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ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೇಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

**Karnataka Vikas Grameena Bank**

A Scheduled Bank Owned by Government- Sponsored by Canara Bank

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

## REQUEST FOR PROPOSAL (RFP)

For

**PROVIDING MANPOWER FOR HOUSEKEEPING AND SECURITY GAURDS (UNARMED) SERVICES TO BRANCHES / OFFICES OF KARNATAKA VIKAS GRAMEENA BANK**

**RFP: 01/RFP/HKP-SG/PHRDD/2025**

This document is meant for the specific use by the Bidder/s to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Karnataka Vikas Grameena 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 Bidder/s do hereby undertake that they shall hold the information received by them under this RFP process or the contract "in trust" and they shall maintain utmost confidentiality of such information. The Bidders have to agree and undertake that (a) They shall maintain and use the information only for the purpose as permitted by the Bank (b) To strictly allow disclosure of such information to its employees, agents and representatives on "need to know" basis only and to ensure confidentiality of such information disclosed to them. The Bidders will be held responsible for any misuse of information contained in this document or obtained from the Bank during course of RFP process, and liable to be prosecuted by the Bank in the event such breach of confidentiality obligation is brought to the notice of the Bank. By downloading the document, the interested parties are subjected to confidentiality clauses.

**PERSONNEL & HUMAN RESOURCES DEVELOPMENT DIVISION  
KARNATAKA VIKAS GRAMEENA BANK  
HEAD OFFICE, VIKAS BHAVANA, BELGAUM ROAD,  
DHARWAD, KARNATAKA-580008.**

**Mobile: 9480699079/9480699151**

**E-mail: phrdd@kvgbank.com**

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Signature of bidder along with seal

**REQUEST FOR PROPOSAL (RFP) FOR PROVIDING THE MANPOWER FOR HOUSEKEEPING AND SECURITY GAURDS (UNARMED) SERVICES FOR BRANCHES / OFFICES OF KARNATAKA VIKAS GRAMEENA BANK.**

Karnataka Vikas Grameena Bank (hereinafter referred to as 'KVGB' and/or 'The Bank'), sponsored by Canara Bank is having its Head Office at Dharwad with Branches and Offices spread over 9 districts Viz. Dharwad, Belagavi, Vijayapura, Bagalkot, Gadag, Haveri, Udupi, Dakshina Kannada and Uttara Kannada. The Bank is proposing to outsource manpower for Housekeeping and Security Guards (Unarmed) by engaging contract agencies involved in providing these services for our Branches and Offices. We invite comprehensive proposals (sealed tenders) from the firms/ proprietaries/ companies/established and registered for providing the aforesaid services as per the details furnished in this RFP document.

Bank invite comprehensive tender proposal in sealed covers from the Agencies/firms for providing of services as per the details furnished in this document. The terms and conditions, format for technical bid and financial bid for providing the services are furnished in the RFP document.

**Presently, the requirement of manpower for Housekeeping and Security Guards (Un-Armed) Services are approximately about 500 and 5 respectively, which may vary according to the requirement.**

RFP documents can be collected against payment of ₹5000/- (inclusive of GST) non-refundable by way of Demand Draft drawn in favour of "KARNATAKA VIKAS GRAMEENA BANK" payable at Dharwad during working hours from **10.01.2025 to 24.01.2025** up to 05.00 p.m. The RFP is also available on Bank's website [www.kvgbank.com](http://www.kvgbank.com). Tenderer downloading documents from website, must submit DD for document cost (₹5000/-) while submitting the tender in a separate envelope super scribing "tender cost" else tender will not be considered for opening. The last date of submission of tender shall be **24.01.2025 up to 5.00 p.m.**

**The Bank reserves the right to reject any or all applications / cancel the tender process without assigning any reasons whatsoever during any stages. Please refer bank website regarding any corrigendum/addendum for the subject tender till completion of the process.**

**REQUEST FOR PROPOSAL (RFP)**

**SUBJECT: FOR PROVIDING THE MANPOWER FOR HOUSEKEEPING AND SECURITY GAURDS (UN-ARMED) SERVICES FOR BRANCHES / OFFICES OF KARNATAKA VIKAS GRAMEENA BANK.**

<b>PARTICULARS</b>	
RFP / Tender Reference No	01/RFP/HKP-SG/PHRDD/2025
Start date where RFP/tender document are available	From 10.01.2025 <b>KARNATAKA VIKAS GRAMEENA BANK</b> P & HRD Division, Head Office, Vikas Bhavana, Belgaum Road, Dharwad-580008 [OR] <a href="http://www.kvgbank.com">www.kvgbank.com</a> for Housekeeping and Security Guards (Unarmed) Services
Contact details	Mr. Ashok S. Sangati, Chief Manager, P & HRD Division, Head Office, Vikas Bhavana, Belgaum Road, Dharwad-580008 Mobile No: 9480699079/ 9480699151, e-mail ID: phrdd@kvgbank.com
Last date and time for queries	Interested bidders can raise their queries, if any, on or before 18.01.2025 by 2.00 p.m.
Last date and time for submission of Bids	<b>24.01.2025 up to 05.00 pm</b>
Place and address for submission of bids	The Chief Manager, Karnataka Vikas Grameena Bank, P & HRD Division, Head Office, Vikas Bhavana, Belgaum Road, Dharwad-580008
Opening of Technical Bids (Date, Time and Place)	Technical Bids will be opened on 27.01.2025 at 3.00 p.m. at KVGB Head Office, Vikas Bhavana, Belgaum Road, Dharwad-580008  Any change in the date will be informed. Representative/s of bidder may be present during opening of Technical bid.  However, Technical bids would be opened even in the absence of any or all the bidder's representatives, as per the procedure of the bank.
Opening of Financial Bids	Financial bids of those bidders, who qualify in the Technical Bids would be opened with due information to Bidders.  Representative/s of bidder/s may be present during opening of Financial Bid.  However Financial Bids would be opened even in the absence of any or all the bidder's representatives, as per the procedure of the bank.
Tender/ RFP document Cost	₹5000/- (Rupees Five Thousand Only inclusive of GST) non-refundable by way of Demand Draft drawn in favour of "KARNATAKA VIKAS GRAMEENA BANK" payable at Dharwad.

Earnest Money Deposit	₹1,00,000/- (Rupees One lakhs only) should be submitted by way of Demand Draft drawn in favour of "KARNATAKA VIKAS GRAMEENA BANK" payable at Dharwad along with Technical Bid
Personnel to be deployed by the agency through this tender(approximately)	Housekeeping: 500 Security Guards (Unarmed) : 6

**ELIGIBILITY CRITERIA:**

- I. The Bidder / agency should have its Head Office / Regional Office/Circle Office in Karnataka and an Office / Branch at Hubli-Dharwad. Representative shall be available on all working days at the branch/office at Hubli-Dharwad.
- II. The bidders/ agencies have to submit the details of documents of eligibility as per Annexure-I
- III. The bidder / agency must be a firm / proprietary / company registered under companies Act **with an experience of at least 10 (Ten) years as on 31.12.2024** in the field of Housekeeping & Security Guards (Unarmed) Services and should possess the necessary capacity, expertise and experience in providing similar services to Government institutions / PSUs/Banks.
- IV. Societies are not eligible.
- V. The bidder / agency must be in profits for the last three years each. The average annual turnover of the bidder for the last three years should not be less than **₹10 Crore**. Last three years' Income Tax returns and audited balance sheets certified by Chartered Accountants should be produced along with the technical bid.
- VI. The bidder/agency should furnish the client list along with previous work orders showing the details of the work carried out which includes name of the client, values and periods of the works executed. Documentary proof in support thereof should be provided.
- VII. The bidder / agency should have the adequate personnel credible supervisory infrastructure and network to provide the services required at all the places.
- VIII. The agency should have:
  - Valid Registration certificate under GST, certificate of incorporation issued by ROC, Registration certificate issued by authorized official of Co-operative department (as applicable).
  - Valid Registration Certificate under Shops and Establishments Act.
  - Previous 3 Years' Income Tax Returns, PAN and TAN.
  - Valid Registration Certificate of ESIC, EPF Registration No. under EPF & Miscellaneous Provisions Act, 1952, Registration under Profession Tax act – as applicable.
  - Agency should be enrolled with RLC/ ALC under Contract Labour Act 1970 and certificate to that effect should be produced.
  - Valid registration certificate under NSIC / MSME for specific grade, as applicable.
  - Agency should have covered under all statutory obligations like ESI, EPF, Labour
  - Valid License, GST and PAN etc.

- Valid license for providing Security Services as per Private Security Agencies Regulation Act 2005 (PSARA 2005) applicable in Karnataka.
- IX. Technical Specifications (Technical Details) are to be furnished item-wise. Please furnish full details, ensuring strict conformity with the specifications in every aspect, in order to avoid ambiguity.
- X. Relevant detailed information shall be submitted for each item with the proposal.
- XI. Bidder should not be in the black list by any Central Govt./State Govt./any PSU in any of its previous contract. Affidavit should be submitted in this regard.
1. The filled in formats shall be submitted in sealed covers in the name of "The Chief Manager, Karnataka Vikas Grameena Bank, P & HRD Division, Head Office, Dharwad-580008".
  2. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFP document will have to be submitted. In the first stage, only Technical Bid will be opened and evaluated.

Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this RFP document will be evaluated for technical specifications.

Only those who qualify in the Technical Bid shall be eligible to be considered for **Envelope 2 (Financial/Price Bid)** opening. The Financial Bids of those who do not qualify in the Technical Bid will not be opened.

**Envelope 1:** This sealed envelope shall be super-scribed as "**Technical Bid**" containing application, tender cost, Information on Earnest Money Deposit (EMD), covering letter, Integrity Pact and all other relevant information pertaining to bidder.

**Envelope 2:** This sealed envelope shall be super scribed as "**Commercial / Financial / Price Bid**" containing the price bid only.

**Envelope 3:** This sealed envelope shall be super scribed as "**Tender for Providing the Manpower for Housekeeping and Security Guards (Un-Armed) Services for Branches / Offices of Karnataka Vikas Grameena Bank**" containing sealed Envelope 1 and sealed Envelope 2 only.

Very Important: If Technical Bid and Financial Bid, in lieu of sealed Envelope 1 and Envelope 2, found kept in a single sealed envelope or in case envelope is not sealed i.e., open/loose, the RFP of concern bidder will summarily be rejected.

Please note that if any technical bid envelope contains financial offer together, that bid will be rejected summarily.

3. Envelope No.1. (Technical Bid) Will be opened on the due date of opening. Envelope No. 2 (Financial/Price Bid) of the bidders will be opened at later date (to be intimated subsequently) of such bidders whose prequalification application meets with eligibility criteria of the advertisement and the requirement of Tender fees, EMD and the terms/ conditions submitted, acceptance of technical bid, etc.  
The tenderer must use only the tender forms issued for the purpose to fill in the rates. Intimation of tender quoted by letter, telegram/ telex will not be acceptable. The tender must be dropped in a tender box kept at Personnel & Human Resources Development Division, Head Office, Karnataka Vikas Grameena Bank, PB Road, Dharwad.
4. Delivery of the tender through courier/ post shall be avoided and any disputes arising thereof shall not be entertained.
5. Tenderers are advised not to make any alteration/modification in the tender documents, Item of work or in any respect whatsoever. Violation of this requirement will make the Tender liable for rejection.

6. In case of postal delivery, the tenderer has to ensure that tender is reached before the due date and time. The Bank will not be responsible for damage in the transit and delay of receipt of tender, if any or sent by a special messenger. Tender received late/damaged shall be rejected.
7. Every page of the tender documents should be signed by the person or persons submitting the tender in token of his/their having acquainted himself/themselves with the General and Special Conditions of Contract, Specifications etc. as laid down. Any tender with any of the documents not so signed will be subjected to rejection.
8. No personal enquiry will be entertained
9. The technical bids & financial bids will be opened by the committee constituted by the Bank for this purpose. The decision of the committee will be final and binding upon all the bidders.
10. No consideration will be given to a tender received after the time stipulated above and no extension will be allowed for submission of the tender.
11. The Karnataka Vikas Grameena Bank shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
12. This notice inviting tenders, the conditions of tender and the duly completed form of tender etc. will form part of the Agreement to be executed by the successful tenderer with the Bank.
13. Tender submitted without EMD from Nationalized Bank/RRB will be treated as incomplete and the same will be rejected out rightly. The EMD shall be strictly in the form of Pay Order / Demand Draft. No Cheques will be accepted on account of EMD. Tenders submitted with the cheque as EMD will be treated as incomplete and will be rejected.
14. The tender rate against each item of work/ price indicated in the schedule of quantities and rates/ prices should be indicated both in words and figures. In case of any discrepancy in words and figures in financial bid, such bids shall be rejected.
15. The successful bidder will have to submit performance security deposit for a sum of ₹20 lakhs of the value of the accepted tender in the form of an Account Payee DD or Performance Bank Guarantee from a commercial bank in an acceptable form safeguarding the interest of the bank in all respect. The Earnest Money shall be returned to successful bidder on submission of performance Bank Guarantee or retained in the case the successful tenderer desires to do so, as part of the performance security deposit for due fulfillment of the Contract. No interest shall be paid on this deposit.
16. Failure to enter into the Contract agreement within the stipulated time of 14 days from the date of acceptance of work order or withdrawal from bidding during bid validity period shall entail the forfeiture of the Earnest Money Deposit.
17. The Earnest money of unsuccessful tenderer will be released after issue of work order, without any interest.
18. Earnest money deposit of the successful contractor who fails to carry out the job after issue of work order by the bank shall be forfeited.
19. All tenders in which any of the prescribed conditions are not fulfilled or incomplete in any

respect are liable to be rejected.

20. This tender notice shall form part of the contract documents.
21. Notwithstanding the above condition, bank shall have the right to reject any bid without assigning any reason thereof.
22. **Last date for submission of Tender: Technical and Financial bid shall be submitted at the Bank's Head Office up to 05.00 pm on or before 24.01.2025.** At any time prior to the deadline for submission of bids, the Bank reserves the right to modify the bidding document.

**A. Terms and Conditions**

- i. The Security Guard Services shall be provided in **3** shifts of Eight hours each, as under:
  - a. Shift 1: from 06.00 a.m. to 02.00 p.m.
  - b. Shift 2: from 02.00 p.m. to 10.00 p.m.
  - c. Shift 3: from 10.00 p.m. to 06.00 a.m. (next day)
  - d. Weekly off shall be provided after every six working days
- ii. The duty time for Housekeeping Services will be from 10.00 a.m. to 5.00 p.m. Subject to the modification of the Duties as per the decision of the competent authority.
- iii. The Security Guards/Housekeeper should have completed Matriculation or equivalent qualification.
- iv. The Age of Security Guards and Housekeepers should be between 18 to 45 years.
- v. Security Guard (Unarmed) shall perform duty in proper uniform and should be in possession of photo – identity card provided to them by Private Security Agency.
- vi. The agency will not engage any sub-contractor or transfer the contract to any other person
- vii. The manpower engaged by the bidder shall not have any criminal record as verified from the police authorities. The bidder shall conduct necessary due diligence on such records from the police authorities to ensure the same before deployment.
- viii. If the services rendered by the agency are found to be unsatisfactory at any stage, the contract can be terminated by giving **one month's Notice** to the agency.
- ix. In the event of any dispute regarding the contract, the decision of the Chairman, Karnataka Vikas Grameena Bank, HO: Dharwad will be final and binding
- x. The agency's personnel shall not misbehave with any of the Bank's staff members/ customers and shall not enter into any unlawful activities in the premises
- xi. Bank staff/security guards will have the right to check/search or interrogate any of the agency's personnel while entering/working/leaving the premises.
- xii. The agency shall issue identity cards to their workers. The agency personnel while on duty carry identity card provided by the service provider. No person without this card shall be allowed any entry in to the Bank's premises.

- xiii. The worker to be deployed at a Branch preferably from service area and he/she should be well known of the operating area of the Branch. Experience if any shall be solicited. He/ She shall not have involved in any police case/criminal offence. He/ She shall be acceptable to the Branch Manager/Regional Manager/Chief Manager of the concerned Branch/RO/HO. The Bank reserves the right to accept/ reject the person deployed by the agency.
- xiv. **It is the obligation/responsibility of the agency to obtain attendance/duty certificates of its personnel in time and to claim bill basing on the actual number of days worked. The agency is responsible for any delay in submission of bills to the Bank due to non-receipt of duty certificates and the consequences thereon in the statutory remittances i.e. Penalty etc are to be paid by the agency only.**
- xv. **The Bank shall notify to the Bidder about the wages to be paid in accordance with the Minimum Wages Act. The Bidder has to pay the wages on a monthly basis to the persons engaged for the Bank within the time prescribed under the relevant laws, at the rate informed by the Bank.**
- xvi. **The amount of service charges payable by the Bank to the bidder is fixed as per the rate quoted per person per month, exclusive of GST, in respect of the manpower deployed by the bidder to the Bank, as per indent placed by the Bank with the bidder.**
- xvii. The Bidder shall produce a certificate to the Bank, considering that they have made payment of the full wages to the persons engaged for the Bank on monthly basis.
- xviii. The Bidder shall strictly abide by all statutory requirements as per Minimum Wages Act, Employees' Provident Funds and Miscellaneous Provisions Act, Workmen's Compensation Act, The Payment of Wages Act, Contract Labour (Regulation and Abolition) Act and all other relevant labour related and other related Acts in force from time to time. The Bidder hereby agrees and declares that it shall be their sole responsibility to comply with the provisions of all the applicable laws in force or as are or as made applicable in future, concerning or in relation to rendering of services by them as envisaged under this agreement or pertaining to or applicable to them, their business, their employees / agents / representatives / associates, etc.
- xix. The Bidder undertakes to obtain any license, permit, consent, sanction etc., as shall be required or called for from/by local or any other authority for doing such work. The Bidder shall comply with all applicable laws, rules and regulations in force. The Bidder undertakes to obtain such permission/license as shall be required under the Contract Labour (Regulations and Abolition) Act, 1970. The Bidder undertakes to produce the license/permission etc. so obtained, to the Bank or furnish copies thereof, as and when required by the Bank. The Bidder also undertakes to keep and get renewed such license, permission etc. from time to time. The Bidder shall be responsible for any contravention of the local, municipal, central, state, any other laws, rules, regulations, etc.
- xx. The Bidder shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employees, agents and representatives and in particular laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled to and the Bank shall have no liability in this regard.



- xxi. In the event of any failure or omission to do as above, the Bidder shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees, officers, staff, personnel, representatives, agents, etc., from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and the Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.
- xxii. This indemnification is only a remedy for the Bank. The Bidder is not absolved from its responsibility of complying with the obligations as specified above.
- xxiii. The Bidder hereby represents and warrants that it has full authority to enter into this Agreement and render the services as envisaged under this agreement and all necessary approvals, if any, have been obtained from the respective competent authority for entering into this Agreement with the Bank.
- xxiv. TDS income tax and GST (as per the extant guidelines) on eligible amount in invoice cost will be deducted in every payment
- xxv. There will be no increase in the service charges during the contract period. However, minimum wages may be increased as per GOI orders or at the discretion of the Bank
- xxvi. The bidder has to ensure that minimum wages as per the rate informed by the Bank are being paid to the skilled and unskilled work force and has to produce the requisite challan/certificate of depositing the desired amount of deductions i.e. EPF/ESIC etc. as per Labour act with appropriate authorities.
- xxvii. The Contractor shall cover their labours under the said Act under his Code No., and shall deposit regularly in time P.F. Contribution of both shares (Employers/ Employees) @12% of wage disbursed to the P.F. Office before due date along with the necessary Administrative Charges. Receipt copies of the challans should be submitted by contractor to Bank's Head Office, Dharwad before 25th of every month. Further, every month the contractor should submit copy of ECR in respect to PF, ESI, Professional Tax & Labour Welfare Fund (LWF), etc. and documents to be submitted to Bank on completion of work for release of final bills, etc.
- xxviii. The Contractor must have his independent E.S.I. Registration No., under Employees State Insurance Scheme. The contractor shall cover their contract labours under the said Act, under his Code No., and shall deposit regularly ESI Contribution @0.75% towards employees share and @ 3.25% towards employer's share of Gross Wages. Receipt copies of the challans should be submitted to Bank's, Head Office, Dharwad.
- xxix. Further, monthly payment will be released only after receipt of EPF&ESI counterfoil.
- xxx. Minimum wages, EPF and ESI payment to the deployed personnel in our Bank shall be in accordance with extant guidelines of the Government.
- xxxi. Agency/Service Provider shall ensure that the wages of their workforce deployed at our Bank is credited to their respective bank account in our Bank only.
- xxxii. The Agency shall bear all the costs and expenses in respect of all charges, stamp duties etc. relating to the contract, documents etc. to be signed.

- xxxiii. Agencies shall ensure that full and timely payments are made to the Security Guards/Housekeepers deployed in the Karnataka Vikas Grameena Bank as per the provision of the Contract Labour (Regulation & Abolition) Act, 1970 and rules made there under.
- xxxiv. The payment/wages to manpower deployed to our Bank shall be made on monthly basis on completion of each calendar month based on the actual number of days worked / actual shift manned/operated by the Guards subject to production of bills/invoice /vouchers to the satisfaction of the Bank latest by 10th of the succeeding month. The Bank has to reimburse the amount along with the service charges and applicable taxes. The bidder should have TIN No. GST No etc as per Govt Guidelines
- xxxv. While making such payment the Bank shall make the following deductions: -
- Income-tax or any other tax deduction at source as per the Government rules.
  - The amount equivalent to any damages / loss etc. caused to the Bank by the workmen / employees of the contract agency.
  - The Bank reserves right to correct arithmetical errors or other errors shall be acceptable to and binding upon the contractor.
- xxxvi. Some of the major laws applicable and the compliance of which is to be made are given below (the list is illustrative and not exhaustive):
- i) Contract Labour (R&A) Act, 1970
  - ii) Minimum Wages Act, 1948
  - iii) Payment of Wages Act, 1936
  - iv) Employees Provident Fund & Misc. Provisions Act, 1952
  - v) Employees State Insurance Act, 1948
  - vi) Workmen's Compensation Act, 1923
  - vii) Professional Tax Act. Etc.,
  - viii) Maternity Benefit Act, 1961
  - ix) Payment of Bonus Act, 1965
- xxxvii. The number of personnel and the locations where they are required will be decided solely by the Bank as per its own assessment so as to ensure effective Housekeeping arrangements. The rest and relief arrangements will be made at the discretion of the bidder, for which the Bank will not be liable to pay any wages or compensation. The bidder should agree to provide the required manpower immediately to the concerned location on receipt of written intimation by the Bank.

## **B. General Indemnity:**

- a. The Bidder should agree and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, whatsoever including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in services rendered by the Bidder, or violation of any law or any acts of commission / omission on the part of its employees, agents or representatives pursuant to this agreement. The Bidder should agree to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on the Bidder.

- b. The Bank shall hold the Bidder responsible for any deficiency of service by the Bidder or the personnel deployed by the Bidder as manpower to the Bank and the Bank may recover the costs / charges / loss occurred to the Bank due to deficiency of service or any other reason.
- c. The Bidder further undertakes to promptly notify the Bank in writing any breach of obligation of the agreement by its employees or representatives including confidentiality obligation and in such an event, the Bank will, in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.
- d. The Bidder should directly and vicariously liable to indemnify the Bank in case of any misuse of data / information of the Bank by the Bidder or its employees / agents / representatives / associates, etc., deliberate or otherwise and this includes against intangible/ reputation losses.
- e. The liability of the Bidder under this clause will survive the termination of this agreement.
- f. In no event the Bank will be liable to the Bidder for any direct, indirect, special, punitive, consequential or incidental damages, or damages for the loss of use, profits or other intangibles or the cost of procurement of substitute services whether based on breach of contract, under statute, in equity, at law or otherwise, whether or not the Bidder has been advised of the possibility of such damage.

**C. Confidentiality:**

- a. The Bidder is aware that all information disclosed to the Bidder and /or its employees, by the Bank and all records, accounts, documents maintained by the Bidder are confidential in nature and having regard to the sensitive nature of the information and records, the Bidder specifically agrees to maintain secrecy and confidentiality of all the information and records, accounts in respect of the outsourced services, with utmost care.
- b. The Bidder shall ensure that appropriate and suitable undertaking / agreements are obtained and maintained from its employees, agents and representatives as the case may be, to ensure compliance with confidentiality obligations of the Bidder.
- c. The Bidder should agree to indemnify and hereby keeps the Bank indemnified against all actions, claims, loss, damages, costs, charges, expenses (including Attorney / Advocate fees and legal expenses) which the Bank may suffer or incur on account of breach of confidentiality obligations by the Bidder or its employees, agents, representatives. The Bidder further agrees to make good the proven loss suffered by the Bank upon first demand by the Bank which shall be final, conclusive and binding on the Bidder.
- d. The bidder should agree that all the data and other information supplied to the Bidder during the course of engagement is proprietary information owned by the Bank and the Bidder shall not have any claim or right or ownership over such information.
- e. The Bidder specifically should agree that the confidentiality obligations of the Bidder in terms of this agreement shall survive termination of this agreement.

- f. The Bidder will submit to the Bank all and any Memorandum of Understanding (MOU) / Memorandum of Agreement (MOA) entered in relation to implementation of the Project including the non-disclosure of data of the clients of the Bank and maintenance of the confidentiality.
- g. The Bidder agrees to implement appropriate measures designed to ensure the security of and confidentiality of confidential information against any anticipated threat or hazards to the security or integrity of such information and to protect against unauthorized access to or use of, confidential information that could result in substantial harm or inconvenience to any customer of the Bank or any of its subsidiaries, affiliates, or licenses. The Bidder further agrees to cause all the Bidder's employees, agents, representatives, subcontractors, or any other party to whom the Bidder may provide access to or disclose confidential information to implement appropriate measures designed to meet the objectives set forth in this Agreement and the Bidder shall provide the Bank with the copies and its test result information sufficient to assure the Bank that the Bidder has implemented information security measures consistent with this agreement.

The Bidder must comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. The Bidder will follow professional ethics and conduct in performing their duties. The Bank has the right to terminate the services of the Bidder if it fails to comply with the conditions imposed.

#### **D. SCOPE OF WORK**

##### **Duties of Private Security Guard (Un-Armed) at Office/Branch:**

- a) Security Guard shall perform duty for eight hours and shall report to the Site 15-30 minutes prior to duty/shift hours.
- b) On starting/ending of duty at the Office/Branch the Security Guard shall inform the Branch Manager/Authorised official about the satisfactory condition at starting/ending of his duty.
- c) Security Guard shall perform duty only in prescribed uniform provided to him by his employer i.e., PSA.
- d) Security Guard while performing duty at the office shall keep watch on persons visiting the office and guard against infiltration and against removal of Bank property by any unauthorized person and inform Authorized Officer of any suspicious movement/activity.
- e) In case anybody leaves behind any bag, suspicious item, etc., Security Guard, on duty, should immediately inform Branch Manager/ Official or Police.
- f) Security Guard should report any untoward incident to Branch Manager/Branch officials/Authorized bank official and PSA supervisors immediately.
- g) At Office location the Guard shall ensure that only desired electrical lights in the periphery and inside are kept on during night time and put off during day time.
- h) Ensure to keep the premises clean

##### **Duties of Housekeeper at Offices/Branches:**

- a) Cleaning the office premises, furnitures and keeping the office, computers, stationeries clean and tidy.
- b) Opening and closing of the office premises in the presence of branch staff.
- c) Arranging to store water for the use of office/staff.
- d) Removing ledgers from the cupboards / shelves and placing in under branch supervision.
- e) Movement of ledgers, books, files, forms and slips etc under branch supervision.

- f) Undertaking the whole process of sorting, arranging, numbering, tallying the total number of vouchers and stitching the vouchers under Branch Supervision.
- g) To buy stamps and to carry insured letters etc., to post office.
- h) Simple binding of books and registers.
- i) Photo copying.
- j) Filing letters and other papers in receipt files as per indications marked thereon under branch supervision.
- k) Bringing the stationery from other office / place / Assisting in issuing stationery / Packing / un-packing of stationeries.
- l) Stacking under guidance old records in orderly manner and assisting in giving them out when required.
- m) Bringing, packing, mailing /couriering of letters / postal materials.
- n) Local delivery of letters, notices and allied materials.
- o) Any other works to be entrusted by the Managers and other staff.
- p) In addition to the above, the bank reserves its right to modify/reallocate any such duties which shall be communicated by the agency to the Housekeepers.

**E. APPLICATION FEE:**

Agencies shall pay Non Refundable Application fee of **₹5,000/-** in the form of Demand Draft/Pay order in favour of Karnataka Vikas Grameena Bank, Dharwad.

**F. BID SECURITY (EMD):**

The agency shall furnish, as part of its bid, a bid security for an amount of **₹1,00,000/-** (Rupees One Lakh only) in **f/o Karnataka Vikas Grameena bank, Head Office, Dharwad** for participation in the form of Demand Draft payable at Dharwad. The Bid Security Demand Draft should be enclosed in original with the "Technical Bid". Demand Draft shall be drawn on or after 10.01.2025. Applicants registered as MSME/ NSIC / Udyog Aadhar/ SSI Scheme are exempted from depositing cost of BID document/ EMD provided they attach self-attested copy of the relevant certificate.

The successful Agency's Bid Security will be discharged and returned upon the Agency signing the contract & submitting the Performance Security. Unsuccessful Agency's Bid Security will be discharged or returned immediately.

The EMD is liable to be forfeited in case of occurrence of any or all of the following events:

1. If the bidder withdraws his / her / their bid during the period of bid validity {And / Or}
2. If the Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract. OR
3. In case of a successful bidder, if the bidder fails:
  - To sign the Contract within the stipulated time.  
And/or
  - Fails to comply with any terms of tender or work order.  
And/or
  - Found any statement/enclosures/annexures is False/Incorrect.

**G. CONTRACT AGREEMENT & SECURITY DEPOSIT**

Contract will be for a period of two years from 01.02.2025 to 31.01.2027 and it may be renewed for further period of two years on the same terms and conditions at the discretion of the Bank, subject to satisfactory services rendered by the Agency during the contract period. The contract will be reviewed every quarterly/half yearly during the period of the contract and if found unsatisfactory performance, the contract may be terminated.

- a. Within 7 days of receipt of the format of Contract Agreement, which will be sent along with the work order, the successful bidder shall execute the contract under the authorized signature and date and return it to the Bank. The Performa of the Contract Agreement will be provided along with the work order, which is to be signed on ₹500/- value Non-Judicial Stamp paper after receipt of work order.
- b. After entering into agreement, the successful bidder should submit Bank Guarantee of ₹20,00,000/- (Rupees Twenty lakhs only) in favour of Karnataka Vikas Grameena Bank, Dharwad from a commercial bank Within 14 days of the receipt of work order from the Bank. The successful bidder shall submit the performance security/Bank guarantee in the form of cash deposit with the Bank or Bank Guarantee. Performance security shall be for the **contract period + 3 months** which may be in the form of Cash Deposit with the Bank or in the form of Bank Guarantee from a commercial Bank.
- c. Failure of the successful bidder to comply with the requirement of executing Contract Agreement and submitting security deposit shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Bank may make the award to the next lowest evaluated agency or call for new bids.

**H. CANCELLATION / TERMINATION OF CONTRACT**

- Karnataka Vikas Grameena Bank may terminate the contract with successful bidder (Service Provider / Supplier) any time by giving a prior notice of **30 days in writing** as per terms of contract.
- In the event of instances of unsatisfactory service, misbehavior, theft, burglary, moral turpitude, misuse of the Bank's premises etc. by the successful bidder (Contractor) or by any employee of the Contractor, the Bank may instantly terminate the contract without any prior notice or showing any reason whatsoever to the successful bidder (Contractor) and the Contractor shall have no claim whatsoever against the Bank or any of its Officers in consequence of such termination.
- The Security Deposit / Bank Guarantee kept with Bank, shall automatically stand forfeited under such circumstances without any further correspondence / intimation in the matter.
- In the event of termination of this Contract for any reason whatsoever, the Bank shall have the right to publicize such termination to caution the customers / public from dealing with the successful bidder (Contractor) or any of its personnel.
- In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

- The Bank (Purchaser), by 30 days' written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience.
- The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

#### **I. STATUTORY AND OTHER REGULATIONS**

The Contactor shall comply with all the statutory obligations of the Government of India / State Governments / Municipal Authorities and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-fulfillment of statutory obligations by the Contractor.

#### **J. AWARD CRITERIA:**

- a. A Committee will scrutinize the eligibility parameters mentioned in the tender document and those agencies which are qualified in Technical bid will be recommended for financial bid.
- b. If there is a tie in financial bid, preference will be given in the following order.
  - Having on hand similar contract with Regional Rural Bank.
  - On hand large number of personnel deployment contract in Banking sector.
  - The bidder registered under MSME.
  - The bidder who scores highest marks in technical bid.

#### **K. DISCLAIMER:**

The information is provided to prospective tenderer having Registered Branch/Office in State of Karnataka, who intend to participate in bidding process for supply of manpower for housekeeping and security guards (Un-armed) services to our Branches and Offices spread over 9 districts Viz. Dharwad, Belagavi, Vijayapura, Bagalkot, Gadag, Haveri, Udupi, Dakshina Kannada and Uttara Kannada, for which this tender has been issued, as per the terms and conditions set out in this tender and any other terms and conditions related to such information.

This tender is neither an agreement nor an offer and the purpose of this Tender/ Request for Proposal (RFP) is to provide the Bidder(s) with information to assist the formulation of their proposals. The RFP does not claim to contain all the information each Bidder may require. While Bank has taken due care in the preparation of the information contained herein, it does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries/analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advices/clarifications. They should not rely solely on the information contained in the blank tender documents / forms. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The Bank is not responsible if no due diligence is performed by the Respondents.

The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any applicant or Bidder under any law, statute, rule or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expenses which may arise from or be incurred or suffered on account of anything contained in this tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the tender and any assessment, assumption, statement or information contained therein or deemed to form part of this tender or arising in any way for participation in this Bid stage.

Karnataka Vikas Grameena Bank reserves the right to alter, amend, update or supplement the information reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline bids without assigning any reason thereof.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery, fees, expenses associated with any demonstrations or presentations which may be required by Bank or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding process

  
(R. T. Kamble)  
**GENERAL MANAGER**

Enclosures:

1. Annexure-I: Eligibility Criteria
2. Annexure-II: Technical Bid Evaluation
3. Annexure- III: Financial Bid/Price Bid
4. Annexure-IV: Bid covering letter
5. Annexure-V: Letter of Authorization to Bid
6. Annexure-VI: Bid Form
7. Annexure-VII: Bid Security Form
8. Annexure-VIII: Form of Bank Guarantee in favor of Karnataka Vikas Grameena Bank
9. Annexure-IX: Integrity Pact
10. Annexure-X: Bidder Details



**ANNEXURE – I**  
**ELIGIBILITY CRITERIA**

The bidders/agencies meeting the following criteria are eligible to submit their bids along with supporting documents. If the bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected.

Sl. No	Eligibility criteria	Documents to be submitted
1	The bidder must be a Firm / Proprietary / Company registered under Companies Act with experience of minimum 10 (Ten) years for providing Housekeeping services as on 31.12.2024	i) In case of Proprietary, copy of GST registration certificate ii) In case of firms Copy of the firm registration Certificate iii) In case of company copy of certificate of incorporation issued by Registrar of companies and full address of registered office.
2	Presently bidder should have at least two on hand contracts in which one must be with Bank	Copy of the work order issued by the client (one must be from Bank) specifying the below criteria's for the works carried out 1. Scope of work. 2. Period of the contract
3	The bidder/agency should have a minimum average annual turnover of <b>₹10 Crore</b> for the previous three financial years (as on 31-03-2024). Audited / Certified Balance Sheet (by Chartered Accountant) for the years 2021-22, 2022-23 and 2023-24, establishing the turnover criteria should be submitted. The bidder/ agency must be in profits for last three years.	Copy of the Income Tax returns, audited P&L Account and Balance Sheet Duly Certified by the Chartered Accountant.
4	The Bidder / agency should have its Head Office / Regional Office/Circle Office in Karnataka and an Office / Branch at Hubli-Dharwad. Representative shall be available on all working days at the office / branch at Hubli-Dharwad	Address Proof of the firm should be submitted along with Registration under Shops and Establishment Act.
5	Agency/Bidder should be enrolled with RLC/ALC under Contract Labour Act 1970 and certificate to that effect should be produced	Copy of valid labour license under contract Labour (regulation and Abolition) Act, 1970.
6	Registered with ESI, EPF, GST, PT, Etc., authorities and must be in possession of Permanent Account No (PAN)	Copy of valid registration certificate of ESI, EPF, GST, PT and PAN Should be submitted.

7	Bidder should not be in the black list by any Central Govt./State Govt./any PSU in any of its previous contract	Affidavit to be submitted in this regard.
8	Bidder should have License from Competent Authority for providing Security Guards (PSARA)	Copy of valid License
9	Present strength of manpower supply of the bidder should minimum 300 on payroll as on date	Work order copy showing no. of manpower supply or related proof
10	Integrity Pact	Submitted as per Annexure-IX

A copy of the Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder/agency. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Signature of the authorized person with seal

Name:

Designation:

**ANNEXURE – II**  
**TECHNICAL BID EVALUATION**

The bidder shall submit documentary evidence for all the particulars mentioned hereunder;

	Particulars	Marks	To be filled up by the Bank	Documents Attached [Yes/No]. If Yes, state the Nature of Document (s).
1	Average annual turnover of the bidder as per Audited Balance Sheets as on 31st March 2022, 2023 and 2024			
	>30 crores	10		
	>20 crores but <=30 crores	8		
	>15 crores but <=20 crores	6		
	>10 crores but <=15 crores	4		
2	No. of Employees on payroll as on 31.12.2024			
	>1200	10		
	>800 but <=1200	8		
	>500 but <=800	6		
	>300 but <=500	4		
3	Number of years of experience as on 31.12.2024			
	>= 15 years	10		
	>10 but <15 years	8		
	= 10 years	5		
4	ISO Certification			
	Available and in Inforce	5		
	Available, but Expired	0		
5	Client base of the Bidder in supply of manpower			
	Govt./PSU + RRBs	10		
	Govt./PSU/Banks	5		
	Private	0		

6	Value of single largest annual contract in the past three years up to 31.12.2024 in supply of manpower			
	>15 Crore	5		
	>=10 Crore but <=15 Crore	3		
7	Supply of atleast 100 manpower contract of the bidder in last three years as on 31.12.2024			
	In any of the Bank operational area of nine districts as mentioned in RFP	10		
	In Karnataka	5		
	Other than Karnataka	0		
	<b>Total Marks</b>	<b>60</b>		

Technical Bid Evaluation: Max marks 60

Minimum marks required for qualifying in the Technical bid evaluation: 40 Marks.

The Bank will use criteria and information in addition to what has been asked above for evaluation. This would include, but may not be limited to, verification of references given by the contractor, evaluation of contractor's existing work by making site visits, etc.

**SIGNATURE OF THE AUTHORISED PERSON  
WITH DESIGNATION & SEAL**

**ANNEXURE - III**  
**FINANCIAL BID/ PRICE BID**

To,  
The Chairman,  
Karnataka Vikas Grameena Bank,  
Head Office, Dharwad.

Date:

**SUB: MANPOWER FOR HOUSEKEEPING AND SECURITY GAURDS (UN-ARMED) SERVICES FOR BRANCHES / OFFICES OF KARNATAKA VIKAS GRAMEENA BANK.**

RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_

Sl. No.	Particulars	Rate in ₹ exclusive of GST in per person per month
1	Service Charges for providing Manpower for Housekeeping and Security Gaurds (Un-Armed) Services	₹ _____ (Rupees _____ ) per person per month (Rate should be in Rupees up to two decimals and not in %)

**The bids with NIL/ miniscule/ negligible/ nominal service charges for winning the contract will be rejected**

- 1) The above service charge quoted should not be less than 3% of existing Minimum Wages as per Minimum Wages Act applicable to Area C for Housekeeping services. Bidder while quoting the rates should consider the existing Minimum Wages of Central Govt.
- 2) In case there is any discrepancy between figures and words, that bid will be rejected.
- 3) The L-1, L-2 and L-3 offer will be evaluated on the basis of the above quoted value.
- 4) Financial Bid shall be submitted in the prescribed format only. The bids attached with any enclosures/documentary supports shall be summarily rejected. However, rate analysis for scrutiny of the rates shall be submitted if required by the Bank.
- 5) In case the rates quoted are found unreasonable and do not conform to the specifications or stipulations given in the RFP document, the financial bids submitted would be rejected outright and the final decision in this regard will be that of **Karnataka Vikas Grameena Bank**.
- 6) Conditional Bids are liable to be rejected.

**Signature of Authorized Signatory  
With Seal and Date**

Signature of the bidder along with seal

**ANNEXURE-IV****BID COVERING LETTER**

(To be submitted by the bidder/agency along with bid documents)

Ref. No.:

Place:

Date:

To

**The General Manager,**  
Karnataka Vikas Grameena Bank,  
Personnel & HRD Division,  
Head Office, Dharwad-580008

Dear Sir,

Having examined the Request for Proposal (RFP/tender): \_\_\_\_\_, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the personnel for sweeping, cleaning & maintenance of your Branches/Offices in conformity with the said RFP/tender for the sum mentioned in the Price Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.

We undertake (if our Bid is accepted) to provide personnel/labour in accordance with the Schedule specified.

If our bid is accepted, we will submit the security deposit /Bank Guarantee of schedule commercial Bank (Acceptable to the Bank) for amount equivalent to **₹20,00,000/- (Rupees Twenty Lakh only)** to the bank within 14 (Fourteen) days from receipt of work order and prior to commencement of service under the contract for the due performance of the Contract, in the form prescribed by the Bank and we undertake to execute a contract at our cost. This security deposit shall not bear any interest. The BG to be submitted shall be valid for contract period from the date of signing the contract with additional claim period of 3 (Three) months after expiry of validity period or such other extended period as the Bank may decide for due performance of the obligations undertaken by the successful bidder.

We agree to abide by this bid for a period of 120 days from the last date of submission of Bid and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and Notification of Award shall constitute a binding Contract between us.

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

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

I/we read and understood all conditions and requirements of **Karnataka Vikas Grameena Bank**, Head Office, Dharwad for providing sweeping, cleaning & maintenance services.

Dated this.....Day of.....2025

**SIGNATURE OF THE AUTHORISED PERSON  
WITH DESIGNATION & SEAL**

**ANNEXURE-V**  
**LETTER OF AUTHORISATION TO BID**

The Chairman,  
Karnataka Vikas Grameena Bank,  
Head Office, Dharwad.

Sub: Letter of Authorization to bid for RFP floated by Karnataka Vikas Grameena Bank  
for housekeeping, Security guards (unarmed) requirements.

We \_\_\_\_\_(Name and address of the Agency)  
hereby authorize \_\_\_\_\_(Name and Address of Agents). as our  
Authorized representative to submit a bid. and sign the contract on behalf of us for all the  
requirements by the bank as called for vide the bank's RFP notification Ref.  
No.01/RFP/HKP-SG/PHRDD/2025 dated 10.01.2025.

1)

2)

Attestation of the specimen signature

Yours faithfully,

(Name of principal agency & seal on whose behalf the proposal is  
submitted)

Note: This letter of authority should be on the letterhead of the Principal  
Agency/Agency/Organization on whose behalf the proposal is submitted and should be  
signed by a person competent and having the power of attorney to bind the principal. It  
should be included by the Agency in its bid.

**ANNEXURE-VI**

**BID FORM**

To,

The Chairman,  
Karnataka Vikas Grameena Bank,  
Head Office, Dharwad.

Sir,

Having examined the Request for Proposal **Ref: 01/RFP/HKP-SG/PHRDD/2025 Dated 10.01.2025**, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the personnel for Housekeeping, Security (unarmed) of your Branches/ Offices in conformity with the said RFP for the sum mentioned in the Financial Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.

**We undertake, if our Bid is accepted, to provide personnel/Labour in accordance with the Schedule specified.**

If our bid is accepted, we will obtain the Bank Guarantee from a commercial Bank for a sum of **₹20,00,000/- (Rupees Twenty lakhs only)** for the due performance of the Contract, in the form prescribed by the Bank (Annexure-VIII).

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us.

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

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this..... Day of.....2025

(Signature)

(In the capacity of duly authorized to sign bid for & on behalf of (Name & Address of the Agency



**ANNEXURE-VII  
BID SECURITY FORM**

Whereas \_\_\_\_\_ called ("the Agency") has submitted its Bid dated \_\_\_\_\_ 2025 for the supply of manpower for Housekeeping, Security service (hereinafter called "the Bid")

Know all people by these presents that We \_\_\_\_\_ having our Registered Office at \_\_\_\_\_ (hereinafter called "the Agency") are bound to Karnataka Vikas Grameena Bank, Head Office, Dharwad (hereinafter called "the Principal employer") for the sum of **₹1,00,000/-** (Rupees One Lakh Only) for which payment well and truly to be made by the said agency, the Agency binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Agency this \_\_\_\_\_  
Day of \_\_\_\_\_ 2025

The conditions of this obligation are:

- 1 If the Agency withdraws its Bid during the period of bid validity specified by the Bank; or
- 2 If the Agency, having been notified of the acceptance of its Bid by the Principal employer during the period of Bid validity. Fails or refuses to execute the Contract Form if required; or
- 3 Fails or refuses to furnish the Performance Security, in accordance with the terms of the Bid.

We undertake to pay the Principal employer up to the above amount upon receipt of its first written demand, without the Principal employer having to substantiate its demand, provided that in its demand the Principal employer will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

**Signature of the authorized person from the bidder and Seal**

**ANNEXURE-VIII****Form of Bank Guarantee in favor of Karnataka Vikas Grameena Bank**

**To**  
**The Chairman,**  
**Karnataka Vikas Grameena Bank**  
**Head Office, Dharwad.**

WHEREAS..... (Hereinafter called "the Contractor) having its office at ..... has undertaken pursuance of the Contract to provide outsourcing personnel for Housekeeping, Security Guards (unarmed).

We..... (Hereinafter referred to as "the Bank"), at the request of..... (Contractor(s)), do hereby undertake to pay to Karnataka Vikas Grameena Bank an amount not exceeding ₹20,00,000/- (Rupees Twenty Lakh only) against any loss or damage caused to or suffered or would be caused to or suffered by the Karnataka Vikas Grameena Bank by reason of any breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement.

We, the Bank do hereby undertake to pay amounts due and payable under this guarantee without any demur, merely on a demand from the Karnataka Vikas Grameena Bank, at any time during the period of guarantee, stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Karnataka Vikas Grameena Bank by reason of any breach by the said contractor(s) of any of the terms or conditions contained in the said agreement or by reason of the contractor(s) failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee.

We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Karnataka Vikas Grameena Bank under or by virtue of the said agreement have been fully paid and its claims satisfied or discharges or till Karnataka Vikas Grameena Bank, Head Office, Dharwad, certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharge this guarantee.

We, the Bank lastly undertake not to revoke this guarantee during its currency, except with the previous consent of the Karnataka Vikas Grameena Bank in writing.

Notwithstanding anything contained herein:

This Bank Guarantee shall be valid up to the .....day of.....

**Signature of the authorized person from the bidder**

**ANNEXURE-IX****INTEGRITY PACT**

(To be submitted by the bidder on non-judicial stamp paper of ₹500/- of Government of Karnataka)

Between

Karnataka Vikas Grameena Bank, a Regional Rural Bank, incorporated under the Regional Rural Bank Act, 1976 and having registered office at P.B. No. 111, Belgaum Road, Dharwad, herein after referred to as "The Principal", which expression unless repugnant to the context or meaning hereof shall include its successors or assigns of the ONE PART and

.....  
 (description of the party along with address), hereinafter referred to as "The Bidder/ Contractor" which expression unless repugnant to the context or meaning hereof shall include its successors or assigns of the OTHER PART

Preamble

The Principal intends to award, under laid-down organizational procedures, contract/s for

.....  
 .....

The Principal values full compliance with all relevant laws of the land, rules and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder(s)/ Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitor(s), who will monitor the Tender/RFP process and the execution of the contract for compliance with the principles mentioned above.

#### Section 1 – Commitments of the Principal

1.1 The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

1.1.1 No employee of the Principal, personally or through family members, will in connection with the Tender/RFP for, the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

1.1.2 The Principal will, during the Tender/RFP process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the Tender/RFP process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender/RFP process or the contract execution.

1.1.3 The Principal will exclude from the process all known prejudiced persons.

1.2 If the Principal obtains information on the conduct of any of its employees which is a penal offence under the Indian Penal Code 1860 and Prevention of Corruption Act 1988 or any other statutory penal enactment, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

#### Section 2 – Commitments of the Bidder(s)/ Contractor(s)

2.1 The Bidder(s)/ Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender/RFP process and during the contract execution.

- i. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to the Principal or to any of the Principals employees involved in the Tender/RFP process or the execution of the contract or to any third person any material, immaterial or any other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender/RFP process or during the execution of the contract.
- ii. The Bidder(s)/ Contractor(s) will not enter with other Bidder(s) into any illegal or undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- iii. The Bidder(s)/ Contractor(s) will not commit any penal offence under the relevant IPC/ PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- iv. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, and is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

2.2 The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### Section 3 – Disqualification from Tender/RFP process and exclusion from future contracts

If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2 above, or acts in any other manner such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidders(s)/ Contractor(s) from the Tender/RFP process or take action as per the separate “Guidelines for Suspension of Business Dealings with Suppliers/ Contractors” framed by the Principal.

### Section 4 – Compensation for Damages

- a. If the Principal has disqualified the Bidder(s) from the Tender/RFP process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit.
- b. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages equivalent to 5% of the contract value or the amount equivalent to Security Deposit/Performance Bank Guarantee, whichever is higher.

### Section 5 – Previous Transgression

- The Bidder declares that no previous transgressions occurred in the last 3 years with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the Tender/RFP process.
- If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender/RFP process or the contract, if already awarded, can be

terminated for such reason.

#### Section 6 – Equal treatment of all Bidders/ Contractors/ Sub-contractors

- a. The Bidder(s)/ Contractor(s) undertake(s) to demand from his sub-contractors a commitment consistent with this Integrity Pact. This commitment shall be taken only from those sub-contractors whose contract value is more than 20% of Bidder's/ Contractor's contract value with the Principal.
- b. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- c. The Principal will disqualify from the Tender/RFP process all bidders who do not sign this pact or violate its provisions.

#### Section 7 – Criminal Charges against violating Bidders/ Contractors /Subcontractors

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

#### Section 8 –Independent External Monitor(s)

- a. The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- b. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairman, Karnataka Vikas Grameena Bank.
- c. The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all contract documentation of the Principal including that provided by the Bidder(s)/ Contractor(s). The Bidder(s)/ Contractor(s) will grant the monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his contract documentation. The same is applicable to Sub- contractor(s). The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s) / Sub-contractor(s) with confidentiality.
- d. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the contract provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- e. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or heal the situation, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- f. The Monitor will submit a written report to the Chairman, Karnataka Vikas Grameena Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- g. The Chairman, Karnataka Vikas Grameena Bank shall decide the compensation to be paid to the Monitor and its terms and conditions.

- h. If the Monitor has reported to the Chairman, Karnataka Vikas Grameena Bank, a substantiated suspicion of an offence under relevant IPC / PC Act, and the Chairman, Karnataka Vikas Grameena Bank has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
- i. The number of Independent External Monitor(s) shall be decided by the Chariman, Karnataka Vikas Grameena Bank.
- j. The word "Monitor" would include both singular and plural.

**Section 9 – Pact Duration**

- o This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract and for all other Bidders 6 months after the contract has been awarded.
- o If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified as above, unless it is discharged/ determined by the Chairman, Karnataka Vikas Grameena Bank.

**Section 10 – Other Provisions**

- a. This agreement is subject to Indian Laws and jurisdiction shall be registered office of the Principal, i.e. Dharwad.
- b. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- c. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- d. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- e. Only those bidders/ contractors who have entered into this agreement with the Principal would be competent to participate in the bidding. In other words, entering into this agreement would be a preliminary qualification.

For & On behalf of the Principal

For & On behalf of the Bidder/ Contractor

Signature:

Signature:

Office Seal:  
Date:

Office Seal:  
Date:

Witness

Witness

1. Signature:

1. Signature :

Name and Address:

Name and Address:

2. Signature:

2. Signature:

Name and Address:

Name and Address:

**ANNEXURE-X****BIDDER DETAILS**

No	PARTICULARS		TO BE FILLED BY THE PARTICIPANT		
1	Full Name of the Firm/ Company				
2	Constitution		Proprietorship / Partnership / Company		
	Registrations, deeds, bylaws to be submitted				
3	Complete Address				
	Telephone No./Mobile No.				
	Fax & e-mail				
	Website URL, if any				
4	<u>Details:</u> Proprietor/Managing Partner/Managing Director		Name:		
			Address:		
			Mob. No./Phone No.:		
			e-mail:		
5	Authorized person to sign & act on behalf of the agency (Enclose Authorization Letter)		Name:		
			Designation:		
			Address:		
			Mob. No./Phone No.:		
6	Profit as on (in Lakh ₹)	31.03.2022	₹		
		31.03.2023	₹		
		31.03.2024	₹		
	Attach documentary proof like IT Returns, Audited Balance sheets etc.				
7	Date of establishment / incorporation / commencement of business				
	Experience (at least for 10 years)				
	No. of Personnel engaged		(We confirm that no minors are employed by our firms)		
	Enclose- MOA, AOA, Partnership deed, Certificate of Registration & Renewal (whichever is applicable)				
	Name of the previous clients		Details of works carried	Value of work order	Period of work
	1.				
	2.				
3					
4.					
5.					
Copies of previous work orders should be enclosed					

<b>8</b>	Top three completed/present annual housekeeping and maintenance contract (contract period up to 31/12/2024). The experience certificate with completed contract value duly issued by the client to be enclosed as evidence.	
	<b>No.</b>	<b>Description</b>
	<b>Completed/Present Annual Contract-1</b>	
	1.	Client Name and Address
	2.	Annual Contract Value
	3.	Duration of Contract
	4.	Client Representative Name
	5.	Contact No (Landline/Mobile No)
	6.	<b>e-mail ID</b>
	<b>Completed/Present Annual Contract-2</b>	
	1.	Client Name and Address
	2.	Annual Contract Value
	3.	Duration of Contract
	4.	Client Representative Name
	5.	Contact No (Landline/Mobile No)
	6.	<b>e-mail ID</b>
	<b>Completed/Present Annual Contract-3</b>	
	1.	Client Name and Address
	2.	Annual Contract Value
	3.	Duration of Contract
	4.	Client Representative Name
	5.	Contact No (Landline/Mobile No)
	6.	e-mail ID
	<b>9</b>	<b>PAN No.</b>
		<b>GST No.</b>
	<b>10</b>	<b>Reg. no. under Shops &amp; Est. Act. / Gram Panchayat to commence the Business</b>
	<b>11</b>	<b>Contract Labour Act registration no. (Regulation &amp; Abolition Act 1970, if applicable)</b>



	Date of registration	
	ALC/CLC (Central Govt.) Certificate of registration and up to date Renewal certificates shall be enclosed	
12	Details of EMD/BG of of of Rs.100000/-	DD No.:
		Date:
		Issuing Bank:
		Branch:
13	ESIC registration no. with date	
	Cert. of ROC with no. & date (if applicable)	
	EPF registration no. with date	
	Profession Tax registration no. with date	
	GST registration no. with date	
	Copies of Certificates and renewals shall be enclosed	
14	Address of the office in Hubli-Dharwad	
15	Contact Person available at office in Hubli-Dharwad	Name:
		Mob. No./Phone No.:
16	For remaining terms and conditions enclose a separate sheet	

I/We confirm that provisions of Minimum Wages Act will be complied with during the contract period.

**Verification:** I verify that, all the details furnished above are true and correct to the best of my knowledge and belief. I understand that, in case of furnishing any false information or suppression of any material information, the bid shall be liable for rejection besides initiation of penal proceedings by the bank, if it deems fit.

**SIGNATURE OF THE AUTHORISED PERSON**

**WITH DESIGNATION & SEAL**