read the special conditions explicitly mentioned above and accept the same to execute the contract, if awarded.

Name & Signature of tenderer

(Please sign at the bottom of all pages)

Date:

Place:

SCOPE OF WORK OF THE SECURITY AGENCY

The successful tenderer/contractor / firm / company shall have to provide round the clock security services in the premises and residential colonies of Reserve Bank of India, Ahmedabad. The successful tenderer/contractor / firm / company/agency shall ensure protection of the personnel & property of the Bank, prevent trespass, perform watch and ward functions including night patrol on various points and to prevent the entry of stray dogs and cattle and anti-social elements, unauthorized persons and vehicles inside the Office premises and residential colonies of the Reserve Bank of India situated in Ahmedabad, Gujarat.

1. The present requirement is for 30 Security Guards (30 Unarmed) to be deployed in shifts as under:

S. No	Location	No. of Guards with Category (Armed/ Unarmed)	Shift wise Strength			Remarks/General Shift or Leave Reliever Guard
			I	II	III	
1	RBI Main Office Premises, Near Gandhi Bridge, Ahmedabad	Unarmed Five (05)	2	2	--	One (01) Guard in General Shift 09:30 hrs to 17:30 hrs
2	RBI Senior Officers Colony, Navrangpura, Ahmedabad	Unarmed – Seven (07)	2	2	2	One (01) Guard Leave Reliever
3	RBI Officers Colony, Vasna, Ahmedabad	Unarmed – Seven (07)	2	2	2	One (01) Guard Leave Reliever
4	RBI Staff Quarters, Subhash Bridge, Ahmedabad	Unarmed – Eleven (11)	3	4	3	One (01) Guard Leave Reliever
Total		Thirty	30 Un-Armed			

*The Bank reserves the right to increase or decrease the number of Security Guards/ workmen/Persons to be deployed before awarding the work or anytime during the currency of contract depending upon the actual/incidental or ongoing requirements.

2. **DUTIES AND RESPONSIBILITIES OF the successful tenderer/contractor / firm / company:**

a) Be responsible for overall security arrangements in the premises and residential colonies of RBI at Ahmedabad covered within the scope of the contract.

b) Ensure that all instructions of the RBI administration are strictly followed and

there is no lapse of any kind.

- c) No items are allowed to be taken out without proper gate passes issued by the competent officers as laid down in the contract or authorized by RBI, Ahmedabad for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be made available with the security personnel.
 - d) Deployment of guards will be as per the instructions of the authorities of the Reserve Bank of India from time to time and the successful tenderer/contractor / firm / company will be responsible for their optimum utilization.
 - e) The security guard will also take round of all the important and sensitive points of the premises as specified by the Reserve Bank of India.
 - f) Security personnel should also ensure door keeping duties.
 - g) Security guards should have knowledge and be well versed with the operation and usage of Security Checking Equipment.
 - h) The guards on duty will also take care of vehicles parked in the parking-sites located within the premises of the RBI Office and residential colonies.
 - i) Entry of the street dogs and stray cattle into the premises is to be prevented. They should be at once driven out.
3. The guards on patrol duty should take care of all the water-taps, valves, water hydrants etc. installed in the open, all over the premises.
 4. It should be insured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
 5. The Security Guard should be trained to extinguish fire with the help of fire extinguisher and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
 6. In emergency situations, security Guards/ supervisor/Security Officer deployed shall also participate as per their role defined in the disaster plan. All Security personnel should be sensitized of their role in such situations.
 7. The Security Guards are required to display mature behaviour, especially towards female residents/staff/ visitors, patients and elderly persons.
 8. The security guard on duty shall not leave the premises until his reliever

reports for duty.

9. The Security personnel must watch that there are no un-identified/ unclaimed suspicious objects/ person in the building/ premises.
10. The vehicles that enter the premises must be identified, noted in the register and parked at designated places. Trolley mirror, wherever required may be provided for the inspection of four wheelers/ other vehicles.
11. The visitor should be allowed inside the office building, only with proper passes to be issued by the reception personnel including entry in visitor's Register. The pass should be returned to the Reception personnel with signature of the officer/staff visited and departure time of the visitor. Visitor includes retired staff, officers and staff of branch offices visiting Regional Office.
12. Office files/ papers/ equipment or machinery may be allowed to be taken out of the building only with proper gate pass under the signature of the competent authority.
13. Any other duties/responsibilities assigned by the Bank may be incorporated in the agreement. The same shall also be binding on the successful tenderer/contractor / firm / company.

Part-I (Technical Bid Evaluation)

In the process of technical bid evaluation, each bidder will be assigned marks, out of total 100 marks, as per the following criteria:

S. No	Evaluation Parameter	Marks	Remarks
1.	Number of years in security services business	Maximum Marks 20	
	a) Up to 5 years	10 Marks	
	b) More than 5 years and up to 10 years	15 Marks	
	c) More than 10 years	20 Marks	
2.	Registered/ Head Office in Ahmedabad (Yes/No)	Maximum Marks 05	Only "Yes" will be awarded marks.
3.	Nos of Ex-servicemen (ESM) employed as security guards on the roll of the agency in ESI/EPF	Maximum Marks 20	

	a) Up to 150	10 Marks	
	b) More than 150 and up to 200	15 Marks	
	c) More than 200	20 Marks	
4.	Turnover (Last Financial Year)	Maximum Marks 20	
	a) Up to 1.5 Crores	10 Marks	
	b) More than 1.5 Crores and up to 5 Crore	15 Marks	
	c) More than 5 Crores	20 Marks	
5.	Empaneled/Services rendered with	Maximum Marks 15	Consolidated score
	a) Reserve Bank of India/ Any other Central Government Organization	10 Marks	If services are rendered to both categories i.e. "a" and "b". Marks will be awarded as a+b
	b) State Government Organizations / Public Sector Banks/Companies/PSU's	05 Marks	
6.	Training Infrastructure for security guards	Maximum Marks 10	
	a) Own Security Education and Training Institute	06	
	b) MOU with other institutes/training establishment	04	
7.	Quality Related Marks	Maximum 10 Marks	Consolidated score
	a) ISO (Less than 5 years)	05 Marks	Marks will be awarded for a, b, c separately or a+c or b+c but not a+b+c
	b) ISO (5-10 years)	08 Marks	
	c) Any other quality related certification	02 Marks	

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ANNEXURE I

TENDER FORM FOR PROVIDING SECURITY GUARDS AT RESERVE BANK OF INDIA, AHMEDABAD

1.	Name of the Contractor/ Security Agency	
2.	Registered Office Address Contact Number Fax Number E-mail	
3.	Correspondence/ Office address through which work will be handled. Name & Designation of authorized contact Address Contact Number Fax Number E-mail	
4.	Please specify as to whether tenderer is a Sole proprietor/ Partnership firm/ Private or Limited Company	
5.	Name, Designation, Address and Telephone no. of Directors/ Partners (Please attach separate sheet.)	
6.	Registration No. of Company/Firm/ Agency in regard to ownership	

7.	Experience in undertaking security services to other organizations.	_____ Years
8.	Annual Turnover for the last three financial year duly certified by the Auditor	
9.	Copy of PAN card issued by Income Tax Department	
10.	Provident Fund Registration No.	
11.	ESI Code No.	
12.	GST Registration No.	
13.	Registration No. Under PSA (Regulation) Act 2005	
14.	Registration No. / License No. Under Contract Labour (R & A) Act 1970 of any other employer for whom the security agency is currently undertaking the work through contract labour for providing Security services.	
15.	ISO Certification Details (if any)	
16.	Details of Bid Security/ Earnest Money deposit	
	a. Amount	

	b.	DD/ Pay order/Banker Cheque No.	
	c.	Date of Issue	
	d.	Name of the Issuing Bank	
17.	Any Other Information		

Undertaking/ Declaration by the bidder

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.

Signature of the Bidder :

Name and Address of the Bidder :

Telephone No. :

ANNEXURE-II

CLIENT'S CERTIFICATE - PERFORMANCE OF CONTRACTOR

(On Client's Letter Head)

Performance details of the Firm:

Details of works executed:

1	Name of work with brief particulars	
2	Work order/Agreement No. and date	
3	Agreement amount	
4	Date of commencement of work	
5	Name and address of the authority under whom works executed	
6	Whether the Service carried out as per agreement and the scope of work entered with the Firm	
7	Reasons for delay (if any) and whether any penalty/liquidated damage, if any, was imposed on the Firm	
8	Name and address of the authority under whom works executed	
9	Did the Firm go for arbitration?	
10	Comments on the capabilities of the Firm. (indicate grading)	
	(i) Quality of Security Staff Provided by the Firm	Outstanding/Very Good/Good/Satisfactory/Poor
	(ii) Technical Proficiency	Outstanding/Very Good/Good/Satisfactory/Poor
	(iii) Financial soundness	Outstanding/Very Good/Good/Satisfactory/Poor
	(iv) Integrity and reliability of the partners/proprietors of the Firm	Outstanding/Very Good/Good/Satisfactory/Poor
	(v) Integrity and reliability of the Personnel deployed	Outstanding/Very Good/Good/Satisfactory/Poor

	(vi) Compliances to Statutory rules & regulations	Outstanding/Very Good/Good/Satisfactory/Poor
	(vii) Dealings in the execution of the work, adherence to schedule and time	Outstanding/Very Good/Good/Satisfactory/Poor
11	Any other information in your view will help us in making our decision.	

Signature of the Reporting Officer with Official Seal

Place:

Date:

(TO BE TYPED ON A LETTER HEAD OF THE SECURITY AGENCY)

UNDERTAKING

The Regional Director
Reserve Bank of India
Ahmedabad, Gujarat

Sir/Madam

Tender for Providing Security services

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/ We before signing this bid have read and fully understood all the terms, conditions and instructions contained therein and undertake myself/ ourselves to abide by the said terms and conditions.
3. I/We abide by the provisions of DGR rates/ Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Act, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/ We will pay the wages to the personnel deployed as per DGR rates/ Minimum wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide security services by deploying requisite number of security personnel as and when required by the Bank.
5. I/We do hereby undertake that complete security of the Bank's Colonies shall be ensured by our Security Agency, as well as any other assignment considered by the Bank.
6. The cost of transaction fee of ₹8,850/- is deposited vide enclosed demand draft/ NEFT
No. _____ dated _____ drawn _____ on _____.
7. The Earnest Money Deposit (Bid Security) for an amount of ₹ 3,00,000/- (Rupees Three Lakhs only) is deposited vide enclosed demand draft
No. _____ dated _____ drawn _____ on _____.
8. I/We also understand that the Regional Director, Reserve Bank of India, Near Gandhi Bridge, Ahmedabad has the right to accept or reject my/our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.
9. I / we shall comply with the provisions of "The Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013".

Signature of the Bidder :

Name and Address of the Bidder :

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

To,
Regional Director
Reserve Bank of India
Ahmedabad

This is to certify that to the best of our knowledge and information M/s./Sri.....having marginally noted address, a customer of our Bank are/is respectable and can be treated as good for any engagement up to a limit of Rs.....(Rupees.....) .

This certificate is issued without any guarantee or responsibility on the Bank or any of the officer

(Signature)
For the Bank

Note:

1. Banker's certificates should be on letter head of the Bank, sealed in cover addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Annexure V

Proforma of Bank Guarantee for Security Deposit

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing Bank) No. _____ Date _____

To:

The Regional Director
Reserve Bank of India
Ahmedabad

Madam/ Dear sir,

In consideration of your agreeing to accept the security deposit of INR ____ (INR ____ only) furnish able to you by Messrs _____ (hereinafter referred to as "the Agency") in terms of their contract with you for providing fire-fighting services to the offices of Reserve Bank of India located near Gandhi Bridge, Ahmedabad.

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 INR _____ INR(_____ 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 Agency of any of the terms and conditions contained in the said Contract and in the event of the Agency 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 INR _____ (INR _____ 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 Agency.

2. Notwithstanding anything to the contrary, your decision as to whether the Agency 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 Agency after expiry of the relative guarantee period of the said Contract and after the Agency 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 Agency or to postpone for any time or from time to time any of your rights or powers against the Agency 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 Agency or any other forbearance, act or omission on your part or any indulgence by you to the Agency 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 INR _____ (INR _____ 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 Agency 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 Agency.

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 Agency 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 Agency 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, email 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 Agency 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 Agency or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR _____ (INR _____ 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 there under, 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 _____

Details of Banker/s
(To be given on tenderer's letter head)

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

Authorized Signatory
(With name & Seal)

Place:

Date:



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

**TENDER FOR PROVIDING SECURITY GUARDS AT RESERVE BANK OF
INDIA, AHMEDABAD**

(E-Tender/Event No.RBI/Ahmedabad/ HRMD/37/20-21/ET/450)

Price Bid- PART – II

Name of the Agency:_____

Address:_____

Landline and Mobile: _____

Last date of Submission/Upload: Feb 24th 2021 before 2:00 PM

Part II - Financial Bid

Name of the Bidder/Firm/Agency:

Manpower Charges (A)

S. No	Description	Security Guard (Without Arms i.e. Unarmed)
A	Basic Wages (Minimum) (plus Variable Dearness Allowance) for 26 days "A"	
B	Employees State Insurance (ESI) @ 4.75% of A	
C	Employees Provident Fund (EPF) @12% of A	
D	Employees Deposit Linked Insurance (EDLI) @ 0.5% of A	
E	Administrative Charges (EPF & EDLI) @ 0.65% of A	
F	House Rent Allowance (HRA) @ 24 % of A or Rs 5400 (Whichever is higher)	
G	ESI/ Medical Allowance on HRA @ 4.75% of HRA	
H	Bonus @ 8.33% per month (Basic + VDA)	
I	Uniform Outfit Allowance @ 5% of A	
J	Uniform Washing Allowance @ 3 % of A	
K	Sub Total {Sum of (a) to (j)}	
L	Relieving Charges {1/6 th of Total of Serial (k)}	
M	Total Per Head/Per Month {Sum of (k) and (l)}	

Service Charges (B)

Description	In terms of Percentage per month on Total per head/per month amount	Equivalent amount (₹) per month
Service Charges which should include: All expenditure on providing managerial supervisory/administrative services by all means to get the work done through deployed Security Service Staff.		Unarmed Guards: ₹

Grand Total (Per Head/Per Month)

➤ **Unarmed Guards:**

Total Per Head/Per Month (A) + Service Charge (B) = ₹.....

Notes:

1. The above wage structure is based on the guidelines issued by the Director General Resettlement, Department of Ex-Servicemen (MoD), GOI and subject to change from time to time.
2. Service Charges: The bidder shall be required to quote service charge per security guard/per month.
3. GST shall be reimbursed on actual on production of documentary evidence.
4. All the elements as mentioned above are to be passed on to respective authorities/guards. Copy of proof of payments of statutory dues and payments to guards in their respective Bank accounts are to be submitted along with subsequent month's bill.
5. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.
6. Bidders may visit www.clc.gov.in for Central Labour Wages for employment of personnel of the central sphere, for watch and ward duties.
7. As proof of the actual remunerations paid to the deployed Security Guards, Security Agency shall submit a copy of Banker's challan vide which the payments are made to the employee's Bank account.
8. As proof of the actual contribution made towards Employees Provident Fund and ESIC, Security Agency shall submit a copy of Banker's challan vide which the payments are made to the EPFO and ESIC.

9. The bidder should quote the rates and amount in figures and as well as in words. The bidder shall take care that the rate and amount may be written in such a way that interpolation is not possible.

Signature of the Bidder :

Name and Address of the Bidder :

Telephone No. :

Date :

Place :

BID EVALUATION PROCESS

1. Two bid system will be followed where in the technical bid and Price bid will be evaluated separately.
2. Those bidders who are found eligible will be subjected to Technical Evaluation on the Parameters indicated below. A bidder has to score minimum 40 marks to be considered Technically Qualified.
3. Technical Bid shall be given 70% weight age.
4. Price Bid of only eligible and technically qualified bids shall be evaluated.
5. Price Bid shall be given 30% Weightage.
6. The agency which obtains the maximum marks after combining the weighted of Technical & Price bid shall be awarded the contract.
7. **Technical Bid Evaluation:** In the process of technical bid evaluation, each bidder will be assigned marks, out of total 100 marks, as per the following criteria:

S. No	Evaluation Parameter	Marks	Remarks
1.	Number of years in security services business	Maximum Marks 20	
	d) Up to 5 years	10 Marks	
	e) More than 5 years and up to 10 years	15 Marks	
	f) More than 10 years	20 Marks	
2.	Registered/ Head Office in Ahmedabad (Yes/No)	Maximum Marks 05	Only "Yes" will be awarded marks.
3.	Nos of Ex-servicemen (ESM) employed as security guards on the roll of the agency in ESI/EPF	Maximum Marks 20	
	d) Up to 150	10 Marks	
	e) More than 150 and up to 200	15 Marks	
	f) More than 200	20 Marks	
4.	Turnover (Last Financial Year)	Maximum Marks 20	
	d) Up to 1.5 Crores	10 Marks	
	e) More than 1.5 Crores and up to 5 Crore	15 Marks	

	f) More than 5 Crores	20 Marks	
5.	Empaneled/Services rendered with	Maximum Marks 15	Consolidated score
	c) Reserve Bank of India/ Any other Central Government Organization	10 Marks	If services are rendered to both categories i.e. "a" and "b". Marks will be awarded as a+b
	d) State Government Organizations / Public Sector Banks/Companies/PSU's	05 Marks	
6.	Training Infrastructure for security guards	Maximum Marks 10	
	c) Own Security Education and Training Institute	06	
	d) MOU with other institutes/training establishment	04	
7.	Quality Related Marks	Maximum 10 Marks	Consolidated score
	d) ISO (Less than 5 years)	05 Marks	Marks will be awarded for a, b, c separately or a+c or b+c but not a+b+c
	e) ISO (5-10 years)	08 Marks	
	f) Any other quality related certification	02 Marks	

8. The agencies have to upload and submit the following supporting documents for evaluation.
- Company establishment certificate and companies first work order copy/Completion certificate/Agreement copy for proof that organization is in service contract operations.
 - IT return, Profit & Loss and Balance statement for the number of financial years claimed by the Agency duly certified by Chartered accountant.
 - Self-certified certificate for Number of Manpower on Rolls as on March 31, 2020.
 - Copy of ISO, SA8000, and OHSAS 18001 certificates.
9. A Bidder should mandatorily secure a minimum of 40 Marks (**i.e. 40 marks out of total 100 marks in Technical Evaluation in order to be a qualified bidder** for being eligible for Technical Weight age and subsequently for opening of Price bids.
10. The total marks obtained by a Bidder in the technical bid shall be allocated 70% of technical weight age and the Price bids shall be allocated 30% of

financial weight age, and thereby making a total of 100% weight age for the complete bidding.

Illustration – 1 (Technical Weightage)

- a) If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation as per the table above, his technical evaluation value shall be: 56 i.e. (80 x 70%)
- b) The Bidder shall be required to produce self-attested copies of the relevant documents in support of the parameters at Table above, in addition to documentary evidence of other parameters, for being considered during technical evaluation.
- c) A substantially responsive bid shall be one that meets the requirements of the bidding document totally, i.e., by following the procedure as above. The technical bid not meeting the minimum requirements as per the tender documents shall be rejected.
- d) The bidders who qualified in the technical evaluation stage shall only be called for opening of Price bids.

Financial Evaluation and determination of successful bidder:

1. The financial evaluation shall be carried out and Price bids of all the bidders shall be given weight age out of 30%.
2. The Bidder with the lowest bid price (L-1) shall be assigned full 30 marks (i.e. 30% x 100) and his total scores of the bid shall be as per illustration 2 below

Illustration – 2

- a) If Bidder at Illustration 1 is L-1 Bidder and quoted ₹100/- for being L-1, then his total value shall be 86 i.e. {56 (Technical Value) + 30(Financial Value)}
- b) The financial scores of the other bidders (i.e. L-2, L-3 and so on) shall be computed as under and as explained at Illustration – 3 below:
 $40 \times \text{Lowest Value (L-1 Price)} / \text{Quoted Value (L-2 or L-3.....)}$

Illustration – 3

- a) If Bidder at Illustration 1 is L-2 Bidder (in Price Bid) and he quoted 125, therefore 30% being weighted value, the financial scores for L-2 shall be computed as under:

$$30 \times 100 (\text{lowest prices-L1}) / 125 (\text{quoted prices-L2}) = 24 (\text{financial score})$$

Therefore L-2 Bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

- b) The Bidder's rankings shall be arranged depending on the marks obtained by each of the bidders in the Technical and Financial Evaluation together.
- c) The Bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e., the total of technical evaluation marks and financial marks) will be deemed as the successful Bidder and will be considered eligible L-1 Bidder for further processing.

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