



ZONAL OFFICE BHAGALPUR

INDIAN BANK

ZONAL OFFICE BHAGALPUR

**TENDER FOR**

**ENGAGEMENT OF SECURITY AGENCIES OF REPUTE**

**BOTH DGR REGISTERED AND PRIVATE SECURITY AGENCIES**

**FOR DEPLOYMENT OF EX-SERVICEMEN ARMED GUARDS**

**AT BRANCHES OF INDIAN BANK UNDER BHAGALPUR ZONE**

**IMPORTANT DATES**

DATE OF ISSUE OF TENDER : 01.03.2025 TO 13.03.2025

LAST DATE OF SUBMISSION OF TENDER: 17.03.2025 11:00 AM

DATE OF OPENING OF TENDER : 17.03.2025 03:00 PM





**TENDER FOR ENGAGEMENT OF SECURITY AGENCIES OF REPUTE, BOTH DGR REGISTERED AND PRIVATE SECURITY AGENCIES FOR DEPLOYMENT OF FIFTY THREE NO(S) OF ARMED GUARDS PREFERABLY EX-SERVICEMEN (RETIRED FROM MILITARY/PARA MILITARY FORCES) AT BRANCHES AND CURRENCY CHEST OF INDIAN BANK UNDER BHAGALPUR ZONE**

Indian Bank Zonal Office, Bhagalpur, invites sealed offers under two bid systems from reputed Private Security Agencies (PSAs) for providing Fifty three no(s) of Armed Guards preferably ex-servicemen retired from Military/ Para Military Forces, for guarding of Branches and Currency Chest during business hours and safe movement of Cash Van during cash Remittance from Currency Chest Bhagalpur to Branches and vice versa on contract basis under the jurisdiction of Zonal Office Bhagalpur

**Name of the Work** : Engagement of Security Agencies for Providing Armed Guards (Ex-servicemen) at Branches/ Currency Chest under Bhagalpur Zone of Indian Bank

**Period of Issue of Tender** : 01 March 2025 to 13 March 2025

**Last Time/Date for Submission of Tender:** 17 March 2025 11.00 AM

**Date /Time of Opening of Technical Bid** : 17 March 2025 03.00 PM.

**Date /Time of Opening of Financial Bid** : Date and time for opening of financial bids shall be advised separately after evaluation of Technical Bids.

**Earnest Money Deposit** : Rs 25,000/- (Rs Twenty-Five Thousand By way of DD favouring Indian Bank Payable at Bhagalpur

Sealed applications are invited on behalf of Indian Bank Zonal Office Bhagalpur for the above mentioned work from Private Security Agencies. The applications shall be opened at the Zonal Office at the above specified time. The tenderers / authorized representatives are requested to be present at the time of opening, if they so desire. Indian Bank reserves the right to reject any or all the applications without assigning any reason thereof.

Conditional tenders, late tenders and tenders without EMD will summarily be rejected. Any tender received open, or not meeting all the tender conditions is liable to be rejected.

The Bank is not bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

Submission of a tender by a tenderer implies that he has read this notice and other contract/tender documents and has made himself aware of the scope, specifications, conditions, liabilities and duties bearing on the execution of the contract.

It is clarified that there is no employer – employee relationship between the Bank and the contractor in the engagement of security guards and that the contract is not a contract for employment.

**Central Minimum Wages will be applicable for this tender.**

Place: Bhagalpur

Date: 27/02/2025

**ZONAL MANAGER**



**INSTRUCTIONS TO PRIVATE SECURITY AGENCIES (SECURITY SERVICE)****1. Bid Submission Process**

Interested parties shall submit their offers in sealed covers super scribed as:  
"Technical Bid" for providing Armed Guards (Ex-servicemen) for Branches & Currency Chest under Bhagalpur Zone Of Indian Bank.

**Part 1- Technical Bid for Armed Security Guards Services.** Technical bid, in a separate sealed envelope, super-scribed '**Technical Bid - Engagement of Private Security Agencies for Providing Armed Guards (Ex-servicemen)** for Branches & Currency Chest under Bhagalpur Zone Of Indian Bank 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). **Both Cost of application and EMD to be submitted separately through DEMAND DRAFT only, favouring Indian Bank, payable at Bhagalpur respectively, has to be enclosed in absence of which the bid will be rejected.**

**Part 2 - Financial Bid for Armed Security Guards Services.** Financial bid, in a separate sealed envelope should be super scribed as '**Financial Bid - Engagement of Private Security Agencies for Providing Armed Guards (Ex-servicemen)** for Branches & Currency Chest under Bhagalpur Zone Of Indian Bank and shall contain nothing but price aspects without any conditions. The Financial bid is for providing Armed Guards for guarding of Branch & Currency Chest during business hours and safe movement of Cash Van during Cash Remittance from Currency Chest Bhagalpur to Branches and vice versa on contract basis under the jurisdiction of Zonal Office Bhagalpur.

The above sealed Bids should be placed in a sealed envelope which should be super scribed "**Tender for Armed Security Guards**" should be addressed to "The Zonal Manager, Indian Bank, Zonal Office, Bhagalpur and should be submitted to the Zonal Office in person or by way of Post / Courier latest by **11:00 AM on 17 March 2025.**

Tender should be submitted within the **prescribed date and time.** Offers received late will not be accepted. Indian Bank will not be responsible for any postal/courier delays.

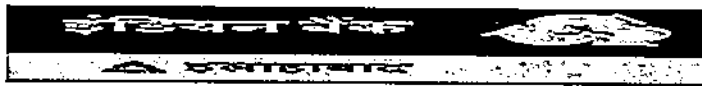
Interested Agencies may collect the blank Tender form in person from Indian Bank, Zonal Office Bhagalpur on payment of the application fees of Rs 590/- (inclusive of GST) through DD favouring **Indian Bank**, payable at Bhagalpur. Tender forms will not be sent to any agency by post from our office.

Tender forms can also be downloaded from Bank's website [www.indianbank.in](http://www.indianbank.in) and in such cases, the Agency shall have to enclose the application fees of Rs.590/-(inclusive of GST)- by way of DD favouring **Indian Bank**, Payable at Bhagalpur along with the Technical Bid, at the time of submission of Tender.

The successful bidder shall give an undertaking that he would abide by the provisions of **Employees Provident Fund and Miscellaneous Provision Act 1952 and ESIC Act, 1948.**

The Bank reserves the right to verify any information/document furnished by the Tenderer, should the circumstances so warrant in the overall interest of the Bank.





Tender submitted in accordance with the terms & conditions and complete in all respects & as per Performa only will be considered. The word 'Bank' indicated in this notice and enclosed documents would mean 'INDIAN BANK'.

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 the bank; 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.

## **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 document shall not be considered for evaluation, tender summarily rejected and EMD shall be returned.

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. It is Bidders responsibility to provide authentic proof with documents, for all the parameters mentioned in the section "Technical Criteria", duly stamped and signed.

The 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, it will be rejected). It should comprise of the following :

- Covering letter on the prescribed format (Annexure-I).
- DD for Rs 590/- (inclusive of GST), i.e. Cost of Tender Forms, if downloaded from Bank's website.
- Earnest Money Deposit of Rs 25,000/- in the form of DD favouring Indian Bank, payable at Bhagalpur.
- 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 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. Date and time of opening of Financial Bids shall be intimated by way of email to the eligible Agencies.

## **3. Splitting of Order:**





The Bank can split the order amongst the Private Security Agencies who have been identified as L1 vendors. Bank at its sole discretion may also choose to allocate the order up to maximum of 3 vendors provided the qualified Bidders are willing to match the L1 Price. If L2 & L3 are willing to match the L1 price, then the work may be shared amongst the 3 in 50:30:20 ratio. However, if only L2 or L3 is willing to match the L1 Price, then the work allocation shall be done on 60:40 ratio. Notwithstanding the above, where the work is less and if Bank finds that it will be suitable to manage the work with only one vendor then the entire work can be allotted to only one vendor at the discretion of the Bank.

#### 4. Period of Contract:

The Engagement shall be for initial period of one year and extendable thereafter, year wise for a maximum 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 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.

#### 5. 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.

#### 6. Earnest Money Deposit

Earnest Money Deposit of Rs.25,000/- (Rupees Twenty Five Thousand only), in the form of Demand Draft drawn in favour of Indian Bank, payable at Bhagalpur. The EMD should be enclosed with the Technical bid. Offers not accompanied with Earnest Money Deposit of Rs.25,000/- will not be accepted. Bank guarantee in lieu of Earnest money deposit will not be accepted. No interest will be payable on the EMD. The EMD will be returned to the unsuccessful bidder. EMD will form part of Security Deposit of successful bidder.

#### 7. Security Deposit:

The Bidder, whose rate is accepted, will be required to furnish an equivalent to one month's billing amount in the form of a Demand Draft favoring Indian Bank. The EMD amount in such case will form part of Security Deposit. **The EMD and Security Deposit shall be encashed and kept with Bank separately during the period of contract.** 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.

#### 8. Agreement Between the PSA and the Bank:

The successful Bidder should execute Agreement with the concerned Branch on non-judicial Stamp Paper of appropriate value on the standard agreement form of the Bank as given at Annexure-V. It is understood that the PSAs, who are willing to offer their Armed Guards and/or Unarmed Guards' services in response to this Tender have read all the terms and conditions and have agreed to all the Terms & Conditions without any modifications. In all practical purpose, branch will be the nodal office for deployment of guard.

#### 9. Validity of Offer:

The offer will be valid for a period of 90 days from the date of opening of tenders.



**10.No Commitment to accept any or all tenders:**

The Bank reserves the right to accept / reject any or all tenders received without assigning any reasons thereof.

**11.Clarifications:**

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

|             |                              |
|-------------|------------------------------|
| Name        | RANJEET KUMAR RANJAN         |
| Designation | Zonal Security Officer       |
| E-Mail ID   | zobhagalpur@indianbank.co.in |
| Contact No  | 8011091598                   |

**12. 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.





**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.

- a) The Private Security Agencies should be either registered company, registered partnership firms or Proprietorship of repute for providing Private Security Guards' services.
- b) The Private Security Agencies should have at least one office of their own with telephone, fax and email facility in the jurisdiction of the Zonal Office 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 Bihar. **Merely submission of application to licensing authority will not be entertained.**
- d) To be registered with respective Guard Boards (In States - wherever applicable) (Only applicable for Armed Guards).
- e) The PSA should be in business since last 5 years as on 31.01.2025
- f) PSA should have a track record of providing Armed Guards to Public Sector Banks for at least 3 years as on 31.01.2025 (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:**
  - i. Being Registered / sponsored by Director General of Resettlement, Ministry of Defence, R K Puram, New Delhi.





- ii. Providing such services to Public Sector Banks and Public Sector Undertakings

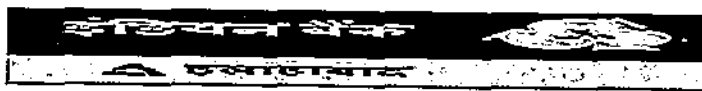
**2. Manpower Criteria:**

The Armed Guard deputed by PSA for deployment should conform to the following norms beforehand:-

1. He should be an Ex-Servicemen/Ex-Paramilitary Personnel (Only applicable).
2. He should not be above 50 years at the time of deployment. Age bar of 50 years is relaxed for the existing guards, who were already on the job and were deployed in our Bank's Branches before attaining the age of 50 years. However, new branches are to be deployed with Armed guard below 50 years of age. **The services of deployed Armed Guard will not be allowed to continue beyond 60 years under any eventuality.**
3. The Armed Guard deployed by the PSA will be in proper, presentable uniform of PSA while on duty.
4. The Armed Guard should be physically fit and mentally sound in all respects.
5. The duty of the Armed Guard will be to keep a watch over persons visiting the Branch premises where ever deployed.
6. Controlling and maintaining entry of customers/visitors/etc. to the branch.







(Letter to the Currency Chest/Branch on the PSA letter-head)

Ref No:

Date:

To,  
The Officer in charge  
Currency Chest/Branch  
Indian Bank  
\_\_\_\_\_ Branch

Dear Sir,

**Subject: Deployment of Ex- Servicemen Armed Guard at your branch**

This has reference to Zonal Office letter No.-----dated ----- regarding Engagement of our Security Agency for deployment of Ex- Servicemen Armed Guard at your Branch. In this connection we have deputed Shri ----- Employee ID No ----- Aadhaar Card No-----S/o Shri----- Resident of-----Police Station-----Distt.-----to your branch along with copies of following document duly verified at our end:-

- 1 PSA Id Card details:
- 2 Adhaar Card:
- 3 Antecedent verification report from concerned Police Station:
- 4 Certified copy of Discharge Book:
- 5 Gun Licence No:
- 6 Area of jurisdiction and Validity of Gun licence up to:
- 7 DBBL Gun No:
- 8 Gun Cartridges (No.):

We undertake to pay the following wages components to the guard deployed within 10<sup>th</sup> of every month through the personal bank account of concerned guard as per agreement terms & conditions set and wage structure approved by Bank

| SR NO | DESCRIPTION  | Security Guards<br>(Without Arms) |        |        |
|-------|--|-----------------------------------|--------|--------|
|       |  | Area A                            | Area B | Area C |
| 1)    | BASIC (MINIMUM WAGES)+ VDA for 26 days   |                                   |        |        |
| 2)    | ESI @___% of Rs._____ only if applicable   |                                   |        |        |
| 3)    | E.P.F. @___% of Rs._____   |                                   |        |        |
| 4)    | EDLI @___% of Rs._____   |                                   |        |        |
| 5)    | Admin charges @___% of Rs._____  |                                   |        |        |
| 6)    | BONUS @___% of Rs._____ as notified - only if applicable.  |                                   |        |        |
| A     | Sub Total - A (1 to 6)   |                                   |        |        |
| 7)    | Service Charges (includes administrative ,Supervisory Charges and Uniform Charges etc) @___% of Rs._____ |                                   |        |        |
|       | Total ( S.NO 7 + A )   |                                   |        |        |
|       | GST as applicable  | Addtl                             | Addtl  | Addtl  |





We also undertake to regularly deposit EPF from the date of deployment of guard as received from your Bank along with his share to EPFO.

The Armed Guard deployed at your branch has been fully briefed about duties to be performed as per terms and condition of agreement. For any complaints/issues regarding the services of deployed Armed Guards or any deficiency at our end you are requested to bring it to our notice for immediate remedial action.

We further assure that all statutory payments shall be done to concerned offices and wages to guards without any complaints. In case of default payment/under payment, Bank will be free to take action against us as deem appropriate.

Assuring our best services.

Yours faithfully,

Authorized Signatory

(Name & Designation, seal of the firm)

Copy to: The DGM/AGM, Zonal Office Bhagalpur (For information & Record please)





Annexure - I

(Letter to the Bank on the PSA letterhead)

To,  
The Assistant General Manager  
Indian Bank,  
Zonal Office Bhagalpur

Dear Sir,

**Subject: Your Tender for Deployment of Armed Guard for Bhagalpur Zone.**

With reference to your tender notice posted on your website with effect from \_\_\_\_\_, having examined and understood the instructions, terms and conditions forming part of the tender document, we hereby enclose our offer for Armed 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 Armed 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 enclose herewith Demand Drafts for (1) Rs 25,000/-/- (Rupees Twenty Five Thousand only) towards EMD and (2) Rs. 590/- (Rupees five Hundred ninety only) towards tender document fees favouring Indian Bank and payable at Bhagalpur. Details of the same are as under:

EMD

Tender Fees

- 1 DD No.
- 2 Dated
- 3 Name of Issuing Bank & Branch
- 4 Amount

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

