



SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD.
(A wholly owned subsidiary of SBI)

Circle Office:
SBI, LHO, 3rd Floor, Bhadra, Laldarwaja, Ahmedabad-1

APPLICATION ID NO. : AHM202012002

START DATE: 01.12.2020

LAST DATE OF DOWNLOADING OF APPLICATION: 14.12.2020

**LAST DATE OF SUBMISSION OF DULY FILLED APPLICATION: ON OR
BEFORE 3:00 PM ON 15.12.2020**

SBI Infra Management Solutions Pvt. Limited, Circle Office, Ahmedabad invites applications for pre-qualification/empanelment of vendors for providing private security guards (armed/unarmed) and male/female ex-servicemen/non ex-servicemen in State Bank of India Branches/Offices/ATMs/Residential Complex etc. in the State of Gujarat including Union Territories of Diu & Daman and Dadra & Nagar Haveli. The eligibility criteria and application form will remain available on Bank's website www.sbi.co.in on continuous basis under "PROCUREMENT NEWS" section. LINK: <https://sbi.co.in/web/sbi-in-the-news/procurement-news>.

Vice President & Circle Head
Date: 01.12.2020

NOTICE FOR PRE-QUALIFICATION/EMAPNELMENT OF VENDORS FOR PROVIDING SECURITY GUARDS (ARMED / UNARMED) AND MALE / FEMALE EX-SERVICEMEN / NON EX-SERVICEMEN IN STATE BANK OF INDIA BRANCHES / OFFICES / ATMs / RESIDENTIAL COMPLEX ETC. IN THE STATE OF GUJARAT INCLUDING UNION TERRITORIES OF DAMAN & DIU AND DADRA & NAGAR HAVELI

State Bank of India (hereinafter referred to as SBI / the Bank) a body Corporate created under State Bank of India Act 1955, having its Local Head Office at Ahmedabad includes the client's representatives, successors.

SBIIMS on behalf of State Bank of India (SBI) Local Head Office Ahmedabad intends to empanel vendors for providing private security guards (armed/unarmed) and male/female ex-servicemen/non ex-servicemen in State Bank of India Branches/Offices/ATMs/Residential Complex etc spread over in the state of Gujarat and UTs of Diu, Daman and Dadra & Nagar Haveli.

The application document may be obtained from the Bank as under or downloaded from Bank's web-site www.sbi.co.in under **procurement news** (LINK: <https://sbi.co.in/web/sbi-in-the-news/procurement-news>) and the application alongwith all necessary documents for empanelment should be submitted to the under mentioned office;

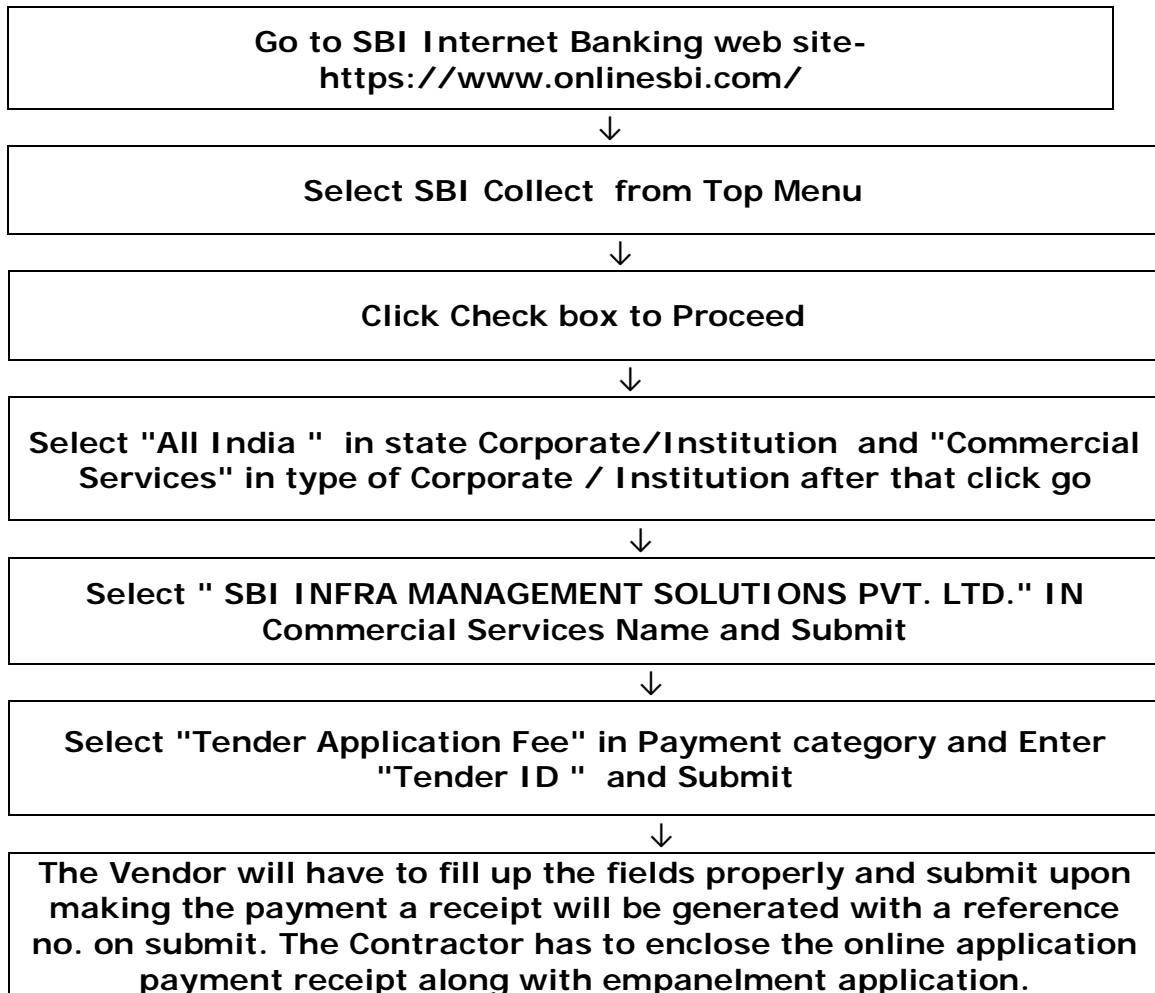
Vice President & Circle Head,
SBI Infra Management Solutions Pvt. Ltd.,
3rd Floor, SBI LHO Building, Bhadra,
AHMEDABAD-380 001

- ❖ SBI/SBIIMS reserves the right to change the dates mentioned in this document, which will be updated in the Banks website.
- ❖ The information provided by the vendors in response to this document will become the sole property of SBI and will not be returned. SBI/SBIIMS reserves the right to amend, rescind or reissue this application.

Please note that all the information desired needs to be provided. Incomplete information would lead to disqualification/ non-consideration of the proposal.

Vice President & Circle Head

HOW TO MAKE ONLINE APPLICATION FEES



SBI Infra Management Solutions Pvt. Limited, Circle Office, Ahmedabad invites applications for pre-qualification/empanelment of vendors for providing private security guards (armed/unarmed) and male/female ex-servicemen/non ex-servicemen in State Bank of India Branches / Offices / ATMs / Residential Complex etc in the State of Gujarat including Union Territories of Diu & Daman and Dadra & Nagar Haveli.

The application fees of Rs. 5,000/- (Rs. Five Thousand only) should be paid through SBI Collect by using SBI Internet Banking web-site www.onlinesbi.com

- In case the date of opening of application is declared as a holiday, the applications will be opened on the next working day at the same time.
- *If any contractor failed to submit the Non-Refundable online payment receipt, pre-qualification documents alongwith the application shall be summarily rejected.*
- SBIIMS reserves their rights to accept any or to reject all the application(s) in part or whole without assigning reasons thereof and no correspondence shall be entertained in this regard.
- *The applicants are categorically advised to refrain from mentioning the remark "AS PER ATTACHEMENT/ENCLOSURES" in their applications and annexures to avoid rejection of their applications.*
- Conditional applications shall be summarily rejected.
- The bidder should have a valid digital signature certificate (DSC) for this e-tender. The validity of the DSC should be at least 3 months.
- Vendors who are registered under MSME and NSIC will also have to submit non refundable application processing fees. Applications received without non refundable processing fees shall be rejected.

Applications complete in all respect along with relevant documents & **in enclosed format** duly superscribing **"Application for pre-qualification/empanelment of vendors for providing private security guards (armed/unarmed) and male/female ex-servicemen/non ex-servicemen in State Bank of India Branches/Offices/ATMs/Residential Complex etc in branches/offices of SBI in Gujarat including Union Territories of Daman & Diu and Dadra & Nagar Haveli"** in sealed envelope should reach at the following address.

Circle Head & Vice President (CIVIL),
SBI Infra Management Solutions Pvt. Ltd.,
State Bank of India, Local Head Office,
3rd floor, Bhadra, Ahmedabad- 380001

The Bank/ SBIIMSPL reserves its right to accept or reject any or all the applications

without assigning any reasons whatsoever there for.

NOTICE FOR PRE-QUALIFICATION/EMPANELMENT OF VENDORS FOR PROVIDING SECURITY GUARDS (ARMED / UNARMED) AND MALE / FEMALE EX-SERVICEMEN / NON EX-SERVICEMEN IN STATE BANK OF INDIA BRANCHES / OFFICES / ATMs / RESIDENTIAL COMPLEX ETC. IN THE STATE OF GUJARAT INCLUDING UNION TERRITORIES OF DAMAN & DIU AND DADRA & NAGAR HAVELI

(Please strike-off which is not applicable)

APPLICATION FORM

1	a) Name of the applicant/Firm/ Organization	
	b) Name of work applied for with Category	
	c) Full Postal Address of Firm	
	d) Contact Details (i) Phone No. (ii) Mobile No. (iii) Fax No. (iv) e-mail Id	
	e) Application fee details Online payment receipt no. Date	
2	Year of establishment Please enclose documentary evidence	
3	Constitution of Firm (Enclose certified copies of documents as evidence).	Sole proprietorship/ Partnership /Private Ltd. / Public Ltd. / Any other (Please specify)
4	Name of the Proprietor/ Partners/ Directors of the organization/firm with	

	<p>qualification. Enclose certified copies of document as evidence.</p>	
5	<p>Name/s _____ of _____ authorized signatory/Directors/Partners _____ with designation and contact no.</p>	
6	<p>Mode of Authorization Enclose certified copies of document as evidence</p>	<p>Resolution / Partnership Deed / Registered Power of Attorney / Proprietor / Any Other (Please specify)</p>
7	<p>Details of registration with Registrar of Companies/ Registrar of Firms. Whether partnership firm, company, etc. Name of registering authority, date and registration number Enclose certified copies of document as evidence.</p>	
8	<p>Whether registered with Govt./Semi Govt/Banks/CPWD/Municipal Authorities or any other Public Organization and if so, in which class and since when ? (Enclose certified copies of document as evidence).</p> <p>Name of Organisation Category No. & Date of Registration</p> <p>Name of Organisation Category No. & Date of Registration</p> <p>Name of Organisation Category No. & Date of Registration</p>	<p>YES / NO</p>
9	<p>No. of years of experience in the field and details of work in any other field.</p>	
10	<p>Yearly turnover of the organization during last 3 financial years (year wise) and furnish audited balance sheet and Profit & Loss A/c. (Audited) for the last 3 financial years.</p>	<p>2017-18 2018-19 2019-20</p> <p>Average :</p>

11	<p>Banker's Details</p> <p>(i) Banker's Name</p> <p>(ii) Full Postal Address</p> <p>(iii) Telephone No.</p> <p>(iv) Account No.</p> <p>(v) Type of Account</p>	
12	PAN No. Enclose certified copy of document as evidence	
13	GST No. Please enclose documentary evidence	
14	Whether registration/ obtention of license from Govt. authorities e.g., labour deptt, EPF, ESIC, etc are in place (please enclose documentary proof).	
15	Whether last three years IT returns filed (Pl. enclose certified copies of the I T return of 2017-18, 2018-19, 2019-20)	
16	Details of major works executed & completed during last 7 years.	Please fill up enclosed Annexure K & enclose copies of work completion certificates
17	Details of major works on hand	Please fill up enclosed Annexure L & enclose copies of LOI /work order / agreement
18	<p>Details of Key Personnel Permanently employed. Technical Personnel</p> <p>(i) Other Personnel</p>	Please also fill enclosed Annexure M
19	Furnish the names of -3- responsible persons along with their designation, address, Tele. No., etc., for whose organization, you have completed the above mentioned jobs and who will be in a position to certify about the quality as well as performance of your organization.	
20	Whether any Civil Suit/litigation arisen in works executed during the last 10 years. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and brief details of litigation. Give name of the Court, place and status of pending litigation.	Attach a separate sheet if required.

21	Information relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation was disposed off during the last ten years by an arbitrator. If so, the details of such litigation are required to be submitted.	
22	Whether the applicant possess valid Electrical Contractor's license for Electrical Installation Enclose documentary proof	NA
23	Declaration on Company/Firm letter head regarding near relatives working in the Bank/ SBIIMSPL	

I/We have read and understood the Press notice/Empanelment Notice & this Application form along with Annexure and my/our firm full fills the ELIGIBILITY CRITERIA as described in the notice.

I/We hereby confirm and certify that the information given above is correct and true and the enclosures annexed herewith are genuine to the best of my / our knowledge.

I/We are authorized to sign and submit these documents for Empanelment.

I /We understand that if at any stage it is found / noticed by the Bank/ SBIIMSPL that any information thus provided by us is untrue / incorrect partly or fully and in case of receipt of adverse / unsatisfactory report from other clients / Bankers, the Bank/ SBIIMSPL may not consider our application and / or may de-list us and / or may take any appropriate action against us.

I /We also understand that partly / wrongly filled application and / or applications not on prescribed pro-forma and / or applications not accompanying relevant documents / enclosures / annexure are liable to be summarily rejected by the Bank/ SBIIMSPL.

I/ We confirm that all the Rules prevailing in the state, the Labour Laws, Risk Insurance obligations, State & Central Government statutory requirements are complied by us.

I / We understand that this is merely an application & does not entitles us to be necessarily empanelled by the SBIIMSPL and Bank/ SBIIMSPL reserves the right to reject all and / or any application without assigning any reason whatsoever.

SEAL OF THE FIRM

(SIGNATURE OF AUTHORIZED SIGNATORY)

PLACE :

NAME :

DATE:

PART 1: INVITATION TO BID

State Bank of India (hereinafter referred to as SBI / the Bank) a body Corporate created under State Bank of India Act 1955, having its Corporate centre at State Bank Bhavan, Mumbai and Local Head Office at Ahmedabad includes the clients representatives, successors.

In order to meet the requirement of private security guards (armed/unarmed) & (male or female) at the branches, Offices, residential complexes and ATM's, the SBIIMS on behalf of the Bank proposes to invite sealed online tenders in prescribed format from registered Private Security Agencies / Private Security Agencies registered with the Directorate General Resettlement (hereinafter referred to as "vendor") to undertake supply of armed/unarmed guards (*minimum of 80% Ex-Servicemen and remaining could be from other uniformed services/ trained manpower*) at branches, Offices, residential complexes and ATM's in the state of Gujarat and UTs of Diu, Daman and Dadra & Nagar Haveli.

The Bidding Document can be obtained from the Bank as under or downloaded from Bank's Website www.sbi.co.in **under procurement news** and the application/bid should be submitted to the under mentioned office :

Vice President & Circle Head,
SBI Infra Management Solutions Pvt Ltd.
3rd Floor, State Bank of India, Local Head Office
Bhadra Lal Darwaja,
Ahmadabad- 380001.

- ❖ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the vendors.
- ❖ The information provided by the vendors in response to this RFP document will become the property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the vendors and such amendments will be binding on them.

Please note that all the information desired needs to be provided. Incomplete information may lead to disqualification/ non-consideration of the proposal.

SCHEDULE OF EVENTS

Bid Document Availability	From 01.12.2020 to 14.12.2020.
Pre-bid meeting at 3 rd Floor, Local Head Office , State Bank of India, Ahmedabad	From 1500 hrs to 1600 hrs on 07/12/2020
Last date of submission of application & technical bids	15/12/2020 UP TO 3:00 PM
Opening of Application & Technical Bids	1600 hrs on 15/12/2020 Authorised representatives of vendors may be present during opening of the Application & Technical Bids.
Empanelment of vender	Intimation to the vendor who qualify in the Technical bid as per Para 3.20
Opening of online Commercial Bids / Reverse Auction	On a subsequent date which will be communicated to such vendors who qualify in the Technical Bid.
Contact Details	
Address for Communication and submission of bid.	Circle Security Officer, 3 rd Floor, Circle Security Department State Bank Of India, Local Head Office Bhadra Lal Darwaja, Ahmedabad- 380001.
Telephone Landline	07925511448
All correspondence relating to this RFP should be sent to following email ids	agmsec.lhoahm@sbi.co.in

PART – 2 DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Vendor(s) or applicants whether verbally or in documentary form by or on behalf of State Bank of India (Bank), is provided to the Vendor(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Vendor(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Vendor may require. Each Vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Vendor.

PART – 3 INSTRUCTION FOR VENDORS

3.1 Broad Scope of Work

3.1.1 To prepare a panel of reputed & reliable Private Security Agencies, engaged in the business of providing armed and unarmed guards (male/female) (Ex-servicemen/ Non ex-servicemen) to any industrial or business under taking, Government/Semi Government/ Nationalize Public Sector Banks/Public Sector Undertaking (PSUs)/Private Banks/Financial Institute (FIs)/Corporate Offices etc.

3.1.2 The empanelled Private Security Agency would be required to provide (Ex-servicemen/ Non ex-servicemen) uniformed, trained, either armed or unarmed guards (male or female) for deployment in State Bank of India branches/offices /Residence complexes/ ATMs in the State of Gujarat and Union territory of Daman, Diu, Dadar & Nagar Haveli on contract basis/outsourcing basis.

3.1.3 These security guards shall provide security to the Premises/building, equipments, materials, bank's property, and staff working there, visitors/customers in its branches/offices/residences/ATM's, monitoring, security and surveillance of the premises etc.

3.2 Scope of document

The scope of this document is a Request for Proposal (RFP) to provide (Ex-servicemen and/or Non ex-servicemen) uniformed, trained, either armed or unarmed guards (male and/or female) for its branches/offices/ residences/ ATMs in the State of Gujarat and Union territory of Daman, Diu and Nagar Haveli on contract basis/outsourcing basis., as per the cluster given below.

- a) **Cluster I:** Rajkot and Bhavnagar Area.
- b) **Cluster II:** Vadodara area AO/RBO and Local Head Office Ahmedabad.
- c) **Cluster III:** Gandhinagar AO/RBO Area
- d) **Cluster IV:** Ahmedabad AO/RBO Area.
- e) **Cluster V:** Surat AO/ RBO Area.

3.3 Duration of contract:-

3.3.1 Duration of contract

The contract will be valid initially for a period of **03 years**. The validity of empanelment may further extended on the existing terms and conditions for **another one year**. The Bank reserves the right to curtail or to extend the validity of contract on the same rates, terms & conditions for such period as may be agreed to, but not beyond a total period of 04 years.

3.3.2 Duration of Empanelment:

Those Vendors who qualify in pre-qualification and Technical evaluation will be eligible for empanelment in the SBIIMS/Bank for the initial period of **03 years** from the date of intimation of letter. The validity of empanelment may further extended on the existing terms and conditions for **another 01 year**. The vendor has to submit their acceptance of offer /consent in writing for working with Bank as per the Terms and Conditions of this RPF in their Company letter head, seal and signed by the authorized person (**Annexure- II**). It is to note that after completion of **03 years** if the vendor does not get de-empanelment notice from the SBIIMS/Bank it will constitute that the vendor empanelment continues in the SBIIMS/Bank for another **01 year**.

3.4 **SCOPE OF WORK:-** Scope of work has been detailed in **Appendix – I**

3.5 **Eligibility Criteria:** Each of the following criteria should be fulfilled for further evaluation of technical bid. Not fulfilling any one of the criteria will result in rejection of bid:

3.5.1 The Applicant Private Security Agency should be in the business of Private Security Service, **primarily** providing Private Security Guards for the past minimum 05 years.(Documentary Proof to be given).

3.5.2 It should be registered in India under the Indian Companies Act of 1956 or any other act as applicable. (Documentary Proof to be given)

3.5.3 The Private Security Agency should be compulsory registered with the Home Department, Government of Gujarat under PASARA Act. The Private Security Agency should have PASARA from the authorities of UTs of Diu, Daman and Dadra & Nagar Haveli for getting work order for that area.(Please attach a copy).

3.5.4 If Private Security Agency is registered with Director General Resettlement (DGR) Copy of valid DGR Empanelment/empanelment Certificate (with photograph and signature of Proprietor/Directors) to be submitted. Certificate is valid up to which date should be mentioned in the document. (Please attached a copy)

3.5.5 The Company should be in **profit** during the last 4 years.

3.5.6 It should also have all statutory registration like Shops & Establishment Act License in Gujarat State, EPF, ESIC, PAN, Gratuity, GST etc. Documentary proof of all the registrations should also be provided.

3.5.7 The Company must have ESIC registration preferably in Gujarat State.

3.5.8 Employee Provident Fund (Central) registration, in Gujarat State or have Sub-code of Employee Provident Fund (Central) in Gujarat State.

3.5.9 The Company must have adequate infrastructure in terms of office, Field supervisors (Postal address to be given) in Ahmedabad.

- 3.5.8 Private Security Agency should have Training Centre with qualified training staff or tie up with any training centre in Gujarat State. **Weightage** will be given to Private Security Agency who have own training Centre in Gujarat State (Postal address and Documentary Proof to be given). Training Centre should be established at least **02 years** before the publishment of this tender (Proof to be submitted).
- 3.5.9 The Private Security Agency must have deployed minimum 500 persons deployed at various sites in past **seven years**. (Documentary Proof to be given).
- 3.5.10 The Private Security Agency must have exposure of providing minimum 200 guards (armed/unarmed) in Banks (Public Sector/Private Sector) in last 07 years. (Documentary Proof to be given).
- 3.5.11 The Private Security Agency should have **minimum 100 guards on their roll** as on the date of publication of Tender Notice. (Documentary Proof to be given).
- 3.5.12 The Private Security Agency should have **minimum 50 guards (armed/unarmed) deployed in Banks** (Public Sector/Private Sector) **in Gujarat State** as on the date of publication of Tender Notice. (Documentary Proof to be given)
- 3.5.13 They must be empanelled in **minimum 03 Banks** (Public or Private) at all India level and out of it they must be empanelled in **02 Banks** (Public or Private) in Gujarat State.
- 3.5.14 The Private Security Agency will submit the work satisfactory certificate in original from their past client and shown by them in the tender documents. The certificate should be for the work done during last **seven years**.
- 3.5.15 It is mandatory for the vendor to submit **work satisfactory certificate of each client** where they are currently empanelled and shown by them in the tender documents. The work satisfaction certificate should be from Zonal Office/ Regional Office where they are providing the services, failing which their proposal will be rejected.
- 3.5.16 The Company must have an office in Ahmedabad and if possible, reasonable presence of its representative in Vadodara, Bhavnagar, Rajkot and Surat. The presence of the Office should be there for **minimum 03 years** as on the date of the tender. Registration certificate of Shops & Establishment of Gujarat State to be submitted. The company must have their **accounts office** in Gujarat State).
- 3.5.17 It is mandatory for the company to open the office in the area for which they get work order. This office should be in the area where the Security Officers sits. This office should be open before the commencement of the work. Registration certificate of Shops & Establishment of Gujarat State/ lease agreement/

agreement of sale to be submitted to the LHO Security Department before commencement of work.

3.5.18 The Private Security Agency or any of its directors who are under arbitration/ litigation with our Bank or have been black listed/ de-listed/ de-empanelled (**due to poor/unsatisfactory performance**) by any Government/ Semi Government/ Nationalised Public Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutes (FIs)/ Corporate Offices **will not be considered for Empanelment.**

3.5.19 Private Security Agency profile to be submits as per the format at **Appendix-- IV**

3.5.20 **Earnest Money should not be submitted with technical bid.**

3.5.21 A non-refundable online **application fees** of Rs.5000/- (Rs. Five Thousand only), should be enclosed with the Tender. The envelope containing application money should be properly encryption on top.

3.5.22 The Private Security Agency is permitted to submit a valid ISO certificate (not **older than 01 year**) given to their company for excellence in security services.

3.5.23 **Turn Over:** The Private Security Agency Average Annual financial turnover for **similar work** during the last 31st March 2020, (For FY 2019-20 , 2018-19, 2017-18) should be at least **Rs.6.15 crore (Rupees Six Crore and fifteen lacs only)**

(Attested photocopies of the ITRs and Audited Balance Sheets of last three years to be provided). Please only attach Profit & Loss statement and turnover certificate duly certified by a Chartered Accountant. In the absence of certificates the EOI application will be summarily rejected. No other documents are required to be attached. Additional supporting documents if required would be asked for, subsequently.

3.5.21. The private security agency should be in the market for continuous last 05 years. (Proof to be submitted)

3.5.22 **Work Order:**

Experience of having successfully completed/continuous similar works, the completed/ continuous work order not less than **Rs.8.20 crore (Rupees Eight Crores and Twenty lakhs only)** excluding taxes during last **07 years** up to **31.10.2020.**

“**Similar work**” means providing armed and unarmed guards to any industrial or business under taking, Government/Semi Government/ Nationalize Public Sector Banks/Public Sector Undertaking (PSUs)/Private Banks/Financial Institute (FIs)/Corporate Offices etc, **Copy of work order and successful completion certificate must be provided.** In case the work is still going on, than work satisfactory certificate should be provided in original. Non submissions of completion certificate/ work satisfactory certificate will mean that the required amount of work has not been done or not satisfactorily done and the proposal will be rejected.

Note: ATM caretakers will not be covered in guard category.

3.5.23 Solvency Certificate: The vendor should have latest solvency certificate of Rs **Ten lakhs only** certified by a scheduled Bank. **It should not be older than six months from the date of submission.** In case, the applicant is not able to supply the solvency certificate in original, then the copy of the certificate shall be attested by a notary.

3.5.24 Private security agency broche: Company can submit their broche of their company.

3.5.25 Weightage will be given to the vendor in matrix for his empanelment with numbers of Banks (Public/ Private sector) in last seven years. (Proof to be submitted) The more number of Banks he is empanelled and providing security guards some additional marks will be given in the matrix.

3.6 Selection Process:

3.6.1 Bank will evaluate the RFP and based on the criteria set forth will short list qualified Companies through a **scoring model (Appendix-VII)**. All Companies with scores within 20% from the highest scoring Private Security Agency (T1) would be considered for empanelment with the Bank for a period of **03 years**. **For example, if the highest vendor scores 90 marks, than applicants scoring 72 marks and above will be considered for further process.** For this the Companies has to give their consent letter/acceptance of offer (**Annexure-II**). Empanelled Companies will participate in the commercial bids to decide the L1. Bank will not enter in any communication with the unsuccessful applicants.

3.7. Cost of Bidding: The Vendor shall bear all costs associated with the preparation and submission of its Bid and the sbiims/Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

3.7.1 The Vendor is expected to examine all instructions, forms, terms and conditions in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Vendor's risk and may result in the rejection of the Bid.

3.8 Clarification / Amendment of Bidding Document

3.8.1 Vendor requiring any clarification of the Bidding Document may clarify it in pre bid meeting.

3.8.2 Participating bidders to submit their points for clarification via e-mail 02 days before pre-bid meeting so that same can be compiled and discussed during the meeting

3.8.3 At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Vendor, may modify the Bidding Document, by amendment. The same will be uploaded in the Banks website only and no individual will be intimated separately.

3.8.4 In order to enable vendors' reasonable time in which to take amendments into account in preparing the bids, the Bank, at its discretion, may extend the deadline for submission of bids.

3.9 Language of Bid

3.9.1 The Bid prepared by the Vendor, as well as all correspondence and documents relating to the Bid exchanged by the Vendor and the Bank and supporting documents and printed literature shall be submitted in **English**.

3.10 Format and Signing of Bid

3.10.1 Bids will be called in two parts:-

Part I- Technical Proposal.

Part II- Online Sealed Price Bid.

In first stage only “**Technical bid**” to be submitted in sealed envelope with superscribed on it”. **Sealed Price bids** will be called on later stage from qualified and empanelled bidder.

3.10.2 The Bid shall be typed or written in indelible ink and shall be signed by the Vendor or a person / persons duly authorized to bind the Vendor to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature. The **Price Bid** format is attached as **Appendix-III, which is to be submitted at later stage which will be intimated to the successful and empanelled vendors.**

3.10.3 Any inter-lineation, erasures or overwriting shall be valid **only** if they are initialled by the person signing the Bids. The Bank reserves the right to reject bids not conforming to above .

3.11 Documents Comprising the Bid

3.11.1 Documents comprising the **Technical Proposal Envelope**, should contain following:

- a) Application for Empanelment- **Annexure- I.**
- b) Online application fees.
- c) The documents as per the eligibility condition.
- d) Company broche if any.

All the documents will be duly signed by the Vendor and stamped with the official stamp.
All documents will be verified with the Original copies.

- 3.11.2 Any Technical bid with incomplete documents will be rejected.
- 3.11.3 The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected.
- 3.11.4. The price bid should be exclusively for the service charge. The service charge should not be quoted below 8%. Price bid will be submitted for the following :-**
- a. Ex-Servicemen/ ex-Paramilitary (armed/unarmed) guards:- wage components attached as **Appendix—X**
 - b. ATM Care takers:- wage Components attached as **Appendix- XI. There is no work order for ATM care taker at present and only rates are being taken for it.**
- 3.11.5 The Vendor shall submit the technical bid only. **Price bids (Online) will be called from the successful and empanelled vendors at later date.**
- 3.11.6 Prices are to be quoted in **Indian Rupees** only.

SUBMISSION OF BIDS

3.12 Sealing and Marking of Bids

- 3.12.1 The Vendors' shall seal the NON-WINDOW envelopes containing the "Technical Bid"
- 3.12.2 The envelope should indicate the name and address of the Vendor on the cover.
- 3.12.3 If the envelope is not sealed and marked, the Bank will assume no responsibility for the bid's misplacement or its premature opening and such tender may be rejected.

3.13 Deadline for Submission of Bids

- 3.13.1 Bids must be received by the Bank at the address specified, not later than the date & time specified in the "Schedule of Events" in Invitation to Bid.
- 3.13.2 In the event of the specified date for submission of bids being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- 3.13.3 The Bank may, at its discretion, extend the deadline for submission of bids by amending the bid documents by publishing on Banks web site, in which case, all rights and obligations of the Bank and vendors previously subject to the deadline will thereafter be subject to the extended deadline.

- 3.14 Late Bids:** Any Bid received after the specified deadline or extended deadline as per 3.13.2 for submission of Bids prescribed, will be rejected and returned unopened to the vendor.

3.15 Modification and Withdrawal of Bids

- 3.15.1 The Vendor may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.
- 3.15.2 No Bid may be modified after the deadline for submission of Bids to the Bank.

3.15.3 Conditional bids/offers will be summarily rejected

3.16 Period of Validity of Bids

3.16.1 Bids shall remain valid for a period of 180 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as non-responsive.

3.16.2 In exceptional circumstances, the Bank may solicit the Vendors' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD provided shall also be suitably extended. A Vendor may refuse the request without forfeiting its EMD.

3.16.3 The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

3.17 Earnest Money Deposit (EMD)

3.17.1 **Only the successful vendor, who will be empanelled with the Bank** will furnish an EMD before commercial bid in form of DD in the name of SBI Infra Management Solutions Pvt Ltd payable at Ahmedabad of Rs. 02 lacs (Rupees Two Lacs only).

3.17.2 The Performa of the EMD is given at Appendix-IX.

3.17.2 The EMD is required to protect the Bank against the risk of Vendor's conduct, which would warrant the EMD's forfeiture.

3.17.3 Non submission of EMD by empanelled vendor before the commercial bid will result in disqualification of vendor in participation in commercial bid (Online/ offline).

3.17.4 The EMD of the unsuccessful Vendors shall be returned within 30 days from the date of award of contract to successful vendor and no interest shall be payable on EMD of unsuccessful renderers.

3.17.5 The successful Vendor's EMD will be converted in to security deposit (which will be Rs 200000/-) upon the Vendor signing the Contract. The shortfall in security deposit money if any will be paid by the vendor.

3.17.6 The EMD may be forfeited:

- a) if a Vendor does not participate in the reverse auction or offline commercial bid. or
- b) if a Vendor makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or after signing of the contract
- c) in the case of a successful Vendor, if the Vendor fails;
 - (i) to sign the Contract;

or

 - (ii) to furnish security deposit.

Opening and Evaluation of Bids

3.18 Preliminary Examination

- 3.18.1 The SBIIMS/Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
- 3.18.2 Prior to the detailed evaluation, the SBIIMS/Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without any deviations.
- 3.18.3 The SBIIMS/Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- 3.18.4 If a Bid is not responsive, it will be rejected by the SBIIMS/Bank and may not subsequently be made responsive by the Vendor by correction of the non-conformity.

3.19 Technical Evaluation

- 3.19.1 Only those Vendors and Bids who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation and where bids found to be filled in completion in all respects would be taken up by the SBIIMS/Bank for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.
- 3.19.2 **Only the short listed applicants i.e. who fulfilled the eligibility criteria and other terms and conditions would then be invited by the Bank to make a presentation/ demonstration of their security services, at their own cost.**
- 3.19.3 During evaluation and comparison of bids, the SBIIMS/Bank may, at its discretion ask the vendors for clarification of its bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the vendor shall be entertained.
- 3.19.4 **Only those Vendors who qualify in Technical evaluation and further empanelled with the SBIIMS/Bank will be called for commercial evaluation either by opening of Price bid or Reverse auction.**
- 3.19.5 The L1 Vendor will be selected on the basis of bidding for **Service charges** only. Vendor quoting lowest service charge will be declared L1 and so on.
- 3.19.6 No Vendor shall contact the Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time of short listing of successful bidder and the Contract is awarded.
- 3.19.7 Any effort / attempt by a Vendor to influence the SBIIMS/Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Vendor's Bid.

3.20 Empanelment of the vendor:

- 3.20.1 Those Vendors who qualify in pre-qualification and Technical evaluation will be eligible for empanelment in the SBIIMS/Bank for the initial period of **03 years** from the date of execution of contract. **The validity of empanelment may further extended on the existing terms and conditions for another 01 year.** The vendor has to submit their consent/ acceptance of offer in writing for working with SBIIMS/Bank as per the Terms and Conditions of this RPF in their Private Security Agency letter head, seal and signed by the authorized person **(Annexure-II)**. It is to note that after completion of a 03 years if the vendor does not get de-empanelment notice from the SBIIMS/Bank it will construed that the vendor empanelment continues in the SBIIMS/Bank for another 01 year.
- 3.20.2 Empanelled vendor has to deposit **Rs 10000/- (Rupees ten thousand only)** as security deposit for empanelment. **The Private Security Agency who will be empanelled with State Bank of India shall open an account with Bank in which all transaction with Bank related to Security Services will be done.** If the Private Security Agency did not have account with State Bank of India, than they shall open it within 15 days after getting empanelled with the Bank otherwise they will not be allowed to participate in the Commercial bid.
- 3.20.3 This security deposit money will be increased proportionately as and when the vendor gets the work order which the vendor shall deposit before commencement of work.
- 3.20.4 If empanelled vendor does not participate in reverse auction or commercial bid subsequently or in future within contract period, then the empanelment of the vendor will be cancelled and the security money deposited will be forfeited.
- 3.20.5 Those empanelled vendor who do not get any work order during the term of 03 years empanelment, their empanelment will be extended to 01 year, subject to the condition that any adverse report against their performance in the same field is not received from their existing clients.
- 3.20.6 **Review of the performance of the empanelled vendor will be done on half yearly basis and contract may be terminated if services are found unsatisfactory.**

3.21 *Calling of Price Bids and Finalization of rates.*

- (a) Only those Vendors who after qualifying in Technical evaluation and empanelled in the SBIIMS/Bank, sealed price bids will be called from them. SBIIMS/Bank may also if considered appropriate can finalize the rates through e-Reverse auction between the empanelled vendors.

- (b) The L1 vendor will be determined on the basis of **service charge** rates only . Vendor quoting lowest service charge will be declared L1 and so on.
- (c) Arithmetic errors, If there is a discrepancy between price quoted in figures and words, price quoted in words shall be taken as correct.

3.22 *Work award Criteria*

- (a) 3.22.1 The rate for the Private Security Guard will be the L1 rate of the price bid. Vendor quoting lowest service charge will be declared L1 and so on.
 - (b) Work will be distributed from L1 to L5. Total 05 Cluster are there i.e Rajkot and Bhavnagar,Vadodara and LHO Ahmedabad, Gandhinagar, Ahmedabad and Surat area. Successful L-1 Vendor will be given chance to choose any one cluster out of five. There after L-2 vendor will be given chance to choose any one cluster out of remaining four. Thereafter L-3 vendor will be given chance to choose any one cluster out of remaining three cluster. Thereafter L-4 vendor will be given chance to choose any one cluster out of remaining two cluster. Remaining last cluster will be offer to L-5 vendor subject to L-2 , L-3, L4 & L-5 vendors agree to provide security services at L-1 rate.
- 3.22.2 **In an eventuality of all or two or more than two** vendor quoting the **same service charge rate**, the contract will be awarded to the top five scorer vendors or in case of tie-up between the two or more than two vendor than the vendor scored more in the matrix in the **empanelment matrix**. In the event of any vendor having equal score in the empanelment matrix, than L1 will be decided on the basis of turnover of the vendor. High turnover will be given preference. Same will be applicable for others tie-up cases also.
- 3.22.3 Work order will be given up to L-1, L-2 , L-3, L-4 and L-5. Remaining empanelled vendor will be given work order in case L-1, L-2 , L-3, L-4 and L-5 are not performing or any one is not performing as per the terms and conditions of the contract and other empanelled vendor are willing to work for same rates , terms and conditions.
- 3.22.4 Further the respective Administrative Office can also give work order for additional small requirement to any of the empanelled vendor as they consider fit. But for any new large requirement of the guards, again rates will be asked from the empanelled vendors through limited tendering process.
- 3.22.5 The SBIIMS/Bank reserves the right to increase or decrease the number of guards as per the requirement at the time of award of contract or later during the tenure of contract. The SBIIMS/Bank reserves the right to change the distribution at its own discretion any time during the contract period.
- 3.22.6 **SBIIMS/Bank's right To accept any Bid and to reject any or All Bids:** The SBIIMS/Bank reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all Bids at any time prior to contract award, without

incurring any liability to the affected Vendor or Vendors or any obligation to inform the affected Vendor or Vendors of the grounds for the SBIIMS/Bank's action.

3.23 Notification of Award

- 3.23.1 The notification of award will constitute the formation of the Contract. The selected Vendor should accept the offer of the work order and convey acceptance within 7 days of receipt of the communication. **(Annexure-II)**. Thereafter before deployment of guards a formal contract to be made and entered.

3.24 Security Deposit:

- 3.24.1 The Private Security Private Security Agency who will get work order will submit a Security Deposit of Rs 200,000/- (Rupees Two Lakhs only) before the commencement of work .
- 3.24.2 The private security agency will also give a **performance bank guarantee** equivalent to one month estimated contract price in State Bank Site. This performance bank guarantee will be revised whenever the number of guards will increase or there is increase in pay of the guards. **(Annexure-IV)** .
- 3.24.3 Other Empanelled Private security Agency **without work order** will deposit Rs.10,000/- (Rupees ten thousand only) as security deposit with the Bank during the empanelment period and in case of getting work order the amount will be increase as per the estimated contract amount.
- 3.24.4 Security Deposit will be in the form of DD (in the name of AGM P&E SBI LHO Ahmedabad payable at Ahmedabad) to be submitted by the empanelled/ successful vendor within 07 days and this amount will be deposited in the Bank's current Account and the vendor will not be get any interest on the amount.**
- 3.24.5 Contract will be signed after deposit of the security deposit amount. The amount will be held by the Bank during the term of the contract and no interest shall be paid to the vendor on this amount.

3.25 Signing of Contract:

- 3.25.1 A formal contract will be executed by the Successful Vendor and the Bank in acceptance to the Terms and Conditions mentioned herein.**

3.26 The SBIIMS/Bank reserves the right either to invoke the Security Deposit or to cancel the work order or both if the Vendor fails to comply with the terms and conditions of the contract.

3.27 Miscellaneous

- 3.27.1 The Charter of duties of armed guards is attached as **Appendix-II**.
- 3.27.2 The addresses of all our Administrative and Regional Offices(FI&MM Network) in this Circle are attached as **Appendix-VIII**.

Note: Notwithstanding anything said above, the SBIIMS/Bank reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.

PART – 4 TERMS AND CONDITIONS OF THE CONTRACT

4.1 Definitions : In this Contract, the following terms shall be interpreted as indicated

- a) “The Bank” means State Bank of India.
- b) “The Contract” means the agreement entered into between the Bank and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- c) “Vendor” is Private Security Agency participated in the tender process and also covers those who are successfully empanelled in the SBIIMS/Bank.
- d) “The Contract Price” means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;
- e) “The Private Security Agency” means a person or body of persons other than a government agency, department or organization engaged in the business of providing private security service including providing private security guards to any industrial or business undertaking or a company or any other person or property.
- f) “The Private Security Guard” means a person providing private security with or without arms to another person or property or both and includes a supervisor.
- g) “The Private Security” means security provided by a person, other than a public servant, to protect or guard any person or property or both.
- h) “The Site” means various branches / offices/cells/ATMs/Kiosks of the State Bank of India in the state of Gujarat and UTS of Diu, Daman and Dadra & Nagar Haveli where the private security guards to be provided
- i) “AO/RBO” means Administrative Office/ Regional Business Office of State Bank of India.

Note: In case of a difference of opinion on the part of the Vendor in comprehending and/or interpreting any clause / provision of the Bid Document, the interpretation by the SBIIMS/Bank shall be final and binding on the Vendor.

- 4.2 Complete details of the Private Security Agency viz. Office (Head Office & Local offices in Gujarat) Postal Address, Phone number(s), Mobile numbers and official **e-mails** of the Contact persons, FAX Number(s), additional Office(s) details, if any, should be furnished. In case of change in address, mobile number or any contact details, it should be promptly notified to all concerned offices.
- 4.3 The private security Guards (**Male and/or female**) provided shall be the employees of the Private Security Agency and all statutory liabilities will be paid by the Private Security Agency such as ESI, PF, any compensation under Workmen’s Compensation Act, etc. The list of private security guards likely to be deployed shall be made available to the SBIIMS/Bank and if any change in the list due to

deployment of new guard or resignation of existing guards, fresh list of Guards shall be made available by the agency after each and every change. **A copy of the consolidated list of the guards clearly showing whether he is ex-servicemen or non –ex-servicemen should be submit to the Security Officer of the Module .No new private security guard will be deployed without consultation of the Security Officer of the concerned Module/ Office.** The Private Security Agency will deploy permanent reliever wherever required.

- 4.4 The Private Security Agency shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, including Minimum Wages Act (Central Sphere Act) and (Contract Labour (Regulation & Abolition) Act 1970), EPF, ESI and all other Acts etc. with regard to the Private Security Guards/Supervisors engaged by it for work. It will be the responsibility of the Private Security Agency to provide details of manpower deployed by it, in the Bank, to Bank/various authorities as and when required to the Labour Department.
- 4.5 The antecedents of Security Guards/Supervisors deployed shall be verified by the Private Security Agency from local Police Authority and an undertaking in this regard will be submitted to the Bank. The agency will also submit to the Bank the copy of its forwarding letter to the Police authority clearly showing the names and addresses of the guards. **Police verification report to be submitted with two months of deployment of guards.**
- 4.6 No private security guard who has been convicted by a competent court or who has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the armed forces of the Union, State Police Organisations, Central or State Governments or in any private security agency shall be employed or engaged as a private security guard or a supervisor.
- 4.7 The agency will also maintain all the statutory register and records which will be made available for inspection by the Bank and Labour Officer and Other government Officials as per the guide lines of the Central and State Government.
- 4.8 All liabilities towards guards arising out of accident or death while on duty shall be borne by the Private Security Agency. The Private Security Agency will take a Group Insurance Policy for the private security guards deployed in the Banks site.
- 4.9 The Private Security Agency shall perform all such Security services, acts, matters and things which the Bank may issue/advice from time to time.
- 4.10 The Private Security Agency will get a **valid Labour License** for carrying out captioned jobs as per Central/State Govt statutory requirements within 30 days of getting work order , failing to which the work order of the Private Security Agency will be cancelled and it will be given to another empanelled Private Security Agency .

- 4.11 The Security agency shall not deploy any private security guard considered to be undesirable by the Bank.
- 4.12 The Private Security Agency shall be responsible to maintain all property and equipment of the Bank entrusted to it.
- 4.13 The Private Security Agency will deploy supervisors as per the need given by the Bank. The supervisor shall be required to work as per the need of the Bank.
- 4.14 The Private Security Guards/Supervisors engaged have to be extremely courteous with pleasant mannerism in dealing with the Staff/ residents/visitors and should project an image of utmost discipline. The Private Security Agency will have to remove any private security guard in case of complaints or as decided by the Bank if the person is not performing the job satisfactorily or otherwise. The Private Security Agency shall have to arrange the suitable replacement in all such cases.
- 4.15 The private security guard duty will be eight hours shift. Generally round the clock shifts will be from 0600 hrs. to 1400 hrs. or 1400 hrs. to 2200 hrs. or 2200 hrs. to 0600 hrs. But the timings of the shift can be changed as per the convenience of the Bank. Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. Any sort of payments as per Central Government Rules/Acts for extra duties or overtime or double duties (other than National Holidays) performed by the personnel of the Private Security Agency will be borne by the Private Security Agency and SBI has no liability of payment for the same.
- 4.16 The private security guards will report to the place of duty at least 15 minutes in advance of the commencement of the shift, for collecting necessary documents/instructions, and to complete all other required formalities as stipulated.
- 4.17 The Private Security Agency will pay the salary to the guards before 07th of every month and wage bill will be claimed from the Bank on reimbursement basis. While claiming the bill, documents to be submitted with it will be register of wages, EPF challan, ECR copy of EPF department showing the name of the guard, ESIC challan, ECR copy of ESIC department showing the name of all guard, Professional tax challan, muster roll signed by the guards etc. Without submission of all or any one document, the bill will not be cleared by the Bank. Failing of non submission of documents within the due date as advised by the Bank, the empanelment and contract will be terminated and security money deposit will be forfeited.
- 4.18 The Private Security Agency who will be empanelled with State Bank of India will must have to open an account with Bank in which all monetary transaction with Bank related to Security Services will be done. If the Private Security Agency did not have account with State Bank of India, than they have to open it within 15 days after getting empanelled with the Bank otherwise they will not be allowed to participate in the Commercial bid.

- 4.19 All guards must have saving bank account with State Bank of India. Monthly wages will be credited in the individual guard Bank account only and under no circumstance cash payment of wages will be done.
- 4.20 An Identity Card, should be issued by the successful Private Security Agency to each personnel engaged at the Bank's site.
- 4.21 Letter of fidelity has to be signed by the successful Vendor(s) who are engaged at the Bank's site. These should be submitted to the Bank by the successful vendor(s) before commencement of the work.
- 4.22 All engaged Security guards at all the locations / sites should be changed over / rotated every six months, at the discretion of the Bank. For relocation / shifting of the guards the Bank will pay not pay anything.
- 4.23 Boarding / Lodging of the security guards will not be provided by the Bank nor shall the Bank pay for it. Bank shall not provide any accommodation to the security guards deployed at the Bank's site by the successful Vendor(s).
- 4.24 The selected Vendor should provide security services in coordination with the Circle Security Department/ Security Officer/ Chief Manager (GB/Admin) Administrative Office/RBO, depending on the Bank's requirement.
- 4.25 The selected Vendor should undertake to implement the observations / recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.
- 4.26 The Private Security Agency will open the ESIC and EPF account of the guards immediately after his joining and submit a copy of the receipt of application applied to ESIC and EPF authority will be provided to the Bank. Individual guard EPF account should be accessible through the mobile phone and internet. **Guards EPF account or EPF Sub-Code account must be opened in Ahmedabad or in the District headquarters where the guard is posted.**
- 4.27 Those areas which are not covered in the ESIC notification shall be covered under the Workmen Compensation Act 1923 as applicable or the Private Security Agency will take similar insurance policy of the Private Security guards preferably from the SBI life or any other insurance company, wherein the monthly premium will be equivalent to the ESIC monthly contribution. The choice of the medical insurance policy will be decided by the individual guard.
- 4.28 There will be a Performance review meeting on **quarterly basis** with the vendor.
- 4.29 Accessories for armed/ unarmed guards like whistle, torch with batteries, diary, pen etc. and baton to unarmed guard will have to be provided by the successful Vendor(s) for Security guards engaged for at the Bank's site per post.

4.30 Fine and Penalty : SBIIMS/Bank reserves the right to impose the penalty as detailed below:-

- 4.30.1 In case the Private Security Agency fails to commence/execute the work as stipulated in the agreement, after one weeks delay the SBIIMS/Bank reserves the right to cancel the contract and get this job carried out from other empanelled security agencies. The security money deposit will also be forfeited. In the event of such cancellation, the vendor is not entitled to any compensation.
- 4.30.2 Unsatisfactory performance or not meeting the statutory requirements of the contract by the Private security Agency, the contract will be terminated and agency will be black listed for a period of 03 years from participating in such type of commercial bids. The security money deposit will also be forfeited.
- 4.30.3 In case any Region is not satisfy with the services of Private Security Agency and even after giving chances the services did not improve than vendor will be removed from that area and another empanelled company will be given that area
- 4.30.4 In case if any of the employees of the Agency is found with an unpleasant disposition, i.e. unshaven/soiled or without uniform/not wearing shoes/unkept hair etc. the concerned Private Security Agency's Guards / Supervisors may be removed from the Bank site immediately.
- 4.30.5 The Private Security Agency shall ensure that its Guards/Supervisors shall not at any time, without the consent of the Bank in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Bank and shall not disclose any information about the affairs of Bank. This clause does not apply to the information, which becomes public knowledge.
- 4.30.6 Any monetary loss to the Bank due to the action of the guard will be reimbursed by the Private Security Agency in full.
- 4.30.7 Any loss to the property to the Bank or any customer or third party where in liability is fixed on the Bank to pay the damage, the Private Security Agency will reimburse in full all the money paid by the Bank for repair or paying of damage to the third party.
- 4.31 Any liability arising out of any litigation (including those in consumer courts) due to any act of the Private Security Agency's or its Guards/Supervisors shall be directly borne by the Private Security Agency including all expenses/fines. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the Private Security Agency to the Bank within seven days. The State Bank of India shall be entitled to recover the amount from the Private Security Agency by deduction

from money due to the Private Security Agency or from the security deposit money or through performance bank guarantee.

- 4.32 The Private Security Agency shall have its own Office / Establishment/Setup/Mechanism, etc. in the State of Gujarat, at its own cost to ensure correct and satisfactory performance of the liabilities and responsibilities under the contract.
- 4.33 If the Private Security Agency is a joint venture/ consortium/ group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Bank for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the Bank.
- 4.34 The contract period is **03 years** from the date of the commencement of the work and **extendable by another 01 year, subject to the satisfactory of services of the vendor** and under same terms & conditions or modifications at the discretion of the Bank.
- 4.35 During the course of contract, if any the Private Security Agency's Guards/Supervisors are found to be indulging in any corrupt practices causing any loss of revenue to the Bank, Bank shall be entitled to terminate the contract forthwith duly forfeiting the Private Security Agency's Performance Guarantee/ Security deposit amount.
- 4.36 The Private Security Agency shall not sub-contract the allotted work to any other agency or transfer the contract to any other person in any manner.
- 4.37 The Private Security Agency shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the Private Security Agency.
- 4.38 The Private Security Agency should be registered with the concerned authorities' of Labour Department under Contract Labor (R&A) Act 1970 if applicable
- 4.39 The Armed Guard so deployed on duty should have the **DBBL Gun** and gun license in his name. The gun license should be valid in the State of Gujarat/ Daman/ Diu or Dadar nagar Havali, wherever he is deployed for duty. **It is the responsibility of the Private Security Agency to check that the guard renew the gun license timely .**
- 4.40 If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under this contract, it shall be recovered by the Bank from the private security agency.

- 4.41 The Private Security Agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over (for a period of three years), whenever required by the Bank etc.
- 4.42 The Private Security Agency should ensure strict and meticulous compliance of **Contract Labour (Regulation and Abolition) Act, 1970 and The Contract Labour (Regulation and Abolition) Central Rules, 1971**, and maintain all records and documents as given therein.
- 4.43 Before deployment of any guard in the Bank site, the Private Security Private Security Agency will give them **minimum 20 days induction training which will include 100 hrs of classroom instruction and sixty hours of field training**. Private Security Agency will give 03 days refresher training to their guards once in a year. The training will also include the training on latest security gadgets, CCTV, Security Alarm System, and Fire Alarm System. Security guards should be informed about prevailing security scenario in their area of operation / Duty and remedial action to be taken in case of need or emergency.

4.44 Compliance with Tax Laws:

The Private Security Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The Private Security Agency shall keep the Bank fully indemnified against liability of tax, interest, penalty etc. of the Private Security Agency in respect thereof, which may arise.

4.45 Process of bidding :

- 4.45.1 Those agencies who will qualify the technical process and got required qualification score will be empanelled in the Bank for 03 years. The empanelled security agencies will be called for commercial bid.
- 4.45.2 It will be mandatory for all the empanelled Private Security Agencies to participate in the bidding process. Non- participation in the bidding process would make the Private Security Agency liable for the de-empanelment or any other action as deemed fit.
- 4.45.3 The rates quoted shall be responsive and the same should be inclusive of all Statutory obligations such as Minimum Wages, ESI, PF contributions, wages for leave reserve, service charges, excluding taxes etc. The offers of those prospective Private Security Agencies which do not meet the statutory requirements as per the corresponding Acts are liable to be rejected.
- 4.45.4 **Conditional bids/offers will be summarily rejected.**
- 4.45.5 The Private Security Agency shall bear all costs associated with the preparation and submission of the bid and the Bank, in no case, shall be

responsible or liable for those costs, regardless of the conduct or outcome of the commercial bids process.

4.45.6 The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Private Security Agency. Copies of relevant power of attorney shall be attached.

4.45.7 The Private Security Agency shall submit the price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

4.45.8 A **Security Deposit amount of Rs.2,00,000/- (Two Lakhs)** will be retained by the Bank at this office from the successful L1, L2, L3 and L4 vendor during the term of the contract. No interest shall be paid on the Security Deposit amount. A **Performance guarantee equivalent** to one month wages of all the guards deployed by the vendor in the State Bank of India site will be given by the vendor.

4.45.9 Simultaneously an agreement will also have to be signed by the successful vendor with the designated representative of State Bank of India. A general **draft of the agreement** is attached at **Annexure-III**. However, relevant alterations shall/may be made as per the local requirements and circumstances.

4.45.10 The Security Deposit Money will be refundable after the end of the contractual period without interest, provided:

- i. There are no other penalties to be levied on the firm due to loss/theft/damage etc. to the Bank Property or negligence /deficiency in service and made attributable to the firm or any of its employees by the Bank.
- ii. There are no other claims of Central or State Government agencies pending against the firm and brought to the notice of the Bank like duties, taxes and levies etc.

4.45.11 The SBI/MS/Bank is not bound to accept the lowest or any bid and may at any time by giving a notice in writing to the Private Security Agencies, terminate the online commercial bidding process.

4.46 Work Order :

4.46.1 After finalization of the process of empanelment, a list of the Empanelled Agencies will be sent to all the Administrative Offices and Regional Offices located within the Gujarat states and the Union territory of Daman, Diu and Dadra Nagar Haveli. Details of the Administrative Offices and RBOs (FI&MM Network) are given as per **Appendix – VIII**.

4.46.2 The names of the successful vendor will be send to the Offices falling in the respective cluster with instructions for takeover of sites from the present security agency.

4.46.3 **The initial work order for clusters will be given by the Local Head Office.** Further, the Chief Manager (GB/Admin) of Administrative Office/Regional Office with consultation of the respective security officer may place order for armed or unarmed guards to any of the empanelled private security agencies. But in case of bulk requirement of private security guards, the limited tender will be done and price quotation will be called form the empanelled security agencies.

4.46.4 **Before deployment of new guards by the private security agency, they should be interviewed by the Administrative Office Security Officer for accessing their suitability.**

4.47 VISIT TO SITE:-

4.47.1 It will be imperative on each of the Private Security Agencies to fully acquaint themselves with all the local conditions and factors, which would have any effect on the performance of the contract.

4.47.2 The costs of visiting shall be borne by the Private Security Agency. It shall be deemed that the Private Security Agency has undertaken a visit to the Bank and is aware of the operational conditions prior to the submission of the bid documents.

4.48 **TERMINATION OF THE CONTRACT:-** Notwithstanding anything herein contained, the Bank may, by giving 30 (thirty) days' notice in writing to the service provider, terminate the Contract under any one or more of the following conditions:

4.48.1 If at any stage, even after the award of the contract, it comes to the notice of the Bank, that the Private Security Agency/firm had used fraudulent methods or falsified documents to obtain the contract, the Bank would be at liberty to

terminate the contract without any notice and a penalty as deemed appropriate would be imposed on the Private Security Agency.

4.48.2 The SBIIMS/Bank may terminate the contract if it is found that the Private Security Agency is black listed on previous occasions by any of the Banks / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, etc.

4.48.3 Either party may terminate this agreement before the determination of the said **period of 03 years** for any reason whatsoever or without assigning any reason thereto after giving one month's notice period to other party.

4.48.4 In the event of any default by the Private Security Agency, if in the reasonable opinion of the Bank, performance of any of the services under this RFP by the Private Security Agency is not acceptable as being in contravention of any law as may be applicable from time to time or industry practice, under the circumstances which would amount to objectionable service or for any reason Bank decides to discontinue and/or dispense with service for any administrative reasons or otherwise.

4.48.5 If the Private Security Agency fails to perform the services under this Tender Notice or to observe any obligations or breaches all or any of the terms of this Tender Notice or the service provider is adjudged insolvent by any court of law or the service provider's service is declared by any court of competent jurisdiction as illegal, sham, or contrary of any law.

4.48.6 If a petition for insolvency is filled against the service provider and such petition is not dismissed within ninety (90) days after filing and / or if the service provider makes an arrangement for the benefit of its creditors or, if the Court Receiver is appointed as receiver of all / any of the service provider's properties.

4.48.7 If in the opinion of the SBIIMS/Bank, the interests of the Bank are jeopardized in any manner whatsoever.

4.48.8 Nothing contained in this RFP shall affect the right of the Bank to terminate the contract with immediate effect in the event of the happening of all or any of the cause stated in this clause.

Notwithstanding the above, if the service provider discontinues its business at any point of time due to any reason whatsoever, the service provider shall give notice in writing, 30 days prior to the closure of discontinuing the business to the Bank and shall give all assistance to the Bank till the services hereto handled by the service provider is suitably transferred to other Agencies and/ or taken over by the Bank. The closure shall not discharge the service provider from providing such information and maintaining the records as stated hereinbefore.

4.49 **Remuneration :**

4.49.1 The rates of remuneration as agreed between the parties shall be as per the minimum wages notified Central Government. ATM caretaker will be paid unskilled labour wages as per the Central Government Notification.

4.49.2 Revision of wage will be revised time to time as per the Central Government Notification. The revised rates shall become effective with effect from date mentioned in the notice of revision of rates issued by Central Government. Taxes will be paid extra on actual basis as notified by the Government time to time.

4.49.3 The Private Security Agency will submit the application for revision of wages well in time as and when the notification is issued by the Central Government. Delay in notifying the Bank about the revision of wage will be treated as breach of contract.

4.49 Warranties and Limitations of Liability.

4.49.1. The Private Security Agency warrants that it will perform its obligations in a professional manner. Its security guards will take all reasonable steps which are required to protect Banks property/personnel/image as per the Bank's guidelines.

4.49.2 The Private Security Agency shall be liable for any indirect, special or consequential damages to the Bank that may arise as a result of non-performance or contravention of all or any of the terms and conditions under this Tender Notice.

4.49.3 In the event of any such damages occurring to the Bank, the Private Security Agency shall be liable to compensate the damages may be quantified by the Bank and the Bank shall be entitled to adjust the amount so claimed as damages against the future payments due by the Bank to the private security agency, Security money deposit , performance guarantee and Bank shall have the power to terminate the Contract.

4.50 **Force Majeure.** If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

4.51 DISPUTE RESOLUTION:-

In the event of any disputes and differences arising out of or relating to this agreement including interpretation of its terms and conditions will be resolved through joint discussions of the Authorised Representatives of both the parties. However, if the disputes are not resolved by the discussions, then the matter will be referred to for adjudication to the arbitration of a person appointed by the Bank in accordance with Indian Law i.e. Arbitration & Conciliation Act 1996. The decision of the arbitrator shall be final & binding on both the parties. The venue for the arbitration will be Ahmedabad. The arbitration shall be in English. The arbitration procedure shall not cover any claim made by the private security guard provided by the agency against the Agency and/or against the Bank. The arbitration in case of any disputes, the courts of Ahmedabad will have jurisdiction.

4.52 JURISDICTION OF COURT

The courts at Ahmedabad shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

- 4.53 The vendor shall not make or cause to be made any alteration, erasure or obliteration to the text of the Commercial bids document.

SCOPE OF WORK

The Private Security Agency shall provide the security services to the Bank. The Private Security Agency shall ensure protection of the personnel & property of the Bank, prevent trespass in the assigned area with/without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs and cattle and anti-social elements, unauthorized persons and vehicle into the campus of the Bank building.

The Private Security Agency shall employ the category of Ex-Servicemen, Ex-Paramilitary and other not above the age of 60 years. The Security guards should be able to demonstrate the following –

- Conduct in Public and correct wearing of uniform;
- Providing Physical security to building, security of the assets, personnel security;
- Fire fighting and use and management of various Firefighting equipment;
- Crowd control;
- Examining identification papers including ID cards;
- Should be minimum a 8th pass and able read and converse in Hindi & Local language;
- Providing First – aid;
- Crisis response and Disaster Management;
- Use of security equipments and devises (for example Security Alarm, CCTV system etc)

Physical and Medical Fitness – The Private Security Agency shall get guards and supervisors physically and medically fit for performing Guard Duties and screened for visual, hearing, gross physical defects and contagious diseases by certified MBBS Doctor before deploying the guards.

1 DUTIES AND RESPONSIBILITY OF SECURITY AGENCY/ SECURITY GUARDS/ SUPERVISORS:

- 1.1 The Private Security Agency and its guards shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of their responsibility given to them by the Bank and shall not knowingly lend to any person or Private Security Agency any of the effects of the Bank under its control. No outsiders are allowed to enter in the bank's building/residential premises/property, without proper authentication/ pass etc.
- 1.2 No items are allowed to be taken out from the Bank's premises/residential quarters/property without proper Gate Pass issued by the competent authority as laid down in the contract or authorized by the Bank for in-out movement of such

items. The specimen signatures and telephone numbers of the above stated competent authority will be available with the Security Guards/Supervisors.

- 1.3 The Guards on duty will also take care of vehicles, scooters/motorcycles/bicycles parked in the parking sites located within the premises of the Bank.
- 1.4 Entry of the street-dogs and stray cattle into the premises is to be prevented. It should be at once driven out. No vendor will be allowed to sell its items in Branch/office premise.
- 1.5 The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in open or inside the premises.
- 1.6 It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
- 1.7 The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguisher and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
- 1.8 In emergent situations, Security Guard/Supervisor deployed shall also participate as per their role defined in the disaster plan, if any, of the Bank. Guard/Supervisor should be sensitized for their role in such situations.
- 1.9 The Security Supervisor/Guards shall give due respect to all and display mature behavior, especially towards ladies.
- 1.10 The Security Guard on duty shall not leave the premises until his reliever reports for duty.
- 1.11 The Security Guards/Supervisors shall not accept any gratitude or reward in any shape.
- 1.12 Security Guards/Supervisors engaged by the Private Security Agency shall not take part in any staff union /association activities.
- 1.13 Any other provisions as advised by the Bank may be incorporated in the agreement. The same shall also be binding on the Private Security Agency.

2. APPEARANCE STANDARDS OF SECURITY GUARDS

- 2.1 All security guards shall be well groomed and clean. They will wear the prescribed uniform smartly and correctly. Name Plate should be displayed above the left side of the pocket and if possible, full name should be written. They will display their Identity card.

- 2.2 All security guards will have short hair and fingernails trimmed. They will shave daily. Poor personal hygiene that is offensive to others will not be tolerated.
- 2.3 All security guards are prohibited from attaching, affixing, or displaying objects, articles, jewelry or ornamentation to or through the ear, nose, tongue, or any exposed body part (includes visible through clothing) while on duty.

3. QUALITATIVE REQUIREMENT (QR) OF SECURITY GUARDS

3.1 The Security Guards if from ESM/ Ex Para Military personnel

- i) Preferably from combat arms e.g. Infantry, Artillery, AD Artillery, Armoured Corps, or Soldiers GD or Combatants from any other Arm or Service.
- ii) Medical category:- SHAPE -1 or AYE (To be verified from discharge book).
- iii) Character: Preferably Exemplary. GOOD may be considered.
- iv) Age:- Should not below 18 years and not more than 60 years.
- v) Education qualification: min. 8th pass.
- vi) They should have done required training as per the Section 5 of The Private Security Agencies (Regulation, Act 2005).

3.2 Non ex-servicemen / NoN Ex-Paramilitary guards:

- i) It is mandatory that security guards and supervisors before deployed in Bank branches /Offices/ establishments must have done required training as per the **Section 5** of The Private Security Agencies (Regulation, Act 2005).
 - ii) A private security agency shall not employ or engage any person as a private security guard unless he-
 - (a) is a citizen of India or a citizen of such other country as the Central Government may, by notification in the Official Gazette, specify;
 - (b) has completed eighteen years of age but has not attained the age of sixty years;
 - (c) satisfies the agency about his character and antecedents in such manner as may be prescribed;
 - (d) Should be physically and mentally fit.
 - (e) Satisfies such other conditions as may be prescribed.
- 3.3 Physical:- Mentally & Physically fit & alert and be able to undertake prolonged physical activities. It will be mandatory on the part of Agency to get his employees medically examined once in a year & submit a copy of Doctor's fitness certificate to the Bank for checking & record.

- 3.4 Police Verification:- Antecedents of Security Guards to be verified by the police .
- 3.5 Training :- Should have undergone basic training on the following
- i) Bank Security.
 - ii) Fire fighting.
 - iii) First Aid.
 - iv) Legal powers of the guards while on bank duty.
 - v) Bomb threat/ Sabotage.
 - vi) Bank's strike/Dharna/agitation etc.
 - vii) Handling of security equipment i.e CCTV system, Fire Alarm System, Security Alarm System and Fire extinguishers.
- 3.6 The agency will provide the following particulars of the ESM/ Para Military security and other guards deployed in the Bank.
- i. Copy of appointment letter.
 - ii. PF No. & ESI No.
 - iii. A certificate to be given every month that all statutory dues have been paid.
 - iv. A copy of ESM/ Ex Paramilitary guards discharge book duly attested. It will be verified against the original by the authorized person of Bank with original discharge book of ESM.
 - v. A copy of guard valid gun license.

4) SUPERVISION

Private Security Agency will deploy their Field supervisors deployed and check the guards on duty and submit the report to the respective Administrative Security Officer. Duty check routine will be as under:-

- a) Major Towns/Cities:-- Thrice in a week (Day/ Night)
- b) Semi-urban/Urban Areas: -- Twice in a week. (Day/ Night)
- c) Remote and difficult areas-- Once a week.

CHARTER OF DUTIES OF PRIVATE SECURITY GUARD/ SUPERVISOR

The primary duty of the private security guard provided by the Private Security Agency for performing duties at the branch / offices/ Residential Complex/ATM's of the bank is to provide protection to all the authorized inmates of the Bank and Bank's property against any theft, burglary, snatching, dacoity, fire, pilferage, sabotage natural calamities etc.

The security guard on duty shall:

- a) Perform diligently all such lawful duties as may be assigned to him by the Bank.
- b) Be fully conversant with the standing instructions about his duties and responsibilities, layout of the building, telephone numbers of branch Manager, Fire Brigade and the Police to enable him to inform these officials in case of any eventuality.
- c) Wear the prescribed uniform smartly and correctly with or without Gun, whistle, identity card while on duty.
- d) Be vigilant and alert on duty and will not be under the influence of drugs/liquor etc. He shall not leave his post until relieved.
- e) Guard and protect all assets of the Bank.
- f) Be polite and courteous yet firm in his dealings with the public. He shall exercise restraint and avoid being provoked.
- g) Ensure proper access control as per instructions on the subject to prevent unauthorized entry.
- h) Not allow any visitor effecting ingress in the Bank premises with weapon/materials like firearms, explosives, etc.
- i) Keep a close watch inside and outside the premises and in case of any anticipated/existing risk, suspicion, he shall immediately take appropriate action as warranted and also report the matter to his superiors/Branch Manager.
- j) Be vigilant, alert and careful against any suspicious movement within and around the premises while patrolling the area.
- k) Ensure that before/after office hours all gates are closed. After office hours, he will allow entry only to the authorized persons after proper identification.
- l) Be thoroughly conversant with the security standing orders, fire fighting orders and other orders issued from time to time on matters covering security need of the Bank.
- m) Be thoroughly conversant with all available communication systems and be able to raise a general alert and inform the security supervisor in case of any eventuality.
- n) perform the following duties during patrolling:
 - i) Surveillance of the premises.

- ii) Prevent use of premises by any squatter, hawker or undesirable characters.
- iii) Prevent misuse of premises for unsocial activities by public or Bank staff.
- iv) Check the points and stretches not visible from the duty guard's post.
- v) Assist the Bank's own guards.
- vi) Deal with untoward incidents.
- vii) Keep a close watch over the building and other property, against attempts at arson or accidental fire and take action as per the Bank's fire fighting instructions.
- viii) Collect security information and convey the same to superior officers.

(NOT TO BE FILLED AND SUBMITTED NOW)

To:
 Vice President & Circle Head,
 SBI Infra Management Solutions Pvt Ltd,
 3rd Floor, SBI LHO Building,
 Bhadra, Lal darwaja
 Ahmedabad, 380001 (Gujarat)

Date:

Dear Sir,
PRICE BID

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Price Bid for Service Charges as under :

A) For Ex-Servicemen/ Ex Paramilitary guards:-

Sl	Service Charge	Armed	Unarmed	Supervisor
a	Service Charges for Area 'A'	____%(In words_____)	____%(In words_____)	____%(In words_____)
b	Service Charges for Area 'B'	____%(In words_____)	____%(In words_____)	____%(In words_____)
c	Service Charges for Area 'C'	____%(In words_____)	____%(In words_____)	____%(In words_____)

B) For ATM Care taker (unskilled labour category):-

Sl	Service Charge	Armed	Unarmed	Supervisor
a	Service Charges for Area 'A'	____%(In words_____)	____%(In words_____)	____%(In words_____)
b	Service Charges for Area 'B'	____%(In words_____)	____%(In words_____)	____%(In words_____)
c	Service Charges for Area 'C'	____%(In words_____)	____%(In words_____)	____%(In words_____)

2. While submitting this bid, we certify that:

- The undersigned is authorized to sign on behalf of the VENDOR and the necessary support document delegating this authority is enclosed to this letter.
- Prices submitted by us have been arrived at without agreement with any other Vendor of this RFP for the purpose of restricting competition.
- The prices submitted by us have not been disclosed and will not be disclosed to any other Vendor responding to this RFP.
- We have not induced or attempted to induce any other Vendor to submit or not to submit a bid for restricting competition.

3. If our offer is accepted, we undertake to provide/ deploy the private security guards within a stipulated period from date of Work Order.

4. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.

5. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

6. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

7. We also certify that the information /data/particulars furnished in our bids are factually correct. We also accept that in event of any information/ data/ particulars proven to be incorrect the Bank will have the right to disqualify us from the bid and in event of any details submitted turned out to be false during the tenure of contract the Bank is at discretion to forfeit the EMD/ Security money deposit towards performance security and terminate the contract.

8. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any bid without assigning any reason or giving any explanation whatsoever

Dated this day of 2020

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of
Private Security Agency seal

Appendix-IV

PRIVATE SECURITY AGENCY PROFILE

SNo.	Particulars	Response
1.	Name of the Private Security Agency	
2.	Date & Year of incorporation / Date & Year of commencement of business	
3.	Address of the Head Office	
4.	Local Address in Ahmedabad– if any	
5.	Communication details of contact Official(s) Name Phone Number / Mobile no. Fax Number E-mail	
6.	Constitution of the Private Security Agency i.e. Private/Partnership/Proprietary firm etc.	
7.	If registered with DGR, please provide Registration no. with documentary evidence.	
8.	If ISO certified Private Security Agency , please provide documentary evidence.	
9.	Contract Labour Registration (with the dealing state)No. PAN No. EFP No. ESI No. GST No and other Statutory Registration Numbers along with the documentary proof.	
10.	No. of offices in India and list thereof along with the documentary evidence.	
11.	Details of Key/ Senior Officials/ Directors/ Authorized Signatory Name Designation Qualification With the Private Security Agency since Line of experience/ expertise	

SNo.	Particulars	Response
12.	Key financial indicators (Pl. Submit copies of audited Profit & Loss statement, Balance sheet along with Auditor's Note) Turnover Total Income Other Income Profit before Tax Profit after Tax	
13.	List of Clients whose work has been undertaken (proof of work order to be produced)	(as per Appendix-V attached)
14.	Work Experience	(as per Appendix-VI attached)
15.	Any other information considered relevant	
	Pl note: All supporting documents related to the above, should be enclosed failing of which the RFP application shall be summarily rejected.	

Appendix-V

Clients List

Sr No	Client's Name and Address (email address is must)	Contact person name and mobile number	Year of work	Whether still providing private security services	Remarks

Appendix-VI

Work Experience:.

Sr No	Client's Name &Address	Order value	Date of Completion	Number of branches/offices

Note: Work Completion Certificate and work-order to be placed together i.e first work completion certificate to be placed follow by it should be work order letters.

Appendix-VII

Empanelment of Private Security Agency - 2020 **Evaluation Matrix**

SI	Parameter	Marks	Total Marks	Marks obtained
1	Constitution	I. Public Ltd-05 II. Private Ltd-04 III. Partner/Proprietary-03	05	
2	Average Turnover during last three years	I. Rs.10 Crore and above-07 II. Between Rs 06Crore and 10 Crore- 05	07	
3	Currently empanelled with number of Banks (Public/ Private Sector)	I. More than 06 Banks-05 II. Between 04 to 6 Banks-04 III. Up to 03 Banks-03	05	
4	Years of experience	I. 07 years and above - 10 II. Between 05 years and 07 years - 05	10	
5	Training Centre in Gujarat	I. Own -07 II. Tie up-03	07	
6	Deployment of guards during last 07 years	I. More than 400 - 05 II. Between 300 to 400- 04 III. Between 200 to 300- 03	05	
7	Present strength of guard in the company roll	I. More than 200-05 II. Between 100 to 200-04 III. Between 50 to 100-03	05	
8	No of Private Security guards provided to Banks (Public Sector/Private sector Bank) during last seven years	I. More than 500 - 06 II. Between 200 to 500- 04 III. Up to 200 - 02	06	
9	ISO certificate to Private Security Agency	I. Has Certificate -05 II. No Certificate-00	05	
10	Presence of Company	I. Presence in Gujarat and other State-05 II. Presence in Gujarat-03	05	
11	Office in Gujarat	I. Ahmedabad-02. II. Vadodara-02.	10	

		III. Surat-02 IV. Rajkot-02 V. Bhavnagar-02		
12	Guard Demonstration	I. Turnout-10 II. Written -15	25	
13	Committee assessment	Assessment of Private Security Agency with regard to its reputation, experience and infrastructure	05	
14	Total		100	

ADMINISTRATIVE OFFICES
STATE BANK OF INDIA , AHMEDABAD CIRCLE

1. State Bank of India Local Head Office Ahmedabad	2. State Bank of India Administrative Office Ahmedabad	3. State Bank of India Administrative Office Vadodara
4. State Bank of India Administrative Office Rajkot	5. State Bank of India Administrative Office Surat	
7. RBO's Under FI&MM Network: a) Surendranagar. b) Rajpipla c) Palanpur d) Bhavnagar e) Jundagdh f) Morbi g) Amreli.		

FORMAT FOR EMD

(To be furnished on Vendor's letter head)
(NOT TO BE FILLED AND SUBMITTED NOW)

To:
Vice President & Circle Head,
SBI Infra Management Solutions Pvt Ltd,
3rd Floor, Local head Office,
State Bank of India,
Bhadra, Laldarwaja,
Ahmedabad-380001

Dear Sir,

**EMD FOR PARTICIPATION IN TENDERING PROCESS (COMMERCIAL BID) FOR
EMPANELMENT OF PRIVATE SECURITY AGENCY IN STATE BANK OF INDIA ,
AHMEDABAD CIRCLE**

With reference to the captioned subject, we intent to participate in the tender process for empanelment of vendors for private security agency to provide uniformed, trained, either armed or unarmed guards (male or female) to be deployed at State Bank of India branches/offices /Residence complexes/ ATMs in the State of Gujarat and Union territory of Daman, Diu, Dadar & Nagar Haveli on contract basis/outsourcing basis.

2. As per the terms and conditions of RFP, we submit draft No._____ dated_____ for a sum of Rs._____/ - (Rupees _____ Only) as EMD.
3. We undertake that in the event of not performing the obligations as per the terms and conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us, the EMD will be forfeited.

Yours faithfully,

For and on behalf of Authorized official.
Date:

Seal

Appendix-X

WAGE COMPONENTS FOR THE EX-SERVICEMAN /EX- PARAMILITARY ARMED AND UNARMED GUARDS

SR. NO.	DESCRIPTION	PERCENTAGE	Security Guard	Security Guard	Security Supervisor
			Without Arms	With Arms	
1	BASIC WAGES	(Basic Wages X 26 days)			
2	VDA	(VDA X 26 days)			
3	ESIC	3.25% OF BASIC +VDA			
4	EPF	12% OF BASIC +VDA			
5	ADMIN CHARGES (EPF)	1 % OF BASIC +VDA			
6	BONUS	8.33 % Basic +VDA.			
7	UNIFORM, OUTFIT ALLOWANCE	3% ON BASIC+ VDA			
8	National Holidays	1% OF BASIC + VDA			
9	SUB TOTAL 'A'	SUM OF SR. NO. 1 TO 08			
10	SERVICE CHARGE	% of A			
	TOTAL				

Monthly salary will be claimed as under:
Total / 26 X Numbers of duties

GST will be extra

Appendix-XI

WAGE COMPONENTS FOR ATM CARETAKER (UNDER UNSKILLED LABOUR CATEGORY)

SR. NO.	DESCRIPTION	PERCENTAGE	Security Guard	Security Guard	Security Supervisor
			Without Arms	With Arms	
1	BASIC WAGES	(Basic Wages X 26 days)			
2	VDA	(VDA X 26 days)			
3	ESIC	3.25% OF BASIC +VDA			
4	EPF	12% OF BASIC +VDA			
5	ADMIN CHARGES (EPF)	1 % OF BASIC +VDA			
6	BONUS	8.33 % Basic +VDA.			
7	UNIFORM, OUTFIT ALLOWANCE	2% OF BASIC+ VDA			
8	NATIONAL HOLIDAYS	1% OF BASIC + VDA			
9	SUB TOTAL 'A'	SUM OF SR. NO. 1 TO 08			
10	SERVICE CHARGE	% of A			
11	TOTAL				

Monthly salary will be claimed as under :
Total / 26 X Numbers of duties

GST will be extra

Annexure-I

(On the Private Security Agency letter head)

Letter No.

Date:

Vice President & Circle Head,
SBI Infra Management Solutions Pvt Ltd,
State Bank Of India, Local Head Office,
Bhadra, Lal darwaja
Ahmedabad, 380001 (Gujarat)

Dear Sir,

APPLICATION FOR PRE-QUALIFICATION/EMPANELMENT OF VENDORS FOR PRIVATE SECURITY SERVICES

With reference to your advertisement dated _____, for the captioned work, we enclose herewith for your kind consideration our Private Security Agency profile in the format provided by you in the Appendix-IV along with necessary supporting papers with an additional set of its Xerox copies duly signed and sealed by the authorized signatory of the firm. We confirm that the details furnished by us are true and correct.

2. We undertake to produce the original of all the papers/documents attached herewith as and when asked for by the bank and shall extend all assistance to the Bank Authorities for the purpose of empanelment.

3. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the Request For Proposal (RFP).

4. In case of our empanelment, we shall participate and submit the commercial bid (Offline/ Online) on the date advised to us. We shall also abide by the Business Rules prescribed for commercial bid.. We confirm that our company will arrange digital signature for participating in the commercial bid.

5. We clearly understand & undertake that mere submission of application does not guarantee for our empanelment and Bank's decision in this regard will be final and binding on us. We submit this application in token of our acceptance of the terms & conditions laid down in this advertisement.

Thanking you,

Yours faithfully,

(Name of Authorized Signatory)
(Seal of the Firm)

Annexure -II

Date:

Letter No:

Vice President & Circle Head,
SBI Infra Management Solutions Pvt Ltd,
State Bank Of India, Local Head Office,
Bhadra, Lal darwaja
Ahmedabad, 380001 (Gujarat)

Dear Sir,

PRE-QUALIFICATION/EMPANELMENT OF PRIVATE SECURITY AGENCY FOR PROVIDING PRIVATE SECURITY GUARDS (ARMED/ UNARMED(& (MALE /FEMALE) IN STATE BANK OF INDIA , AHMEDABAD CIRCLE: ACCEPTANCE OF OFFER

With reference to above, We hereby agree to abide by all terms and conditions laid down in RFP document and also agree to the following:

- i) We forward herewith a security money deposit of Rs. We also agree to the fact that the Security Deposit (SD) will be held in Current A/c. of SBI and will not carry any interest thereon till the time it is returned to us.
- ii) The empanelment will continue, subject to satisfactory performance of the contract.
- iii) We also confirm that mere empanelment does not ensure us the right to be invited to participate in all/any bids/ quotations/tenders/ projects and/or to get work.
- iv) We also confirm that various registration certificate as applicable will be renewed in time and renewed copies of the same should be submitted to the Bank for the record.
- v) We also confirm that we will respond to the enquiries by the Bank without fail, as & when sent to us. If we do not respond, our firm will be delisted from Bank's list of empanelment without any further notice.
- vi) Whenever any work order will be given to us , it is compulsory to enter/sign the agreement between Bank and us before the commencement of the work. Terms and conditions, scope of work and duties of Bank guard will be form the part of the contract.
- vii) We also certify that the information /data/particulars furnished in our bids are factually correct. We also accept that in event of any information/ data/ particulars proven to be incorrect the Bank will have the right to disqualify and de-empanel us and in event of any details submitted turned out to be false during the tenure of contract, the Bank is at discretion to forfeit the Security money deposit towards performance security and terminate the Contract.

Yours faithfully,

(Signature of the Private Security Agency)

Name and Address of the Private Security Agency.

Stamp

DRAFT OF AGREEMENT

This agreement is executed this _____ day of _____ **2020** at Ahmedabad between **M/s** _____, a Private Security Agency incorporated under the Private Security Agency 's Act 1956, having registered office at

____ (Herein after called the party of 1st part), which expression shall, unless excluded by, or repugnant to , the context, be deemed to include its representatives, successors, administrators, executors and assignees

And

the State Bank of India , a corporation constituted under the State Bank of India Act 1955, having its Corporate Office at Mumbai and its Local Head Office at Ahmadabad having any one or more of its Admin office/RBOs at Ahmedabad, Gandhinagar, Bhavnagar, Rajkot, Surat & Vadodara through its duly authorized and empowered Officer at such specified locations (herein for the brevity sake called 'the party of the 2nd part or Bank, which expression shall unless excluded by or repugnant to the context, be deemed to include its representatives , successors, administrators, executors and assignees).

WHEREAS the party of the 1st part is providing Private Security Services by way of deployment of Ex-servicemen (ESM)/ ex-Paramilitary Armed / Unarmed Security Guards and Caretakers for ATMs through its own personnel.

AND WHEREAS the party of the 2nd part is running a banking business and needs to engage the services of Unarmed/ Armed security guards to be deployed at Branches/ Offices/ residential complex/ ATMs under Admin office/RBOs as per the requirement from time to time which may increase or decrease.

AND WHEREAS the party of the 1st part has agreed to provide such Security Guards to the party of the 2nd part w.e.f. _____ **2020** on the terms & conditions agreed here under:-

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:-

- 1) This agreement is valid for a period from _____ **2020** to _____ **2023** and shall be reviewed and renewed after the expiry of said period at the sole discretion of the party of the 2nd part.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - a) Terms and condition.
 - b) Scope of work.
 - c) Charter of the duties of the guards

IN WITNESS THEREOFF the parties hereto have set in and subscribe their respective hands & seal to this agreement at Ahmedabad on the day & year mentioned above.

1) Witness

(Party of the First Part)

**2) Witness
Part)**

(Party of the Second

PERFORMANCE BANK GUARANTEE FORMAT

(TO BE STAMPED AS AN AGREEMENT)

THIS PERFORMANCE BANK GUARANTEE AGREEMENT executed atthis.....day of 2020 by (name of the Bank)..... having its Registered Office atand its Branch at(hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF** State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at Circle Security Department, 3rd Floor, Local Head Office, Bhadra Lal darwaja, Ahmedabad-380001, hereinafter referred to as "**the Bank**" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS

The State Bank of India, having its Local Head Office, Bhadra Lal darwaja, Ahmedabad-380001 (hereinafter called the 'Bank') has invited RFP for providing of armed/unarmed private security guards (male/female) for monitoring, surveillance, protection of Banks property , customers and staff etc,

1. It is one of the terms of invitation of applications that the applicant shall furnish a Performance Bank Guarantee for a sum of Rs...../- (Rupeesonly) as a Bid Security Performance Bank Guarantee.
2. M/s. _____, our constituent, intend to submit the Bid Security Performance Bank Guarantee for the said empanelment and requested us to furnish guarantee to the 'Bank' in respect of the said sum of Rs...../- (Rupeesonly)

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS WITHOUT ANY DEMUR

1. We _____ (bank), the Guarantors, do hereby irrevocably & unconditionally agree and undertake to the State Bank of India, their Successors, Assigns that in the event of the State Bank of India coming to the conclusion that the vendor (M/s _____) have not adhered to the terms and conditions of the 'Bank' or committed a breach thereof, which conclusion shall be binding on us as well as the said vendor, we shall on demand by the State Bank of India, pay without demur to the State Bank of India, a sum of Rs...../- (Rupeesonly) or any lower amount that may be demanded by the State Bank of India. Our guarantee shall be treated as equivalent to the Security Deposit for the due performance of the obligations of the vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs...../- (Rupeesonly)

2. We also agree to undertake to and confirm that the sum not exceeding Rs...../- (Rupeesonly) as aforesaid shall be paid by us without any demur or protest, merely on demand from the State Bank of India on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence in this regard. The notice from the State Bank of India shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the State Bank of India within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the State Bank of India under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the State Bank of India and the vendor.

This guarantee shall not be revoked by us without prior consent in writing of the State bank of India.

We hereby further agree that-

- (a) Any forbearance or omission on the part of the State Bank of India in enforcing the conditions of

the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and / or hereunder or granting of any time or showing of any indulgence by the State Bank of India to the vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the vendor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs...../- (Rupeesonly)

- (b) Our liability under these presents shall not exceed the sum of Rs...../- (Rupeesonly)

(c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

- (d) This guarantee shall remain in force upto _____^t, 2023 provided that if so desired by the State Bank of India, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

(e) Our liability under these presents/guarantee shall remain in force till _____, 2023 unless these presents are renewed as provided hereinabove on the _____, 2023 or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the State Bank of India alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within four months from the date or any extended period, all the rights of the State Bank of India against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

- (f) The liability of the Guarantor under this Security Performance Bank Guarantee shall

not be affected by -

- (i) Insolvency or winding up of the Vendor or absorption, merger, acquisition or amalgamation of the Vendor with any other Private Security Agency , Corporation or concern; or
 - (ii) Insolvency or winding up of the Guarantor or absorption, merger, acquisition or amalgamation of the Guarantor with any Corporation or concern; or change in the constitution structure or management of the Guarantor
 - (iii) any change in the management of the Vendor by takeover of the management of the Vendor by the Central or State Government or by any other authority; or
 - (iv) any change in the constitution/structure or management of the Bank or
 - (v) any dispute between the Vendor and the Bank.
- (g) This guarantee shall be governed by Indian Laws and the Courts at Ahmedabad, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein :

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../-
(Rupeesonly)
- (b) This Bank Guarantee shall be valid upto
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before (date which is 3 months after date mentioned at (b) above.

Yours faithfully,
For and on behalf of Bank.
