



**NOTICE INVITING REQUEST FOR PROPOSAL (RFP) FOR EMPANELMENT
OF PRIVATE SECURITY AGENCIES OF REPUTE FOR PROVIDING
SECURITY GUARDS (ARMED / UN-ARMED) (EX-SERVICEMEN / NON EX-
SERVICEMEN) IN THE BRANCHES / OFFICES / RESIDENTIAL COMPLEX
IN SELECTED ZONEWISE / STATEWISE**

**BANK OF BARODA, BARODA CORPORATE CENTRE,
C-26, G-BLOCK,
BANDRA KURLA COMPLEX,
BANDRA (EAST), MUMBAI-400 051**

**RFP Reference : BCC/SEC/111/S-4/RFP/PSA/ 710
Date: 7th November 2019**

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Chief Security officer, Bank of Baroda, Corporate office, Mumbai invites '**Sealed Tenders**' from reputed Private Security Agencies (PSAs) for empanelment with Bank, for providing private security guards (Armed / Unarmed) (Ex-servicemen / Non Ex-servicemen), in branches / offices / residential complexes in selected Zones / States. The Security Agencies registered under PSARA 2005 with various State Governments and meeting eligibility criteria as mentioned in the tender document may apply. The empanelment shall be for a period of one year from **01/04/2020** and extendable by two years based on the performance and it will be at the sole discretion of the Bank, unless terminated by the Bank at its discretion by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation therefore.

Prospective service provider may download the RFP document from the Bank's website www.bankofbaroda.in/tenders. RFP downloaded from website shall accompany the Banker's Cheque / Demand draft of ₹ 10,000.00 (Non-refundable) along with the Technical Bid.

[A] Important Dates:

Date of commencement of tender	07.11.2019
Date of Pre-Bid Meeting	14.11.2019 at 3.00 PM
Last Date and Time for submission of Technical bids	02.12.2019 at 3.00 PM
Time and Date of Opening of Technical bids	02.12.2019 at 3.30 PM
Cost of RFP document	₹ 10,000.00
Earnest Money deposit	₹ 5.00 lac
E-mail address	security.bcc@bankofbaroda.com
Contact No	02266985148

[B] Important Definitions: - Following terms are used in the document interchangeably to mean:

1. Bank / BOB means "Bank of Baroda".
2. BCC means "Baroda Corporate Centre"
3. RFP means this "Request for Proposal Documents"
4. Recipient, Respondent and Bidder, Vendor, means "Respondent to the RFP Document".
5. Tender means RFP response documents prepared by the Bidder and submitted to Bank of Baroda
6. PSA means "Private Security Agency"



Service providers fulfilling the specified requirements may submit their Bids as required so as to reach us latest on **02.12.2019 by 3.00 pm** at the following address-

**Chief Security Officer
Security Department
Bank of Baroda
Baroda Corporate Centre
C-26, G-BLOCK
Bandra Kurla Complex,
Bandra East, Mumbai - 400 051.**

Pre-Bid Meeting-

A Pre bid meeting to clarify any point will be held on **14/11/2019 at 3.00 PM** at the address mentioned above. Prospective bidders are requested to submit their points for clarification during pre-bid meeting latest by **13/11/2019** within office hours (**5 pm**).

Further “**Addendum**” shall be issued on Bank’s website only and bidder has to refer the same before final submission of the Tender.

Bidders to visit Bank’s website / tender section till the last date of submission for update if any.

Confidentiality:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank. In the event of such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.

Please note that initially only the Technical Bids would be opened. Financial Bids of only those PSA who qualify in the technical bid will be opened.

1. Scope of the Work

Chief Security officer, Bank of Baroda, Corporate office, Mumbai invites '**Sealed Tenders**' from reputed Private Security Agencies (PSAs) for empanelment with Bank, for providing private security guards (Armed / Unarmed) (Ex-servicemen / Non Ex-servicemen), in branches / offices / residential complexes in selected Zones / States. The tentative requirement of guards is **3853** consisting of **3350 Armed Guards & 503 Unarmed guards**, as per the list attached. (**Annexure IX**). After empanelment the Agencies shall be allotted respective Zones depending upon their eligibility, area of operation, service network and total numbers of bidders for that Zone. **Agency can apply maximum for 7 Zones of the Bank.** The decision of the Committee of the Bank for allotment of Zone shall be final and no representation shall be entertained. Concerned PSA will have to enter into an agreement (as per the format decided by the bank) with the concerned Zonal Office, as the case may be. **The deployment of security guards (armed / unarmed) to be completed by 01/04/2020 and 80% of the guards deployed in the Zone to be Ex-servicemen.** Any new guard deployed in the branch / office of the bank should not be above 50 years of age at the time of deployment. The services of deployed armed guards will not be allowed to continue beyond 60 years for all categories of guards. Further, the Bank shall be under no obligation to accept lowest or any offer received and shall be entitled to reject any or all offers without assigning any reason whatsoever. The duties and responsibilities of the Armed / Un-Armed guards as expected by the Bank are mentioned in detail in **Annexure –VII**

The empanelment shall be for a period of one year from **01/04/2020** and extendable by two years based on the performance and it will be at the sole discretion of the Bank, unless terminated by the Bank at its discretion by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation therefore.

Empanelment of Agencies should in no way be construed as work order for deployment of guards. Zones shall decide on the engagement of the empaneled Agency. Based on number of PSA's allotted to the Zone, they may consider to divide the work amongst them Region/State wise. **Selection committee headed by Dy. Zonal Head (DZH) shall decide the work allocation to the PSA. Decision of the committee shall be final and binding to all. No representation will be entertained.**

2. Submission of Proposal

Tender Document complete in all respect can be submitted along with payment of ₹ **10,000.00 (₹ Ten Thousand Only) (Non –refundable)** towards the cost of Tender Document and Earnest Money of ₹ **5,00,000.00 (₹ Five Lakh only)** by way of DD/Pay order in favour of Bank of Baroda payable at Mumbai, by **3.00 pm on or before 30/11/2019**, in a sealed envelope super scribing "**Empanelment of PSA for hiring of private Security Guards (Armed / Unarmed)**" in _____ **Zone/Zones/ State**, with our Security Department at above given address.

PSA must sign each page of tender document, failing which the application will be rejected. The proposal received late, or without proposal fee and earnest money or conditional applications will also be rejected. Further, the Bank reserves the right to accept or reject any or all applications without assigning any reason.

3. General Instructions & Conditions

- (a) The PSA has to specify in application the State / Zone for which they are applying. PSA can apply for maximum 7 Zones.



- (b) Please read the terms and conditions carefully before filling the proposal.
- (c) Please sign all the pages of the RFP including each page of the proposal form.
- (d) There should be no cutting / over writing. The cutting / over writing, if any, should be duly attested.
- (e) The Bank reserves all rights to:
 - (i) Accept or reject the proposal(s) without assigning any reason whatsoever.
 - (ii) Cancel or withdraw this RFP.
 - (iii) Accept or reject any deviation from these conditions.
- (f) Any delay in deployment over the stipulated period will attract penalty of 5% of the monthly contract payment per day subject to maximum of the monthly contract payment per month of delay. The bank reserves its right to recover this amount by any mode, which includes adjustment made against any payment to be made by the Bank to the PSA and / or from Security deposit.
- (g) The Bank reserves the right to increase or decrease the number of security Guards to be deployed in the said locations according to its requirement i.e Sates, Zones or Regions. If the shortlisted PSA is unable to fulfill the orders within the stipulated period, then Bank will have the right to allot the work to other shortlisted PSA after giving 15 days notice to the defaulting PSA.
- (h) **Bank may reject the Bid outright in case the required documents as mentioned in the RFP are not found enclosed.**
- (i) All Annexures must be clearly mentioned as "Annexure A, Annexure B and so on and should be sequentially attached, duly flagged neatly.
- (j) If any of the zone of our Bank has issued a dissatisfactory letter about any agency the bid of that Agency will be rejected in that / those particular Zone(s).

4. **Eligibility Criteria for Bidders-** For short listing of PSA the following criteria shall be applied. For this purpose PSAs shall submit copies of documents proof along with the Tender and PSAs not confirming to any of these criteria will not qualify for empanelment :-

- (a) **Statutory**
 - (i) PSAs should have a Certificate of Registration with Registrar of companies or Registrar of Firms or Letter of proprietorship, registered in India, reputed for providing Security Guards (Armed / Unarmed) (Copy of certificate of incorporation and certificate of registration to be submitted)
 - (ii) PSAs should have obtained a licence in accordance with Sections 4 & 7 of the Private Security Agency Regulatory Act 2005 issued by respective State(s). Agency not having PSARA will not be considered for empanelment (Copy of PSARA license (s) to be submitted). Agency can only apply in those States / Zones where they have PSARA Licence. Mere application with the said authority to obtain PSARA licence will not



make the company eligible for empanelment. However, PSAs which have been holding licence under PSARA for past five years and where licence to operate has been applied for renewal before expiry date would be eligible based on copy of previous licence and acknowledgement of application submitted for renewal. Scanned copy of PSARA licences in all the states where the bidder proposes to provide services should be attached duly self-attested.

- (iii) The PSA should be a profitable organization for the last three financial years (2016-17, 2017-18 & 2018-19) and the **average turnover** of the PSA during the last three financial year should be as follows-
- If applying for Zone(s) with requirement of guards upto 100 -turnover to be **₹ 3.00 crore**
 - If applying for Zone(s) with total requirement of guards from 101-200-turnover to be **₹ 5.00 crore**
 - If applying for Zone(s) with total requirement of guards from 201-300-turnover to be **₹ 8.00 crore**
 - If applying for Zone(s) with total requirement of guards from 301-400-turnover to be **₹ 11.00 crore**
 - If applying for Zone(s) with total requirement of guards from 401-500-turnover to be **₹ 13.00 crore**
- (iv) Should have latest certificate from **ESI Corporation and EPF Organization** under EPF & Misc. Provision Act 1952.
- (v) Should have Income Tax Clearance Certificate (latest) and PAN No.
- (vi) Should have Audited Balance Sheet (Latest).
- (vii) Should be registered with the Central Govt. under **Contract Labour Act** (Regulation & Abolition) 1970.
- (viii) Should have registration with appropriate authority for **GST** and other taxes as applicable.
- (ix) PSA should have minimum 7 years of experience providing Security Guards services to minimum 3 public / private sector Banks / PSUs with average annual deployment of 150 guards during last 5 years **(Documentary proof to be given)**.
- (x) PSA should have an active contract for providing guarding services in at least 3 Public / Private Sector Banks / PSUs on the date of application. PSA should furnish details of **Reference Sites as per Annexure III** and on request by Bank the referees should testify about the performance of the PSAs to the Bank's satisfaction. Please submit details where the work is going on at present. PSA should also submit report of satisfactory service.
- (xi) If PSA 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



upto which date should be mentioned in the document (Please attach a copy)

(b) **Financial**

- (i) Should have documents providing compliance of **Code of Wages Act 2019** as per the gazette notification no. 29 of 2019 dated: Aug 2019.

(c) **Administrative**

- (i) The Agency should have effective **infrastructure for the training** of the Guards. Details of faculty, no. of recruits trained, area of premises, address of training center, syllabus and duration of training should be enclosed. Agency should have it's own training Centre **Or** should have formal tie-up with the Govt. approved training center. The training shall be for minimum period of 100 hrs of classroom instruction and 60 hrs of field training spread over at least 20 working days. The ex-servicemen and former police personnel shall, however, be required to attend a condensed course only, of minimum 40 hrs of classroom instructions and 16 hrs of field training spread over at least 7 working days. Copies of training certificates of all guards to be deployed by the agency in the bank should be submitted to the respective Zone within 10 days of receiving work order.
- (ii) Should have credible **supervisory infrastructure** and network. Details of supervisors with qualifications, experience and contact numbers should be given of Respective State.
- (iii) PSA should have on its roll **80% Security guards (Armed / Unarmed)** deployed in the concerned state, where the Zone is located, for which the PSA is Bidding (Attach proof like nominal roll, latest salary slip, EPF No. etc and should not be more than 45 days old i.e PF subscription paid by PSA in month of 30 September, 2019) **out of which 80% should be ESM (attach proof).**
- (iv) PSA (s) should have their own office(s) in the Zonal Area they are opting for, on their name as proof of address. Office should be more than one year old (**Proof to be submitted**). **The PSA can apply for maximum 7 Zones only.**

(Note- PSA who wish to be considered for more than one State are to submit the relevant documents like PSARA, Shop & Establishment, details of Office, etc for each state separately)

Intending PSAs should furnish details about their firm as per PSA's profile (Annexure-II)

A declaration that the PSA is not owned or controlled by any director / Officer/ employee of Bank of Baroda or their relatives having the same meaning as assigned under Section 6 of the Companies Act, 1956.



5. Bid Submission Process

Interested parties shall submit their offers in sealed covers superscribed as “**Technical Bid**” for providing **Security Guards (Armed / Unarmed) for bank’s Branches/ Offices _____ Zone (Specify name of Zone(s))**

The offer will be in two parts, Technical Bid and Price Bid. Technical Bid will be opened and after technical evaluation, suitable Agencies will be short listed.

The Financial Bid / Price bid will be opened of only those Agencies who qualify Technically.

Part 1- Technical Offer- Shall contain the details required to be furnished by Tendering Agencies, as enumerated under the heading Eligibility Criteria of this document. The Technical Bid offer (TO) should be complete in all respects and contains all information asked in this document. It should not contain any price information. The Technical Bid offer should comprise of the following:

- (a) Covering letter on the prescribed format (**Annexure-I**)
- (b) PSA profile as per **Annexure II**
- (c) All the relevant documents related to eligibility criteria (self attested copies & other documents, brochures, leaflets, manuals etc. if any)
- (d) Details of reference sites as per **Annexure III**
- (e) EMD of Rs 500000/- (Rs Five Lac only)
- (f) Tender Fee Rs 10000/- (Rs. Ten Thousand Only)
- (g) The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected / disqualified.
- (h) Any Technical Bid with incomplete documents will be rejected.

Late Bids- Any bid received after **3.00 pm on 02/12/2019** will be rejected and / or returned unopened to the Bidder, if bidder so desires.

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. Any effort / attempt by a vendor to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the vendor’s Bid.

Part-2- Price Bid- Shall contain nothing but price aspects without any conditions. The price bid is for providing Security Guards (Armed / Unarmed) under the jurisdiction of _____ Zone as and when required and asked by the Zones from the empaneled vendor.

Sealed envelopes should be super scribed “Offer for Security guards (Armed / Unarmed) for _____ Zone / State and should be submitted to the office of the Chief Security Officer latest by **3 pm on 02/12/2019. (Annexure-V & Annexure VI)**

L1 will be decided on Central govt. rates / State Govt. (as on date), whichever is higher and service charges (**not to be less than 5% for Armed Guards and 3% for Unarmed Guards**). PSA who desire to work has to agree to work on L1 rates. **ANY PSA QUOTING SERVICE CHARGES LESS THAN THIS WILL BE DISQUALIFIED.**

Empanelment: - Empanelment of selected PSA will be for a particular Zone / State



6. Earnest Money Deposit

Earnest Money deposit of Rs 500000/- (Rs Five Lac only), in the form of DD/ Pay order valid for 180 days favoring Bank of Baroda, payable at Mumbai, must be submitted along with EOI. Offers not accompanied with EMD will not be accepted. This amount will be forfeited if, having been selected by the Bank for the job, the PSA refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned herein. No interest will be payable on the EMD. The EMD will be refunded to the unsuccessful PSAs on completion of the process of selection. **The Earnest Money paid by the successful PSAs will be released only after furnishing the Performance Bank Guarantee.**

7. Performance Bank Guarantee

After selection of PSA and on / before execution of the agreement with the respective Zone, the selected PSAs should submit a **Bank Guarantee of 10%**, from any schedule commercial bank excluding Co-operative Bank and Bank of Baroda, of the estimated annual value, rounded off to higher full thousand rupees, of the agreement at the concerned Zone. The Performance Bank Guarantee shall be adjusted against any loss, theft, damage, expense etc. to the Bank; caused by the agency or by the guards deployed by the agency or negligence of guards deployed by the agency and / or agency commits breach of one or more of the conditions in the agreement. It shall be refunded / returned to the concerned PSA after 3 months, at the end of agreement period, including extended agreement period if any. (A letter be given by the PSA that they will give Performance Bank Guarantee once work order is intimated to them by respective Zonal Head) If PSA is getting work in more than one Zone, based on the work amount involved, the Performance Bank Guarantee will be submitted separately at each Zone.

8. Validity of Offer

The offer will be valid for a period of 180 days from the last date of opening of the offer i.e **02/12/2019** within which period the bidder cannot withdraw their offer including the period being extended further, if so required, by the Bank from time to time. Any contravention of the above conditions will ensure the forfeiture of the EMD by the bidder / selected bidder.

9. Evaluation process

Offer (Tenders) will be evaluated in the following stages:-

Stage I

Checking of Tender documents, i.e. Incomplete Tender offers / offers not accompanied by the mandatory documents as mentioned above, cost of application, EMD, copy of PSARA Licence etc. shall be rejected.

Stage II

Offers will be evaluated against the stipulated minimum eligibility criteria based purely on valid documentary proof submitted by the PSAs. Offers not complying with the eligibility criteria will be rejected. It is Bidders responsibility to provide authentic proof with documents, for all the parameters mentioned in the section **“Technical Criteria”** duly stamped and signed.

**Stage III**

- (a) Short-listing of PSAs based on satisfactory feedback from reference sites and Evaluation (Bank Officials will visit the referred sites, hence reference to be given of present contract where the security guards (armed / unarmed) are being provided (**Annexure-III**))
- (b) Short listed Companies / Firms will be subject to site inspection by Bank's representatives and marks will be given to them. Minimum qualifying marks will be 50 subject to fulfilling other criteria as mentioned in (**Annexure IV**).

Stage IV

Price Bid of only technically qualified Agencies will be opened.

Stage V

Allotment of Zones / States to PSA(s), on the basis of their area of operation and registration. (Agencies can apply for maximum 7 Zones)

Stage VI

The service provider shall be required to enter into an SLA (Service Level Agreement) within 10 days of issuance of work order by the Zone.

10. No Commitment to accept lowest or any Tender

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice inviting Tender and shall be entitled to reject any or all offers without assigning any reasons whatsoever and without any cost / compensation thereof.

11. Eligibility Criteria for Security Guards

The Guards should confirm to the following norms:-

- i) 80% of the Armed Guards should be ex-servicemen / ex-paramilitary force.
- ii) Any new guard deployed in the branch / office of the bank should not be above 50 years of age at the time of deployment. The services of deployed armed guards will not be allowed to continue beyond 60 years for all categories of guards.
- iii) Should be physically fit in all respects, i.e should not be in Low Medical Category i.e. Medical category recorded in discharge book of ex-servicemen/ex-Para military personnel will be considered valid for 2 years from date of discharge and thereafter his medical fitness will be considered as per fresh medical fitness certificate from Registered Medical practitioner with qualification not less than M.B.B.S. as produced for verification by the PSA.

12. Uniform-

The PSA at their own cost will provide under-mentioned items of dress to all personnel deployed at sites of BoB. In addition, other items of dress as considered suitable may be asked for the guards by the Zones. No recovery of the amount spent on providing uniform will be made from the guard.

- (i) Shirt & Pants - 4 pair per year.



- (ii) Sweater / Jacket (for winter season)
- (iii) Boots - 2 pair per year.
- (iv) Umbrella and Rain Coat (for outdoor duties only).
- (iii) Cap
- (iv) Torch (for night duties, if required)
- (v) Whistle
- (vi) Belt
- (vii) Identity Card
- (viii) Any other item advised by the Zone

13. Validity of Offer

The applicant shall keep the offer open for a minimum period of **180 days** from the date of opening of the offer within which period the PSA cannot withdraw their offer including the period being extended further, if so required, by mutual agreement from time to time. Any contravention of the above conditions will make the PSA liable for forfeiture of their Earnest Money Deposit.

14. Opening of Offers

Technical Bid Offers will be opened at Multipurpose hall 3rd Floor, Bank's Corporate Centre, BKC, C-26, G-Block, Bandra (E), Mumbai at **3.30 pm on 02/12/2019** by Committee of Executives / Officers. The Bidders / their representatives(s) may be present at the time of opening of the Technical Bid Offers. No separate intimation will be sent in this regard to the Agencies for deputing their representatives. The Technical Bid offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present. Financial Bids will be opened of only those Agencies who qualify technically. Date and time of opening of financial bids will be intimated separately.

15. Payment of Wages

PSAs will quote rates on the basis of their service and other charges in percentage term over and above the minimum wages required to be paid as per extant acts / notifications in vogue. The rates quoted in price bid should be as per the **Minimum wages notified by Central Govt.** from time to time and will be governed by Code on Wages 2019, Employees State Insurance Act 1948, Employees Provident Fund and Misc. Provisions Act 1952, etc. and rules made there under. Minimum Wages will be as notified by Central / State Government, whichever is higher.

In order to ensure payment of wages in line with minimum applicable wages as per the extant acts / notifications to the personnel deployed by PSA, they will be required to disburse the wages in bank account of such personnel. **The accounts of the guards must be opened in Bank of Baroda Branches.**

The PSA will not be made any payments in advance. After making salary payments to guards, PSA will submit monthly bills to the concerned Branch / Office of the Bank. Payment will be made by Branch / Office after verifying attendance of the security guard, regulatory compliances (viz. payment of full wages, timely contribution for ESI and EPF etc) and deducting penalties, if any, etc.

Documents to be submitted to Branch / Office along with wages bills shall mandatorily include the following-

- (a) Wages bills for the staff in clear mentioning the number of days.



- (b) Attendance record of the individual(s).
- (c) Salary slip of wages to individual members of the guard force.
- (d) Details of the previous month's PF and ESI deposit with concerned authorities. Copy of ECR mentioning the UAN No. and names of personnel deployed at BOB must be made available in clear.

No arrears and claims shall form part of wages bills. These must be forwarded separately and followed up as such.

16. Compliance to laws

The successful bidder shall conform to the provisions of Law(s), Bye-law(s), Regulation(s), Notification(s) etc. relating to the work for the time being in force. He shall also obtain all necessary permission / approval / NOC from the Competent Authorities for completion of the said work, if required under the existing rules.

17. Fidelity Insurance Cover

The empaneled agency would be required to obtain one time Fidelity Insurance **Cover of Rs 1.00 Crore**, for protecting Bank's interest in case of any loss arising due to negligence or malafide intention of their guards and during periodic rotation of guards.

18. Character and Antecedent Verification

Before deployment of their Security Guards, the PSA should arrange for verification of the antecedents of the guards by the police and such verification certificate by the police should be submitted by the PSA to the respective Branch where the Security Guard (Armed / Unarmed) is being deployed, along with the following documents-

- (a) Copy of the latest Police verification of the Armed Guard.
- (b) Ex-serviceman Biodata
- (c) Copy of valid gun licence.
- (d) Discharge slip from the Army.
- (e) Authority letter of the Agency
- (f) Copy of Aadhar Card

19. Execution of Agreement between the PSA and the Bank

The successful PSA shall execute an Agreement in duplicate on a non-judicial Stamp Paper of appropriate value, as per the format provided by the Bank, and all the expenses shall be payable by the PSA. A copy each of the agreement to be retained both by the respective Zones and the PSA concerned.

20. Termination of Contract

The empanelment shall be for a period of one year from 01/04/2020 and extendable by two years based on the performance and it will be at the sole discretion of the Bank, unless terminated by the Bank at its own convenience by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation thereof.



- (a) If the selected PSA fails to deploy their Security Guards within the stipulated time schedule or extended time as communicated by the Bank.
- (b) Delay in deployment of Armed Guards or partial execution of job.
- (c) During contract period if the PSA violates either the terms and conditions mentioned in Tender or the responsibilities as mentioned above, or the Master Agreement.
- (d) Serious discrepancies noted in payment of wages of Security Guards.
- (e) Breaches in the terms and conditions of the work order.
- (f) If the selected PSA fails to comply with the Law(s), Bye-Law(s), Regulation(s), Notification(s) etc. relating to the work for the time being in force.
- (g) Any other reasons not mentioned above.

21. Effect of Termination

In case of termination of contract for default of selected bidder, bank is entitled to invoke the Performance Bank Guarantee, and enforce the indemnity bond executed in its favour, forfeit the security money deposit and impose liquidated damages and / or such other penalties as it deems fit and proper without prejudice to its other rights and contentions available under the law(s) for the time being in force.

22. Right to Alter requirements & repeat order

The Bank at its discretion can either reduce or increase the number of Security guards (Armed / Unarmed) to be deployed on the same terms and conditions and the proportionate payment thereof shall be made to the selected bidder / vendor.

23. Detailed Terms & Conditions

- (a) If the agency deliberately gives wrong information in the application or conditional application, Bank reserves the right to reject such application at any time and blacklist for future empanelment.
- (b) The PSA shall have to provide satisfactory evidence acceptable to the Bank with authentic documents of equivalent nature of experience at least for **7 years** for providing security services in Central / State /Public Sector Undertakings offices and PSA shall be having adequate knowledge and practical experience in this field.
- (c) The security guards to be provided by the PSA must be of sound health and good character for which the PSA shall be responsible and their antecedents are to be certified by the PSA and a copy of Police verification also is to be provided before the deployment of security guards. The PSA shall submit the relevant documents at the interval of every one year. The Bank shall have the right to reject any security guard not meeting the requisite standards.
- (d) The PSA shall be wholly and solely responsible for full compliance of the provisions under all labour laws or regulations such as Code on Wages 2019, Employees State Insurance Act 1948, Employees Provident Fund and Misc. Provisions Act 1952, etc. and rules made there under. Minimum Wages will be as notified by Central / State Government, whichever is higher. The Contract Labour (Regulation and abolition) Act, 1970 or any modification thereof or any other law relating thereto of having bearing on the performance of the works hereunder and rules there under from time to time, the PSA assumes liability



- and hereby agrees and undertakes to indemnify and hold harmless the Bank from every expenses, liability or payment by the reason of the application or violation of such laws, rules or regulations existing or to be introduced at a future date during the currency of the agreement.
- (e) The Security Guards shall be provided as per the requirement of the Bank and the guards so provided by the PSA shall not claim themselves as the employees of the Bank and there shall be no employer-employee relationship between the Bank and the guards so provided by the PSA. Payment shall be made on the basis of actual engagement of security personnel.
- (f) 80% Armed Guards deployed in the Branches should be ex-servicemen and any new guard deployed in the branch / office of the bank should not be above 50 years at the time of deployment. The services of deployed armed guards will not be allowed to continue beyond 60 years for all categories of guards. They should be armed with 12 Bore Single / Double Barrel Gun, with a valid gun licence.
- (g) The PSA shall be wholly responsible for paying Monthly Salary and other admissible allowances to guards deployed by them at the branches/offices. Bank will not pay any extra charges/payment for whatever reason including of weekly off/leave/holiday etc.
- (h) It shall be the responsibility of the PSA to provide full uniform (summer and winter both), shoes, cap, etc. along with the name plate/identity card to the security staff deployed to perform their duties. The identity cards shall be produced on demands by the any authority of the Bank or of Government.
- (i) All essential items for security purposes like torches, lathi, whistle, shoes/rain boots, raincoats, first aid arrangement etc. shall be provided by the PSA at their own cost.
- (j) The PSA will produce the security guard for interview by the concerned Security Officer for his verification and satisfaction before their deployment. PSA shall furnish the following –
- i. Complete particulars / bio-data of security personnel with passport size colour photo duly attested.
 - ii. Copy of arm license.
 - iii. KYC Documents
 - iv. Police Verification
 - v. Endorsement of arms with local police station.
 - vi. Training Certificate.
 - vii. Medical Certificate.
- (k) The Bank reserves the rights to ask the PSA to remove any guard found not discharging his duties satisfactorily or of doubtful character and he will immediately remove and suitable replacement will be made available.
- (l) The Bank shall not provide any residential accommodation in the premises of the Bank or elsewhere for the security guards deployed by the PSA.
- (m) The duty points and retention of security guards deployed by the PSA will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the PSA will have to abide by such direction.
- (n) In case of any pilferage, damage or theft, the PSA or their representative shall report the matter immediately to the authorities of the Bank and shall take up the matter with the police for lodging FIR/Proper investigation and recovery of loss. The PSA will be wholly responsible for any loss due to theft, pilferage etc. and will make good the loss sustained by the negligence, absenteeism of dereliction of duty by their security guards.
- (o) It may be distinctly understood that there shall not be any absenteeism by the security guards and in case of absenteeism, if any guard's replacement deputed by the PSA is unable to join his duty within two hours, failure to do so would render the PSA liable to pay the damages at double the rate of the wages and



suitable deductions will be made from monthly bills of the PSA, such replacement guard shall also be subject to meeting the standards.

24. Other terms and conditions

- (a) The PSA shall make the payment to the guards by 7th of the month and submit monthly bills in duplicate along with proof of payment made and of deposit of statutory deductions in the name of the guard. On receiving the above, the branch / office shall make payment within 5 working days after deduction of TDS as per provision of Income Tax Act, 1961 and as amended from time to time and also including any other taxes levied by the Central/State Government from time to time.
- (b) The PSA shall give weekly off to their security guards and shall provide a reliever in their place. The PSA is required to conduct surprise check frequently at least twice a week during late hours and to see themselves that their guards are discharging duties faithfully and properly and also submit their report to the official identified by the RBI. No double duty is allowed except in exceptional/emergency cases that too not more than two duties in a month per guard. PSA shall be liable to pay applicable over time allowance if any and no claim will be entertained by the Bank of Baroda in this regard.
- (c) 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 Private Security Agency shall abide by and comply with all the relevant laws and statutory requirements covered under Code on Wages 2019, Employees State Insurance Act 1948, Employees Provident Fund and Misc. Provisions Act 1952, etc. and rules made there under. Minimum Wages will be as notified by Central / State Government, whichever is higher.
- (d) 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 guidelines of the Central and State Government.
- (e) The Private Security Agency will get a valid Labour Licence 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 empaneled Private Security Agency.
- (f) The empanelment shall be for a period of one year from 01/04/2020 and extendable by two years based on the performance and it will be at the sole discretion of the Bank, unless terminated by the Bank at its own convenience by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation t thereof.
- (g) In case of any dispute which may arise during the currency of agreement it would be settled by the Zonal Manager, Bank of Baroda, of the respective zone.
- (h) Before deployment of any guard in the Bank site, the PSA will give them training as defined in the PSARA Act 2005.

25. Subcontracting

The PSA shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under this RFP. If found doing so, the contract will be terminated and the Agency may be blacklisted.



26. Confidentiality:

26.1 All BOB's product and process details, documents, data, applications, software, systems, papers, statements and business/customer information which may be communicated to or come to the knowledge of the Service Provider or its employees during the course of discharging their obligations shall be treated as absolutely confidential and the Service Provider irrevocably agrees and undertakes and ensures that the Service Provider and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without the prior written permission of BOB nor shall use or allow to be used any information other than as may be necessary for the due performance by the Service Provider of its obligations hereunder. The Service Provider hereby specifically agrees to indemnify and keep BOB indemnified safe and harmless at all times against all or any consequences arising out of any breach of this confidentiality undertaking by the Service Provider and/or its employees and shall immediately reimburse and pay to BOB on demand all damages, loss, cost, expenses or any charges that BOB may sustain suffer, incur or pay in connection therewith.

26.2 However the confidential information will not be limited to the information mentioned above but not include the following as confidential information:

- i) Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;
- ii) Prior to the disclosure by BOB was known to or in the possession of the Service Provider at the time of disclosure ;
- iii) Was disclosed or parted with the prior consent of BOB;
- iv) Was acquired by the Service Provider from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from BOB.

26.3 The Service Provider agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.

26.4 The provisions of this Clause shall survive the termination of this Agreement.

27. Indemnity

The PSA shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- (a) The Bank's authorized/ bona fide use of the Deliverables and /or the Services provided by the PSA under this RFP or subsequent agreement; and/or
- (b) An act or omission of the PSA and/or its employees, in performance of the obligations under this RFP or subsequent agreement; and/or
- (c) Claims made by employees who are deployed by the PSA, against the Bank; and/or



- (d) Claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the PSA to its employees
- (e) Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the PSA under this RFP or subsequent agreement; and/or
- (f) Breach of confidentiality obligations of the PSA contained in this RFP or subsequent agreement and/or
- (g) Negligence or gross misconduct attributable to the PSA or its employees.

Indemnity would cover damages, loss or liabilities actually suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the PSA.

In the event of PSA not fulfilling its obligations under this clause within the period specified in the notice issued by the bob, Bank has the right to recover the amounts due to it under this provision from any amount payable to the successful bidder under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP / subsequent agreement.

28. Audit

- (a) BOB reserves the right to conduct an audit/ ongoing audit of the services provided by the PSA.
- (b) The PSA should allow the Reserve Bank of India (RBI) or persons authorized by it to access BOB documents, records or transaction or any other information given to, stored or processed by the PSA within a reasonable time failing which the PSA will be liable to pay any charges/ penalty levied by RBI.
- (c) The PSA should allow the Reserve Bank of India (RBI) to conduct audits or inspection of its Books and account with regard to BOB documents by one or more RBI officials or employees or other persons duly authorized by RBI.

29. Law, Jurisdiction and Dispute Resolution

The provisions of this RFP and subsequent Agreement shall be governed by and, construed in accordance with the Indian law and the courts in Mumbai shall have the exclusive jurisdiction to deal with any issue arising out of this Agreement.

30. Arbitration

- (a) BOB and the PSA shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after 30 days from the commencement of such informal negotiations, Bank and The PSA have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.
- (b) The dispute, controversy or claims arising out of or in connection with the Agreement shall be referred to sole arbitrator to be appointed by mutual consent.
- (c) The place of arbitration shall be at the city of respective Zonal Office.
- (d) The arbitral procedure shall be conducted in the English language and any award or awards shall be rendered in English. The procedural law of the arbitration shall be the Indian law.



(e) The award of the arbitrator shall be final and conclusive and binding upon the Parties, and the Parties shall be entitled (but not obliged) to enter judgment thereon in any one or more of the highest courts having jurisdiction. The Parties further agree that such enforcement shall be subject to the provisions of the Indian Arbitration and Conciliation Act, 1996 and neither Party shall seek to resist the enforcement of any award in India on the basis that award is not subject to such provisions.

31. Publicity

The PSA shall not use the name and/or trademark/logo of Bank of Baroda, its group companies or associates in any sales or marketing publication or advertisement, or in any other manner without prior written consent of Bank of Baroda.

I have read and accept, all terms/conditions/criteria other aspects mentioned in this document unconditionally.

Signature (Authorized Signatory/Director of the PSA)

Date.....

**TENDER FOR EMPANELMENT OF PRIVATE SECURITY AGENCIES**

(On letter head of PSA)

Ref No.

Date:

To
The Chief Security Officer
Bank of Baroda
Baroda Corporate Centre,
C-26, G-BLOCK, Bandra Kurla Complex,
Bandra East, Mumbai - 400 051.

Dear Sir,

Re: **Your Tender for Empanelment as Private Security Agency for providing Armed and Unarmed Security Guards for Zone/Zones/State**

We refer to your RFP No.BCC/SEC/108/S-4/RFP/PSA dated/...../2019 on the captioned matter.

I/We hereby offer for our Company /Firm to be empaneled as a PSA for providing Armed and Unarmed Security Guards to be deployed at various premises of Bank of Baroda, in _____Zone/Zones/State. We will be providing 80% Ex-servicemen guards in the Zone(s) allotted to us. We have applied for only 7 Zones.

I/We am/are aware that the empanelment does not guarantee any work order. In the event of getting a contract, I/We agree to honour the obligation with due diligence and efficiency as required by the Bank of Baroda.

I/We also understand that mere filling the application form does not automatically qualify us for being empaneled. We also agree to Bank of Baroda, Mumbai's right to reject any or all Applications (including ours) without assigning any reason thereof.

We confirm that we have not been **black listed** by any Ministry or Department of Central Govt. / State Govt. / Municipal Corporation / PSU / Commercial Banks for empanelment as PSA. If found that our Company / Firm was blacklisted prior to filling up this tender, our company / firm shall be disqualified. Also we understand that in such eventuality, Bank is liable to blacklist us. **We also agree that in case any poor performance report is received from any of our clients our Bid will be rejected / disqualified.** I/we further declare that no criminal case is registered or pending against the firm / company or its owner / partners / directors anywhere in India.

We also confirm that, in the past, we have not been issued with any dissatisfaction letter by the Zone of Bank of Baroda, for which we are applying. I/We also understand that after being empaneled, if it is known that any wrong information was submitted / given by us during tendering, our empanelment for all the Zones allotted to us will be cancelled.

We certify that (Name of PSA) is not owned or controlled by any Director or serving Officer/Employees of Bank of Baroda or their relatives having the same meaning as assigned under section 6 of the Companies Act, 1956.

I/We agree to all the terms and conditions of the RFP.

Thanking you,

Yours faithfully,

Signature and Seal of PSA
Address :

TENDER FOR EMPANELMENT OF PRIVATE SECURITY AGENCIES
IN BANK OF BARODA FOR _____ ZONE
(Please attach separate sheet for different Zones, wherever applicable)

PSA PROFILE

Name of the Private Security Agency.	
Name of the Contact person for this Tender activity	
Address & telephone No.	

Sr. No	Particulars asked for	DETAILS	Proof / details to be attached as(with proper flags)
1.	Constitution (Company / Firm / Proprietorship)	COMPANY / FIRM / PROPRIETORSHIP	Annexure A
2.	Year of Establishment		Annexure B
3.	Experience in the field		Annexure C
4.	Name of Directors / Partners / Proprietor		Annexure D
5.	Whether registered with Registrar of companies / firms or proprietor. If so, mention No. & date (Documentary proof necessary) Furnish also copy of relevant certificates / Deeds.	No.- DATED-	Annexure E
6.	Whether registered for GST in the states applied for? if so, mention no. and date. Furnish copies of relevant certificate.	GST No-	Annexure F
7.	Whether an assessee of Income Tax. If so mention PAN / TAN . Furnish copies of IT Return for 2016-17, 2017-18 & 2018-19 & PAN Card.	PAN No- 2016-17 2017-18 2018-19	Annexure G
8.	Whether registered in the panel of other organizations / statutory bodies such as PSU, Bank, Govt. bodies, etc. Furnish their names, category, date of Registration & Proof. Furnish details of -3- Reference Sites (Public / Private Sector Banks / PSU) and also submit report of satisfactory service.	1. YES / NO 2. REFERENCE OF -3- SITES- GIVEN / NOT GIVEN 3. SATISFACTORY SERVICE REPORT ATTACHED / NOT ATTACHED	Annexure H



9.	Whether registered with ESIC & EPF . Furnish date of registration and proof.	ESIC No- Date- EPF No- Date-	Annexure I
10	Valid licence under “ Private Security Agencies (Regulation) Act, 2005 ” as amended from time to time.	PSARA TILL-	Annexure J
11	Whether registered with Govt. under Contract Labour (Regulation & Abolition) Act, 1970 . Furnish date of registration and proof.	YES / NO VALID TILL-	Annexure K
12	Proof of having minimum 80% guards, of the Zones requirement for which the Agency is applying , on Agency 's roll, out of which minimum 80% to be ex-servicemen, (List enclosed)	ENCLOSED / NOT ENCLOSED	Annexure L
13	Details of training infrastructure for training of guards	HAVING / NOT HAVING	Annexure M
14	Details of supervisory infrastructure. (List enclosed)	ENCLOSED / NOT ENCLOSED	Annexure N
15	Audited Balance Sheet for last -3- Financial Years i.e 2016-17, 2017-18 & 2018-19	2016-17 2017-18 2018-19	Annexure O
16.	Income tax Clearance Certificate (latest)		Annexure P
17	Proof of average annual turnover, depending on the number of guards Agency is applying for, in last -3- years Profit after Tax (INR Lacs)	AVERAGE TURNOVER-	Annexure Q Certificate of CA to be attached in Original
18	EMD of Rs 5.00 lacs	GIVEN / NOT GIVEN	Annexure R
19	Cost of Tender Rs 10000.00	GIVEN / NOT GIVEN	Annexure S
20	Declaration that the PSA is not owned or controlled by any director / Officer/ employee of Bank of Baroda or their relatives	GIVEN / NOT GIVEN	Annexure T

- a. The Details of above information has been attached as ANNEXUREs with proper flags.
- b. We understand that this application does not entitle us automatically for being short listed for the purpose as cited above.
- c. We understand that Bank of Baroda reserves the right to reject our application without assigning any reason thereof and we agree to this.
- d. The information given by us is true to best of our knowledge.

Date-

Seal

Place-

Signature & Seal

REFERENCE SITE DETAILS FROM -3- OTHER PUBLIC / PRIVATE SECTOR BANKS / PSU

Kindly provide details of -3- different organisations and also submit report of satisfactory service (Public Sector Organization / Public / Private Sector Bank where presently providing services)

Sr. No		
1.	Name of Principal Employer i.e name of Firm / Organisation where PSA is providing Security Guard Services & Address	
	Contact Person	Name
		Designation
		Phone Numbers
		Mobile No
		e-mail id
	Satisfactory completion report	Attached / Not Attached
2.	Name of Principal Employer i.e name of Firm / Organisation where PSA is providing Security Guard Services & Address	
	Contact Person	Name
		Designation
		Phone Numbers
		Mobile No
		e-mail id
	Satisfactory completion report	Attached / Not Attached
3.	Name of Principal Employer i.e name of Firm / Organisation where PSA is providing Security Guard Services & Address	
	Contact Person	Name
		Designation
		Phone Numbers
		Mobile No
		e-mail id
	Satisfactory completion report	Attached / Not Attached

Date

Seal

Place

(To be filled by Bank's Official)

Name of the PSA:

Date of Inspection:

Sr No	Items	Checklist	Remarks	Max Marks	Min Compulsory Marks (*)	Marks Obtained (#)
1.	Organisational Set up					
a.		Supervisory Infrastructure		10	5	
b.		Checking / monitoring of duties of deployed manpower by supervisory staff		10	5	
c.		Recruitment process including verification of antecedents		10	5	
d.		Disbursement of pay and allowances and other statutory dues		5		
e.		Number of years in the business of providing security manpower (1 mark for each Year as mentioned above with max. Of 5 marks)		5		
f.		Number of operational contracts presently held with Public Sector Banks or Private Banks (2 mark for each client as mentioned above with max. of 10 marks)		10		
2.	Training Infrastructure Present with the Agency		Yes / No			
a.		Training Facility		10		
b.		Mode of Training incl firing (proof required)		10	5	
3.	Manpower					
a.		Turnout		10	5	
b.		Conduct & Knowledge		10	5	
4.	Any other point / observation by the Bank / meeting the Bidder's other clients			10		
		Total		100		

(*) Company / Firm have to attain the min specified marks as mentioned herein in order to qualify and subject to attaining more than 50% of total marks.

(#) Company / Firm have to attain more than 50% of total marks in order to qualify.

Signature

PRICE BID – FOR THE ARMED GUARDS
(Rates for one Armed Guard)

(As per Minimum Wages of Central / State Government whichever is Higher)

No	DESCRIPTION	RATES			REMARKS
		Area A	Area B	Area C	
1.	Basic + VDA for 26 days				
2.	Employees State Insurance (ESI) @ 3.25% of Sr. 1				
3.	E.P.F @ 12 % of Sr. No 1				
4.	Employees Deposit Linked Insurance (EDLI) @ 0.5% of Sr. 1				
5.	ADM Charges (P.F) @ 0.50% of Sr. No 1				
6.	Bonus @ 8.33 % of Basic + VDA) or of 7000 whichever is higher				
7.	Uniform Outfit Allowance (Amount in Rs per month)				
8.	Service Charge @ Rs _____ (___ %)				
9.	Grand Total (Excluding Taxes)				

Relieving Charges 1/6 wherever applicable

Service Charges not to be less than **5%** (if quoted less the Agency will be disqualified)

L1 will be arrived at Grand Total.

- Basic +VDA (Sr.1) should confirm to the minimum wages fixed and revised from time to time by the Ministry of Labour & Employment, Govt. of India for employment of watch & ward staff. Where both Central & State Govts. have fixed the minimum rates of wages, the rates of wages whichever is higher will be applicable.
- The Areas “A”, “B” & “C” shall be as per Govt. notification as issued from time to time.
- Taxes as applicable as per prevalent laws shall be applied.

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

Signature
Designation

Name of the Firm / Agency with Office stamp

PRICE BID - FOR THE UNARMED GUARDS
(Rates for one Unarmed Guard)

(As per Minimum Wages of Central / State Government whichever is Higher)

Sr. No	DESCRIPTION	RATES			REMARKS
		Area A	Area B	Area C	
1.	Basic + VDA for 26 days				
2.	Employees State Insurance (ESI) @ 3.25% of Sr 1				
3.	E.P.F @ 12 % of Sr. No 1				
4.	Employees Deposit Linked Insurance (EDLI) @ 0.5% of Sr. 1				
5.	ADM Charges (P.F) @ 0.50% of Sr. No 1				
6.	Bonus @ 8.33 % of Basic + VDA) or of 7000 whichever is higher				
7.	Uniform Outfit Allowance (Amount in Rs per month)				
8.	Service Charge @ Rs _____ (___ %)				
9.	Grand Total (Excluding Taxes)				

Relieving Charges 1/6 wherever applicable

Service Charges not to be less than 3% (if quoted less the Agency will be disqualified)

L1 will be arrived at Grand Total, excluding Relieving charges.

1. Basic +VDA (Sr.1) should confirm to the minimum wages fixed and revised from time to time by the Ministry of Labour & Employment, Govt. of India for employment of watch & ward staff. Where both Central & State Govts. have fixed the minimum rates of wages, the rates of wages whichever is higher will be applicable.
2. The Areas "A", "B" & "C" shall be as per Govt. notification as issued from time to time.
3. Taxes as applicable as per prevalent laws shall be applied.

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

Signature
Designation

Name of the Firm / Agency with Office stamp

DUTIES OF ARMED GUARD

The Security Guard is the person who has to ultimately carry out and implement many security instructions issued to branches. The foiling of the robbery / dacoity and apprehending of culprits will essentially depend upon the alertness shown by him and his mental preparedness.

The Security Guard should perform the following duties and any other duties assigned from time to time:-

- a) Work under the general supervision and control of the Branch Manager.
- b) Perform diligently all security related duties assigned to him by his Branch Manager/ Security Officer or other authorised officers.
- c) Be fully conversant with the standing instructions about his duties and responsibilities, with special reference to his area of jurisdiction, layout of the building, telephone numbers of Security Officer/ Branch Manager/ Regional Manager/ Fire Brigade and the Police to inform/ seek assistance in the case of need.
- d) To wear the prescribed uniform smartly and correctly while on duty.
- e) Be vigilant and alert on duty and not leaving his post until properly relieved.
- f) To Guard and protect all assets of the branch and its building.
- g) Be Polite and courteous yet firm in his dealings with the public. Exercise restraint and avoid being provoked.
- h) When on duty at the strong room, carefully examine every aspect of security of the strong room and in the case of any discrepancy, immediately bring it to the notice of his superiors.
- i) While at the gate, ensure proper access control, as per instructions, to prevent unauthorised entry.
- j) Not to allow any visitor apparently effecting ingress in the branch with unauthorised weapons/ materials like firearms/ explosives.
- k) Keep a close watch inside and outside the branch and in the case of any anticipated/ existing risk/ suspicion, immediately take appropriate action as warranted and also report the matter to his superiors.
- l) When on patrol duty, be vigilant and alert and carefully search all such places which seem suspicious and where a criminal can hide.
- m) At the time of handing/ taking over of duty, where applicable, check all locks of rooms and record the result of checking. Both guards must sign the handing taking over register.
- n) In the case a security alarm being raised, close the gate(s).
- o) Be thoroughly conversant with the security standing orders, shooting orders and other orders issued from time to time on matters covering security duties of the branch.
- p) Remind branch/ entity head to carry out security rehearsal/ mock drill once a fortnight.
- q) Be fully conversant with the use of **burglary, CCTV** and firefighting equipment in the branch.
- r) Be fully conversant with the sequence of action to be taken in the following situations:
 - Burglary/ theft
 - Dacoity/ robbery
 - Demonstration



- Procession/ Morcha
 - Squatting (Dharna)
 - “Gherao”
- s) While deployed at the strong room/ currency chest, not to move away from his post under any circumstances, especially when the strong room is open.
- t) While at the strong room/ currency chest duty, ensure that only authorised persons are allowed to open the strong room and that too, during the working hours.
- u) Not to permit movement/ loitering of any unauthorised person in the close proximity of the strong room.
- v) Make note of any suspicious movement in the vicinity of the strong room and apprise the Branch Manager.
- w) While on strong room duty, ensure before leaving, that all doors are properly locked and the electrical current is shut off. He should also ensure that nobody remains in the strong room.
- x) Be thoroughly conversant with the communication system other than telephone and electrically operated devices, to be able to raise a general alert and inform the Branch Manager/ Supervisory security staff in the case of any eventuality.
- y) The duties of security guards will be keep a watch over persons visiting the branch premises wherever deployed. The use of Fire arms by the security guards will be in terms of provisions of Indian Penal Code, section 96 to 106.
- z) General duties:-**
- Carry out surveillance of the premises
 - Prevent use of premise by squatters, hawkers or undesirable characters
 - Prevent misuse of premises for anti-social activities by public, or bank staff
 - Check points and stretches not visible from the static point- duty guard
 - Assist the static point-duty guards
 - Open and close unmanned gates in an emergency.
 - Deal with untoward incidents.
 - Keep a close watch over the building and other property, against attempts
 - At arson or accidental Fire and take action as per the branch’s standing orders
 - Collect security information and convey the same to superiors.
 - Check the identification of all persons, especially at night, found loitering in close proximity of the bank.
 - While on duty check that all security gadgets, arms and ammunition are in serviceable condition and maintain record thereof.
 - He should maintain his weapon properly and keep it in serviceable condition at all the times
 - Not to carry the cash container himself
 - Refrain from participating in the trade union activities
 - **Any other duty assigned other than the above mentioned**

CHECK LIST OF DOCUMENTS TO BE SUBMITTED

Sl. No	Particulars	Compliance	
		Yes	No
1.	Certificate of Registration of Company / Partnership Deed etc		
2.	Incorporation Certificate		
3.	Earnest Money Deposit :a DD / Pay Order of Rs 5.00 lacs		
4.	Cost of Tender document / Tender fee: a DD of Rs 10000.00		
5.	Shop & Establishment Certificate of Local Office		
6.	Certificate of Registration with Income Tax Authorities		
8.	Certificate of Registration with EPF		
9.	Certificate of Registration with ESIC		
11	Certificate of Registration with PSARA		
12	Certificate of Registration with GST		
13	Audited Balance sheet & P&L statement for FY 2016-17		
14	Audited Balance sheet & P&L statement for FY 2017-18		
15	Audited Balance sheet & P&L statement for FY 2018-19		
16	Copies of Turnover Certificate Tax returns and assessment orders for 2016-17		
17	Copies of Turnover Certificate Tax returns and assessment orders for 2017-18		
18	Copies of Turnover Certificate Tax returns and assessment orders for 2018-19		
19	Registration Certificate as per Company's Act		
20	Copy of PSARA Licence(s): Numbers of PASARA licence with name of states written on it		
21	Certificate from ESI corporation regarding Registration under Shops & Establishment Act		
22	Detail list of Branch Office, Head Office: on Pan India with Contact Numbers (Landline & Mobile) and email id.		
23	Latest Certificate from EPF Organisation under EPF & Misc. Provision Act-1952 (EPF Register of employees of last 12 months)		
24	Copies of Balance Sheet (Audited) for last three financial years		
25	Copies of PAN, ESI, EPF, GST registration number etc.		
26	Registration with Govt. Under Contract Labour Act (Regulation & Abolition) 1970		
27	Latest documents complying to Minimum Wages Act, 1948 and Central Rule		
28	Signed copy of all the Tender documents		



29	Application on printed letter head along with company profile as per enclosed format		
30	Copy of latest work order(s) / copies of agreement, from Public / Private Sector banks		
31	Training Infrastructure Records. (Agency to have it's own training centre / has a tie-up with government approved training centre)		
32	Proof of having 80 % requirement of the Zone applying for out of which 80% to be Ex-Servicemen (Attach nominal role as proof)		
33	Proof of transferring the salary of the guards through Bank Transfer (details of last 6 months)		
34	Declaration that the PSA is not owned or controlled by any director / Officer/ employee of Bank of Baroda or their relatives		

STATE WISE LIST OF ZONES

Sr. No	Zone	State	Applying for the following Zones (Please ✓)	Tentative Number of	
				Armed Guards	Unarmed Guards
1.	Mumbai Zone	Maharashtra		00	125
2.	Bengaluru Zone	Karnataka		33	3
3.	Kolkata Zone	Sikkim, W. Bengal & North Eastern States		175	12
4.	Ahmedabad Zone	Gujarat		90	27
5.	Baroda Zone	Gujarat		279	35
6.	Pune Zone	Maharashtra Goa		00	145
7.	Meerut Zone	UP & Uttarakhand		462	7
8.	Lucknow Zone	UP		405	37
9.	Jaipur Zone	Rajasthan		271	13
10.	Bhopal Zone	MP & Chattisgarh		250	09
11.	Chennai Zone	Tamil Nadu		146	10
12.	Patna Zone	Bihar, Jharkhand & Odisha		379	6
13.	New Delhi Zone	Delhi & NCR area of UP & Haryana		348	31
14.	Chandigarh Zone	Chandigarh, Punjab, Haryana, Himachal Pradesh & J&K		318	7
15.	Hyderabad Zone	Andhra Pradesh, Telangana		21	16
16.	Ernakulam Zone	Kerala		60	00
17.	Rajkot Zone	Gujarat		96	15
18.	Mangaluru Zone	Karnataka		17	5
Total				3350	503