



# Uttar Bihar Gramin Bank

Head Office, Kalambagh Chowk, Muzaffarpur

**Tender of Private Security Agencies for outsourcing Security Services of Armed  
Guards and Unarmed Guards for Head Office**

**Of**

**UTTAR BIHAR GRAMIN BANK**

Tender reference No.HO:GAD:2021-22/955 Dt. 29.01.22

Start date of tender :: 29.01.2022

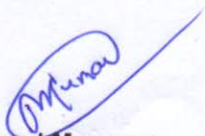
Last date for submission :: on 24.02.2022 upto 3.00 PM

Opening date of tender :: on 24.02.2022 upto 3.30 PM

Address of communication ::

General Manager

Uttar Bihar Gramin Bank, Head Office,  
Kalambagh Chowk, Sharma Complex, Muzaffarpur

  
General Manager  
Uttar Bihar Gramin Bank  
Head Office,  
Muzaffarpur

**Request for Proposal**

**Tender For of Private Security Agencies for outsourcing Security Services of Armed Guards and Unarmed Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur .**

- A. Uttar Bihar Gramin Bank, Head Office, Muzaffarpur invites sealed Techno-commercial offers from reputed Private Security Agencies (Registered company or registered partnership firm) having adequate presence in State of Bihar for providing services of Armed and Unarmed Security Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur.
- B. RFP Forms can either be downloaded from our bank website [www.ubgb.in](http://www.ubgb.in) or can be obtained from our office. RFP forms should be submitted along with tender cost/fee of Rs. 2000/- (Non Refundable) by DD favoring **Uttar Bihar Gramin Bank**, payable at **Muzaffarpur** at above mentioned address as per below mentioned timeline.

Date of commencement of issue of RFP : 29/01/2022

Last date for submission of RFP : 24/02/2022 Upto 3.00PM

Opening of RFP : 24/02/2022 at 3.30PM

- C. All conditions and parameters will be evaluated with reference to the firms submitting the tenders. The Bank reserves the right to reject any / all applications without assigning any reason whatsoever.

  
(General Manager)

In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the scheduled time.

**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. Uttar Bihar Gramin Bank 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.*



उत्तर बिहार ग्रामीण बैंक  
प्रधान कार्यालय, कलम्बाग चौक,  
मुजफ्फरपुर, बिहार, ८४२ ००१



**Uttar Bihar Gramin Bank**

HEAD OFFICE, KALAMBAGH CHOWK,  
MUZAFFARPUR, BIHAR, 842 001

(Sponsored By :: Central Bank of India)

☎ 2248141, 2243088, 2267918 Fax: (0621) 2243088, 2240103

Website :: [www.ubgb.in](http://www.ubgb.in)

E-mail :: [ubgb@ubgb.in](mailto:ubgb@ubgb.in)

### Request for Proposal (RFP)

The prequalification details for Tender of Private Security Agencies to provide the Services of Armed and Unarmed Security Guard for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur, is as follows:

#### 1. SCOPE OF WORK:

- 1.1. Uttar Bihar Gramin Bank, Head Office intends to Tender of reputed Private Security Agencies for providing Armed and Unarmed Security Guard for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur.
- 1.2. Private Security agencies, awarded contract after completion of Tender process, will provide Armed and Unarmed Security Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur.
- 1.3. The present requirement of **Armed Guard for Head Office will be 1 and Unarmed Guards for Head Office will be 2 (Approx)**. The number may increase or decrease in future as per bank requirement.
- 1.4. Uttar Bihar Gramin Bank, Head Office will have the right to cancel this contract. In such case notice of one month will be served to the PSAs for termination of contract and no other claims will be entertained.
- 1.5. The period contract will be for a period of 3 year. However, the contract shall be renewed on yearly basis for further two more years subject to satisfactory services and correct compliance of labour law, and continue the contract on the existing terms & conditions and complying with the minimum wages, as revised by the Central/ State Government from time to time, the contract may be renewed by the competent authority.

#### 2. TERMS AND CONDITIONS:

- 2.1. The Tender will be done using two-bid (Technical and Price bid) system. **The Bidders, who qualifies all the pre qualification criteria as per this Tender Document will be shortlisted. After shortlisted, Sealed Price bids will open of qualified Security agencies.** The date and time for opening of price bid will be intimated by mail and decision on quantum of work allotted to agencies will be undertaken.
- 2.2. After acceptance of order, the service provider shall provide Armed and Unarmed Security Guards as per our requirement within 15 days commencing from the day of acceptance of order. 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 the Head Office. Any further delay shall make the agency ineligible and the order will be shifted to the other eligible agencies.
- 2.3. RFP complete in all respect is to be submitted in two parts i.e., Technical Bid offer (TBO) and Financial Bid Offer (FBO). Both the bids should be in separate sealed envelopes and shall be submitted in a large sealed envelope.
- 2.4. The sealed envelope of the Technical Bid Offer (TBO) & tender fee, EMD shall be super scribed as **"TENDER-Technical Bid of Private Security Agencies for outsourcing Security Services of Armed Guards and Unarmed Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur.** The sealed envelope of the Financial Bid Offer (FBO) shall be super scribed as **"TENDER -Financial Bid of Private Security Agencies for outsourcing Security Services of Armed Guards and Unarmed Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur.**
- 2.5. Both the sealed envelopes shall be placed in a large envelope and super subscribed as, **TENDER - For Private Security Agencies for outsourcing Security Services of Armed Guards and**



**Unarmed Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur and can be submitted by hand / through post/ courier to General Manager ,Uttar Bihar Gramin Bank, Head Office, Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001 on or before 3.00 PM on 24/02/2022.**

- 2.6. If any of the shortlisted PSAs is unable to fulfill the orders within the stipulated period or the extended time given by the Bank, then the Bank will have the right to cancel those unfulfilled or all orders and these orders shall be placed to the other shortlisted PSAs after giving one week notice to the defaulting PSA.

**3. ELIGIBILITY CRITERIA FOR APPLYING:** For short listing of Private Security Agencies (PSA) the following criteria shall be applied. For this purpose PSAs shall submit copy of documentary proof duly signed by authorized signatory along with the RFP. PSAs not conforming to any of these parameters as on last date for submission of RFP will not be conserved for qualify for short listing:

- 3.1. Private security agency should be either a registered company or a registered partnership firm reputed for providing Security guard's services since last five years or more (Proof documents:- valid Registration Certificate of ROC for registered companies/ registered partnership deed for partnership firm. The document should substantiate existence of the company / firm for five years or more). **Proprietor firm will not be entertained.**
- 3.2. Private security agency should have a valid license to work in the whole state of Bihar (Proof documents- license for the Bihar state).
- 3.3. Private security agency should have Registration under shops and establishments Act applicable in the state of Bihar (Proof Documents-Valid Registration Certificate for the offices in the state of Bihar).
- 3.4. Private security agency should have registration with the ESI Corporation under ESI Act and should have been allotted with a Code Number by the ESIC (Proof Document- Valid Registration Certificate with Code number from ESIC).
- 3.5. Private security agency should have registration with EPFO under EPF & Miscellaneous provision act 1952 and should have been allotted Registration number (Proof Document- Valid Registration Certificate with Registered number from EPFO).
- 3.6. Private security agency should have income tax PAN and should be submitting IT returns for last three years (Proof documents- Copy of valid PAN card and IT Return Acknowledgement copy for last three years).
- 3.7. Private security agency should have a Registration for Service Tax/GST and should have been allotted with Registration number (Proof documents- Valid Registration Certificate with Service Tax Number/GSTIN).
- 3.8. Private security agency should have minimum five years experience of providing Security Guard's services to Public/Private sector banks (Proof documents- Work order from Banks substantiating providing services since last five years).
- 3.9. Private security agency should have Audited Balance Sheets and Profit & Loss Accounts statement for the past three financial years. The average turnover of the PSA in the last three years should not be less than **Rs 1.5 Crore (Proof documents- Audited Balance Sheet and P & L Statement for each of the last three financial years).**
- 3.10. Private security agency should be in profit for last three years financials years (Proof documents- Audited Balance Sheet and P & L Statement for each of the last three financial years).
- 3.11. Private security agency should have at least one of its offices with landline telephone & email facility anywhere in the Bihar state, and that office should be physically manned during the office hours on all working days. Further, if any Private security agency does not have a single office in state of Bihar will not be considered. (Proof Documents- Registration of the office under Shops & Establishment Act applicable in the Bihar State, Latest landline telephone bill, muster roll/attendance record of office staff).
- 3.12. Private security agency should have credible supervisory infrastructure and network in the state of Bihar (Proof Documents- Muster Roll/Attendance record of supervisory staff with designation placed with the offices in the Bihar state).
- 3.13. Private security agency shall not be owned or controlled by any director or officer / employee of the Uttar Bihar Gramin Bank or their relatives having the same meaning as assigned under sec 6 of the Companies Act 1956 or their relatives having the same meaning as assigned under section 2(77) of the Companies Act 2013 read with rule 4 of the Companies (Specification of definition details) Rules 2014 (Proof documents- Self declaration by the Director/ Partner substantiating the criteria).



- 3.14. Private security agency should be complying with Minimum Wages Act 1948 and amendments there to (Proof documents- Copies of Salary slips not older than two months issued to Security Guards (Armed/Unarmed) deployed in area A, B & C of any principle employer).
- 3.15. Private security agency should be remitting EPF contributions on-line (Proof documents- Copy of Electronic Challan-Cum-Return (ECR) for same wage months & same Security Guards (Armed/Unarmed) for whom salary slips are submitted as per Para 3.15 above).
- 3.16. Private security agency should be remitting ESI contributions on-line (Proof documents- Copy of Electronic Contribution History Sheet (CHS) for same wage months & same Security Guards (Armed/Unarmed) for whom salary slips are submitted as per Para 3.15 above).
- 3.17. Private security agency should be remitting net salary to security guards Bank Account (Proof documents- Copy of security guards Bank Account password/statement indicating credit of the net salary for same wage months & same Security Guards (Armed/Unarmed) for whom salary slips are submitted as per Para 3.15 above).
- 3.18. Private security agency should have minimum three years experience of providing armed and unarmed security guard's services to at least one public/ private sector banks in the state of Bihar (Proof Documents- Copy of work order issued by banks within last three years).
- 3.19. Private security agency should have at least two running contracts for providing, armed or unarmed security guard's services to either Public/ Private Sector Banks in the state of Bihar (Proof Documents- Copy of work order issued by banks).
- 3.20. Private security agency should be registered with central / state govt. authorities and should have licence under section 12 & 13 of the contract labour act (regulation & abolition) 1970, wherever necessary (Proof Documents- Copy of labour license issued by labour authority).
- 3.21. Private security agency should furnish three reference sites service from the Public/ Private Sector Banks where it has deployed the armed and unarmed security guard's services and on request by the bank the referees should testify about the performance of the PSA to the bank's satisfaction (Proof Documents- Satisfactory certificate from banks as per format placed at Annex-V).
- 3.22. The bidder must not have been suspended / delisted / blacklisted by any organization, on any grounds (Proof Documents- Self declaration in covering letter Annexure-I)
- 3.23. Private security agency should provide all above documentary proof duly signed by authorized signatory and should provide the original documents whenever needed by banks for verification.

#### 3.24. **CRITERIA FOR PRE-QUALIFICATION**

Firms will self assess themselves as per **Annexure III** of this document. Supporting documents in respect for each point of Pre qualification table should be submitted along with Tender document. PSAs/Firms, which score more than 14 points, will only be considered for Technical evaluation. Criteria mentioned above are just minimum requirement. **The Bank at its discretion may upgrade/downgrade the criteria.** No complaint on this account will be entertained under any circumstances.

#### 4. **EARNEST MONEY DEPOSIT**

Earnest Money Deposit of **Rs. 25,000/- (Rs. Twenty five thousand)** in the form of Demand Draft issued by a scheduled commercial bank favoring Uttar Bihar Gramin Bank, payable at Muzaffarpur must be submitted along with the Technical offer. Offers not accompanied with Earnest Money Deposit of **Rs. 25,000/- (Rs. Twenty five thousand)** will not be accepted. The EMD 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 therein. Bank Guarantee in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. The earnest money will be refunded to unsuccessful agencies as per extant rules after the completion of the bidding process. **The Earnest money paid by the selected PSAs will be released only after satisfactory deployment of security guards as per the contract. In the event of non-submission of the cost of Earnest Money Deposit the proposal will be rejected.**

#### 5. **TENDER COST**

Cost of participating in tender is Rupees 2000.00 (Two thousand non refundable) and should be submitted along with Technical Bids in the form of DD, favoring 'Uttar Bihar Gramin Bank payable at Muzaffarpur.



#### 6. EXEMPTION FOR NSIC REGISTERED BIDDERS

In case of bidders registered with NSIC/MSE, they are eligible for waiver as per government guidelines. For claiming exemption under this scheme, Bidder needs produce original NSIC certificate during opening of Technical bids for validation of the same.

#### 7. TECHNICAL BID OFFER (TO)

The Technical Bid Offer (TBO) should be complete in all respects and contains all information asked for in this document. It should not contain any price information. The Technical Bid Offer should comprise of the following:

- 7.1. Covering letter on the prescribed format (Annexure-I).
- 7.2. DD for Rs.2000/-i.e., Cost of RFP Forms.
- 7.3. PSA profile as per Annexure II.
- 7.4. Pre qualification Criteria as per Annexure III.
- 7.5. Details of reference sites as per Annexure-IV.
- 7.6. Satisfactory certificates from clients as per Annexure-V.
- 7.7. Earnest Money Deposit of Rs. 25,000/-.
- 7.8. LATE BIDS:-Any bid received after the deadline for submission of bid prescribed by the bank will be rejected and/or returned unopened to the Bidder, if bidder desire so.
- 7.9. The Technical Bid offer must be submitted in an organized and structured manner along with self attested photocopies of required certificates / documents / proofs etc.
- 7.10. The tender documents should be submitted in original, duly signed and stamped at each page. E-mail/ Fax/ telegram/ telex etc. will not be acceptable.
- 7.11. Financial Bid not submitted in sealed envelope (Submitted Open) will be rejected.

#### 8. NO ERASURES OR ALTERATIONS

Technical bid must be completely filled up. Corrections or alterations, if any should be authenticated. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney to participate in the tender. Bids signed by representatives who don't have written power of attorney to participate in the tender shall be rejected. All pages of the bid including un-amended printed literature shall be initiated by the person or persons signing the Bid.

#### 9. EVALUATION PROCESS

The constituted committee of Bank will open the technical bids in the presence of bidders or their authorized representatives on the date & time defined in the RFP. Initially only technical bids will be opened and Bidders qualifying Stage-I shall be evaluated against the stipulated minimum eligibility criterions purely based on proof documents submitted. Proof documents submitted along with the Tender shall be considered as the final & conclusive proof and the bank shall not call for any further documents. Bidders qualifying all stages shall become eligible for shortlisted and approval from competent authority shall be obtained for shortlisted of the qualifying PSAs for three years. Short- listing of PSAs will be informed accordingly. Price bids will be open only for shortlisted bidder in presence of the bidders or their authorized representatives. The date & time will be intimated by mail to shortlisted bidders. The rates will be decided based on L-I. PSAs approved for contract shall be issued with contract letter indicating the contract period, rates, terms & conditions of the contract and acknowledgement copy shall be held on record.

**Note-** Order will be placed to the Private Security Agency / Agencies finally selected for providing Armed and Unarmed Security Guards as per requirement of the bank. The bank reserves the right of placement of order as and when requirement of Armed and Unarmed Security Guards is felt necessary.



**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 and shall be entitled to reject any or all offers without assigning any reason whatsoever, any time during the process.

**11. OPENING OF TECHNICAL OFFERS**

Technical bids offers will be opened at Head Office, Muzaffarpur at 3.30 PM, on 24/02/2022. The Offerers / their representatives may be present at the time of opening of the Technical Bid offers. No separate intimation will be sent in this regard to the Private Security Agencies for deputing their representatives. The Technical bids will be opened at the time and date stipulated above irrespective of the number of offers/bidders or their representatives present.

**12. ORDER CANCELLATION**

12.1. If the selected PSA fails to deploy their Security Guards within the stipulated time, schedule or the extended date communicated by the Bank, it will be a breach of contract. The Bank reserves the right to cancel the order in the event of delay in deployment of Armed and Unarmed Security Guards and forfeit the Earnest Money Deposit.

12.2. During contract period if the PSA violates either terms and conditions mentioned in RFP, first party will have the right to cancel the contract with 30 days notice.

**13. PAYMENT TERMS**

Monthly payment to the PSAs shall be made by Head Office is deployed, adhering to the following:

- (i) No advance payment will be made to the Private Security Agency/ Agencies.
- (ii) Payment shall be made to the PSA's Bank Account through online/NEFT/RTGS mode only as per the rate approved by Head Office and on production of monthly bill every month.
- (iii) The monthly bill should indicate monthly rate, number of Security Guard (Armed/Unarmed) deployed, total monthly charges and applicable GST separately and their Bank account & GST details.
- (iv) The agencies will be required to show to Head Office, the proof of previous month's wage slip, EPF Challan & ECR, ESIC Challan & ECR, GST and bank account statement of each Security Guard (Armed/Unarmed) deployed in our bank. No cash payment will be allowed to be paid to armed guard.

**14. CHARACTER & ANTECEDENT VERIFICATION**

Before deployment of their Armed and Unarmed Security Guards, the PSA should arrange for verification of the antecedents of the armed and unarmed security guards by the police and such verification Certificate by the police should be submitted by the PSA to the Bank before deployment of the armed guard.

**15. COMPLIANCE WITH CONTRACT LABOUR AND OTHER ACTS**

The selected PSAs shall comply with all provisions of the Contract Labour (Employment & Regulation) Act and Rules made thereof as applicable to them and PSA shall submit an affidavit to this effect that they are complying with the following mandatory statutes. Format of Affidavit given at Annexure VI.

**16. RIGHT TO ALTER**

The Bank will be free to either reduce or increase the number of Security Guards (Armed and Unarmed) to be deployed on the same terms and conditions. The Bank reserves the right to alter.



## 17. GOVERNING LAW AND DISPUTES

### 17.1. 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 Authorized 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 Muzaffarpur. 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 Muzaffarpur will have jurisdiction.

### 17.2. JURISDICTION OF COURT:-

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

## 18. Duties & Responsibilities

**18.1** The Service Provider will provide Security Guarding Services to UBGB at the Head Office. The Service Provider shall be responsible for managing the Security Guarding Service and ensuring the presence and performance of duties of the Security Guard at the Sites. The Service Provider has the right to transfer/rotate/remove/replace all or any of the Security Guards from the Sites/locations at any point of time with prior intimation to UBGB after ensuring that replacement is provided. UBGB may also require the Service Provider to Transfer/rotate/remove/replace all or any of the Security Guard from the Site/locations at any point of time.

### 18.2 The Security Guard shall:

- a) Be available at the Site as per prior agreement with UBGB.
- b) Be uniformed with proper authorization/identification badges/identity card of the Service Provider.
- c) Maintain discreet internal surveillance of the Site;
- d) During duty hours, the security Guards will not engage themselves in any activity that is not in the interest of UBGB. If any Security Guard indulges in activities detrimental to the interest of UBGB, UBGB may bar him from duty of the Bank. The decision of UBGB in this regard will be binding on the Service Provider;
- e) The Security Guard will maintain a suitable register for recording details of such reports made including persons called etc.;
- f) In case of fire, he should try to extinguish it with the Portable Fire Extinguisher at the site, if available. If it is beyond his control, he should call Fire Brigade, Police and also inform Bank officials;
- g) Prevent theft / damage of Bank's property from the site.
- h) Provide protection to the property of the Bank against crimes like theft, burglary, snatching, hold up, pilferage, sabotage, fire, etc.;
- i) Promptly call police station, fire services, etc., in case of emergencies;
- j) Have the contact numbers of the local designated officials of the Security Guarding Service Provider;
- k) They should prevent use of the premises by squatters, hawkers or undesirable persons;
- l) They should prevent misuse of the premises by antisocial elements or any such activities.

**It is clarified that the Security Guard shall not be armed or shall not carry any firearms either on his person or keep the same in the Site.**

**18.3** As a part of the management and supervision of Security Guarding Services, the obligations of the Service Provider are detailed as under:

- a) The Security Guarding Services will be requisitioned for UBGB;
- b) The Service Provider should have in place a policy for engaging Security Guard thorough background check;
- c) The Service Provider will ensure that there is no violation by them of any statute and all the laws, rules and regulations will be strictly followed / implemented by the Service Provider in regard to deployment of Security cum Caretakers for such services. UBGB may, at its own cost, obtain independent audit report in respect of the statutory compliances by the Service Provider;
- d) The Service Provider will be responsible for the services provided to UBGB by the Security Guard;
- e) The Service Provider will have overall responsibility to ensure that the Security Guarding Services is rendered by the Security Guard efficiently and initiate corrective steps of its own where necessary. The Service Provider will respond promptly to any



complaint made by UBGB in regard to dereliction of duties/default in performance by its personnel.

f) They should provide protection to the property of the Bank & its customers against crimes like theft, burglary, snatching, hold up, pilferage, sabotage, fire, etc.

**18.4 Employees of Security Service Provider:**

The Security Guards engaged by the Service Provider shall be the employees of the Service Provider, and in no event the said Security Guards shall be deemed to be the employee of UBGB. UBGB is not responsible/ liable to the said Security Guards and payment of salary, allowances and any other amount shall be the responsibility of the Service Provider. The Service Provider shall ensure that the requisite payment including salary, provident fund/ gratuity and pension, if any, will be paid by the Service Provider and no liability of any kind whatsoever towards the said Security Service Provider shall devolve upon UBGB. The Service Provider hereby indemnifies UBGB and agrees to keep UBGB indemnified against all losses, damages, expenses and claims which UBGB may suffer/incur or which may be made against UBGB in respect of the services provided by the said Service Provider.

19. The date and time for submission and opening of technical bid is mentioned below:

Last date & Time for submission of offers	24/02/2022 by 03.00 PM
Opening of Technical bids	24/02/2022 by 03.30 PM

The Bank reserves the right to reject any/ all offers without assigning any reason whatsoever. If the date of opening happens to be a holiday due to unforeseen reasons, the offers will be opened on next working day at 3.30 PM.

**20. CLARIFICATIONS**

For any further clarifications the bidder may contact our Office on the below mentioned address or telephone:

Senior Manager  
Uttar Bihar Gramin Bank  
Head Office  
Kalambagh Chowk  
Muzaffarpur  
Bihar-842001  
Contact No-8102913036  
Email Id – [smgad@ubgb.in](mailto:smgad@ubgb.in)



**Annexure -I**

(Letter to the bank on the Private Security Agency's letterhead)

To,

The General Manager  
Uttar Bihar Gramin Bank  
Head Office  
Muzaffarpur-842001

Dear Sir,

**Sub: Your RFP For Private Security Agencies for outsourcing Security Services of Armed Guards and Unarmed Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur**

With reference to your tender notice published in Newspapers on \_\_\_\_\_ and the RFP published in your website with effect from \_\_\_\_\_, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for **Providing Armed and Unarmed Security Guards for Head Office of Uttar Bihar Gramin Bank at Muzaffarpur** as detailed in your above referred RFP.

We confirm that we have not been suspended / disqualified/ Black listed by any PSU/bank for providing security staff.

We further confirm that the offer is in conformity with all the terms and conditions as mentioned in the RFP.

We also confirm that the offer shall remain valid for 180 days from the last date for submission of the offer.

We hereby confirm that we have read the terms and conditions given in the RFP and agree to them fully.

We here by undertake to provide Bank Guarantee of 10% of contracted value from a reputed bank obtained in favour of Uttar Bihar Gramin Bank payable at Muzaffarpur (as per format of the bank) and valid for the period of 18 months (Applicable only if the contract is awarded).

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

We enclose herewith the Demand Drafts / Pay Order submitted towards RFP document for Rs. 2000/- (Rupees Two Thousand Only) & Earnest Money Deposit fees for Rs. 25,000/- (Rupees Twenty five thousand Only) favouring Uttar Bihar Gramin Bank payable at Muzaffarpur, details of the same are as under:

Details	Tender Document fees	Earnest Money Deposit
DD No.		
Date of DD		
Name of the issuing bank		
Name of the branch		
Amount		
Payable at		

**Yours faithfully, Authorized  
Signatories (Name &  
Designation, Seal of the  
firm)**



(Letter to the bank on the Supplier's letterhead)

Annexure – II

**FORMAT OF APPLICATION FOR PRIVATE SECURITY AGENCIES- PSA PROFILE**

1.	Name of the Agency/ Organization / PSA and Address:	
2.	Year of establishment :	
3.	Status of the firm : (Whether Pvt Ltd company/ Public Ltd. Company/ Partnership firm)	
4.	Names of Chairman/Managing Director/CEO/ Partners (As the case may be):  i)  ii)  iii  )	
5.	Whether registered with the Registrar of Companies/ Registrar of Firms in India. If So, mention number and date enclose Registration Certificate copy.	
6.	Office Address with phone/ mobile no / Email (Give address of all the offices in the State of Bihar) a) Office 1:   b) Office 2:   c) Office 3 & 4:	
7.	Whether registered for GST – Mention number and date.	
8.	Whether assesses of Income tax. If so, Mention PAN, furnish copy of last three income tax return.  (i) 2016-17 (ii) 2017-18 (iii) 2018-19 (iv) 2019-20 (iv) 2020-21	
9.	(a) Turnover of the Company/Firm during previous three years. (b) Attach copies of audited balance sheet and profit and loss accounts for past 3 years. (i) 2017-18	



	(ii) 2018-19	
	(iii) 2019-20	
	(iv) 2020-21 if audited or provisioning	
10.	Whether having registration certificate from EPF Organisation:	
11.	Whether having registration certificate from ESI Corporation :	
12.	Whether complying with the applicable Minimum Wages Act 1948 & other labour laws of Central / State Govt. as per Act (As applicable) :	
13.	Whether registered under Private Security Agency Regulation Act of Bihar:	
14.	Should have registration under Shop and Establishment Act (Submit Proof):	
15.	Name, Address and Contact numbers of Bankers (Submit proof): (a) (b) (c)	
16.	Whether able to provide Security Guards at Head Office-Muzaffarpur	
17.	Whether empanelled, preferably, with other Public / Private sector banks in State of Bihar. If so give names of organizations with No. of armed and unarmed Security Guards deployed with locations, contact person in that organization and telephone Nos. (Submit Proof): Details are to be attached in Annexure III.	
	<b>Name of Organization with Address &amp; Tele Nos</b> (a) (b) (c) (d)	<b>From</b>  <b>To</b>  <b>No of Armed and Unarmed Security Guards deployed</b>
18.	Detail of security contracts executed for deploying armed and unarmed security guards during the last 03 years for Public / Private sector banks in the state of Bihar. <u>Note:</u> Copies of work orders & satisfactory completion certificate obtained from the client shall be enclosed. Details are to be attached in Annexure IV and V.	
	<b>Name of Organization with Address &amp; Tele Nos</b> (a) (b) (c) (d)	<b>From</b>  <b>To</b>  <b>No of Armed and Unarmed Security Guards deployed</b>
19.	Details of contract for security contacts currently held preferably with Public / Private sector banks. Details are to be attached in Annexure III.	
	<b>Name of Organization with Address &amp; Tele Nos</b> (a) (b) (c) (d)	<b>From</b>  <b>To</b>  <b>No of Armed and Unarmed Security Guards deployed</b>



20.	Details of Security Supervisors / Office staff available in Bihar their Addresses & contact numbers.			
	<u>Name</u> (a) (b) (c) (d)	<u>Qualification</u>	<u>Post Held</u>	<u>Experience</u>
21.	Detail of own / tie- up with Infrastructure for training of Security Guards (Submit Proof): (You may add sheet)			
	<u>Location of training facility</u> (a) (b) (c) (d)	<u>No of Armed and Unarmed Security Guards trained</u>	<u>Any other information</u>	
22.	Name & Relation, if any, with the staff member of Uttar Bihar Gramin Bank			
23.	Any other information you wish to include:			

(Please attach copies of order letters from Public/ Private sector banks) A separate sheet may be attached if the above space is inadequate.

#### Details of Uniform

Describe the Uniform and liveries which will be used by the agency during the contract period in detail. There shouldn't be any deviation in the uniform details submitted in technical tender. (It should not have resemblance with any uniform used by Armed forces/ Para military or police.)

Signature: Name:  
Designation:  
Affix Company seal

#### DECLARATION

1. I / We have read the instructions appended to the Performa and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Uttar Bihar Gramin Bank on the basis of the information given by me/ us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.
2. I/We agree that the decision of Uttar Bihar Gramin Bank, Head Office, Muzaffarpur in selection of Private security agencies will be final and binding to me/ us.
3. All the information furnished by me/ us above here is correct to the best of my/ our knowledge and belief.
4. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.
5. I / We agree that I / We have not applied in the name of sister concern for the subject shortlisted process.

Place.  
Date.

Signature:

Name & Designation & seal of the Company



## Annexure- III

<b>PRE-QUALIFICATION CRITERIA: SELF-ASSESSED EVALUATION PARAMETERS &amp; WEIGHTAGE MARKS</b>					
Sl. No.	Information to be provided	To be filled by the Bidder	For office use	Evaluation Marks	Remarks
1.	Average Annual Turnover (In Crores) during last three financial years			1.5 -2 Crores-2 Points 2-5 Crores-3 points Above 5 Crores-4 Points (Maximum- 4 Points)	
2.	Security Services presently being provided in Number of Public/ Private sector banks in Bihar			For each Bank 2 Points (Minimum 10 Armed/ Unarmed guards in bank) (Maximum- 8 Points)	Maximum 4 PSU banks will be considered (Copy of deployment order, location & address to be furnished)
3.	Deployment of security guard during the last five years in Banks in Bihar			Minimum 03 yrs-2 points. Above 05 yrs-4 points (Maximum- 4 Points)	
4.	No of security guards presently deployed with Public/ Private sector banks in Bihar			Minimum 20- 2 Points Above 50- 4 Points (Maximum-4 Points)	
5.	Infrastructure for training their guards having License from competent authority.			2 points- Tie up for training infrastructure in Bihar 4 Points- Owned training infrastructure in Bihar (Maximum- 4 Points)	
6.	Have an office in Bihar with landline telephone & fax and manned during working hours			2 points- Any where in Bihar 4 Points- Any where in Udaipur Region (Maximum- 4 Points)	
7.	ISO 9001-2008 Certification of the firm (Yes/No)			2 Points	
	TOTAL			30 Points	

1) Minimum qualifying points should be 14 points and above.

2) Deductions of 2 points for unsatisfactory service for each year per reference site in the past in any Public/ Private Sector Bank.

DATE:

SIGNATURE:

DESIGNATION:

NAME OF THE FIRM/AGENCY WITH OFFICE STAMP

Note: Photocopies of all necessary documents (pertaining to technical evaluation/Eligibility duly self- attested must be enclosed and flagged for verification by the bank on the information provided).



(Letter to the bank on the PSA's letterhead)

**Reference Site Details**

(1) Name of the Public / Private sector Bank	
Address of the bank's Central/Zonal/Regional Office	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Armed and Unarmed Security Guards deployed in last 3 years (Ref. No., date of order and quantity. Attach copies of work order.)	

(2) Name of the Public / Private sector Bank	
Address of the bank's Central/Zonal/Regional Office	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Armed and Unarmed Security Guards deployed in last 3 years (Ref. No., date of order and quantity. Attach copies of work order.)	

(3) Name of the Public / Private sector Bank	
Address of the bank's Central/Zonal/Regional Office	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Armed and Unarmed Security Guards deployed in last 3 years (Ref. No., date of order and quantity. Attach copies of work order.)	

**AUTHORISED SIGNATORY**



**SATISFACTORY CERTIFICATE**

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that \_\_\_\_\_ (name of the PSA submitting the documents for tender) of address \_\_\_\_\_ has been empanelled with us for providing Armed and Unarmed Security Guards since last \_\_\_\_\_ years and their services have been found to be satisfactory. Brief description is as follows:-

<u>Ser</u>	<u>Description</u>	<u>Details</u>
1.	Name of Contract, Location & Strength	
2.	Total no of Security Guards Deployed (a) Armed Guard (b) Unarmed Guard	
3.	Annual value of contract (Approx)	
4.	Date of start of contract	
5.	Date of completion of contract	
6.	Performance report	
	(a) Quality of service	
	(b) Resourcefulness	
7.	Any penalty imposed for bad performance	
8.	Any litigation pending	
9.	Any other information	

Name of the Organisation :

Signature of Official :

Address of the Organisation :

Name of the Official :

Date :

Official Seal :

Place :



**Annexure VI**

**AFFIDAVIT FORMAT**

I /We \_\_\_\_\_ S/O \_\_\_\_\_ Age \_\_\_\_\_ resident of \_\_\_\_\_  
\_\_\_\_\_ having registered office at \_\_\_\_\_ do hereby affirm on oath as under

That I/we, am/ are the Director / Partner of \_\_\_\_\_ private security Agency am / are authorized and competent to swear this affidavit on oath.

Than in lieu of Security contract awarded by Uttar Bihar Gramin Bank I /We declare that all the following mandatory statues are being adhered by our company/ firm.

That in case of non compliance of any statutes / We shall be responsible for any loss / penalty suffered by the bank.

**Deponent**

**Verification**

We / I the above name deponent do hereby declare and verify that the contents of the above affidavit are true and correct to the best of our / my knowledge and belief and nothing material has been concealed there from.

**Deponent**

Date:  
Place



(Letter to the bank on the Supplier's letterhead)

**Annexure VII**

**Financial Bid format**

SI No	Charges Under	For Armed Guard	For Unarmed Guard
1.	Please quote amount per person per month		
Amount in words:-			

Tax as applicable will be paid extra

(Signature with date and seal of the Tenderer)

Place:-

Date:-