



## Zonal Office, Karaikudi

### **INSTRUCTIONS TO PRIVATE SECURITY AGENCIES (SECURITY SERVICE)**

#### 1. Bid Submission Process

Interested parties shall submit their offers in sealed covers super scribed as: "Tender for providing ARMED GUARDS AND UNARMED GUARDS for Indian Bank Thiruppuvanam, Karaikudi Main, Poolangal & Manamadurai Branches

**Part 1- Technical Bid for Armed and Unarmed Security Guards Services.** Technical bid, in a separate sealed envelope, super-scribed 'Technical Bid - Engagement of Private Security Agencies providing ARMED GUARDS AND UNARMED GUARDS for Indian Bank Thiruppuvanam, Karaikudi Main, Poolangal and Manamadurai Branches and shall contain the details required to be furnished by tendering Agencies, as enumerated under the heading Eligibility Criteria of this document. The cost of application Rs.590/-(inclusive of GST) (Non-refundable) and EMD of Rs 25,000/- (Rupees Twenty Five Thousand Only) (Refundable) **Both Cost of application and EMD to be submitted separately through DEMAND DRAFT only, favouring Indian Bank, payable at Karaikudi respectively,** has to be enclosed, in absence of which the bid will be rejected.

**Part 2 – Financial Bid for Armed and Unarmed Security Guards Services.** Financial bid, in a separate sealed envelope should be super scribed as 'Financial Bid – Engagement of Private Security Agencies for Cash Van Operation at Indian Bank Thiruppuvanam, Karaikudi Main, Poolangal and Manamadurai Branches and shall contain nothing but price aspects as per Bank FORMAT only. Conditional Tenders, if any, will be summarily rejected.

The tender shall remain valid for acceptance for a period of **90 days** from the date of its opening. If any Contractor / Agency withdraws its tender upon award of contract / during the contract period, then the Bank shall be at liberty to forfeit the Earnest Money Deposit and Security Deposit.

The PSA engaged will have to enter into a written service level agreement with Bank (as per Bank Format); the agreement will seek to retain an appropriate level of control over the security agency/ service provider (vendor) and the right of the bank to intervene with appropriate measures to meet legal, statutory and regulatory obligations.

The Bank reserves the right to reject any / all applications without assigning any reason whatsoever and also to confirm authenticity of the facts submitted by the bidders.

The Bank reserves the right to vary the quantity of Guard services proposed to be engaged through this RFP / Tender **upto  $\pm$  25% of Quantity** stated above.

#### 2. EVALUATION PROCESS: Tenders will be evaluated in the following stages:

##### **Stage I: Technical Bid**

Technical Bid will be opened at the date and time specified. Incomplete Offers, i.e., offers not accompanied by the mandatory documents as mentioned in the tender and Tenders received from any Blacklisted Agencies by the Bank or any other Public Sector Bank shall not be considered for evaluation, tender summarily rejected and EMD shall be returned.





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The Tenders will be evaluated against the stipulated minimum eligibility criteria purely based on valid documentary proof submitted by the PSAs. Tenders not complying with all the eligibility criteria at the time of submission of tender documents will be rejected. In addition, 'Score Cards' will be prepared during the Technical Evaluation Process with weightage given to certain parameters. This 'Score Card' does not debar any PSA for qualifying in the Technical Bid, however have significant role in ascertaining L1 Bidder during Financial Evaluation Process. Details of 'Score Card' is given in the succeeding paragraphs. It is the Bidder's responsibility to provide authentic proof with documents, as per Bank's Format – as applicable, for all the parameters mentioned in the section "**Technical Criteria**", duly stamped and signed by authorised official.

Technical Bid should be complete in all respects and contain all information asked for in this document. It should not contain any price information. **(If price information is given in Technical Bid, the Tender will be disqualified)**. It should comprise the following:

- Covering letter on the prescribed format (**Annexure-I**).
- DD for Rs 590/-(inclusive of GST) favouring Indian Bank, payable at Karaikudi, i.e. Cost of Tender Forms.
- Earnest Money Deposit of Rs 25,000/- in the form of DD favouring Indian Bank, payable at Karaikudi.
- PSA profile as per **Annexure II**.
- Details of reference sites as per **Annexure-III**.

### Stage II: Financial Bid

Financial bids received from the shortlisted/Technically qualified agencies shall only be considered for evaluation. The Financial Bid should contain all relevant rates and charges and the rates should be quoted per guard in Indian Rupees only for armed and unarmed guard in the specified format as per **Annexure -IV**. The rates quoted in the Financial Bid should be as per the Minimum Wages notified by the Chief Labour Commissioner (Central), Govt. of India, Ministry of Labour & Employment, New Delhi from time to time including other wage components.

### Period of Contract:

The Engagement shall be **for initial period of one year and renewable thereafter, year wise for a maximum of Two years (Total 03 years) at the same rates and conditions at the option of the Bank subject to satisfactory performance of the Agency and also keeping the option of clause mentioned in para below.**

**Bank will reimburse to the PSA the net impact due to increase in minimum wages and / or Dearness Allowance by the Government of India on submission of claim with documentary proof.**

If the performance is found unsatisfactory at any point of time, the contract is liable to be rescinded by the Bank.

### 3. Notice of Termination :

The Bank reserves the right to terminate the contract at any point of time during the period of Engagement by serving a notice of 30 days on the agency with or without assigning any reasons thereof.

### 4. Security Deposit:

The Bidder, whose rate is accepted, will be required to furnish an amount **equivalent to one month's billing amount** in the form of a **Demand Draft favoring Indian Bank**. The EMD





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amount of successful bidder shall form part of the Security Deposit. The EMD of Bidder, whose rate is accepted, shall be forfeited in case he does not remit the Security Deposit as mentioned above of the Contractual amount within 7 days from the date of issuance of work order. The EMD of all unsuccessful Bidder shall be returned upon placement of work order.

### 5. Clarifications:

For any clarifications, regarding the tender at any stage the details of the contact persons are given below.

Designation	Zonal Security Officer
E-Mail ID	zokaraikudi@indianbank.co.in
Contact No	04565 239469/ 471

### 6. Miscellaneous:

The Bidder shall be bound to perform the work during the contract period at the rates and amount quoted. On acceptance of the Bid, the name of the authorized representative of the Contractor who would be responsible for taking instructions from the Bank shall be communicated to the Bank.

Any tax in respect of this contract shall be payable by the Contractor / Agency only and the Bank will not entertain any claim whatsoever in this respect except **Goods and Services Tax (GST)**.

The Contractor / Agency shall give a list of his relatives working with Indian Bank along with their designations and addresses.

No former employee of Indian Bank is allowed to work as a Contractor or as an employee of the Contractor within one year of his retirement / resignation from the Bank's Service, without prior permission of the Bank. The Contractor has to give a declaration to this effect. This contract is liable to be cancelled if either the Contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the bank as aforesaid before submission of the tender or engagement in the Contractor's service.

Canvassing in connection with this bidding process is prohibited and the tender submitted by the Contractor / Agency who resort to canvassing will be black listed.

The units registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi.

## ELIGIBILITY CRITERIA

### 1. Technical Criteria

The preliminary evaluation will be done on the following parameters and Tenders from Private Security Agencies not conforming to these parameters will be rejected.

- The Private Security Agencies should be either registered company, registered partnership firms or Proprietorship of repute for providing Private Security Guards' services.



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- b) The Private Security Agencies should have at least one office of their own with telephone, fax and email facility in the jurisdiction of Karaikudi or Madurai and having their own supervisors at that place (Proof to be submitted).
- c) The Private Security Agencies should have valid license in accordance with Section 4 and Section 7 of Private Security Regulation Act 2005 to operate in the state of Tamil Nadu. **Merely submission of application to licensing authority will not be entertained.**
- d) The PSA should have more than 150 guards in their payroll (documentary proof required).
- e) The PSA should be in business since last 5 years as on 31.08.2024.
- f) PSA should have a track record of providing ARMED GUARDS AND UNARMED GUARDS to minimum two Public Sector / Pvt Banks / Public Sector Undertaking for at least 3 years as on **31.08.2024** (Copy of the deployment orders to be provided).
- g) It should have audited balance sheet of last three years. For the previous FY, provisional certificates from CA will also be considered).
- h) The PSA should have a sound financial record. It should not have incurred loss in any year in the last three years. (Audited Balance sheet to be submitted to support this. For previous FY provisional certificates from CA will also be considered).
- i) PSAs should have Registration under Shops & Establishments Act.
- j) PSAs should have a valid certificate from ESI Corporation.
- k) PSAs should have a valid certificate under EPF & Misc. Provisions Act 1952.
- l) PSAs should have documents **proving** compliance of Minimum Wages Act 1948 and other Labour laws and rules (Wage slip, payment made to ESI, PF organizations should be produced).
- m) PSAs should have Income Tax PAN and should have submitted their Income tax return for last three years (For previous FY provisional certificate from CA will also be considered).
- n) PSAs should have their own infrastructure for training their guards or have documentary evidence for arrangement with recognized training institute(s) for getting their Guards trained before deployment.
- o) PSAs should have credible Supervisory Infrastructure.
- p) **The following aspects will be given due weightage:**
- Being Registered / sponsored by Director General of Resettlement (DGR), Ministry of Defence, R K Puram, New Delhi.
  - Providing such services to Public Sector Banks, Private Banks and Public Sector Undertakings
  - Current engagement/ experience in deploying Security Guards in PSBs/ PVBs / PSU.
  - Training Facilities Available



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### 2. Manpower Criteria:

The Armed and Unarmed Guard deputed by PSA for deployment should conform to the following norms before hand:-

1. He should be physically fit and mentally sound in all respects.
2. He should not be above 50 years at the time of deployment.
3. **Armed Guard so engaged at Indian Bank premises should have the valid Arm License not less than 3 Months renewed**
4. All Security Guards so engaged at Indian Bank Premises shall necessarily have Savings Account maintained with any Indian Bank Branch.
5. The Manpower provided to the Bank shall be mandatorily covered under Govt Social Schemes – PMJJY, PMSBY, and APY.
6. The Armed and Unarmed Guard deployed by the PSA will be in proper, presentable uniform of PSA while on duty.
7. The Armed and Unarmed Guard should know any two of these languages: Tamil and Hindi or English.
8. The duty of the Unarmed Guard will be to keep a vigil over persons visiting the Bank's premises where ever deployed and ensure safety of Bank's asset.
9. Controlling and maintaining entry of customers/visitors/etc. to the Bank's premises.





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### Annexure - I

(Letter to the Bank on the PSA letterhead)

To,  
The Zonal Manager  
Indian Bank,  
Zonal Office, Karaikudi

Dear Sir,

**Subject: Tender for Deployment of ARMED GUARDS AND UNARMED GUARDS for Indian Bank Thiruppuvanam, Karaikudi Main, Poolangal & Manamadurai Branches**

With reference to tender notice posted on **Indian Bank website dated 21.09.2024** having examined and understood the instructions, terms and conditions forming part of the tender document, we hereby enclose our offer for Armed and Unarmed Security Guards' Services as detailed in your above referred tender

- 1 We confirm that we have NOT been disqualified/black listed by any Bank/PSUs/ other Government Organisation for deployment of Security Guards whether armed or un-armed.
- 2 We further confirm that the offer is in conformity with all the terms and conditions as mentioned in the Tender.
- 3 We also confirm that the offer shall remain valid for 90 days from the last date of submission of the tenders.
- 4 We hereby confirm that we have read the terms and conditions given in the tender document and fully agree to them. We shall deploy the guards in conformity to the criteria of Unarmed Guard and release payment to guard as per wage components specified by the Bank.
- 5 We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.
- 6 We accept all procedures adopted by your Bank during this Tender Process for the selection of PSA.
- 7 We enclose herewith Demand Drafts for (1) Rs 25,000/-/- (Rupees Twenty Five Thousand only) towards EMD and (2) Rs. 590/- (Rupees Five Hundred and ninety only) inclusive of GST, towards tender document fees favouring Indian Bank and payable at Karaikudi. Details of the same are as under:

	<u>EMD</u>	<u>Tender Fees</u>
1	DD No.	
2	Dated	
3	Name of Issuing Bank & Branch	
4	Amount	

Yours faithfully,  
Authorized Signatory  
(Name & Designation, seal of the firm)





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### Annexure - II

#### PSA PROFILE

##### 1. General Information

1	Name of Applicant	
2	Status of Applicant ( Company, Partnership, Prop etc)	
3	Address of the Registered Office	
4	Address of the Local office	
5	Name of the Contact Person	
6	Date Of Incorporation	DD MM YYYY
7	Age of the company as on .....	___ Years ___ Months
8	PF Registration Number	
9	GST Number	
10	ESIC Code	
11	PAN No.	
12	TAN No.	
13	Total No of Guards (Armed & Unarmed) as on 31.03.2024	
14	PSARA Licence Number and Validity	

##### 2. Details of Services being provided in the Public Sector Banks (Provide details of last Five years)

Name of Bank	Location	State	No of Guards	Date of Start of Business

##### 3. Financial Details

Financial Year	Audited Balance sheet provided	Turn Over of the Company	Profit of the company
2021-22	Yes/No		
2022-23	Yes/No		
2023-24	Yes/No		

I / We have read the instructions appended to the Performa and I / We understand that if any false information is detected at a later date, any contract made between ourselves and Indian Bank on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.

I / We agree that the decision of Indian Bank, in selection of PSAs will be final and binding to me / us.

All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.





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I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.

Place:

Date:

SIGNATURE:

Name & Designation & seal of the Company.





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### List of Enclosures (Certified photocopy of)

S no	Document	Tick if Enclosed	Page (from to)
1	Certificate of Registration Of Company /Partnership Deed/ Letter of Proprietorship etc		
2	Incorporation Certificate		
3	Shop and Establishment Certificate of Local Office		
4	Certificate of Registration with Income Tax Authorities		
5	Certificate of Registration for GST		
6	Certificate of Registration with EPF		
7	Certificate of Registration with ESIC		
8	Certificate of Registration with PSARA		
9	Audited Balance sheet & P&L Statement for last three FYs (For previous FY provisional certificate from CA will also be considered)		
10	Copies of Turn over Certificate, Tax Returns and Assessment orders for last three FYs (For previous FY provisional certificate from CA will also be considered)		
11	Letter of Engagement with PSB/PVB/ PSUs (Enclose letter/Work Orders).		
12	Training Infrastructure Records. Please furnish the agreement with the training center or declaration of own training center as the case may be for the state for which the bidding is being done.		
13	ISO Certificate, if applicable		
14	Proof of having 150 Security Guards (Armed / Unarmed) In the company ( Documents to be supported by Name of Employee , Location of the employee, EPF Number , ESIC Number, Bank account details of the employee clearly stating the Bank Account Number , Bank Name and Branch)		
15	EPF Register of Security Guards of last 3 months ended 31.12.2022		
16	EPF Challans of last 3 months ended 29.02.2024		
17	ESIC Challans for last 3 months ended 29.02.2024		
18	ESIC Registers of last 3 months ended 29.02.2024		
19	Proof of transferring the salary of the Guards through Bank Transfer (details of last 3 months ended 29.02.2024)		
20	GST payment record for past 06 months		
21	Letter for Authorised signatory on behalf of PSA for submission of tender document and signing of Agreement, if empanelled at later stage, on behalf of PSA.		

NOTE: In ABSENCE of any of the information/enclosures OR any FAKE, WRONG, FICTICIOUS, etc. reporting, the tender will be rejected. The Vendor shall produce/provide original of any document, required by the Bank for verification.

DATE:

SIGNATURE with DESIGNATION:

NAME OF THE FIRM / AGENCY WITH OFFICE STAMP:





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### Annexure III

#### Details of the Reference Site of the company

S no	Name of the Public Sector Bank/ Organization	Address	Name of the Contact Person & contact number	Details (PO No and Date of the First PO).	Total No of deployments as on date
1					
2					
3					
4					
5					
6					

Place:

Date:

SIGNATURE:

Name & Designation & seal of the Company





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### Annexure – IV a

#### FINANCIAL BID –ARMED GUARDS AND UNARMED GUARDS

SR. NO.	DESCRIPTION	Security Guards (Without Arms)	Security Guards (With Arms)
		Area C	Area C
1)	BASIC (MINIMUM WAGES)+ VDA for 26 days		
2)	Employees State Insurance (ESI)		
3)	E.P.F. (incl. EDLI & Admin Charges)		
4)	BONUS – only if applicable.		
<b>A</b>	<b>Sub Total – A (1 to 4)</b>		
<b>5)</b>	<b>Reliever charges 1/6<sup>th</sup> of Sub total A (As Applicable)</b>		
6)	Service Charges (includes administrative and Supervisory Charges) (amount in Rupees)		
	<b>Total ( Ser 5+6+A )</b>		
	GST as applicable		Adttl

**Allowances - Bonus, ESI and EPF:** Eligible Bonus – if applicable - to be paid atleast by **8<sup>th</sup> month of contract** and relevant proof to be submitted. Extract of Form D (if applicable) submitted to Labour Authority for having paid Bonus to be produced to the Bank. Firm will submit the proof of depositing the ESI and EPF contributions each month as described in the tender clauses. The firm will follow all the guidelines/ procedure as per the law applicable related to above mentioned allowances and for the payment of the wages.

We hereby confirm that the Basic plus VDA quoted above is not less than the current minimum wages stipulated by the Ministry of Labor and Employment, Government of India and that other mandatory charges, i.e., EPF, ESI, EDLI & Bonus etc. are in conformity with the provisions of the respective Acts. We further agree that the Financial Bid will be rejected if any of the above rates and amount is not in compliance with the respective statutory laws.

DATE:

SIGNATURE:

DESIGNATION :

NAME OF THE FIRM / AGENCY WITH OFFICE STAMP



### Annexure – IV B



## Zonal Office, Karaikudi

### Instructions for filling up Financial bids

- a) Bidders have to submit the price bid in the standard format only provided by the Bank. Bank reserves the right to reject the bids which have not been submitted in the standard price bid format.
- b) All points mentioned Para 2; Stage I & II i.e "EVALUATION PROCESS" will be followed subject to conditions therein.
- c) ***There will not be any change in the rate agreed upon. However, Bank will reimburse to the PSA the net impact due to increase in minimum wages and / or Dearness Allowance by the Government of India on submission of claim with documentary proof.***
- d) ***Engagement of Security personnel will be for initial period of one year and thereafter renewable every year for further period of two years at the same rates and conditions at the option of the Bank subject to satisfactory performance of the Agency and also keeping the option of the clause (b) above.***
- e) Monthly wages to be arrived at as per provisions of the latest **Central Govt.** notification on Minimum Wages for Karaikudi city. The minimum rate of wages **includes** the wages for **weekly day of rest** also. Hence, monthly basic wages plus variable Dearness Allowance (VDA) will be calculated on 26 days as per prevailing Act and Rules.
- f) All statutory and social security obligations like, **EPF, ESI, Bonus** at applicable rates at present are to be added, **ONLY** if applicable.
- g) **Price bids without the above statutory and social security obligations or with incorrect provisions are liable to be rejected.** It is the contractor's responsibility to ensure that all statutory payments and wages as per Central minimum wages are paid to the security guards.
- h) **For ser 6, Service Charges should necessarily include** administrative charges, uniform charges, supervisory charges and all other miscellaneous overheads. It is the contractor's responsibility to ensure that guards are provided with proper uniform and are properly turned out for duty.
- i) *Quote not in conformity of Central minimum Wages will be summarily rejected.*
- j) GST will be extra at applicable rates.

Place:

Date :

Signature of the Authorized Person

