



## PLANNING AND DEVELOPMENT DIVISION

### Notice Inviting Tender

Ref: 199/PMD/SMP/2020

Date: 01.12.2020

### **Tender For Providing the services of Manpower for Housekeeping and Security Services (Unarmed) for Branches / Regional office/ Head office- Reg**

Karnataka Vikas Grameena Bank is proposing to invite Bids for deployment of personnel for **Housekeeping, Security Guards (Unarmed)** through authorized **Organizations/Agencies** involved in providing these services for our Branches and Offices

Bank invites sealed Tenders for providing Manpower for Housekeeping and Security Services (Unarmed) as detailed below,

- 01) Security Guards (Unarmed) – As and when required for Head office.
- 02) Manpower for Housekeeping Services - As and when required – Branches spread over 9 districts Viz. Dharwad, Belagavi, Vijayapur, Bagalkot, Gadag, Haveri, Udupi, Dakshina Kannada & Uttarakannada.

Presently, tentative requirement for Security Guards is **05** and Housekeeping Services is **33** which may vary according to requirement.

The terms and conditions, format for technical bid and financial bid for providing the services are furnished in the tender document.

1. The intending agencies shall be familiar with the services to be provided to branches and offices of our Bank.
2. Bid should be submitted in 2 (two) separate sealed envelopes, one Technical Bid and other Financial Bid clearly mentioning on top of envelope 'Technical Bid' or 'Financial Bid', Both these envelopes shall be kept in one envelope and shall be super scribed "Tender for housekeeping, Security Guards (Unarmed) contract".

Technical Bid will be opened first. If the offer is non-responsive, Financial Bid will be returned unopened. The Technical Bid should necessarily contain all details and fulfill terms & conditions. All pages of the proposal should be numbered in the format "Page No. X of Total Pages Y" and counter signed by the authorized official.

**Envelope 1:** This sealed envelope shall contain application, Non refundable Fee, Bid Security Deposit, covering letter and all other information pertaining to bidder and shall be super scribed "Technical Bid"

**Envelope 2:** This sealed envelope shall contain only the financial bid and super scribed "Financial bid"

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

**SCHEDULE AND BRIEF DETAILS OF TENDER**

Tender commencing date	02.12.2020
Last date for queries	Bidders intending to participate in the tender shall raise all their queries if any, for seeking clarification on or before 09.12.2020 - 17.00 hours through Mail Id: <a href="mailto:pmd@kvgbank.com">pmd@kvgbank.com</a> Mobile: 9480699016
Last date for acceptance of BIDs at Head Office, Dharwad	16.12.2020 (16:00 Hours)
Technical Bid opening date	17.12.2020
Financial Bid opening date	After evaluation of technical bids, the date of opening of Financial bids will be informed to technically qualified bidders.

  
(B C Ravichandra)  
**GENERAL MANAGER**

Tender Documents Enclosed

**Terms and conditions**

- a. Annexure-I Technical Bid**
- b. Annexure-II Financial bid**
- c. Annexure-III Letter of authorization**
- d. Annexure-IV Bid form**
- e. Annexure-V Bid Security form**
- f. Annexure-VI Format of Bank Guarantee**

## Terms and Conditions

1. The agencies should have minimum of three years of experience in providing Security Guards Services and Housekeeping Services to Public/Private sector bank.
2. The agency should have on hand contract with Bank/Financial institution.
3. The agency should have turnover of not less than Rs.3 Crores for the past 3 years each.
4. Societies are not eligible.
5. 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
6. The duty time for Housekeeping Services will be from 10.00 a.m. to 6.00 p.m. Subject to the modification of the Duties as per the decision of the competent authority.
7. The Security Guards/Housekeeper should have completed Matriculation or equivalent qualification.
8. The Age of Security Guards and Housekeepers should be between 18 to 45 years.
9. 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.
10. The agency will not engage any sub-contractor or transfer the contract to any other person
11. The agencies must have Valid license for providing Security Services as per Private Security Agencies Regulation Act 2005 (PSARA 2005) applicable in Karnataka
12. The agency will provide a valid Verification Certificate from the police authority and such valid police verification certificate issued by the police authority should be submitted before deployment of the Security Guards.
13. The agencies must have valid license for providing Manpower for Housekeeping Services under Contract Labour (Regulation and Abolition) Act, 1970.
14. The tenderer must have license/permission pertaining to EPF and ESIC Registration number as per the Government rules to contribute to EPF and ESIC. Agencies should have audited balance sheets and profit and loss accounts for the past three years. Audited balance sheets certified by Chartered Accountants shall be produced. (For FY 2019-20 CA certified balance sheet is acceptable if not audited).
15. 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.
16. 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

## **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

## **BID SECURITY**

The agency shall furnish, as part of its bid, a bid security for an amount of **Rs.50,000/-** (Rupees Fifty thousand only) in **f/o Karnataka Vikas Grameena bank, Head Office, Dharwad** for participation in the form of Demand Draft payable at Dharwad, Karnataka. The Bid Security Demand Draft should be enclosed in original with the "Technical Bid". Demand Draft shall be drawn on or after 01.12.2020

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 bid security may be forfeited:

- If any agency withdraws their bid during the period of bid validity; or
- In case of a successful Agency: If the agency fails to sign the Contract within the stipulated time

## **CONTRACT AGREEMENT & SECURITY DEPOSIT**

**Contract will be for a period of two years 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 year 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 Rs.200/- value Non-Judicial Stamp paper after receipt of work order.
- b. **After entering into agreement, the successful agency should submit Bank Guarantee of ` 5,00,000/- (Rupees Five lakhs only)in favour of Karnataka Vikas Grameena Bank, Dharwad from a commercial bank** Within **10** 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.
17. 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
  18. 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.
  19. 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.
  20. 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.
  - 21. 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.**
  22. The payment shall be made on monthly basis for which the agency shall have to raise a bill/invoice. The agency should have TIN No. GST No etc as per Govt Guidelines.
  23. TDS income tax and GST (as per the extant Govt guidelines) on eligible amount in invoice cost will be deducted in every payment
  24. There will be no increase in the administrative charges during the contract period. However, minimum wages may be increased as per GOI orders or at the discretion of the Bank
  25. The agency has to ensure that minimum wages are being paid to the skilled and unskilled work force and it has to produce the requisite chalan/certificate of depositing the desired amount of deductions ie.EPF/ESIC etc. as per Labour act with appropriate authorities. Further, monthly payment will be released only after receipt of EPF&ESI counterfoil.
  26. Minimum wages, EPF and ESI payment to the deployed personnel in our Bank shall be in accordance with extent guidelines of the Government.
  27. 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.

28. 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.
29. 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.
30. The payment will be made on completion of each calendar month based on the actual shift manned/operated by the Guards deployed by the Security Agency. **The charges for housekeeping/man power shall be paid on monthly basis latest by 10<sup>th</sup> of every succeeding month.**

### **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 the above, the bank reserves its right to modify/reallocate any such duties which shall be communicated by the agency to the Housekeepers.

### **TECHNICAL SPECIFICATIONS: (Eligibility Parameters)**

- The agency should have been in the sector of providing outsourcing services and having annual turnover of not less than 3 Crores for the past 3 years each.
- Agency Registration under shops & establishment act and certificate from ESI Corporation.
- Certificate from EPF Organization under EPF & Misc Provision act 1952 (latest).
- Should have registered with Govt under contract Labour Act 1970.
- Agency must have covered under all statutory obligations like ESI, EPF, Labour License, GST and PAN.

### **12. Selection 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.
  - i. Agency registered under MSME.
  - ii. Having on hand similar contract with Regional Rural Bank.
  - iii. On hand large number of personnel employed in Banking sector
  - iv. Managing Director of the agency is an Exserviceman

**KARNATAKA VIKAS GRAMEENA BANK  
PLANNING & DEVELOPMENT DIVISION  
Annexure - I  
PROFORMA -TECHNICAL BID**

Sl. No.	Parameters	Compliance by the vendors
1	<ul style="list-style-type: none"> <li>Name of the firm/Agency/Company with complete Address/phone No/Email</li> </ul>	
2	<ul style="list-style-type: none"> <li>Constitution</li> </ul>	Proprietorship/partnership/Company (Registrations, deeds, bylaws to be submitted)
3	<ul style="list-style-type: none"> <li>Year of Establishment of the Firm</li> </ul>	
4	<ul style="list-style-type: none"> <li>Name and Address of the Contact Persons of the Firm Phone/Mobile No's</li> </ul>	
5	<ul style="list-style-type: none"> <li>Experience on providing Security Guards/Housekeepers</li> </ul>	
6	<ul style="list-style-type: none"> <li>License from Competent Authority for providing Security Guards (PSARA)</li> </ul>	
7	<ul style="list-style-type: none"> <li>Certificates of satisfactory performance from clients</li> </ul>	
8	<ul style="list-style-type: none"> <li>Agency GST registration No. with date</li> </ul>	
9	<ul style="list-style-type: none"> <li>Income Tax PAN in the name of Firm</li> </ul>	
10	<ul style="list-style-type: none"> <li>Agency ESI registration No. with date</li> </ul>	
11	<ul style="list-style-type: none"> <li>Agency EPF registration No. with date</li> </ul>	
12	<ul style="list-style-type: none"> <li>Registration No. of Shop under Commercial Act - Dept. of Labour</li> </ul>	
13	<ul style="list-style-type: none"> <li>Turnover, Profits earned during last 3 financial years i.e., 2017-18, 2018-19, 2019-20. Attach Self attested, documentary proof like Audited Balance sheet, IT Returns (For 2019-20 chartered accountant certificate for balance sheet will be accepted if not audited)</li> </ul>	
14	<ul style="list-style-type: none"> <li>Affidavit stating that the agency is/has not been black listed by any Central Govt./State Govt/any PSU in any of its previous contract.</li> </ul>	
15	<ul style="list-style-type: none"> <li>Company profile</li> </ul>	



16	<ul style="list-style-type: none"> <li>Total Number of workmen employed/outsourced on the roll of the company (On hand contract/contracts)</li> </ul>	Number:  <b>We confirm that no minors are employed by our firms</b>
17	<ul style="list-style-type: none"> <li>Number &amp; date of license issued under Contract Labour Act (Regulation &amp; Abolition) Act 1970, if applicable)</li> </ul>	
18	<ul style="list-style-type: none"> <li>EMD for `50,000/-</li> </ul>	DD (Number, date, issued Bank & Branch)

**Note:**

1. Self attested copy of the above documents (Sl. No.1 to 18) should be attached. Bank reserve the right to reject the technical bid of any tender if not found to the satisfaction without any notice.
2. 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 of 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 authorized person with seal

Name:

Designation

**KARNATAKA VIKAS GRAMEENA BANK.  
PLANNING & DEVELOPMENT DIVISION**

**Annexure - II  
FINANCIAL BID**

**Format for submission of tender for providing Security Guards**

Name of the firm:

Address:

Contact person:

Payment to the security guards shall be paid adhering to Government of India, Ministry of Labour and Employment minimum wage payment.

Sl. No.	Particulars	Security Guards (Unarmed)
		Area B/Area C
1	Service Charges for providing security Guard <b>(Per Security Guard per month in Rupees)</b>	

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

Payment will be on the monthly basis considering the number of attendance during the month

\*Security Guards rates should be as per Central Government minimum wage policy. The Agency shall be liable to pay the minimum rates of wages revised from time to time.

Signature of the authorized signatory with seal

**KARNATAKA VIKAS GRAMEENA BANK.  
PLANNING & DEVELOPMENT DIVISION**

**Annexure - II  
FINANCIAL BID**

Name of the firm:

Address:

Contact person:

Payment to the House keepers shall be paid as per the minimum pay structure adopted by the Bank adhering to minimum wages act 1948.

<b>Sl. No.</b>	<b>Particulars</b>	<b>House keepers</b>
1	Service Charges for providing Housekeepers <b>(Per Housekeepers per month in Rupees)</b>	

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

**Note:** Wage structure is subject to variable Dearness Allowance and also to the application of necessary GST/Taxes as prescribed by the Government from time to time. Further, the wages are to be paid for Daily wages Housekeepers only for the working days excluding second and fourth Saturdays, Sundays and other holidays during the month.

**Signature of the authorized person with designation & Agency seal**

### **ANNEXURE III**

### **LETTER OF AUTHORISATION TO BID**

The General Manager  
Karnataka Vikas Grameena Bank  
PMD Division,  
Belgaum road  
Near new bus stand  
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, cadre 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:  
199/PMD/SMP/2020 Dated 01.12.2020

1)

2)

Attestation of the specimen signature

Yours faithfully,

**(NAME)**

(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 IV**

**BID FORM**

Ref.No.....

Place: .....

Date: .....

To,

The General Manager,  
Karnataka Vikas Grameena Bank,  
PMD Division,  
Belgaum road  
Near new bus stand  
Dharwad-580008

Sir,

Having examined the Request for Proposal Ref: 199/PMD/SMP/2020 Dated 01.12.2020, 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 **Rs.5,00,000/- (Rupees Five lakh only)** for the due performance of the Contract, in the form prescribed by the Bank (Annexure-VI).

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 ..... 2020

(Signature)

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

**Annexure-V**  
**BID SECURITY FORM**

Whereas \_\_\_\_\_ called ("the Agency") has Submitted its Bid dated \_\_\_\_\_ 2020 for the supply of Outsourcing personnel 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 **Rs.50,000/-** (Rupees Fifty Thousand 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 \_\_\_\_\_ 2020

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 and Seal)

**Annexure-VI**

**Form of Bank Guarantee in favor of Karnataka Vikas Grameena Bank**

To  
The General Manager  
Karnataka Vikas Grameena Bank  
PMD Division  
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 Rs.5,00,000/- (Rupees Five 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:

- a. This Bank Guarantee shall be valid up to.....

Dated the .....day of..... 2020

**Signature of the authorized person from the agency**

