



**भारतीय रिज़र्व बैंक
शिष्टाचार एवं सुरक्षा कक्ष, भोपाल**

**भारतीय रिज़र्व बैंक भोपाल की आवासीय कॉलोनियों चार इमली एवं टीला-जमालपुरा में (03)
अत्याधिक कुशल सुरक्षा पर्यवेक्षकों (निहत्ये) और चौंतीस (34) कुशल सुरक्षा गार्डों (निहत्ये) की
सेवाएं प्रदान करने हेतु**

निविदा आमंत्रण सूचना - (एनआईटी)

निविदाकार का नाम _____

पता: _____

प्रस्तुत करने की अंतिम तिथि	:	16 फरवरी 2026 को प्रातः 10:00 बजे तक
भाग-I (अर्थात तकनीकी बोली) खुलने की तिथि और समय	:	16 फरवरी 2026 को प्रातः 11:30 बजे
भाग-II मूल्य बोली : खुलने की तिथि और समय	:	मूल्य बोली की सूचना अलग से दी जाएगी।

अस्वीकरण

भारतीय रिज़र्व बैंक, शिष्टाचार एवं सुरक्षा कक्ष, भोपाल ने इच्छुक पार्टियों को निविदा की पृष्ठभूमि की जानकारी देने के लिए यह दस्तावेज़ तैयार किया है। यद्यपि भारतीय रिज़र्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, तथापि न तो भारतीय रिज़र्व बैंक और न ही इसके कोई प्राधिकारी या एजेंसी और न ही उनके संबंधित कोई अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज़ में निहित जानकारी की पूर्णता या सटीकता या इसके साथ प्रदान की जा सकने वाली किसी भी जानकारी के बारे में कोई वारंटी अथवा व्यक्त या निहित कोई व्यपदेशन देते हैं।

2. यह जानकारी पूरी तरह से संपूर्ण होने का दावा नहीं करती है। इच्छुक पार्टियों को अपनी स्वयं की जांच करनी होगी और जवाब देने वालों को लिखित रूप में यह पुष्टि करनी होगी कि उन्होंने ऐसा किया है, और वे निविदा जमा करते समय सिर्फ RBI द्वारा दी गई जानकारी पर निर्भर नहीं हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिज़र्व बैंक या उसके किसी प्राधिकरण या एजेंसियों या उनके किसी संबंधित अधिकारी, कर्मचारियों, एजेंटों या सलाहकारों पर बाध्यकारी नहीं है।

3. भारतीय रिज़र्व बैंक के पास अनुबंध के साथ आगे बढ़ने या अनुबंध के विन्यास को बदलने या इस दस्तावेज़ में परिलक्षित समय सारिणी को बदलने या लागू होने वाली प्रक्रिया या पद्धति को बदलने का अधिकार सुरक्षित है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी।

भारतीय रिज़र्व बैंक, भोपाल
शिष्टाचार एवं सुरक्षा कक्ष
भाग I - निविदा आमंत्रण सूचना
(केवल ई-प्रोक्योरमेंट द्वारा)
निविदा की अनुसूची

नोट: यह एक खुली निविदा पूछताछ है हालाँकि, केवल वे बोलीदाता/विक्रेता जो नीचे उल्लिखित पूर्व-योग्यता मानदंडों के अनुसार कार्य के लिए योग्य हैं, इस निविदा में भाग लेने के लिए पात्र हैं। बोलीदाताओं को सलाह दी जाती है कि वे प्रस्तुतिकरण के दौरान निविदा के लिए अपनी पात्रता के समर्थन में दस्तावेज़ जमा करें।

1	कार्य का विवरण	तीन (03) उच्च कुशल सुरक्षा पर्यवेक्षक (निहत्थे) और चौतीस (34) कुशल सुरक्षा गार्ड (निहत्थे) को भारतीय रिज़र्व बैंक (RBI) की विभिन्न संपत्तियों में तैनात करने के लिए वार्षिक अनुबंध, जिनके स्थान इस प्रकार हैं: * भारतीय रिज़र्व बैंक, चार इमली स्टाफ क्वार्टर भोपाल। 03 उच्च कुशल वाले सुरक्षा पर्यवेक्षक और 27 कुशल सुरक्षा गार्ड जिनमें 04 महिला कुशल सुरक्षा गार्ड शामिल * भारतीय रिज़र्व बैंक, टीला जामलपुरा रेज़िडेंशियल परिसर भोपाल – 07 कुशल सुरक्षा गार्ड।
2	अनुमानित लागत	₹1,69,00,000/- (जीएसटी रहित)
3	बयाना राशि	₹3,38,000/- (अनुमानित लागत का 2%) [आरबीआई भोपाल के पक्ष में NEFT/ DD के माध्यम से जमा किया जाए, A/c No. - 186003001, IFSC – RBIS0BLPA01 (0 का अर्थ शून्य है) में NEFT लेन-देन के विवरण में विक्रेता का नाम/कंपनी का नाम उल्लेखित करें।]
4	Performance Bank Guarantee	₹8,45,000/- (अनुमानित लागत का 5%) (एजेंसी द्वारा जमा किया जाना)

5	निविदा की प्रणाली	e-Procurement System (ऑनलाइन भाग I – तकनीकी बोली एवं भाग II - वित्तीय बोली) https://www.mstcecommerce.com के माध्यम से
6	लेनदेन शुल्क	फीस MSTC को जमा की जाएगी https://www.mstcecommerce.com
7	ई-निविदा सं.	RBI/Bhopal Regional Office/Estate/21/25- 26/ET/821
8	डाउनलोड करने हेतु पार्टियों को एनआईटी उपलब्ध होने की तारीख	14 जनवरी 2026, दोपहर 12:00 बजे से
9	डाउनलोड करने हेतु पार्टियों को एनआईटी खत्म होने की अंतिम तारीख	03 फरवरी 2026 को शाम 06:00 बजे तक
10	बोली-पूर्व बैठक	04 फरवरी 2026 को प्रातः 11:30 बजे
11	बोली-पूर्व बैठक के कार्यवृत्त के प्रकाशित होने की तिथि	06 फरवरी 2026
12	ऑनलाइन तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि	06 फरवरी 2026 को शाम 06:00 बजे से
13	तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा के बंद होने की तिथि	16 फरवरी 2026 को प्रातः 10:00 बजे तक
14	भाग-I (अर्थात तकनीकी बोली) खुलने की तिथि और समय	16 फरवरी 2026 को प्रातः 11:30 बजे से
Eligibility Criteria		Requirement
1. Company/ Agency/ Firm details		(a) Name of Tenderer (b) Type of Company/Agency/Firm – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company) Documents to be uploaded: In case of a company, the certificate of registration, Memorandum and Article of Association of the Company and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm and in case of an agency or proprietorship, the particulars of

	the individual/individuals involved therein along with the names(s) and address(s) etc. are to be submitted.
2. Licence	Private Security Agency (PSA) must have valid license under "The Private Security Agencies (Regulation) Act, 2005" for the entire State of Madhya Pradesh. The license must remain valid during the period of the contract and should be renewed time to time. Original document would be verified by the Bank before awarding the contract. (copy of license to be uploaded)
3. Infrastructure	PSA should have its office at Bhopal (Documentary proof to be uploaded). The security guards must have attained minimum training, prescribed as per PSARA-2005 Act and as per rules of state government in this regard. Documents required: The PSA will have to enclose/submit certificate of training before deployment of the security guards/supervisors.
4. Duration of Past experience	Should have minimum 5 years experience of working with Public Sector Units / Department / offices, Airport, Banks, Financial Institution, Training Centres, MNCs / Large Companies and having strength of minimum 150 regular staff members as on December 31, 2025. It should be necessary for the bidders to have a satisfactory performance with its previous and existing clients. If the bidder has been rated as unsatisfactory or poor on any of the parameters mentioned in the client certificate by the clients concerned, the Bank reserves the right to treat such bids as being non-compliant with the eligibility condition and reject such bids. Also, if the bidder has served at any office of RBI in the past or provided service at any office of RBI, it should be mandatory for the bidder to submit client certificate from that RO/TE. Documents to be uploaded: Tenderers should furnish address of their Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of Client, Value of Work executed etc. The Tenderer should submit documentary evidence in support of minimum experience of 5 years.
5. Minimum value of each completed work (Qualifying)	Bidder must fulfil following criteria with respect to estimated cost and no. of occasions of completed works. (Estimated cost of tender is Rs.1,69,00,000/- (excluding GST) (a) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR

	<p>(b) Two similar completed works each costing not less the amount equal to 50% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR</p> <p>(c) One similar work costing not less than the amount equal to 80% of the estimated cost.</p> <p>Documents to be uploaded: Audited copies of Balance Sheet and Profit & Loss statement for previous three (03) FY and CA certified net worth certificate as on March 31, 2025. (Annexure I)</p>
6. Other Eligibility	<p>(a) Should have all the necessary legal/statutory approvals to conduct security business in the State of Madhya Pradesh including license from the <u>Regional Labour Commissioner</u>.</p> <p>(b) Should have applicable registrations/licenses (PAN, ESI, PF etc.) supported by documentary evidence.</p> <p>(c) A declaration that the bidder has not been convicted in any criminal case by any court of law. (Annexure V)</p> <p>(d) A declaration that Security Supervisors and Security Guards to be deployed at RBI residential colonies have not been convicted in any criminal case by any court of law and no criminal case is pending at any court of law against them as on the last date of submission of bid.</p>
7. Documents to be submitted	<p>a) Valid license under "The Private Security Agencies (Regulation) Act, 2005" for the entire State of Madhya Pradesh.</p> <p>b) Client list showing the details of work carried out by them during the last 5 years.</p> <p>c) Certificate of Satisfactory completion of job from at least three (03) clients to be uploaded (Annex-II)</p> <p>d) Audited statement of accounts for the last 3 accounting years.</p> <p>e) Copies of applicable tax registrations. Viz., PAN, TIN, GST etc.</p> <p>f) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority, Memorandum and Article of Association of the Company.</p> <p>g) Copies of E.P.F.O Registration Certificate and E.S.I.C Registration Certificates.</p> <p>h) Details of the Bank Account held by them in a scheduled bank in India.</p> <p>i) The bidder shall submit training certificate on Form 6 issued by licensed training agency in terms of Private Security Agencies Model Regulation 2006 or agency should be authorized to impart training from authorized trainer/training centre.</p>

यदि ऊपर दर्शाई गई किसी तारीख को अवकाश घोषित कर दिया जाता है, तो अगला कार्य दिवस उसमें उल्लिखित संबंधित प्रयोजन के लिए प्रभावी तारीख मानी जाएगी।

उपरोक्त सभी पात्रता मानदंड सभी पृष्ठ पर विधिवत हस्ताक्षरित एवं मुहरबद्ध कागजात के साथ निविदा एमएसटीसी साइट पर अपलोड किया जाएगा और बैंक द्वारा इसके परीक्षण हेतु निविदा के भाग-1 को खोलने के समय डाउनलोड किया जाएगा। इसके अलावा, बैंक द्वारा आगे की निविदा प्रक्रिया हेतु दस्तावेजों की मूल प्रति मांगे जाने पर ठेकेदार इसे प्रस्तुत करेगा।

ई-प्रॉक्योरमेंट हेतु महत्वपूर्ण अनुदेश

बोलीदाताओं से अनुरोध है कि अपनी ऑनलाइन निविदा प्रस्तुत करने से पहले निविदा संबंधी नियम एवं शर्तों को पढ़ लें।

ई-निविदा की प्रक्रिया:

A) पंजीकरण: इस प्रक्रिया में एमएसटीसी ई-प्रॉक्योरमेंट पोर्टल पर विक्रेता का पंजीकरण शामिल है जो निःशुल्क है। पंजीकरण के बाद ही, विक्रेता अपनी बोलियां इलेक्ट्रॉनिक रूप से प्रस्तुत कर सकते हैं। तकनीकी बोली के साथ-साथ वाणिज्यिक बोली प्रस्तुत करने हेतु इलेक्ट्रॉनिक बोली इंटरनेट के माध्यम से की जाएगी। विक्रेता के पास श्रेणी-III हस्ताक्षर प्रकार का डिजिटल प्रमाणपत्र होना चाहिए। विक्रेताओं को बोली लगाने हेतु इंटरनेट से जुड़े पीसी की व्यवस्था करनी होगी। ऐसी व्यवस्था करने के लिए एमएसटीसी जिम्मेदार नहीं है। (डिजिटल हस्ताक्षर के बिना बोलियां रिकॉर्ड नहीं की जाएंगी)।

विशेष नोट: तकनीकी बोली और वाणिज्यिक बोली <https://www.mstcecommerce.com/eprocn> पर ऑनलाइन प्रस्तुत की जानी है।

1) विक्रेताओं को एमएसटीसी वेबसाइट पर स्वयं को ऑनलाइन पंजीकृत करना आवश्यक है, जिसका पाथ इस प्रकार है <https://www.mstcecommerce.com/eprocn> → ई-प्रॉक्योरमेंट → पीएसयू/सरकारी विभाग → आरबीआई लोगो का चयन करें > विक्रेता के रूप में पंजीकरण करें – विवरण भरें और अपना यूजर आईडी तथा पासवर्ड बनाएं → सबमिट करें।

2) विक्रेताओं को पंजीकरण फार्म भरने के दौरान दिए गए ईमेल पर उनके पंजीकरण की पुष्टि के संबंध में सिस्टम जनरेटेड मेल प्राप्त होगा।

किसी भी स्पष्टीकरण के मामले में, ई-निविदा के निर्धारित समय से पहले आरबीआई/एमएसटीसी से संपर्क करें :

संपर्क व्यक्ति (आरबीआई):

1. श्री अभिनेष कुमार असाटी, सहायक प्रबंधक - 0755 2519 253 (akasati@rbi.org.in)
2. श्री रुकमेश बडोनिया, प्रबंधक (सुरक्षा) - 0755 2519 104 (rukmeshbaronia@rbi.org.in)

संपर्क व्यक्ति (एमएसटीसी लिमिटेड):

MSTC IVRS Helpdesk number: 07969066600

After system settings please download "Bidding Guide" for better understanding the bid-submission process

MSTC Bhopal Office numbers: 0755-2552241, 2593772, 2593775, 2593776;

Mr. Neeraj Mathur, Manager, Mob. 8871111473, Email: bplopn4@mstcindia.in, mstcbpl@mstcindia.in

B) सिस्टम संबंधी आवश्यकताएँ:

- i. Windows 7 or above Operating System
- ii. IE-7 and above Internet browser.
- iii. Signing type digital signature
- iv. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode".
- Other Settings:

Tools => Internet Options => General => Click on Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".

To enable ALL active X controls and disable 'use pop up blocker' under Tools Internet Options → custom level (Please run IE settings from the page <https://www.mstcecommerce.com/eprocn> once)

2. तकनीकी वाणिज्यिक बोली और मूल्य बोली को <https://www.mstcecommerce.com/eprocn/> पर ऑनलाइन प्रस्तुत करना होगा। निविदाएं निविदा में विनिर्दिष्ट तिथि और समय पर इलेक्ट्रॉनिक रूप से खोली जाएंगी।

3. निविदा में सभी प्रविष्टियां बिना किसी त्रुटि के तकनीकी और वाणिज्यिक प्रारूपों में ऑन लाइन माध्यम से दर्ज की जानी चाहिए।

लेनदेन शुल्क हेतु विशेष नोट:

विक्रेता, लॉगिन में "my menu" के अंतर्गत "लेन-देन शुल्क भुगतान" लिंक का उपयोग करके लेनदेन शुल्क का भुगतान करेगा। विक्रेताओं को इवेंट ड्रॉपडाउन बॉक्स से संबंधित निविदा का चयन करना होगा। विक्रेता के पास एनईएफटी या ऑनलाइन भुगतान के माध्यम से भुगतान करने की सुविधा होगी। विक्रेता एनईएफटी का चयन करते हुए एक फॉर्म भरकर चालान जनरेट करेगा। विक्रेता चालान पर मुद्रित ब्यौरे के अनुसार इसमें कोई बदलाव किए बिना लेन-देन शुल्क की राशि जमा करेगा। ऑनलाइन भुगतान का चयन करने पर, विक्रेता को अपने क्रेडिट/डेबिट कार्ड/नेट बैंकिंग का उपयोग करके भुगतान करने का प्रावधान होगा। एक बार जब भुगतान एमएसटीसी के नामित बैंक खाते में जमा हो जाता है, तो लेनदेन शुल्क स्वतः स्वीकृत हो जाएगा और विक्रेता को एक सिस्टम जनरेटेड मेल प्राप्त होगा।

लेनदेन शुल्क वापस न करने योग्य है।

लेन-देन शुल्क का भुगतान किए बिना विक्रेता को ऑनलाइन ई-निविदा का एक्सेस नहीं प्राप्त होगा।

नोट:

बोलीदाताओं को सूचित किया जाता है वे उक्त के समापन से पर्याप्त समय पहले लेनदेन शुल्क जमा कर दें ताकि बोली प्रस्तुत करने के लिए पर्याप्त समय प्राप्त हो सके।

4. अपलोड की गई निविदाओं/शुद्धिपत्र की जानकारी निविदा को अंतिम रूप देने की प्रक्रिया के दौरान ईमेल द्वारा भेजी जाएगी। इसलिए विक्रेताओं को यह सुनिश्चित करने की आवश्यकता है कि उनकी कॉर्पोरेट ईमेल आई.डी. एमएसटीसी के साथ विक्रेता के पंजीकरण के समय वैध और अद्यतन किया गया हो। विक्रेताओं से भी अनुरोध है कि वे अपने डीएससी (डिजिटल सिग्नेचर सर्टिफिकेट) की वैधता सुनिश्चित करें।

5. एनआईटी में उल्लिखित नियत तारीख और समय के बाद ई-निविदा का उपयोग नहीं किया जा सकता है।

6. ई-निविदा में बोली लगाना:

a) ई-निविदा में ऑनलाइन बोली लगाने हेतु निविदा शुल्क (यदि कोई हो) और लेनदेन शुल्क (यदि कोई हो) का भुगतान विक्रेताओं को आवश्यक जमा करना होगा। निविदा शुल्क और लेनदेन शुल्क वापसी न करने योग्य हैं। निविदा, जिसके साथ ईएमडी नहीं है, पर विचार नहीं किया जाएगा। ईएमडी पर कोई ब्याज देय नहीं होगा। असफल विक्रेता (विक्रेताओं) की ईएमडी निविदा आमंत्रित करने वाले प्राधिकारी द्वारा वापस कर दी जाएगी।

b) इस प्रक्रिया में तकनीकी और वाणिज्यिक बोली प्रस्तुत करने के लिए इलेक्ट्रॉनिक बोली शामिल है।

c) केवल लेन-देन शुल्क जमा करने वाले विक्रेता एमएसटीसी वेबसाइट पर इंटरनेट के माध्यम से अपनी तकनीकी बोली और वाणिज्यिक बोली प्रस्तुत कर सकते जिसका पाथ इस प्रकार है:

<https://www.mstcecommerce.com/eproc> → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

d) विक्रेता को जावा एप्लिकेशन संचालन की अनुमति देनी चाहिए। यह प्रक्रिया बिड फ्लोर खुलने के तुरंत बाद करना है। फिर उन्हें कॉमन टर्म्स/कमर्शियल स्पेसिफिकेशन भरना होगा और उसे सेव करना होगा। इसके बाद टेक्निकल बिड पर क्लिक करें। यदि इस एप्लिकेशन को रन नहीं किया जाता है, तो विक्रेता अपनी तकनीकी बोली को सेव/सबमिट नहीं कर पाएगा।

e) तकनीकी बोली भरने के बाद, विक्रेता को अपनी तकनीकी बोली रिकॉर्ड करने के लिए 'सेव' पर क्लिक करना चाहिए। एक बार ऐसा करने के बाद, वाणिज्यिक बोली लिंक सक्रिय हो जाता है और उसे भरना होता है और फिर विक्रेता को अपनी वाणिज्यिक बोली दर्ज करने के लिए "सेव" पर क्लिक करना चाहिए। फिर एक बार तकनीकी बोली और वाणिज्यिक बोली दोनों सेव कर लिए जाने के बाद, विक्रेता अपनी बोली दर्ज करने के लिए "फाइनल सबमिशन" बटन पर क्लिक कर सकता है।

f) विक्रेताओं को निर्देश दिया जाता है कि वे एक से अधिक दस्तावेज़ अपलोड करने के लिए अटैच डॉक बटन का उपयोग कर सकते हैं।

g) सभी मामलों में, विक्रेता को अपनी बोली जमा करते समय डिजिटल हस्ताक्षर के साथ अपनी आईडी और पासवर्ड का उपयोग करना चाहिए।

h) पूरी ई-निविदा प्रक्रिया के दौरान, विक्रेता एक दूसरे और अन्य सभी के लिए पूरी तरह से गुमनाम रहेंगे।

i) ई-निविदा फ्लोर पूर्व-निर्धारित तिथि और समय से और ऊपर बताई गई अवधि तक खुली रहेगी।

j) ई-निविदा प्रक्रिया के दौरान प्रस्तुत सभी इलेक्ट्रॉनिक बोलियां विक्रेता पर कानूनी रूप से बाध्यकारी होंगी। विक्रेता द्वारा प्रस्तावित किसी भी बोली को वैध बोली के रूप में माना जाएगा और क्रेता द्वारा उसकी स्वीकृति, आपूर्ति के निष्पादन हेतु क्रेता और विक्रेता के बीच एक बाध्यकारी अनुबंध होगी।

k) यह अनिवार्य है कि सभी बोलियों को डिजिटल हस्ताक्षर प्रमाण पत्र के माध्यम से प्रस्तुत किया जाए अन्यथा इसे सिस्टम द्वारा स्वीकार नहीं किया जाएगा।

l) क्रेता के पास बिना कोई कारण बताए निविदा को रद्द करने या अस्वीकार करने या स्वीकार करने या वापस लेने या पूर्ण रूप से या आंशिक रूप से विस्तारित करने का अधिकार सुरक्षित है।

m) निविदा दस्तावेज के नियमों और शर्तों में कोई परिवर्तन स्वीकार्य नहीं है। किसी भी विक्रेता द्वारा ई-निविदा फ्लोर में बोली प्रस्तुत करना निविदा के नियम और शर्तों की स्वीकृति की पुष्टि करता है।

n) इस निविदा के परिणामस्वरूप कोई भी आदेश उसमें उल्लिखित नियमों और शर्तों द्वारा शासित होगा।

- o) निविदा आमंत्रित करने वाले प्राधिकारी को यह अधिकार है कि वह बिना कोई कारण बताए इस ई-निविदा को रद्द कर सकता है या बोली (बोलियों) की प्राप्ति की नियत तारीख को बढ़ा सकता है।
- p) विक्रेताओं से अनुरोध है कि वे विक्रेता मार्गदर्शिका पढ़ें और बोली लगाने से पहले सिस्टम से परिचित होने के लिए <https://www.mstcecommerce.com/eprocn/> पर उपलब्ध वीडियो देखें।
- q) तकनीकी और वाणिज्यिक नियमों और शर्तों में किसी भी विचलन की अनुमति नहीं है

7. उपरोक्त सभी पात्रता मानदंड संबंधी दस्तावेज़ (सभी पृष्ठ विधिवत हस्ताक्षरित और मुहरबद्ध) को एमएसटीसी साइट पर अपलोड किया जाएगा और इसे बैंक द्वारा परीक्षण हेतु निविदा के भाग-1 को खोलने के समय डाउनलोड किया जाएगा। इसके अलावा, बैंक द्वारा आगे की निविदा प्रक्रिया हेतु दस्तावेजों की मूल प्रति मांगे जाने पर ठेकेदार इसे प्रस्तुत करेगा।

8. बैंक निविदाओं की कीमत बोली का मूल्यांकन करने से पहले उक्त रिपोर्टों का मूल्यांकन करेगा। यदि किसी निविदाकार को किसी भी समय निविदा प्रक्रिया में भाग लेने के लिए आवश्यक पात्रता नहीं पाई जाती है, तो बैंक के पास निविदा के भाग-1 को खोलने के बाद भी उसके प्रस्ताव को अस्वीकार करने का अधिकार सुरक्षित है। बैंक ऐसा करने हेतु कोई कारण बताने के लिए बाध्य नहीं है।

9. बैंक न्यूनतम निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार सुरक्षित रखता है।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
भोपाल



**Reserve Bank of India
Protocol and Security Cell
Bhopal**

E – Tender for Deploying Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at the Residential Colonies of the Reserve Bank of India, Bhopal Char Imli & Tila Jamalpura.

Reserve Bank of India (hereinafter referred to as RBI), Protocol and Security Cell invites e-tender in two parts (Part I & II) from eligible Companies / Firms / Agencies for undertaking deployment of Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-four (34) Skilled Security Guards (unarmed) fulfilling the eligibility criteria, for the period from **April 01, 2026 to March 31, 2027. The initial contract will be valid for 12 months i.e. from April 01, 2026 to March 31, 2027 and will be renewed and extended on mutually agreed terms and conditions on provision of satisfactory performance by Companies / Firms / Agencies for a period of one year at a time.**

Estimated cost of the work for 2026 - 27 (Exclusive of GST)	Earnest Money Deposit for 2026- 27 (2% of Estimated Cost)
₹ 1,69,00,000/-	₹ 3,38,000/-

The last date for submission of e-tender is Feb 16, 2026. For further details, please visit “Tender” Section at RBI’s website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com/eprocn/> . Please also note that further Addendum / Corrigendum, if any, will only be published on RBI website. This communication shall be binding on the bidders. The addendum/ corrigendum (s) issued will form part of the Tender documents.

**Place: Bhopal
Date: January 14, 2026**

**Regional Director
Reserve Bank of India
Bhopal**

DISCLAIMER

Reserve Bank of India, Protocol and Security Cell, Bhopal, has prepared this document to give background information on the tender to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

2. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by RBI in submitting the E-Tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

3. Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

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Important instructions for E-Procurement

Bidders are requested to read the terms & conditions of this tender before submitting online tender.

Process of E- tender:

A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi

- 1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt depts. → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).

Contact person (RBI):

1. Shri Abhinesh Kumar Asati, Asst. Manager- 0755 2519 253/9713022073 (akasati@rbi.org.in)
2. Shri Rukmesh Baronia, Manager (Security) – 0755 2519 104 (rukmeshbaronia@rbi.org.in)

Contact person (MSTC Ltd):

Contact person (MSTC Ltd): For system related technical assistance: MSTC IVRS Helpdesk number: 07969066600.

After system settings please download 'Bidding Guide' for better understanding the bid submission process MSTC Bhopal Office numbers: 0755-2552241, 2593772, 2593775, 2593776.

Mr. Neeraj Mathur, Deputy Manager, Mob. 8871111473, e-mail: bplop4@mstcindia.in, mstcbpl@mstcindia.in

B) System Requirement:

- i. Windows 7 or above Operating System
- ii. IE-7 and above Internet browser.

iii. Signing type digital signature

iv. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.

- Tools → Internet Options → Security → Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.
- Other Settings:

Tools → Internet Options → General → Click on Settings under “browsing history/ Delete Browsing History” → Temporary Internet Files → Activate “Every time I Visit the Webpage”.

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools Internet Options → custom level (Please run IE settings from the page <https://www.mstcecommerce.com> once)

2. The Techno-commercial Bid and the Price Bid shall have to be submitted online at <https://www.mstcecommerce.com/eprocn/>. Tenders will be opened electronically on specified date and time as given in the Tender.
3. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction fee:

The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

Transaction fee is non-refundable.

A vendor will not have the access to online e-tender without making the payment towards transaction fee.

NOTE:

Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

4. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email ID provided is valid and updated at the time of registration of

vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

5. E-tender cannot be accessed after the due date and time mentioned in NIT.

6. Bidding in e-tender:

- a) Vendor(s) need to submit necessary EMD- NEFT/Bank Guarantee/Demand Draft Should be drawn only on a scheduled commercial bank. Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non-refundable. A tender, which is not accompanied by EMD, will not be considered. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.
- b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.
- e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid
- f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.

- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
 - j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Bank and the Vendor for execution of supply.
 - k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
 - l) Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
 - m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
 - n) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
 - o) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
 - p) Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.
 - q) No deviation to the technical and commercial terms & conditions are allowed.
7. All the above Eligibility criteria papers duly signed and sealed on all pages shall be uploaded on MSTC site and same will be downloaded at the time of opening Part-I of tender for examination by the Bank. Further, the PSA should submit the original of the documents to the Bank when demanded for further tendering process.
8. The Bank will evaluate the said reports before evaluation of price bid of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.
9. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason there for.

Regional Director
Reserve Bank of India
Bhopal

NOTICE INVITING TENDER
(Only through e-procurement)
SCHEDULE OF TENDER (SOT)

1	Description of Works	Annual Contract for undertaking deployment of Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at various properties of Reserve Bank of India (RBI) properties located at: - <ul style="list-style-type: none"> Reserve Bank of India, Char Imli Staff Quarters Bhopal. 03 Highly Skilled Security Supervisors and 27 Skilled Security Guards including 04 Lady Skilled Security Guards. Reserve Bank of India, Tila Jampur Residential Premises Bhopal – 07 Skilled Security Guards.
2	Estimated Cost	₹ 1,69,00,000/- (Exclusive of GST)
3	Earnest Money Deposit	₹ 3,38,000/- (2% of Estimated Cost) [To be deposited through NEFT/ DD in favour of Reserve Bank of India, Bhopal in the A/c No. - 186003001, IFSC – RBIS0BLPA01 (0 refers to Zero) mentioning Name/ Company Name of the vendor in NEFT transaction remarks]
4	Performance Bank Guarantee	₹ 8,45,000/- (5% of Estimated Cost) (to be submitted by PSA)
5	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid) through https://www.mstcecommerce.com/eproc/
6	Transaction Fees	Fees will be submitted to MSTC https://www.mstcecommerce.com/eproc/
7	E – Tender No.	RBI/Bhopal Regional Office/Estate/21/25-26/ET/821

8	Date of NIT available (viewing of Tender) to parties for download	January 14, 2026 from 12:00 Hrs onwards
9	Last date to download the tender	February 03, 2026 at 18:00 Hrs
10	Schedule of offline Pre-bid meeting	February 04, 2026 at 11:30 Hrs
11	Publication of minutes of pre-bid meeting/ addendum, if any	February 06, 2026
12	Date of Starting of e-Tender for Online submission on MSTC website	February 06, 2026 from 18:00 Hrs onwards
13	Date of Closing of Online e-tender for submission of Technical & Financial Bid	February 16, 2026 at 10:00 Hrs
14	Date and Time of Opening of Part I i.e. Technical bid	February 16, 2026 at 11:30 Hrs
15	Date & Time of Opening of Part II i.e., Commercial/Financial Bid	Date will be communicated separately.

PART I

E – Tender for Deploying Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at the Residential Colonies of the Reserve Bank of India, Bhopal Char Imli & Tila Jamalpura.

Name of the Tenderer: _____

Address: _____

Date of pre-bid meeting: - February 04, 2026 at 11:30 Hrs

Date of closing of Tender: - February 16, 2026 at 10:00 Hrs

Date of opening of Tender (Part-I) - February 16, 2026 at 11:30 Hrs

Eligibility Criteria

Criteria	Requirement
1. Company/ Agency/ Firm details	<p>(a) Name of Tenderer</p> <p>(b) Type of Company/Agency/Firm – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company)</p> <p>Documents to be uploaded: In case of a company, the certificate of registration, Memorandum and Article of Association of the Company and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm and in case of an agency or proprietorship, the particulars of the individual/individuals involved therein along with the names(s) and address(s) etc. are to be submitted.</p>
2. Licence	<p>Private Security Agency (PSA) must have valid license under "The Private Security Agencies (Regulation) Act, 2005" for the entire State of Madhya Pradesh. The license must remain valid during the period of the contract and should be renewed time to time. Original document would be verified by the Bank before awarding the contract. (copy of license to be uploaded)</p>
3. Infrastructure	<p>PSA should have its office at Bhopal (Documentary proof to be uploaded). The security guards must have attained minimum training, prescribed as per PSARA-2005 Act and as per rules of state government in this regard.</p> <p>Documents required: The PSA will have to enclose/submit certificate of training before deployment of the security guards/supervisors.</p>
4. Duration of Past experience	<p>Should have minimum 5 years experience of working with Public Sector Units / Department / offices, Airport, Banks, Financial Institution, Training Centers, MNCs / Large Companies and having strength of minimum 150 regular staff members as on December 31, 2025.</p> <p>It should be necessary for the bidders to have a satisfactory performance with its previous and existing clients. If the bidder has been rated as unsatisfactory or poor on any of the parameters mentioned in the client certificate by the clients concerned, the Bank reserves the right to treat such bids as being non-compliant with the eligibility condition and reject such</p>

	<p>bids. Also, if the bidder has served at any office of RBI in the past or provided service at any office of RBI, it should be mandatory for the bidder to submit client certificate from that RO/TE.</p> <p>Documents to be uploaded: Tenderers should furnish address of their Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of Client, Value of Work executed etc. The Tenderer should submit documentary evidence in support of minimum experience of 5 years.</p>
5. Minimum value of each completed work (Qualifying)	<p>Bidder must fulfil following criteria with respect to estimated cost and no. of occasions of completed works. (Estimated cost of tender is Rs.1,69,00,000/- (excluding GST)</p> <p>(a) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR (b) Two similar completed works each costing not less the amount equal to 50% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR (c) One similar work costing not less than the amount equal to 80% of the estimated cost.</p> <p>Documents to be uploaded: Audited copies of Balance Sheet and Profit & Loss statement for previous three (03) FY and CA certified net worth certificate as on March 31, 2025. (Annexure I)</p>
6. Other Eligibility	<p>(a) Should have all the necessary legal/statutory approvals to conduct security business in the State of Madhya Pradesh including license from the <u>Regional Labour Commissioner</u>. (b) Should have applicable registrations/licenses (PAN, ESI, PF etc.) supported by documentary evidence. (c) A declaration that the bidder has not been convicted in any criminal case by any court of law. (Annexure V) (d) A declaration that Security Supervisors and Security Guards to be deployed at RBI residential colonies have not been convicted in any criminal case by any court of law and no criminal case is pending at any court of law against them as on the last date of submission of bid.</p>

7. Documents to be submitted	<ul style="list-style-type: none"> a) Valid license under "The Private Security Agencies (Regulation) Act, 2005" for the entire State of Madhya Pradesh. b) Client list showing the details of work carried out by them during the last 5 years. c) Certificate of Satisfactory completion of job from at least three (03) clients to be uploaded (Annex-II) d) Audited statement of accounts for the last 3 accounting years. e) Copies of applicable tax registrations. Viz., PAN, TIN, GST etc. f) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority, Memorandum and Article of Association of the Company. g) Copies of E.P.F.O Registration Certificate and E.S.I.C Registration Certificates. h) Details of the Bank Account held by them in a scheduled bank in India. i) The bidder shall submit training certificate on Form 6 issued by licensed training agency in terms of Private Security Agencies Model Regulation 2006 or agency should be authorized to impart training from authorized trainer/training centre.
8. Checklist for submission of documents	<p>Supporting documents for the various items indicated in the checklist (Annexure-VI) should be submitted for technical evaluation.</p>

INSTRUCTIONS TO TENDERERS

1. Pre- Bid Meeting (Offline)

- a) Tenderers requiring any clarification regarding this document shall contact RBI in writing at the mentioned email address provided in this document or raise enquiries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-bid meeting on February 04, 2026 at 3rd Floor, Conference Room, Reserve Bank of India, Bhopal. The purpose of the meeting will be to clarify issues and to answer questions raised at that stage.
- c) The tenderers shall submit queries, if any, by sending e-mail, to RBI's email address mentioned in this document, **not later than one day before the date of the pre-Bid meeting.**

- d) Absence from the pre-Bid meeting will not be a cause for disqualification for a tenderer.
- e) Minutes of the pre-bid meeting would be uploaded on RBI website.

2. Documents comprising the Tender

The Tender shall comprise of the following:

- Notice Inviting e-tender
- Technical Bid Details
- Price Bid Details
- Earnest Money Deposit (EMD) through NEFT/ DD to following A/c:

A/c Number	186003001
IFS Code	RBIS0BLPA01 (0 refers to Zero)

- All the intending bidders are mandatorily required to remit EMD amount of ₹ 3,38,000/- and the same should reach this office or or before 10:00 hrs of February 16, 2026. Failure to do so will disqualify them from participating in the bid. EMD received after the said date and time will not be considered.
- Format of Performance Bank Guarantee to be furnished after award of contract by the PSA.
- Format of Agreement to be entered into between the PSA and the RBI.

3. Period of Validity of Tenders

- a) The tender shall be valid for a period of Ninety (90) days from the date of opening of tender.

4. Submission, Sealing and Marking of Tenders

- a) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-Tender.
- b) The tenderers shall submit their technical bid as well as the commercial bid in prescribed format along with copies of necessary documents as indicated in the tender document. E-Tender with all information shall be submitted on or before the prescribed time and date.

5. Deadline for Submission of Tenders

- a) Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.

b) RBI may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

6. Late Tenders - No Tender after the deadline shall be allowed on the e- portal.

7. Tender Opening

RBI shall open the tender electronically on the notified date. Part - I (Technical Bid) of the tender will be opened. Part-II (Price Bid) only will be opened for those tenderers who qualify/ are found suitable after scrutiny of Part-I (Technical Bid) by RBI on a subsequent date which will be intimated to all the eligible tenderers in advance. The decision of RBI in this regard will be final.

8. Evaluation of Tender

Part I (Technical Bid):

The Bank would examine and evaluate responsive Techno – Commercial Bids, as per the Bank's requirement. All the qualified Bidders are liable for opening of Part II/ Financial Bid.

2. Part II (Financial Bid):

- a) Part II /Financial Bid will be evaluated on the basis of total cost of the contract **(excluding GST)**. Lowest among the bidders will be called L1 bidder. Bank may call for justification/ details of the quoted price. **However, tenderers who have quoted rates lesser than the minimum wages applicable for “Watch and Ward (Without Arms) for Skilled Security Guards and Watch and Ward (Without Arms) for Highly Skilled Security Supervisors.” as applicable for area B on the last date of submission of bid shall be summarily rejected i.e. the tenderer shall quote equal to or more than the minimum wages (w.r.t. Central wages) as applicable on the last date of submission of bid.**
- b) If, in the price structure quoted by a bidder, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price will be corrected accordingly, unless RBI feels that the bidder has made a mistake in placing the decimal point in the unit price, in which case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.
- c) If there is an error in a total price, which has been worked out through addition and / or subtraction of subtotals, the subtotals shall prevail and the total corrected; and
- d) If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail, subject to sub clause 'b' and 'c' above.
- e) If there is any arithmetical error in totalling of individual items, the correct total shall be computed by the bidder and the same shall govern.

(Note: Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process.)

- Minimum wages are revised by Government of India from time to time. During the period of contract (any period other than the renewal time), if the revised minimum wages for the specified category of labour is higher than the quoted and accepted rate, the Bank would revise the payable rate to the extent of such revised minimum wages with effect from such date as indicated in applicable GoI instructions.
- At the time of renewal of contract, the rates of wages of workers shall be revised considering the maximum of –
 - a) permissible increase in the rates/ Charges based on Consumer Price Index for Industrial Workers with 100% weightage.
 - b) Statutory Minimum Wages of Central Government, Ministry of Labour and Employment Department under the specified category.
 - c) Quoted Rate by L1 Bidder.

9. Clarification of Tenders

- a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, RBI may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by RBI shall not be considered. RBI request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by RBI in the evaluation of the tenders.
- b) If a tenderer does not provide clarifications regarding its tender by the date and time set in the RBI's request for clarification, its tender shall be liable to be rejected.

10. Provision of Rule 144 (xi) of the GFR 2017:

Compliance with the Rule 144 (xi) of GFR 2017 inserted vide Office Memorandum (OM) F.No.6/18/2019-PPD dated July 23, 2020 issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

In this regard, Bidder shall submit a copy of Undertaking/ Declaration/ Certificate on their letter head duly sealed and signed by the authorized signatory in the format given at **Annexure-IV**. If the Undertaking/ Declaration/ Certificate submitted by the bidder is found to be false, his/her/its tender/ work order will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit may be initiated and the Bank may also debar the bidder from participating in the tenders invited by the Bank in future.

11. All the terms and conditions of this tender and annexures will form part of agreement.
12. Accepted Tender and annexure will act as agreement till the article of agreement is signed by both the parties.

13. Signing of Contract

The successful tenderer shall execute an agreement with RBI on Non-Judicial stamp paper of value not less than ₹500/- within 05 days of award of work. The stamp duty shall be borne by the successful tenderer. However, the issue of intimation of award of work by RBI shall be considered as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

14. Performance Bank Guarantee

- a) The successful tenderer shall furnish along with the execution of the contract, a Performance Bank Guarantee (PBG) of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only) in accordance with the Performa given in [Annex-III](#). The BG should be valid for a period of Sixty (60) days after the expiry of contract period. The EMD of such tenderer will be returned on receipt of the Bank Guarantee.
- b) Failure of the successful tenderer to submit the PBG of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only) or to sign the Agreement shall constitute sufficient ground for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.
- c) The PBG shall be released without interest after two months of expiry of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the successful tenderer or its employees. In case of any complaint or pending dues, the PBG will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.

15. Disclaimer

- a) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to RBI immediately. If no intimation is received from any tenderer within seven (7) days from the date of notice inviting e-tender, it shall be considered that this document is complete in all respects.
- b) RBI reserves the right to modify, amend or supplement this document including all formats and Annex.

c) While this document has been prepared in good faith, neither RBI nor its employees or advisors will make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

Note-

- a) The tenderers may visit the site before quoting the rates to assess the quantum of work.
- b) All future communication/ correspondence related to the tender would be informed through RBI website only.

PART I – TECHNICAL BID

From,

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To

Regional Director
Reserve Bank of India
Hoshangabad Road,
P.B. No. 32, Bhopal – 462 011

Sl. No.	Particulars	Details to be filled in by the Tenderer
1	Name of the Tenderer	
2	(c) Type of Company/Agency/Firm – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company) (d) Date of Establishment (e) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). Please enclose relevant documents in support of the same	
3	Name of the proprietor/ partners/ directors of the Tenderer with designation	
4	Regd. Office/ Business Address of the Tenderer along with Telephone No., Mobile No., Fax No. and e-mail.	
	(a) Whether having own office in Bhopal. (b) Address of the local office at Bhopal. (c) Name of the authorised official and his/ her telephone number. Please enclose relevant documents in support of the same.	

5	<p>Work Experience – Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates. The details along with documentary evidence of previous experience of similar services at any office of Reserve Bank of India or Government/ Semi – Government/ Public Sector Undertakings/ Banks/ MNCs having strength of minimum 150 regular staff members as on December 31, 2025 should also be given.</p>	
6	<p>Minimum value of each completed work (qualifying)</p> <p>Bidder must fulfill following criteria with respect to estimated cost and no of occasions of completed works. (Estimated cost of tender is Rs. 1,69,00,000/- excluding GST)</p> <p>(a) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR</p> <p>(b) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR</p> <p>(c) One similar work costing not less than the amount equal to 80% of the estimated cost.</p>	
7	<p>Yearly turnover:</p> <p>Documents to be uploaded: Audited copies of Balance Sheet and Profit & Loss statement for previous three (03) FY and CA certified net worth certificate as on March 31, 2025. (Annexure I)</p>	
8	<p>Whether registered with Labour Department under the Contract Labour ((Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. (If yes, copy of certificate to be uploaded)</p>	

9	Names and Addresses of the existing clients along with their full details. The feedback from three existing clients is required to be uploaded as per format attached with this tender document (Annex-II).	
10	The Bank Account (IFS Code and Account Number) where payments would be received by the organisation of the tenderer (Copy of cancelled Cheque leaf to be uploaded)	
11	List of Highly Skilled Security Supervisors and Skilled Security Guards to be deployed at RBI Residential Premises with details whether any individual has served in the Army, Navy, Air Force, Police or any other force of the Union.	

The Bank reserves the right to call for proof/ verification of any or all of the above mentioned particular.

DECLARATION

(To be submitted in the Technical Bid on the Letter head of the tenderer, duly signed by its authorised signatory)

1. The information provided by me/us is/are true to the best of my/our knowledge and if any information is found incorrect or false, I/we may be debarred from the tender process/ being awarded the contract.
2. I/We agree to abide by the terms and conditions stipulated by RBI as mentioned in the tender documents.
3. I/We also agree that our tender will remain valid for acceptance by the RBI for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such further periods as may be mutually agreed upon between RBI and us in writing. I/We also agree to keep the earnest money valid during the entire period of validity of tender.
4. I/We understand that RBI, Bhopal reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

Signature:

Name:

Date

Seal of the Tenderer

DETAILED SCOPE OF WORK

E – Tender for Deploying Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at the Residential Colonies of the Reserve Bank of India, Bhopal Char Imli & Tila Jamalpura.

PERIOD OF CONTRACT

The initial contract would be valid for 12 months i.e. from April 01, 2026 to March 31, 2027 and will be renewed and extended on mutually agreed terms and conditions on provision of satisfactory performance by the agency for a period of one year at a time for maximum of two years.

1. WORKING HOURS

- i. The PSA is required to deploy their Highly Skilled Security Supervisors and Skilled Security Guards on all days of the month.
- ii. Duty hours of the Highly Skilled Security Supervisors and Skilled Security Guards will be 8 hours' duty per shift on all seven days in week or as decided by the Bank as per requirement.

2. GENERAL TERMS & CONDITIONS

- i. The Reserve Bank of India, Bhopal intends to invite e-tenders from reputed Companies/Firms/ Agencies for undertaking deployment of Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at various residential properties of the Reserve Bank of India, Hoshangabad Road, Bhopal – 462011.
- ii. The Bank is in process of disposing the property located at Tila Jamalpura. If the property gets disposed of during the currency of the contract, services of Skilled Security Guards deployed at Tila Jamalpura Colony would not be required after disposal of the said property.
- iii. In case there is requirement to deploy additional Skilled Security Guards in residential colonies of RBI Bhopal, tenderer will deploy additional Skilled Security Guards on same terms and conditions.
- iv. In case of requirement, Highly Skilled Security Supervisor deployed at Char Imli Staff Quarters will visit the Tila Jamalpura Colony as per the directions of Bank's officials.
- v. Intending applicants will have to satisfy the Bank with documentary evidence in support of their possessing required eligibility and in the event of their failure to do so the Bank reserves the right to reject their application.
- vi. Preference should be given to those who have served in the Army, Navy, Air Force, Police or any other force of the Union. The persons to be deployed should have minimum experience of one year as a Highly Skilled Security Supervisors

- and Skilled Security Guards with any office of Reserve Bank of India or Government/ Semi – Government/ Public Sector Undertakings/ Banks/ MNCs.
- vii. Only able bodied, physically fit, well-trained personnel, preferably between the ages of 21-45 years having minimum height of 160 cms for male and 150 cms for female shall be deployed as Highly Skilled Security Supervisors/ Skilled Security Guards (PSARA act and rules of state government will be applicable regarding physical fitness of security guard). It shall be the responsibility of the Agency to ensure that the Skilled Security Guards deployed by them are physically fit, active, healthy, smart, and intelligent with good bearing, honest and competent, free from any disease contagious or otherwise. The responsibility of their discipline will be that of the Agency. The persons provided should have proper knowledge of their job. Persons so engaged by the Agency shall be properly trained Security personnel of high integrity and good conduct. In no circumstances, guards below 21 years of age should be employed.
 - viii. The Private Security Agency (PSA) should be in possession of PSARA permit in conjunction with respective State Govt Rules granted by the local state authorities.
 - ix. The Security Supervisors and Security Guards must have attained minimum training, prescribed as per PSARA-2005 Act, Model Regulation 2006 and rules of state government in this regard. (The PSA will have to enclose/submit certificate of training before deployment of the Security Guards).
 - x. In case, any of the Security Supervisors and Security Guards so provided is not found suitable by the Bank, the Bank shall have the right to ask for his replacement without giving any reason thereof. It will be the responsibility of the PSA to ensure that approved strength is maintained at all the times and security services continue without any break. The replacement should meet the eligibility criteria. The decision of the Bank in this regard shall be final, conclusive and binding upon the Agency, who shall ensure that the services provided by him are to the satisfaction of the Bank. Subject to this clause, the Agency has the right to transfer in the discharge of its obligations under the Agreement and in its absolute discretion any of the security guards as it may determine, posted by him on the premises of the Bank colonies, provided however that he shall keep the Bank informed of the same, and any other changes contemplated by him will be duly communicated to the Bank, as far as possible in advance.
 - xi. Regarding verification of character and antecedents of Private Security guard/supervisor, PSA will have to follow PSARA-2005 Act, Model Regulation 2006 and rules of state government in this regard.
 - xii. The PSA shall be responsible for and make good any loss or damage, caused by any act or default, on their part or on the part of their employees/agents to the Bank's property.

- xiii. The eight hours shift will normally commence from 0600 hrs. up to 1400 hrs. 1400 hrs. up to 2200 hrs. and 2200 hrs. up to 0600 hrs. But the timings of the shift are changeable and can be fixed by the Bank from time to time depending upon the requirements. Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by the Bank for double duty, if any. A fine of Rs. 1000/- (or a sum determined by the Bank) per instance will be deducted in such cases from the PSA's bill.
- xiv. The Private Security Agency field representative should carry out at least one surprise visits during day as well as night on their own on a weekly basis and submit their reports to the Security Officer. A separate register to this effect should be kept at the premises and produced for inspection by the authorized representatives of the Bank. Failure to carry out the minimum prescribed checks as above, will attract penalty of Rs. 1000/- (or a sum determined by the Bank) per missed visit. The above will be closely monitored through Closed Circuit Television (CCTV) and false claims will lead to immediate termination of contract.
- xv. The security personnel deployed by the PSA shall work under overall supervision & direction of the Protocol and Security Cell, RBI Bhopal.
- xvi. The PSA shall furnish certificate of registration/license from the competent Government authorities. RBI will not be liable for breach of any prevalent laws. Necessary documents, if any, are to be furnished.
- xvii. In case any of the personnel(s) deployed by the PSA under the contract is (are) absent, a substitute fulfilling the eligibility criteria shall be provided immediately. In case of absence without providing substitute(s), RBI reserves the right to impose penalty of Rs. 1000/- (or a sum determined by the Bank) per day per person will be deducted in such cases from the PSA's bill.
- xviii. In case it is observed that the personnel deployed by the PSA is/ are repeatedly late (for 3 or more instances in a month) in reporting for work or leave the premises without completing their work before scheduled timings, penalty of Rs. 1000/- (or a sum determined by the Bank) per day per person will be deducted in such cases from the PSA's bill.
- xix. In case any complaint is received regarding misconduct/misbehaviour of the personnel engaged by the PSA or of poor quality of work, a penalty of ₹2000/- (or a sum determined by the Bank) for each such incident shall be levied and the same shall be deducted from bill of the PSA. Further it shall be obligatory upon the PSA to remove the said personnel from the site immediately after being notified by RBI.
- xx. Every employee so engaged by the PSA shall wear uniform having firm/company's etc. name and logo, shoes and a badge bearing his/her name, Proper ID Card while on duty.

- xxi. The PSA shall provide to each Security Guard: 2 sets of Uniform every year, one pair of leather shoes, one pair of gumboots, one raincoat for rainy season, one jacket for winter every year, umbrella, torch, stick (Lathi), ID Card of standard quality.
- xxii. PSA shall not engage any sub-agency or transfer the contract to any other person in any manner.
- xxiii. PSA shall along with other relevant particulars arrange to obtain duly signed/ stamped Police Verification Report with photograph on character and antecedents of its personnel to be deployed. The PSA shall submit their passport size photographs before engaging them for duty in RBI's premises. Only able bodied, physically fit, well-trained personnel preferably between the ages of 21-45 years shall be deployed as Highly Skilled Security Supervisor and Skilled Security Guards. Police Verification Report of all employees deployed in the services of the RBI shall be submitted to RBI before deployment of employees in RBI residential premises.
- xxiv. The PSA and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste, or misuse of the areas of responsibility given to them by RBI and shall not knowingly lend to any person or company any of the effects of RBI under its area of responsibility.
- xxv. The PSA shall be responsible for maintaining all property and equipment of RBI provided to it. Any damage or loss caused by its persons to RBI in whatever manner would be recovered from the PSA.
- xxvi. In the event of any loss caused to RBI, as a result of any lapse on the part of the PSA, the said loss will be claimed from it up to the value of the loss. The decision of the Regional Director, RBI, Bhopal in this regard will be final and binding on the PSA.
- xxvii. Any liability arising out of any litigation or any act of PSA 's personnel shall be directly borne by it including all expenses/fines. The PSA's personnel shall attend court as and when required.
- xxviii. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour Laws or Regulations, be directed to be paid by RBI in connection with the contract to be entered into between RBI & the PSA, such money shall be deemed to be payable by the PSA to RBI within fifteen days of such instructions. RBI shall be entitled to recover this amount from the PSA by deduction from money due to it.
- xxix. The Vendor shall indemnify and hold RBI harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the work/services under the contract provided by the PSA.
- xxx. RBI shall not be under any obligation to provide employment to any of the personnel deployed by PSA after the expiry of the contract. No right of any

employment in RBI shall accrue or arise, by virtue of engagement of personnel for any assignment under the contract.

- xxxi. If as a result of post payment audit any overpayment is detected in respect of any work done by the PSA or alleged to have been done by the PSA under the tender, it shall be subsequently recovered by RBI from the PSA.
- xxxii. In the event of any provisions of the contract requiring modification after execution of the agreement, the same shall be made in writing and signed by RBI represented by its authorised officer and the PSA or its authorized representative. Such modifications in the contract will not be effective until the same has been signed by both the parties.
- xxxiii. The PSA will maintain a register in which day to day deployment of personnel will be recorded. While raising bills, the deployment particulars of the personnel engaged during each month, shift wise, signed by supervisor and duly countersigned by Caretaker and Security Officer of RBI should be shown. The PSA has to furnish an undertaking regarding payment of wages to the personnel deployed in RBI as per Govt. rules and laws in force.
- xxxiv. In the event of termination of the contract for any reason whatsoever, the PSA / or persons employed by it, or its agents shall not be entitled for any sum or sums whatsoever from RBI by way of compensation, damages or otherwise.
- xxxv. The PSA shall ensure payment of Minimum Wages as per the notification of Central Government to the workmen employed through NEFT in their Bank Account only and shall maintain a register of wages paid and shall issue a wage slip to every workman employed and obtain their signature or thumb impression on the wage slips. In addition, PSA has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. Also, it should keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by Statutory Authorities for its failure to pay such wages and provide the essential amenities.
- xxxvi. The PSA shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act, 1970 or any other law as applicable, failing which it alone would be responsible for actions/ proceedings ensuring thereto. RBI shall not be held responsible for acts, commissions or omissions of the PSA and shall in no way be made liable to the labourers engaged by the PSA.
- xxxvii. The PSA shall indemnify and shall keep indemnified RBI against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The PSA only shall be responsible for liabilities, if any, in this regard.

- xxxviii. The PSA should pay wages to its staff latest by 10th of every month in their Bank Account only through NEFT and for this purpose a bank account should be maintained by its staff.
- xxxix. The PSA should submit a certificate every month along with the invoice of the next month from the second month itself to the effect that the wages to all its staff deployed in RBI have been paid complying with all Central Government Rules and Regulations and according to Minimum Wages Act, 1948. Without this certificate, the bill payment will not be processed.
- xl. The PSA should submit to RBI, the proof of depositing employees' contribution towards PF/ESI/Salary etc. of each employee on monthly basis.
- xli. The payment to the PSA for the work done/service provided shall be made on monthly basis subject to the following:
- a. RBI is satisfied regarding the quality of work executed, as per the Terms & Conditions of the contract, for the month for which the PSA has raised the bill.
 - b. The certificate as mentioned before (in point no.xxxix) has been submitted by the PSA in this regard. However, relevant documents for having made these payments may be asked by RBI at any time for its verification.
- xl.ii. RBI will deduct Income Tax at Source under Section 194-C of Income Tax Act, 1961 at the prevailing rates as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.
- xl.iii. Bills for services shall have to be submitted on a monthly basis along with all the relevant documents latest by the 15th day of the succeeding month and subject to the correctness of the bill, payment will be generally made within two weeks' time.
- xl.iv. The arrangements with the PSA shall stand terminated in the case of insolvency of the PSA.
- xl.v. The PSA shall take insurance/workmen compensation policy for the Security Guards and Security Supervisors engaged in the work for the period of initial contract, which will be valid till 31st March 2027 and renewable there-after if the contract is renewed by the Bank. The PSA shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. The workmen compensation shall be minimum Rs. 2.0 lakh per accident, maximum of 5 accidents during execution of work. All the insurance policies shall be in the joint names of the Bank, the Bank's name being the first. All liabilities arising out of any accident or death while on duty shall be borne by the PSA.
- xl.vi. The Bank shall not be responsible for any injury or accident that may take place during the duty hours and will not be liable for paying compensation for injury to the Skilled Security Guards.
- xl.vii. This contract will be initially valid for a period of twelve months and will be considered for further extension subject to satisfactory services.

- xlvi. The Highly Skilled Security Supervisors and Skilled Security Guards deployed by the PSA shall be the employees of the PSA for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the PSA and in no case, shall a relationship of the employer and employee between the said persons and the RBI, Bhopal shall accrue/arise implicitly or explicitly. It will be the responsibility of the PSA to ensure that no liability on this count should devolve on RBI, Bhopal in respect of staff deployed by him. The PSA shall be responsible for the compliance of law relating to the employment etc. and other law as applicable from him to his employees.
- xlix. Medical emergency support for the Highly Skilled Security Supervisors and Skilled Security Guards will be provided by the PSA.
- i. That in case any of the persons so deployed by the PSA does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the PSA shall immediately withdraw and take suitable action against such persons on the report of the RBI, Bhopal in this respect. Further, the PSA shall immediately replace the particular person so deployed on the demand of the RBI, Bhopal in case of the aforesaid acts on the part of the said person.
 - ii. The PSA shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him at the residential colonies of the RBI, Bhopal. For the purpose of proper identification of the employees of the PSA deployed for the work, he shall issue identity cards bearing their photographs/identification etc. and such employees shall display their identity cards at the time of the duty. Further, list of all Security Supervisors/ Guards deployed will be kept at Caretaker's office.
 - iii. The PSA shall be liable for the payment of wages and all other dues which they are entitled to receive under the provisions of Minimum Wages Act and other relevant statutory enactments.
 - iii. The PSA shall comply with the provisions of the Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Minimum Wages Act, 1948, Payment of Wages Act, 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The PSA shall produce registers and records and comply with other directions issued by RBI for compliance of the statutory provisions.
 - liv. The PSA shall ensure full compliance with tax laws in India with regard to this contract and shall be solely responsible for the same. The PSA shall keep RBI

fully indemnified against liability of tax, interest, penalty etc. of the PSA in respect thereof, which may arise.

- lv. If any security matter arises during the course of duty by the guards which involves police interference, the representative of the Agency should pursue the case and do all the formalities like filing FIR etc. with the Police.
- lvi. Agency shall be liable to pay applicable over time allowance if any, and the Bank will entertain no claim in this regards.
- lvii. The Bank has no responsibility of enforcing any service condition, which the Agency may have with its own employees / guards / supervisors / officers who may be put on duty to guard the Bank's colonies, as they are having no connection with the Bank. However, for its own information, research and analysis, budget / administrative measure if the Bank calls for any information from the Agency, it shall be providing the same within four days. Also Bank expects that they will be good employers to their own employees so that the Bank receives no complaints from them about their own service conditions because of the possible embarrassment caused to the Bank's image.
- lviii. **SEXUAL HARASSMENT:** The PSA shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of RBI, the complaint will be filed before the Internal Complaints Committee constituted by the PSA and it shall ensure appropriate action under the said Act in respect to the complaint.
- lix. Any complaint of sexual harassment from any aggrieved workmen of the PSA against any employees of RBI shall be taken cognizance of by the Regional Complaint Committee of RBI. The PSA shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
- lx. The PSA shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the PSA, for instance any monetary relief to the RBI employee, if sexual misconduct by the employee of the PSA is proved.
- lxi. The PSA shall ensure that none of its employee enters or remains in the RBI's premises beyond the specified time limits unless absolutely necessary for fulfilling PSA's obligations and with permission of the Caretaker/Security officials of RBI.
- lxii. The successful bidder shall take "all risk policy" for the contract value and workmen compensation policy for the workers engaged in the work. The successful bidder shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work.

- lxiii. It will be imperative on the part of each PSA to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the bidder.
- lxiv. The bidder shall submit training certificate on Form 6 issued by licensed training agency in terms of Private Security Agencies Model Regulation 2006 or agency should be authorized to impart training from authorized trainer/training centre.
- lxv. The bidder will submit latest solvency certificate for the contract value on successful award of the contract.

General work to be performed by the Security Supervisor and Security Guards

- i. The Security Supervisor of each shift is accountable for all function of his security guards during the shift. The supervisor must oversee all guards and brief them on specific instructions for the day.
- ii. The duty of Security Supervisors and Security Guards will be rotated shiftwise within and or among the colonies. Security guards will also be rotated postwise regularly.
- iii. The Security Guards will keep a watch over persons visiting/exiting the premises and frisk the persons/property (wherever necessary) at entry, exit and wherever they are deployed.
- iv. At the beginning of the shift the supervisor shall take over complete charge from the outgoing supervisor. On completion of his duty, the supervisor will hand over charge to the incoming supervisor with clear details about of the activities performed & works pending completion.
- v. Supervisor will ensure that only authorized movements of persons, material & vehicles takes place.
- vi. Before mounting the shift, the Supervisor will check the turn out of the staff, brief every guard of his post duties and pass on any specific instructions for the day as applicable. Mobility of the guard on duty is of paramount importance which must be well driven in their minds before resumption of duties.
- vii. Supervisors must try and gather information of any abnormal activities in his area of responsibilities, which if observed, should first lead to corrective / preventive actions & simultaneously keeping of the Bank's Caretaker and security officers informed about it.
- viii. Ensure upkeep and a highest standard of maintenance at the Main Gates. To ensure functioning of all security gadgets and apparatus deployed for routine work.
- ix. Supervisors shall liaison with local police, caretaker, security officers & Residents' Welfare Association (RWA).
- x. They must maintain a decent behaviour with anyone entering or exiting the premises.

- xi. Supervisors must be duly trained in fire safety operations, operations of various fire extinguishers installed in colonies and must always be ready to assist his available staff, in case of any accident or Fire Emergency. Supervisors shall impart regular training to Security Guards on fire safety.
- xii. The Supervisor will maintain shift documentation as per laid down formats, meet the visitors & guide them respectfully to the place they are supposed to go after completing gate formalities for visitors.
- xiii. Supervisor will visit all posts to check & ensure effective discharge of duties by the deployed guards & brief wherever felt necessary. In doing so he will make the Main Gate Guard responsible to take care of the Gate activities during his absence.
- xiv. The Shift Supervisor will ensure all phone calls are received promptly & wherever required the concerned message is noted down & passed on to the relevant persons / officials when they are available at the first available time.
- xv. To ensure that fogging is done in every block of the colony and in case security guards/ security supervisors notice wastage of water and electricity during their duties they will try to prevent the wastage and report the matter to Estate Cell/caretaker and complaint will be recorded in complaint register.
- xvi. Supervisor shall check lights, fittings, fencing etc. during rounds besides alertness of security guards. Whenever he sees any naked/loose electrical fittings, he must immediately inform the Estate Cell/electrical contractor and Caretaker and record the observation in the relevant complaint book.
- xvii. The Night Shift Supervisor will move on to the posts more frequently but on irregular timings to maintain surprise for effective checking.
- xviii. At the end of his shift duty the Supervisor will brief the Security guards/Security supervisors of all works/duties performed during his shift & pending works if any.
- xix. The PSA shall provide dedicated mobile to the post of supervisor with adequate balance and this mobile shall always remain with the duty supervisor at the post.
- xx. The security guard at Tila Jamalpura shall pay attention to any encroachment or misuse of the premises.
- xxi. The security guards deployed in the Bank's residential colonies will perform work as directed by the Bank's Security Officer.

SHIFTS PER DAY: -

Place of Posting	Posting Requirements	Total Security Guards and Security Supervisors
Char Imli Staff Quarters	9 Security Guards in each shift, total 3 shifts per day One Security Supervisor in each shift total 3 shifts per day	9+9+9= 27 Security Guards and 1+1+1= 3 Security Supervisors
Tila Jamalpura Staff Quarters*	2 Security Guards each in Morning, Afternoon shift and 3 Security Guards in Night shift	2+2+3=7 Security Guards

* Services of Security Guards deployed at Tila Jamalpura Colony would not be required after disposal of the property.

- xxii. Supervisors will prepare the shift roster and supervise all locations. They will be stationed at CISQ.
- xxiii. Total 34 Security Guards and 03 Supervisor shall be deployed on all days.
- xxiv. The duty timings will be as under:

Morning shift	06:00 hours to 14:00 hours
Afternoon shift	14:00 hours to 22:00 hours
Night shift	22:00 hours to 06:00 hours

- xxv. **Non-Disclosure Clause:** The PSA shall not disclose directly or indirectly any information, materials and details of RBI's infrastructure/ systems/ equipment etc., which may come to the possession or knowledge of the PSA during the course of discharging contractual obligations in connection with the agreement to be entered into with RBI, to any third party and shall at all times hold the same in the strictest confidence. The PSA shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The PSA shall not publish, permit to publish, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of RBI. The PSA shall indemnify RBI for any loss suffered by RBI as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the PSA and RBI shall be entitled to claim damages and pursue legal remedies for the same. The PSA shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this clause are fully complied with. The PSA's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement to be entered into with RBI for whatever reason.

- xxvi. **Notice for Termination of Contract**

The contract to be entered into with the Bank can be terminated by either party by giving one month's notice. The PSA shall remove all Skilled Security Guards and Highly Skilled Security Supervisors on termination of the contract or on expiry of the contract from the premises of the RBI, Bhopal and ensure that no such persons shall create any disruption / hindrance / trouble/ commotion of any nature in the RBI, Bhopal either explicitly or implicitly.

4. ARBITRATION.

- (a) Any dispute and/or difference arising out of or relating to the contract to be entered into with RBI will be resolved through joint discussion of the authorised representatives

of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Regional Director, Reserve Bank of India, Bhopal.

(b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time.

(c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of continuation of the arbitration procedure and payment to the PSA shall continue to be made in terms of the contract.

(d) The agreement to be entered into with RBI shall be subject to the jurisdiction of the **Courts in Bhopal only.**

5. AWARD OF CONTRACT

(a) RBI will award the contract to the successful evaluated bidder on fulfilment of all the terms and conditions of this tender.

(b) RBI will communicate its decision to award the contract through a "Letter of Offer".

(c) The PSA will be required to execute an agreement within a period of 05 days from the date of issue of the said Letter of Offer.

(d) The PSA shall be required to furnish a Performance Bank Guarantee within 10 days of receipt of "Letter of Offer". The amount of Performance Bank Guarantee @ 5% of the contract value will have to be furnished.

(e) The Performance Bank Guarantee shall remain valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations.

(f) In case the contract period is extended further, the validity of Performance Bank Guarantee shall also be extended by the PSA accordingly.

(g) The PSA shall mention, in the prescribed Performa, the names of personnel including supervisor it proposes to deploy on day to day basis, which shall be submitted at the beginning of the contract for the smooth execution of the work.

I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned above and accept the same while executing the contract, if awarded.

SIGNATURE & SEAL OF THE APPLICANT

PART II – Price Bid

E – Tender for Deploying Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty Four (34) Skilled Security Guards (unarmed) at the Residential Colonies of the Reserve Bank of India, Bhopal Char Imli & Tila Jamalpura.

Name of The Contractor :		
Minimum Wages Components – Skilled Security Gaurds		
S. No	Particulars	Amount
1	(Basic wage + Variable Dearness Allowance) of Security Guard for one day	To be quoted online in Part – II (Price bid) document.
	Employee Provident Fund (EPF) @ 12% of ₹15,000/- for one day (Based on maximum 26 working days in a month)	
	Employee Deposit Linked Insurance (EDLI) @ 0.5% of ₹15,000/-for one day (Based on maximum 26 working days in a month)	
	Admin. Charges on EPF @ 0.5% OF ₹15,000/-for one day (Based on maximum 26 working days in a month)	
	Uniform Outfit Allowance @ 5% of Basic wages plus VDA	
	Uniform Washing Allowance @ 3% of Basic wages plus VDA	
	Charges of 01 Guard for one day	
	Total Charges of 34 security gurads for one day	
	A:- Total Annual Charges (total charges x 365 days) (Excluding GST)	
Minimum Wages Components – Highly Skilled Security Supervisors		
S. No	Particulars	Amount
2	(Basic wage + Variable Dearness Allowance) of Highly Skilled Security Supervisor for one day	To be quoted online in Part – II (Price bid) document.
	Employee Provident Fund (EPF) @ 12% of ₹15,000/- for one day (Based on maximum 26 working days in a month)	
	Employee Deposit Linked Insurance (EDLI) @ 0.5% of ₹15,000/-for one day (Based on maximum 26 working days in a month)	
	Admin. Charges on EPF @ 0.5% OF ₹15,000/-for one day (Based on maximum 26 working days in a month)	
	Uniform Outfit Allowance @ 5% of Basic wages plus VDA	
	Uniform Washing Allowance @ 3% of Basic wages plus VDA	
	Charges of 01 Highly Skilled Security Supervisors for one day	
	Total Charges of 03 Highly Skilled Security Supervisors for one day	
	B: - Total Annual Charges (total charges x 365 days) (Excluding GST)	
3	C: - Total (A+B) {i.e. Total Annual Charges of 34 Skilled Security Gurads +Total Annual Charges of 03 Highly Skilled Security Supervisors} (Excluding GST)	
4	D: - Service Charges: Rate (in percentage), Minimum 3%	
5	E:- Grand Total (C+(C*D))	

***(Quotation for personnel has to be as per the latest wages as prescribed by the Ministry of Labour and Employment, Office of Chief Labour Commissioner (C), New Delhi- Watch and Ward (Without Arms) for Security Guards and Watch and Ward (Without Arms) for Security Supervisors. Bhopal is under Area- B).**

Note:

- **Minimum Wages to be calculated for 26 days per month.**
- ESI and Bonus is not applicable on wages above Rs. 21000/-
- If two or more bidders quote same bid, then
 - The bidder with highest average turnover of last three financial years as on March 31, 2025, will be selected.
- The amount Quoted should be exclusive of GST. GST will be paid separately as applicable.
- Service charges shall be inclusive of all such items /materials /accessories / equipment and any other charges/items/ administrative charges, all overheads including profits etc.
- **Service Charge should be minimum 3%.** Service Charge less than 3% in Financial/Price Bid will not be considered. Service Charge should be given in terms of percentage (upto two decimals).
- There shall be no price escalation for service charge i.e., the quoted service charge shall remain constant for the entire currency of contract.
- As the Highly Skilled Security Supervisors and Skilled Security Guards proposed to be engaged under the contract draw wages exceeding ₹21,000 per month, they become ineligible for coverage under the ESI Scheme. To ensure medical coverage, the successful bidder may be advised to obtain **suitable health insurance (Premium upto Rs. 10,000/- per annum, per employee)** to be employed at Bank premises. Upon submission of valid policy documents and employee-wise coverage details by the successful bidder, the expenditure incurred towards such health insurance shall be reimbursed by the Bank, subject to a maximum of ₹10,000 per employee, per annum.

Authorised signatory

(With name and seal)

CERTIFICATE FROM A CHARTERED ACCOUNTANT

1. Composition of the firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Turnover and Net Worth of the firm for the last 3 years (year wise as on March 31 of the respective year)

Financial Year	Turnover	Net Worth
2024-25		
2023-24		
2022-23		

4. Credit facility/ Overdraft facility enjoyed by the firm.

(Signature and Seal)

By CA

Note:

1. Certificates should be on letter head of the CA.
2. In case of partnership firm, certificate to include names of all partners.

(To be uploaded)

Client's Report

(On Client's Letter Head)

Performance details of the Firm: M/sLocated at.....

1	Work order/reference No. and Agreement Date	
2	Gross Value of the Contract (in Rupees)	
3	No. of Employees of the Organisation	
4	Date of commencement of Contract	
5	Whether the Service carried out as per agreement and the scope of the work entered with the Firm	
6	Reason for delay (if any) and whether any penalty/liquidated damage, if any, was imposed on the firm	
a	Comments on capabilities of the firm (indicate grading)	
b	Quality of Service provided by the firm	Outstanding/Very Good/ good/Satisfactory/Poor
c	Technical proficiency/competence	Outstanding/Very Good/ good/Satisfactory/Poor
d	Integrity and reliability of the partners/proprietors of the firm	Outstanding/Very Good/ good/Satisfactory/Poor
e	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/ good/Satisfactory/Poor
7	Dealings in the execution of the work, adherence to schedule and time	Outstanding/Very Good/ good/Satisfactory/Poor
8	Did the firm go for arbitration?	
9	Any other information in your view will help us in making our decision.	

Name & Signature of the Reporting Officer (with Office Seal)

Place:

Proforma for Performance Bank Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
Hoshangabad Road,
P.B. No. 32, Bhopal – 462 011.

Dear Sir,

Contract for Deploying Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at the Residential Colonies of the Reserve Bank of India, Bhopal Char Imli & Tila Jamalpura.

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Hoshangabad Road, P.B. No. 32, Bhopal – 462 011 (hereinafter called “the RBI”) has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s..... (Name of the PSA) (Hereinafter called "the said PSA", which expression shall include its successors and assigns).

AND Whereas under the said contract the PSA is bound by the said Contract to submit to RBI, Bhopal a Performance Bank Guarantee for a total amount of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only) in for the due fulfilment by the said PSA of the terms and conditions contained in the contract. We, (Name of the Bank), (hereinafter called “the Bank”), at the request of M/s, the PSA, do hereby undertake to pay to RBI, an amount not exceeding of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only) in as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of RBI coming to the conclusion that the PSA has not performed

his obligations as per the terms & conditions of the said contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said PSA; we shall on demand by RBI, pay without demur to RBI, a sum of of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only) in or any lower amount that may be demanded by RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the PSA under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only) We also agree to undertake and confirm that the sum not exceeding of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only) as aforesaid shall be paid by us without any demur or protest, merely on demand from RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the PSA in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by RBI within a period of one week from the date of receipt of the notice as aforesaid.

1. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between RBI and the PSA.
2. This guarantee shall not be revoked by us without prior consent in writing from RBI.

We hereby further agree that –

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said contract or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the PSA or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the PSA of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only). Our liability under these presents shall not exceed the sum of ₹8,45,000/- (Rupees Eight Lakh Forty-Five Thousand only)
- b) Our liability under these presents shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.

- c) This guarantee shall remain in force up to Sixty (60) days beyond the Defect liability period provided that if so desired by RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- d) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof, I/We of the bank have signed and sealed this guarantee on the ----- day of----- (Month) (Year) being herewith duly authorized.

For and on behalf of _____ (Name of the Bank)

Signature and Seal of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

Witness 1

Signature

Name

Address

(NB: This Performance Bank Guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified)

ANNEXURE - IV

Proforma of Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India

(To be submitted by the bidders on their letter head duly sealed and signed by the authorized signatory)

Regional Director,
Reserve Bank of India,
Bhopal

Dear Sir/Madam,

Name of work: E – Tender for Deploying Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at the Residential Colonies of the Reserve Bank of India, Bhopal Char Imli & Tila Jamalpura.

I/We _____ (Name and address, including country of location of bidder) have read and understood the contents of the Office Memorandum (OM) F.No. 6/18/2019-PPD dated July 23, 2020 and its subsequent orders/ revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. I/ We certify that _____ (Name of the bidder)

Is not from a country sharing land border with India, or

Is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or

Is from a country sharing land border with India where Government of India has extended lines of credit, or

Is from a country sharing land border with India where Government of India is engaged in development projects.

(Strikeout whichever of the above is not applicable)

3. I/ We further certify that _____ (Name of the bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders/revision. I/We also undertake that even in case of contracts where we are permitted by the Bank/RBI to sub-contract I/We _____ (Name of the bidder) will not sub-contract

any work to a contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum/ order.

4. I/We know and understand that, if this Undertaking / Declaration / Certification / Certificate submitted by us is found to be false, the Bank shall be free to reject / terminate our tender / Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the
authorized signatory of the
Bidder with stamp

Date:

Place:

No Criminal Case Declaration

I, -----, son/ daughter of, -----, resident of ----- hereby certify on oath that I/ We/ my Company/ Agency/ Firm have not been convicted in any criminal case by any court of law.

2. I further Certify that no Security Supervisors and Security Guards to be deployed at RBI residential colonies have been convicted in any criminal case by any court of law and no criminal case is pending at any court of law against them as on the last date of submission of bid.

3. I/ We/ my Company/ Agency/ Firm hereby also confirm the following:

- I. Contract with any organisation have not been terminated due to poor performance.
- II. Security deposit has not ever been forfeited by any government/semi government/PSU/Any other.
- III. Our Firm has not suffered bankruptcy/insolvency in last Five years.
- IV. Our Firm have not been blacklisted/debarred by any organisation.

Signature pf authorized signatory with stamp

Date:

Place:

ANNEXURE - VI

Checklist for the Documents to be Uploaded on MSTC E- Commerce Website

Scanned copy of Original Documents to be uploaded online through 'MSTC e-commerce' website in PDF format while submission of E-tender

<u>E – Tender for Deploying Three (03) Highly Skilled Security Supervisors (unarmed) and Thirty-Four (34) Skilled Security Guards (unarmed) at the Residential Colonies of the Reserve Bank of India, Bhopal Char Imli & Tila Jamalpura.</u>		
Sr. No.	Requirements	Whether Uploaded Yes / No)
1	Business experience for the last 5 years as on December 31, 2025 with Public Sector Units / Department / offices, Airport, Banks, Financial Institution, Training Centres, MNCs / Large Companies and having strength of minimum 150 regular staff members.	
2	Minimum turnover of ₹1,69,00,000/- (Rupees One Crore Sixty Nine Lakh only) (excluding applicable taxes) from the provision of providing Private Security Guards and Supervisors during the last 3 financial years ended March 31, 2025 (2022-23, 2023-24 and 2024-25) with Audited Financial Statements by a practicing-Chartered Accountant.	
3	Income Tax Return (ITR) for the last 3 financial years (2022-23, 2023-24 and 2024-25) and PAN. ITR shall be duly audited by a practicing-Chartered Accountant.	
4	Audited Balance Sheets and Profit & Loss Accounts of the last three financial years (2022-23, 2023-24 and 2024-25), certified by a practising chartered accountant.	
5	Proof of Registration (Proprietor/Firm/Company)	
6	Complete Profile along with the profile of Director(s)/ particulars of proprietor/ partners	
7	Details of Annual Contracts during last 05 years as on December 31, 2025	
	Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (copies of work order/certificate on letter head may be submitted)	
	or	
	Two similar completed works each costing not less the amount equal to 50% of the estimated cost (copies of work order/certificate on letter head may be submitted)	
	or	

	One similar work costing not less than the amount equal to 80% of the estimated cost.	
8	Recent Solvency Certificate for an amount equal to estimated cost. (On Bank's Letter Head) (Format-III)	
9	Should have their own Establishment/Set up/ Mechanism for training of Security Guards and Supervisors.	
10	Certificate from ESIC	
11	Certificate under Employee Provident Fund & Miscellaneous Provisions Act	
12	GST registration Certificate	
13	Valid labour license under contract labour Act or any other Acts/rules (self-attested copy to be submitted)	
14	The Agency should mandatorily have an office (Registered/ corporate/ branch/ regional/ Zonal) in Madhya Pradesh. Documentary proof to be submitted	
15	There shall not be any case pending with the police or in a court of law against the bidder or any of its personnel to be deployed in RBI.	
16	The bidder should not have been blacklisted by any entity in India or abroad	
17	Valid license under "The Private Security Agencies (Regulation) Act, 2005" for the entire State of Madhya Pradesh.	
18	The bidder shall submit training certificate on Form 6 issued by licensed training agency in terms of Private Security Agencies Model Regulation 2006 or agency should be authorized to impart training from authorized trainer/training centre.	
19	Format I - Agreeing to all terms and conditions laid down in tender document.	
20	Format-II - Details of Banker/s	
21	Format-III - Solvency Certificate	
22	Format- IV - On bank's Letter head certifying the company particulars	
23	Format-V - Client's Report (On Client's Letter Head)	
24	Format VI - Experience Details (to be given on applicant's letter head)	
25	Any other documents/information mentioned in tender and any other information the tenderer wishes to furnish.	

करार की शर्तें Article of Agreement

यह करार भोपाल में ----- (दो हजार और) के दिन एक पक्ष भारतीय रिज़र्व बैंक, भारतीय रिज़र्व बैंक, होशंगाबाद रोड, पी.बी. नंबर 32, भोपाल - 462 011 (जिसका केंद्रीय कार्यालय शहीद भगत सिंह मार्ग, मुंबई में है और आरबीआई अधिनियम, 1934 के तहत स्थापित एक कॉर्पोरेट निकाय है) के बीच किया गया है जिसे इसके बाद "बैंक" कहा गया है जिसका प्रतिनिधित्व इसके द्वारा किया जाता है (जिस अभिव्यक्ति में कार्यालय में उनके उत्तराधिकारी और समनुदेशिती शामिल होंगे)

और

THIS AGREEMENT is made at Bhopal on this day of (Two Thousand and) between RBI, Reserve Bank of India, Hoshangabad Road, P.B. No. 32, Bhopal – 462 011 (having its Central Office at Shahid Bhagat Singh Marg, Mumbai and a body Corporate established under RBI Act, 1934) hereinafter referred to as the "**Bank**" represented by its (which expression shall include his successors in office and assignees) of the **FIRST PART**

AND

दूसरे पक्ष मैसर्स जिसका पंजीकृत कार्यालयमें है और जिसे इसके बाद "एजेंसी" कहा गया है जिसका प्रतिनिधित्व इसके निदेशक और अधिकृत हस्ताक्षरकर्ता श्री करते हैं (जिस अभिव्यक्ति का अर्थ होगा और इसमें इसके कानूनी प्रतिनिधि और समनुदेशिती और उत्तराधिकारी शामिल होंगे) के बीच निष्पादित किया गया है।

M/s..... having it's Regd. Office athereinafter referred to as the "Agency" represented by its Director and authorised signatory Shri (Which expression shall mean and include its legal representatives and assignees and successors) of the **SECOND PART**

जबकि एजेंसी अत्याधिक कुशल सुरक्षा पर्यवेक्षक और कुशल सुरक्षा गार्डों को तैनात करने का कारोबार कर रहा है और ऐसी सेवा प्रदान करने के लिए पर्याप्त अनुभव रखता है।

और जबकि बैंक अपने दिनांक _____ के पत्र संख्या _____ के अनुसार इस उद्देश्य के लिए एजेंसी की सेवाओं का लाभ उठाने का इच्छुक है

और जबकि पार्टियां उन नियमों और शर्तों को दर्ज करने की इच्छुक हैं जिनके तहत या जिनके आधार पर एजेंसी द्वारा उक्त सेवाएं प्रदान की जानी हैं।

Whereas the Contractor is carrying on the business of deploying Highly Skilled Security Supervisors and Skilled Security Guards and has adequate experience in such jobs for rendering such service.

And whereas the Bank is desirous of availing services of the contractor for the purpose as indicated in the letter No. _____ dated _____

And whereas the parties are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the contractor.

अब यह एतद्वारा और पार्टियों के बीच निम्नलिखित के रूप में सहमत है:

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERE TO AS FOLLOW:

1. यह समझौता _____ से लागू होगा और _____ तक लागू रहेगा या जब तक कि इसमें निहित शर्तों के अनुसार इसे समाप्त नहीं किया जाता है।

This agreement will come into effect from _____ and will remain in force up to _____ or unless it is terminated as per the terms herein after contained.

2. सेवाओं के प्रभावशाली प्रतिपादन के लिए तैनात अत्याधिक कुशल सुरक्षा पर्यवेक्षकों और कुशल सुरक्षा गार्डों की लागत को कवर करते हुए ₹ (रुपये मात्र) का उद्धृत प्रभार बीजक जमा करने पर मासिक आधार पर देय होगा। उसका भुगतान बैंक के अधिकारियों द्वारा विधिवत रूप से यह प्रमाणित किए जाने के बाद कि सेवाएं संतोषजनक रूप से प्रदान की गई हैं और सभी वैधानिक बकाया / करों आदि की कटौती के बाद किया जाएगा।

The quoted charge of ₹ (Rupees only) covering the cost of Highly Skilled Security Supervisors and Skilled Security Guards deployed for efficient rendering of services shall be payable on monthly basis subject to submission of invoice. The payment there on will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/ taxes, etc.

3. उपरोक्त शुल्क दृढ़ हैं और श्रम स्थितियों, विनिमय विविधताओं या किसी भी अन्य शर्तों के अधीन हैं।

The above charges are firm and subject to labour conditions, exchange variations or any other conditions whatsoever.

4. उपरोक्त शुल्कों में सेवा शुल्क, बीमा शुल्क और कोई शुल्क या अन्य लेवी शामिल हैं, चाहे केंद्र सरकार या किसी अन्य राज्य सरकार या किसी अन्य स्थानीय प्राधिकरण द्वारा वर्तमान या भविष्य में लगाया गया हो।

The above charges include service charges, insurance charges and any duty or other levy, whether existing or levied in future by the Central Government or any other state Government or any other Local Authority.

5. एजेंसी निविदा के नियमों और शर्तों के अनुसार नियमित आधार पर सेवाएं प्रदान करने के लिए जिम्मेदार होगा और निविदा दस्तावेज को इस दस्तावेज के हिस्से के रूप में माना जाएगा।

The Contractor shall be responsible for providing Services on regular basis as per the terms and conditions of the tender and the tender document will be treated as part of this document.

6. इस निविदा के सभी नियम और शर्तें और अनुबंध समझौते का हिस्सा होंगे।

All the terms and conditions of this tender and annexures will form part of agreement.

7. स्वीकृत निविदा और अनुलग्नक दोनों पक्षों द्वारा समझौते के लेख पर हस्ताक्षर किए जाने तक एक समझौते के रूप में कार्य करेंगे।

Accepted Tender and annexure will act as agreement till the article of agreement is signed by both the parties.

एजेंसी द्वारा प्रदान की जाने वाली सेवाएं

SERVICES TO BE RENDERED BY AGENCY

i) एजेंसी बैंक को तीन (03) अत्याधिक कुशल सुरक्षा पर्यवेक्षकों (निहत्थे) और चौतीस (34) कुशल सुरक्षा गार्डों (निहत्थे) की सेवाएं प्रदान करेगी। टीला-जमालपुरा कॉलोनी संपत्ति के निपटान के बाद, कॉलोनी में तैनात सुरक्षा गार्डों की सेवाओं की आवश्यकता नहीं होगी।

The Agency will provide the services of Three (03) Highly Skilled Security Supervisors (unarmed) and thirty-four (34) Skilled Security Guards (unarmed) to the Bank. Services of Security Guards deployed at Tila Jamalpura Colony would not be required after disposal of the property.

क) भारतीय रिजर्व बैंक भोपाल की आवासीय कॉलोनियों में अतिरिक्त सुरक्षा गार्ड तैनात करने की आवश्यकता होने की स्थिति में, निविदाकर्ता को उन्हीं नियमों और शर्तों पर अतिरिक्त सुरक्षा गार्ड तैनात करने होंगे।

In case there is requirement to deploy additional security guards in residential colonies of RBI Bhopal, tenderer will deploy additional Security guards on same terms and conditions.

ख) आवश्यकता पड़ने पर चार इमली स्टाफ क्वार्टर में तैनात सुरक्षा पर्यवेक्षक बैंक के अधिकारियों के निर्देशानुसार टीला जमालपुरा कॉलोनी का दौरा करेंगे।

In case of requirement, security supervisor deployed at Char Imli Staff Quarters will visit the Tila Jamalpura Colony as per the directions of Bank's officials.

ii) कुशल सुरक्षा पर्यवेक्षकों और अर्ध -कुशल सुरक्षा गार्डों की ड्यूटी के घंटे बैंक द्वारा आवश्यकता के अनुसार तय किए जाएंगे।

Duty hours of the Highly Skilled Security Supervisors and Skilled Security Guards will be settled by the Bank as per requirement.

iii) कुशल सुरक्षा पर्यवेक्षक और अर्ध -कुशल सुरक्षा गार्ड अधिमानतः 21-45 वर्ष की आयु के भीतर होना चाहिए और अधिमानतः भूतपूर्व सैनिकों या उचित रूप से प्रशिक्षित सुरक्षा कर्मियों में से होना चाहिए। तैनात किए जाने वाले व्यक्तियों को भारतीय रिजर्व बैंक या सरकारी/अर्ध-सरकारी/सार्वजनिक क्षेत्र के उपक्रमों/बैंकों/एमएनसी /वित्तीय संस्थान /हवाई अड्डे के किसी भी कार्यालय में सुरक्षा पर्यवेक्षक/सुरक्षा गार्ड के रूप में न्यूनतम एक वर्ष का अनुभव होना चाहिए।

The Skilled Security Supervisor/ Semi-skilled Security Guard should be preferably within the age of 21-45 years and shall preferably who have served in the Army, Navy, Air Force, Police or any other force of the Union. The persons to be deployed should have minimum experience of one year as a Security Supervisor/ Security Guard with any office of Reserve Bank of India or Government/ Semi – Government/ Public Sector Undertakings/ Banks/ MNCs/Financial Institutions/Airports.

iv) कुशल सुरक्षा पर्यवेक्षक और अर्ध -कुशल सुरक्षा गार्ड काम के घंटों के दौरान बैंक द्वारा आवश्यकता होने पर ड्यूटी के लिए उपलब्ध होना चाहिए। बैंक अपने किसी भी कॉलोनी परिसर के लिए अर्ध -कुशल सुरक्षा गार्डों की सेवाओं का उपयोग कर सकता है।

The Skilled Security Supervisor/ Semi-skilled Security Guard should be available for duty as and when required by the Bank during the working hours. The Bank shall utilize the service of Skilled Security Supervisor/ Semi-skilled Security Guard for any of the residential colonies of the Bank.

v) यदि कोई कुशल सुरक्षा पर्यवेक्षक और अर्ध -कुशल सुरक्षा गार्ड ड्यूटी पर उपस्थित होने में असमर्थ है, तो एजेंसी समान क्षमताओं और योग्यता वाले उपयुक्त स्थानापन्न प्रदान करेगी।

If a Skilled Security Supervisor/ Semi-skilled Security Guard is unable to attend duty, the PSA shall provide suitable substitute fulfilling all the eligibility criteria.

vi) एजेंसी को स्थानीय कार्यालय का पता, करार पर कार्रवाई करने वाले अधिकारियों के संपर्क नंबर/नाम का प्रमाण प्रस्तुत करना होगा।

The Agency has to submit proof of local office address, contact number and names of officials handling the Contract.

vii) एजेंसी द्वारा प्रदान किए गए सभी अत्याधिक कुशल सुरक्षा पर्यवेक्षक और कुशल सुरक्षा गार्ड को कार्यालय समय के दौरान अनिवार्य रूप से बूट, कैप, बैज और आई-कार्ड सहित वर्दी पहननी होगी।

All the Highly Skilled Security Supervisor/ Skilled Security Guard provided by the PSA should necessarily wear uniform during office hours including Boot, Cap, Badge and I-Card.

viii) अत्याधिक कुशल सुरक्षा पर्यवेक्षक और कुशल सुरक्षा गार्ड कार्यालय और आवासीय परिसर के अंदर किसी भी अनधिकृत प्रवेश, अतिक्रमण के लिए जिम्मेदार होंगे।

The Highly Skilled Security Supervisor/ Skilled Security Guard shall be responsible for any un-authorised entry, trespassing inside the residential premises.

vix) अत्याधिक कुशल सुरक्षा पर्यवेक्षक और कुशल सुरक्षा गार्ड, कर्मचारियों/निवासियों की शांति और सुरक्षा को भंग करने वाले किसी भी अनधिकृत/असामाजिक तत्वों से निवासियों को बचाने के लिए कर्तव्यबद्ध होंगे।

The Highly Skilled Security Supervisor/ Skilled Security Guard shall be duty bound to protect the employees/residents from any unauthorised/ anti-social elements disturbing the peace and safety of the residents.

एजेंसी के कर्तव्य

Duties of the Agency

एजेंसी:

The Agency shall:

- i. यह सुनिश्चित करेंगी कि वह केवल 21-45 वर्ष की आयु के प्रशिक्षित और अत्याधिक सक्षम कुशल सुरक्षा पर्यवेक्षक और कुशल सुरक्षा गार्ड के साथ-साथ वयस्क, प्रशिक्षित और सक्षम अर्ध -कुशल कुशल सुरक्षा गार्डों को ही तैनात करती है जो शारीरिक रूप से फिट हैं और चार इमली और टीला जमालपुरा में भातीय रिज़र्व बैंक भोपाल परिसर में सुरक्षा सेवाएं प्रदान करने में सक्षम हैं।

Ensure that he/she/it deploys only trained and competent Highly Skilled Security Supervisor/ Skilled Security Guards of age 21-45 years of age who are physically fit and are capable for rendering security services in RBI Bhopal colony premises at Char Imli and Tila Jamalpura.

- ii. इस करार के अंतर्गत भारतीय रिज़र्व बैंक द्वारा आवश्यक सेवाओं को प्रदान करने के उद्देश्य से उसके द्वारा नियोजित व्यक्तियों को वेतन, वैधानिक न्यूनतम मजदूरी और किसी भी अन्य कानूनी देय राशि के भुगतान के लिए जिम्मेदार और उत्तरदायी होगी। इन भुगतानों के लिखित रिकॉर्ड मासिक अंतराल पर भारतीय रिज़र्व बैंक के सत्यापन के लिए प्रस्तुत किए जाएंगे।

Agency will be responsible and liable for payment of salaries, statutory minimum wages and any other legal dues to the persons who are employed by him/her/it for the purpose for rendering the services required by RBI under this agreement. Written records for having made these payments will be submitted to RBI at monthly intervals for verification.

- iii. एजेंसी प्रत्येक सुरक्षा गार्ड को प्रत्येक वर्ष वर्दी के 2 जोड़े, चमड़े के जूते की एक जोड़ी, बरसात के मौसम के लिए एक जोड़ी गमबूट और एक रेनकोट, हर साल सर्दियों के लिए एक जैकेट, छाता, टॉर्च, लाठी, फोटोग्राफ के साथ मानक गुणवत्ता का आईडी कार्ड और/या कोई अन्य सामान जैसा कि बैंक करार अवधि के दौरान तय कर सकता है, प्रदान करेगी।

The PSA shall provide to each Skilled Security Supervisor/ Semi-skilled Security Guard: 2 sets of Uniform every year, one pair of leather shoes, one pair of gumboots and one raincoat for rainy season, one jacket for winter every year, umbrella, torch, stick (Lathi), ID Card of standard quality with photograph and/or any other items as the Bank may decide during the contract period.

अल्प सूचना पर विभिन्न प्राधिकरणों द्वारा निरीक्षण के लिए रजिस्ट्रों, अभिलेखों, रिपोर्टों और विवरणियों का साफ-सुथरा, पूर्ण और स्पष्ट रूप से रख-रखाव करेगी।

Maintain neatly, completely and legibly registers, records, reports, and returns for inspection by various authorities at short notice.

भारत सरकार, श्रम मंत्रालय द्वारा समय-समय पर निर्धारित न्यूनतम मजदूरी का भुगतान करेगी और भारतीय रिज़र्व बैंक के परिसर में तैनात व्यक्तियों के लिए न्यूनतम मजदूरी के भुगतान पर मासिक अनुपालन प्रमाणपत्र (भुगतान की गई मजदूरी के विवरण के साथ) भारतीय रिज़र्व बैंक को जमा करेगी।

Pay the minimum stipulated wages as decided by the Government of India, Ministry of Labour from time to time and submit monthly compliance certificate (with details of wages paid) to RBI on payment of minimum wages for the persons deployed in RBI's colony premises.

- iv. किसी भी गैरकानूनी दंगे या उच्छृंखल आचरण या अपने कर्मचारियों के कृत्यों को रोकने के लिए सभी उचित सावधानी बरतें और भारतीय रिज़र्व बैंक की शांति और व्यक्तियों और संपत्ति की सुरक्षा सुनिश्चित करेगी।

Take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of RBI.

- v. भारतीय रिज़र्व बैंक को पीएफ, ईएसआई, आदि के अनुपालन की निगरानी करने के लिए सक्षम करने हेतु उसके द्वारा नियोजित अपने सभी कर्मचारियों के संबंध में आवश्यक जानकारी प्रदान करेगी।

Provide information as required in respect of all his employees employed by him/her/it to enable RBI to monitor compliance of P.F, ESI, etc.

- vi. एजेंसी प्रारंभिक अनुबंध की अवधि के लिए कार्य में लगे अनुबंध मूल्य और श्रमिकों के मुआवजे के लिए "सभी जोखिम नीति" लेगा, जो 31 मार्च 2027 तक वैध होगा और उसके बाद, यदि बैंक द्वारा अनुबंध का नवीनीकरण किया जाता है। एजेंसी कार्य निष्पादित करते समय व्यक्तियों या भवन या तीसरे पक्ष को होने वाली किसी भी हानि या क्षति के लिए बैंक को क्षतिपूर्ति करेगा। काम के निष्पादन के दौरान कामगार मुआवजा प्रति दुर्घटना न्यूनतम 2.0 लाख रुपये, अधिकतम 5 दुर्घटनाएं होंगी। सभी बीमा पॉलिसी बैंक के संयुक्त नामों में होंगी, जिसमें बैंक का नाम सबसे पहले होगा।

The PSA shall take insurance/"all risk policy" for the contract value and workmen compensation policy for all the staff engaged in the work for the period of initial contract, which will be valid till 31st March 2027 and renewable there-after if the contract is renewed by the Bank. The PSA shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. The workmen compensation shall be minimum Rs. 2.0 lakh per accident, maximum of 5 accidents during execution of work. All the insurance policies shall be in the joint names of the Bank, the Bank's name being the first. All liabilities arising out of any accident or death while on duty shall be borne by the PSA.

- vii. यह सुनिश्चित करेगी कि उसके कर्मचारी, आरबीआई के परिसर में या अपने दायित्वों को पूरा करते समय, आरबीआई या उसके प्राधिकृत एजेंटों द्वारा निर्धारित स्वच्छता, शिष्टाचार, सुरक्षा, बचाव, अच्छे व्यवहार और सामान्य अनुशासन के मानकों का पालन करें और आरबीआई इस विषय में एकमात्र निर्णायक होगा कि एजेंसी और/या उसके कर्मचारियों ने इसका पालन किया है अथवा नहीं।

Ensure that his/her/its employees, while on the premises of RBI or while carrying out their obligation, observe the standards of cleanliness, decorum, security, safety, good behaviour, and general discipline laid down by RBI or its authorized agents and RBI shall be the sole judge as to whether or not the Contractor and/or his/her/its employees have observed the same.

- viii. व्यक्तिगत रूप से, और विशेष रूप से अपने कुशल सुरक्षा गार्डों के काम की निगरानी करना या पर्यवेक्षण के लिए पर्याप्त पर्यवेक्षी कर्मियों को नियोजित करना ताकि यह सुनिश्चित किया जा सके कि प्रदान की गई सेवा भारतीय रिज़र्व बैंक की संतुष्टि के स्तर की है।

Personally, and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of its Skilled Security Guards so as to ensure that the service rendered are carried out to the satisfaction of RBI.

- ix. सुनिश्चित करेगी कि एजेंसी का कोई भी कर्मचारी निर्धारित समय सीमा के बाद आरबीआई परिसर में प्रवेश नहीं करेगा या रहेगा जब तक कि सफल बोलीदाता के दायित्व को पूरा करने के लिए और आरबीआई की अनुमति के साथ यह बिल्कुल आवश्यक न हो।

Ensure that no employee of the Contractor will enter or remain in RBI premises beyond the specified time limit unless absolutely necessary for fulfilling successful bidder's obligation and with RBI's permission.

- x. एजेंसी या उसके कर्मचारी या एजेंट के किसी भी कार्य, चूक, डिफ़ॉल्ट या लापरवाही से आरबीआई या उसके परिसर या उसके किसी भी हिस्से या उसके किसी भी जुड़नार या फिटिंग या आरबीआई की किसी भी संपत्ति को होने वाली किसी भी क्षति के लिए उत्तरदायी होगी।

Be liable for any damage caused to RBI or its premises or any part there of or to any fixtures or fittings there of or any property of RBI and there in by any act, omission, default or negligence of the employee of the contractor or his employee or agents.

- xi. भारतीय रिज़र्व बैंक के परिसर में संबंधित कार्य प्रदान करने वाले उसके / उसके कर्मचारियों को पहचान पत्र प्रदान करेगी। सभी कर्मचारियों को भारतीय रिज़र्व बैंक के परिसर में काम करने के दौरान हर समय पहचान पत्र पहनना होगा।

Provide identity cards to his/her/its employees who shall be rendering the subject job at RBI's premises. All the employees should bear the identity card during all the times they are working in RBI's premises.

- xii. अपने कर्मचारियों को आरबीआई के कर्मचारियों से भिन्न अलग यूनिफॉर्म प्रदान करेगी। वर्दी में सफल बोलीदाता का लोगो होना चाहिए और इसे साफ सुथरा और पहनने योग्य स्थिति में रखा जाना चाहिए।

Provide distinct uniform to his/her /its employees or different from RBI's employees. The uniform should have the logo of the successful bidder and shall be kept neat, tidy and in a wearable condition.

- xiii. सफल बोलीदाता अन्य प्रासंगिक विवरणों के साथ तैनात किए जाने वाले अपने कर्मियों के चरित्र और पूर्ववृत्त पर हस्ताक्षरित/मुद्रांकित **पुलिस सत्यापन रिपोर्ट** प्राप्त करने की व्यवस्था करेगा।

सफल बोलीकर्ता को भारतीय रिजर्व बैंक के मुख्य कार्यालय भवन में उन्हें ड्यूटी पर लगाने से पूर्व उनकी पासपोर्ट आकार की फोटो जमा करनी होगी। सुरक्षा पर्यवेक्षक और सुरक्षा गार्ड के रूप में केवल सक्षम शरीर, शारीरिक रूप से फिट, अधिमानतः 21-45 वर्ष की आयु के बीच प्रशिक्षित कर्मियों को तैनात किया जाना चाहिए। भारतीय रिजर्व बैंक की सेवाओं में तैनात सभी कर्मचारियों की पुलिस सत्यापन रिपोर्ट भारतीय रिजर्व बैंक के आवासीय परिसर में कर्मचारियों की तैनाती से पहले भारतीय रिजर्व बैंक को प्रस्तुत किया जाना चाहिए। **यह है टेंडर की अहम शर्त है।**

PSA shall along with other relevant particulars arrange to obtain duly signed/ stamped Police Verification Report with photograph on character and antecedents of its personnel to be deployed. The PSA shall submit their passport size photographs before engaging them for duty in RBI's premises. Only able bodied, physically fit, well trained personnel preferably between the ages of 21-45 years shall be deployed as Semi-skilled Security Guards. Police Verification Report of all employees deployed in the services of the RBI shall be submitted to RBI before deployment of employees in RBI residential premises. **This is an important condition of the tender.**

सुरक्षा पर्यवेक्षक और सुरक्षा गार्ड द्वारा किया जाने वाला सामान्य कार्य

General work to be performed by the Security Supervisor and Security Guards

- i. प्रत्येक शिफ्ट का सुरक्षा पर्यवेक्षक शिफ्ट के दौरान अपने सुरक्षा गार्डों के सभी कार्यों के लिए उत्तरदायी होगा। पर्यवेक्षक को सभी गार्डों की देखरेख करनी होगी और उन्हें दिन के लिए विशिष्ट निर्देशों देने होंगे।

The Security Supervisor of each shift is accountable for all function of his security guards during the shift. The supervisor must oversee all guards and brief them on specific instructions for the day.

- ii. सुरक्षा गार्ड परिसर में आने/से निकलने वाले व्यक्तियों पर नजर रखेंगे और प्रवेश, निकास और जहां भी वे तैनात हैं, वहां व्यक्तियों/संपत्ति (जहां भी आवश्यक हो) की तलाशी लेंगे।

The Security Guards will keep a watch over persons visiting/exiting the premises and frisk the persons/property (wherever necessary) at entry, exit and wherever they are deployed.

- iii. शिफ्ट की शुरुआत में पर्यवेक्षक निर्गामी पर्यवेक्षक से पूरा प्रभार लेगा। अपनी ड्यूटी समाप्त होने पर, पर्यवेक्षक आने वाले पर्यवेक्षक को निष्पादित गतिविधियों और लंबित कार्यों के बारे में स्पष्ट विवरण के साथ प्रभार सौंप देगा।

At the beginning of the shift the supervisor shall take over complete charge from the outgoing supervisor. On completion of his duty, the supervisor will hand over

charge to the incoming supervisor with clear details about of the activities performed & works pending completion.

- iv. पर्यवेक्षक यह सुनिश्चित करेंगे कि केवल व्यक्तियों, सामग्री और वाहनों की प्राधिकृत आवाजाही हो। Supervisor will ensure that only authorized movements of persons, material & vehicles takes place.

- v. शिफ्ट बढ़ने से पहले, पर्यवेक्षक कर्मचारियों के टर्न आउट की जांच करेगा, प्रत्येक गार्ड को उसके पोस्ट ड्यूटी के बारे में जानकारी देगा और दिन के लिए लागू होने वाले कोई विशेष निर्देश देगा। ड्यूटी पर तैनात गार्ड की गतिशीलता सर्वोपरि है, जिसे ड्यूटी पर लौटने से पहले उन्हें अच्छी तरह से समझाया जाना चाहिए।

Before mounting the shift, the Supervisor will check the turn out of the staff, brief every guard of his post duties and pass on any specific instructions for the day as applicable. Mobility of the guard on duty is of paramount importance which must be well driven in their minds before resumption of duties.

- vi. पर्यवेक्षकों को अपने उत्तरदायित्वों के क्षेत्र में किसी भी असामान्य गतिविधि की सूचना एकत्र करने का प्रयास करना चाहिए, जो यदि देखी जाती है, तो पहले सुधारात्मक/निवारक कार्रवाई की जानी चाहिए और साथ ही बैंक के केयरटेकर और सुरक्षा अधिकारियों को इसके बारे में सूचित किया जाना चाहिए।

Supervisors must try and gather information of any abnormal activities in his area of responsibilities, which if observed, should first lead to corrective / preventive actions & simultaneously keeping of the Bank's Caretaker and security officers informed about it.

- vii. मेन गेटों पर रक्षा और रखरखाव के उच्चतम स्तर को सुनिश्चित किया जाए। नियमित कार्य के लिए लगाए गए सभी सुरक्षा यंत्रों और उपकरणों की कार्यशीलता सुनिश्चित करना।

Ensure upkeep and a highest standard of maintenance at the Main Gates. To ensure functioning of all security gadgets and apparatus deployed for routine work.

- viii. पर्यवेक्षक स्थानीय पुलिस, केयरटेकर और रेजिडेंट्स वेलफेयर एसोसिएशन (आरडब्ल्यूए) के साथ संपर्क रखेंगे।

Supervisors shall liaison with local police, caretaker & Residents' Welfare Association (RWA).

- ix. सुरक्षा गार्ड और पर्यवेक्षक आगंतुकों के साथ व्यवहार करते समय निर्धारित प्रक्रिया का पालन करेंगे। उन्हें परिसर में प्रवेश करने या बाहर निकलने वाले किसी भी व्यक्ति के साथ सभ्य व्यवहार बनाए रखना होगा।

Security Guards and Supervisor shall follow the prescribed procedure when dealing with visitors. They must maintain a decent behaviour with anyone entering or exiting the premises.

- x. पर्यवेक्षकों को अग्नि सुरक्षा संचालन, कॉलोनीयों में स्थापित विभिन्न अग्निशामक यंत्रों के संचालन में विधिवत प्रशिक्षित होना चाहिए और किसी भी दुर्घटना या आग की आपात स्थिति में अपने उपलब्ध कर्मचारियों की सहायता के लिए हमेशा तैयार रहना होगा। पर्यवेक्षक को अग्नि सुरक्षा पर सुरक्षा गार्डों को नियमित प्रशिक्षण देना होगा।

Supervisors must be duly trained in fire safety operations, operations of various fire extinguishers installed in colonies and must always be ready to assist his available staff, in case of any accident or Fire Emergency. Supervisors shall impart regular training to Security Guards on fire safety.

- xi. पर्यवेक्षक को निर्धारित प्रारूप के अनुसार शिफ्ट के दस्तावेज का रख रखाव करना होगा, आगंतुकों से मिलना होगा और आगंतुकों के लिए गेट की औपचारिकताएं पूरी करने के बाद उन्हें उस स्थान के लिए सम्मानपूर्वक मार्गदर्शन करना होगा जहां उन्हें जाना है।

The Supervisor will maintain shift documentation as per laid down formats, meet the visitors & guide them respectfully to the place they are supposed to go after completing gate formalities for visitors.

- xii. अपनी शिफ्ट के दौरान पर्यवेक्षक अनिवार्य रूप से तैनात गार्डों द्वारा कर्तव्यों के प्रभावी निर्वहन की जांच करने और उसे सुनिश्चित करने के लिए सभी पोस्टों पर जाएंगे और जहां भी आवश्यकता अनुभव होगी उन्हें समझाना होगा। ऐसा करने के लिए वह अपनी अनुपस्थिति के दौरान मेन गेट गार्ड को गेट की गतिविधियों का ध्यान रखने का उत्तरदायित्व देंगे।

During his shift the Supervisor will also compulsorily move on all posts to check & ensure effective discharge of duties by the deployed guards & brief wherever felt necessary. In doing so he will make the main gate Guard responsible to take care of the gate activities during his absence.

- xiii. शिफ्ट सुपरवाइजर यह सुनिश्चित करेगा कि सभी फोन कॉल को तुरंत उठाया जाए और जहां भी आवश्यक हो, संबंधित संदेश को नोट किया जाए और संबंधित व्यक्तियों / अधिकारियों को उपलब्ध होते ही उसके संबंध में सूचित किया जाए।

The shift Supervisor will ensure all phone calls are received promptly & wherever required the concerned message is noted down & passed on to the relevant persons / officials when they are available at the first available time.

- xiv. यह सुनिश्चित करें कि कॉलोनियों के प्रत्येक ब्लॉक में फॉगिंग की गई है और कर्तव्यों में कॉलोनी परिसर के भीतर संसाधनों की बर्बादी (पानी, बिजली आदि) की रोकथाम सुनिश्चित करना एवं केयर टेकर को सूचित करेगा और संबंधित शिकायत पुस्तिका में टिप्पणी भी दर्ज करेगा।

To ensure that fogging is done in every block of the colony and in case security guards/ security supervisors notice wastage of water and electricity during their duties they will try to prevent the wastage and report the matter to caretaker and complaint will be recorded in complaint register.

- xv. राउंड के दौरान सुरक्षा गार्डों की सतर्कता के अलावा लाइट, फिटिंग, फेंसिंग आदि की जांच करेंगे। जब भी वह बिजली की कोई खुली/ढीली फिटिंग देखता है तो उसे तत्काल विद्युत बोली लगाने वाले एवं केयर टेकर को सूचित करेगा और संबंधित शिकायत पुस्तिका में टिप्पणी भी दर्ज करेगा। Shall check lights, fittings, fencing etc. during rounds besides alertness of security guards. Whenever he sees any naked/loose electrical fittings, he must immediately inform the electrical bidder and caretaker and also record the observation in the relevant complaint book.

- xvi. रात्रि शिफ्ट के सुपरवाइजर प्रभावी जांच के लिए आकस्मिकता बनाए रखने के लिए अनियमित समय पर अधिक बार पोस्टों पर जाएंगे।

The night Shift Supervisor will move on to the posts more frequently but on irregular timings to maintain surprise for effective checking.

- xvii. अपनी शिफ्ट ड्यूटी के अंत में पर्यवेक्षक सुरक्षा गार्डों/सुरक्षा पर्यवेक्षकों को उनकी शिफ्ट के दौरान किए गए सभी कार्यों/ड्यूटी और लंबित कार्यों के बारे में जानकारी देगा।

At the end of his shift duty the Supervisor will brief the Security guards/Security supervisors of all works/duties performed during his shift & pending works if any.

- xviii. बोली लगाने वाला पर्यवेक्षक के पद हेतु पर्याप्त शेष राशि के साथ समर्पित मोबाइल प्रदान करेगा और यह मोबाइल हमेशा पोस्ट पर ड्यूटी पर्यवेक्षक के पास रहेगा।

The bidder shall provide dedicated mobile to the post of supervisor with adequate balance and this mobile shall always remain with the duty supervisor at the post.

- xix. टीला जमालपुरा का सुरक्षा गार्ड परिसर के किसी भी अतिक्रमण या दुरुपयोग पर ध्यान देगा।

The security guard at Tila Jamalpura shall pay attention to any encroachment or misuse of the premises.

xx. गार्ड को यह सुनिश्चित करना चाहिए कि गली के कुत्ते और आवारा पशु परिसर में प्रवेश न करें।
The guard should ensure that the street-dogs and stray cattle do not enter into the premises.

xxi. बैंक द्वारा बाद में दी गई सलाह के अनुसार कोई अन्य प्रावधान समझौते में शामिल किए जा सकते हैं। ये भी एजेंसी पर बाध्यकारी होंगे।

Any other provisions as advised by the Bank subsequently may be incorporated in the agreement. The same shall also be binding on the Agency.

xxii. सुरक्षा में सुधार के लिए बैंक द्वारा दिया गया कोई अन्य संबंधित कार्य।

Any other related task given by the Bank to improve Security.

xxiii. **प्रति दिन की शिफ्टें/ SHIFTS PER DAY: -**

तैनाती का स्थान Place of Posting	पोस्टिंग आवश्यकताएँ Posting Requirements	कुल सुरक्षा गार्ड और सुरक्षा पर्यवेक्षक Total Security Guards and Security Supervisors
चार इमली स्टाफ क्वार्टर Char Imli Staff Quarters	प्रत्येक शिफ्ट में 9 सुरक्षा गार्ड, प्रति दिन कुल 3 शिफ्ट। प्रत्येक शिफ्ट में एक सुरक्षा पर्यवेक्षक कुल 3 शिफ्ट प्रति दिन 9 Security Guards in each shift, total 3 Shifts per day one Security Supervisor in each shift total 3 shifts per day	9+9+9= 27 सुरक्षा गार्ड तथा Security Guards and 1+1+1= 3 सुरक्षा पर्यवेक्षक Security Supervisors
टीला जमालपुरा स्टाफ क्वार्टर Tila Jamalpura Staff Quarters	2 सुरक्षा गार्ड प्रत्येक सुबह, दोपहर की शिफ्ट में और 3 सुरक्षा गार्ड रात्रि की शिफ्ट में 2 Security Guards each in Morning, Afternoon Shift and 3 Security Guards in Night Shift	2+2+3=7 सुरक्षा गार्ड Security Guards

* संपत्ति के निपटान के बाद टीला जमालपुरा कॉलोनी में तैनात सुरक्षा गार्डों की सेवाओं की आवश्यकता नहीं रहेगी।

Services of Security Guards deployed at Tila Jamalpura Colony may not be required after disposal of the property.

- xxiv. पर्यवेक्षक शिफ्ट रोस्टर तैयार करेंगे और सभी स्थानों की निगरानी करेंगे। उन्हें चार इमली स्टाफ क्वार्टर्स में तैनात किया जाएगा।
Supervisors will prepare the shift rosters as advised by the Bank and supervise all locations. They will be stationed at CISQ.
- xxv. प्रति दिन कुल 34 सुरक्षा गार्ड और 03 सुपरवाइजर
Total 34 Security Guards and 03 Supervisors on all days.
- xxvi. ड्यूटी का समय इस प्रकार रहेगा:
The duty timings will be as under:

सुबह की शिफ्ट Morning Shift	06:00 hours to 14:00 hours
दोपहर की शिफ्ट Afternoon Shift	14:00 hours to 22:00 hours
रात की शिफ्ट Night shift	22:00 hours to 06:00 hours

Shift timing can be changed as per requirement of the Bank.

दंड/ Penalties

- लंबे समय तक ड्यूटी के घंटे (8 घंटे से अधिक) की अनुमति नहीं दी जाएगी। दोहरे ड्यूटी के लिए शुल्क, यदि कोई हो, बैंक द्वारा कोई भुगतान नहीं किया जाएगा। ऐसे मामलों में पीएसए के बिल से **1000/-** रुपये (या बैंक द्वारा निर्धारित कोई भी राशि) का जुर्माना प्रति घटना की कटौती की जाएगी।
Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by the Bank for double duty, if any. A fine of Rs. 1000/- (or any amount decided by the Bank) per instance will be deducted in such cases from the PSA's bill.
- निजी सुरक्षा एजेंसी के प्रतिनिधि को साप्ताहिक आधार पर दिन और रात में कम से कम एक बार औचक निरीक्षण करना चाहिए और सुरक्षा अधिकारी को अपनी रिपोर्ट देनी चाहिए। इस आशय का एक अलग रजिस्टर परिसर में रखा जाना चाहिए और बैंक के अधिकृत प्रतिनिधियों द्वारा निरीक्षण के लिए प्रस्तुत किया जाना चाहिए। उपर्युक्त के अनुसार न्यूनतम निर्धारित जांच करने में विफल रहने पर, रुपये **1000/-** (या बैंक द्वारा निर्धारित कोई भी राशि) प्रति मिस्ट्रिज का जुर्माना लगेगा। सीसीटीवी के माध्यम से उपरोक्त की बारीकी से निगरानी की जाएगी और झूठे दावों से अनुबंध को तत्काल समाप्त कर दिया जाएगा।

The Private Security Agency field representative should carry out at least one surprise visits during day as well as night on their own on a weekly basis and submit their reports to the Security Officer. A separate register to this effect should be kept at the premises and produced for inspection by the authorized representatives of the Bank. Failure to carry out the minimum prescribed checks as above, will attract penalty of Rs. 1000/- (or any amount decided by the Bank) per missed visit. The above will be closely monitored through Closed Circuit Television (CCTV) and false claims will lead to immediate termination of contract.

- iii. यदि अनुबंध के तहत पीएसए द्वारा तैनात कर्मियों में से कोई भी अनुपस्थित है (हैं) तो पात्रता मानदंड को पूरा करने वाला एक विकल्प तुरंत प्रदान किया जाएगा। स्थानापन्न प्रदान किए बिना अनुपस्थिति के मामले में, आरबीआई पीएसए के बिल से प्रतिदिन प्रति व्यक्ति रुपये **1000/-** (या बैंक द्वारा निर्धारित कोई भी राशि)की कटौती करने का अधिकार सुरक्षित रखता है।

In case any of the personnel(s) deployed by the PSA under the contract is (are) absent, a substitute fulfilling the eligibility criteria shall be provided immediately. In case of absence without providing substitute(s), RBI reserves the right to impose penalty of Rs. 1000/-(or any amount decided by the Bank) per day per person will be deducted in such cases from the PSA's bill.

- iv. यदि यह देखा जाता है कि पीएसए द्वारा तैनात कर्मियों को काम के लिए रिपोर्ट करने में बार-बार देरी होती है (एक महीने में **3** या अधिक बार) या निर्धारित समय से पहले अपना काम पूरा किए बिना परिसर छोड़ देते हैं, तो पीएसए के बिल से प्रतिदिन प्रति व्यक्ति **1000/-** रुपये (या बैंक द्वारा निर्धारित कोई भी राशि)की कटौती की जाएगी।

In case it is observed that the personnel deployed by the PSA is/ are repeatedly late (for 3 or more instances in a month) in reporting for work or leave the premises without completing their work before scheduled timings, penalty of Rs. 1000/-(or any amount decided by the Bank) per day per person will be deducted in such cases from the PSA's bill.

- v. यदि पीएसए द्वारा नियुक्त कर्मियों के दुर्व्यवहार या काम की खराब गुणवत्ता के संबंध में कोई शिकायत प्राप्त होती है, तो ऐसी प्रत्येक घटना के लिए **₹2000/-** (या बैंक द्वारा निर्धारित कोई भी राशि)का जुर्माना लगाया जाएगा और इसे संबंधित के बिल से काट लिया जाएगा। इसके अलावा, पीएसए के लिए यह अनिवार्य होगा कि आरबीआई द्वारा अधिसूचित किए जाने के तुरंत बाद उक्त कर्मियों को साइट से हटा दिया जाए।

In case any complaint is received regarding misconduct/misbehaviour of the personnel engaged by the PSA or of poor quality of work, a penalty of ₹2000/- (or any amount decided by the Bank) for each such incident shall be levied and the same shall be deducted from bill of the PSA. Further it shall be obligatory upon

the PSA to remove the said personnel from the site immediately after being notified by RBI.

स्टाम्प शुल्क / STAMP DUTY

एजेंसी इस समझौते के मूल पर स्टाम्प शुल्क वहन करेगा, जिसे डुप्लिकेट में निष्पादित किया जाएगा, और आरबीआई मूल को रखेगा और एजेंसी डुप्लीकेट को रखेगा।

The Contractor shall bear the stamp duty on the original agreement, which shall be executed in duplicate, and RBI shall retain the original and the Contractor shall retain the duplicate.

अन्य देयताएं/क्षतिपूर्तियां/ OTHER LIABILITIES/INDEMNITIES.

1. एजेंसी अपने द्वारा नियोजित कामगारों को न्यूनतम मजदूरी का भुगतान सुनिश्चित करेगा और इस कार्य के लिए नियुक्त भारतीय रिज़र्व बैंक के प्राधिकृत अधिकारी की उपस्थिति में मजदूरी पर्ची पर उनके हस्ताक्षर या अंगूठे का निशान प्राप्त करेगा। कामगारों को प्रत्येक भुगतान के बाद रजिस्टर भारतीय रिज़र्व बैंक को प्रस्तुत किया जाएगा। इसके अतिरिक्त, वह/वे अपने कर्मचारियों को ठेका श्रम (विनियमन और उत्सादन) अधिनियम, 1970 के अनुसार आवश्यक सुविधाएं जैसे पीने का पानी, प्राथमिक चिकित्सा सुविधा आदि प्रदान करेंगे। एजेंसी को कार्य सौंपने से पहले लागू मूल्य के गैर न्यायिक स्टाम्प पेपर पर यह वचन देना होगा कि वह उस विशेष कार्य/काम को पूरा करने के लिए उसके द्वारा रखे जाने वाले सभी प्रकार के श्रमिकों को वास्तव में उस दर पर मजदूरी का भुगतान करने का वचन देता है जो न्यूनतम मजदूरी अधिनियम 1948 के तहत निर्धारित दर से कम नहीं है और भारतीय रिज़र्व बैंक को वेतन का भुगतान करने और आवश्यक सुविधाएं प्रदान करने में विफलता के लिए वैधानिक प्राधिकरणों द्वारा भारतीय रिज़र्व बैंक के खिलाफ शुरू की जा सकने वाली सभी कार्रवाइयों से क्षतिपूर्ति रखेगा। कर्मचारियों का वेतन केवल एनईएफटी के माध्यम से उनके बैंक खाते में वितरित किया जाएगा और एजेंसी को भुगतान के लिए बैंक में जमा किए जाने वाले बिल के साथ एनईएफटी भुगतान की एक प्रति प्रस्तुत की जाएगी। कंपनी/फर्म द्वारा अपने कर्मचारियों को कोई नकद भुगतान नहीं किया जाएगा।

The Contractor shall ensure payment of minimum wages to the workman employed by him/them and obtain their signature or thumb impression on the wage slip in the presence of the RBI's authorized officer assigned for this work. The register shall be submitted to RBI after every payment to the workmen. In addition, he/she/they will /shall provide essential amenities like drinking water, first aid facility etc. to his/her/its employees as per Contract Labour (Regulation and Abolition) Act, 1970. The Contractor has to give undertaking on Non judicial Stamp paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him/it for completion of that particular

job/work at the rate which is not less than the one prescribed under the Minimum Wages Act.1948 and also keep RBI indemnified against all the actions that may be initiated against RBI by the Statutory Authorities for his/her/its failure to pay such wages and provide the essential amenities.

Salary of the employees shall be disbursed only through NEFT to their bank account and a copy of the NEFT payment shall be produced with the bill to be submitted to the Bank for payment to the Vendor. No cash payment by the company/firm shall be made to its employees.

2. बोलीदाता आरबीआई और उसके अधिकारियों, कर्मचारियों, निदेशकों और प्रतिनिधियों को सभी दावों (तीसरे पक्ष के दावों सहित), कार्यों, हानियों, क्षति, लागत, व्यय, शुल्क सहित कानूनी खर्चों के खिलाफ क्षतिपूर्ति देने और रखने के लिए सहमत है, जो आरबीआई को बोली लगाने वाले की ओर से डिफॉल्ट के कारण भुगतना पड़ सकता है:

(अ) अनुबंध अवधि के दौरान सरकार या अन्य वैधानिक अधिकारियों द्वारा जारी लागू कानूनों, विनियमों, दिशानिर्देशों का उल्लंघन;

या

(ब) बोली लगाने वाले द्वारा दिए गए अभ्यावेदन और वारंटी का उल्लंघन;

या

(स) बोली लगाने वाले द्वारा लापरवाही भरा या कपटपूर्ण कार्य या चूक; या किसी तीसरे पक्ष को बोली लगाने वाले के कारण जिम्मेदार ठहराया जा सकता है।

(द) बोली लगाने वाले को अपने कर्मचारियों के किसी भी दावे के खिलाफ बैंक को क्षतिपूर्ति रखनी होगी और बोली लगाने वाले का यह कर्तव्य होगा कि वह अपने कर्मियों / कर्मचारियों को स्पष्ट रूप से सूचित करे कि उनके पास बैंक के खिलाफ कोई भी दावा नहीं होगा और वे अपनी किसी भी सेवा शर्तों के संबंध में या अन्यथा, प्रत्यक्ष और / या अप्रत्यक्ष रूप से, बैंक के साथ या उसके खिलाफ कोई औद्योगिक विवाद नहीं उठाएंगे।

(य) इसके अलावा, बोली लगाने वाला हर समय बैंक को उन सभी दावों के खिलाफ क्षतिपूर्ति देगा, जो इस समझौते के प्रयोजन के लिए अपने रोजगार में किसी भी व्यक्ति को लगी किसी दुर्घटना या चोट के परिणामस्वरूप देय मुआवजे के किसी भी कानून या नियमों के तहत कामगार मुआवजा अधिनियम या उसके नियमों के तहत किए जा सकते हैं। बोली लगाने वाला अपने कर्मचारियों के पारिश्रमिक और अन्य देय राशि के साथ-साथ उनके द्वारा की गई चूक/कमीशन के लिए भी पूरी तरह जिम्मेदार होगा।

The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the RBI may suffer or incur on account of the default on the part of bidder due to:

(a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period;

or

(b) Breach of the representations and warranties made by the bidder;

or

(c) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

(d) The bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.

(e) Further the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

3. एजेंसी ठेका श्रम (विनियमन और उत्सादन) अधिनियम 1970 या लागू होने वाले किसी भी अन्य कानून के तहत अपेक्षित लाइसेंस प्राप्त करेगा, जिसमें विफल होने पर वह अकेले कार्रवाई / कार्यवाही के लिए जिम्मेदार होगा। आरबीआई को एजेंसी के कृत्यों, गलती या चूक के लिए जिम्मेदार नहीं ठहराया जाएगा और एजेंसी द्वारा लगाए गए मजदूरों के लिए किसी भी तरह से उत्तरदायी नहीं होगा।

The Contractor shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other law as applicable, failing which he/she /it alone would be responsible for actions/proceedings ensuring there to. RBI shall not be held responsible for acts, commissions or omissions of the Contractor and shall in no way be made liable to the labourers engaged by the Contractor.

4. **अप्रकटीकरण खंड :** इस करार के संबंध में अपने संविदात्मक दायित्वों को पूरा करने के दौरान एजेंसी को मिलनेवाली कोई भी जानकारी, सामग्री तथा बैंक के बुनियादी ढांचा/सिस्टम/उपस्करों के संबंध में मिलने वाली जानकारी का प्रत्यक्ष या अप्रत्यक्ष रूप से प्रकटीकरण किसी अन्य पक्षकार को नहीं करेगा तथा हमेशा इसे अतिगोपनीय बनाए रखेगा। लागू कानून का अनुपालन करने या संविदा के अधीन अपने दायित्वों को पूरा करने के लिए आवश्यक होने की स्थिति को छोड़कर एजेंसी इस संविदा के ब्यौरों को निजी दायरे में और गोपनीय रखेगा। भारतीय रिज़र्व बैंक की पूर्व लिखित अनुमति के बिना एजेंसी किसी व्यापारिक या तकनीकी पेपर में या अन्यत्र कार्य के विवरण को न तो प्रकाशित

करेगा, न ही प्रकाशन की अनुमति देगा और न ही इस का प्रकटीकरण करेगा। किसी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप नियोक्ता को हुई हानि के लिए निविदाकार भारतीय रिज़र्व बैंक को क्षतिपूर्ति करेगा। उपर्युक्त शर्तों का पालन न करना एजेंसी द्वारा संविदा भंग माना जाएगा और भारतीय रिज़र्व बैंक हुई क्षति का दावा करने तथा कानूनी उपाय करने का हकदार होगा।

Non-Disclosure Clause: - The Contractor shall not disclose directly or indirectly any information, materials and details of RBI's infrastructure/ systems/ Standard Operating Procedures /equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging his/her/its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the work in any trade or technical paper or elsewhere without the previous written consent of RBI. The Contractor shall indemnify RBI for any loss suffered by the employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and RBI shall be entitled to claim damages and pursue legal remedies.

अपने कर्मचारियों के सम्बन्ध में यह सुनिश्चित करने के लिये एजेंसी सभी समुचित कार्रवाई करेगा कि करार के तहत सूचना के अप्रकटीकरण से सम्बन्धित सभी बाध्यताएं पूरी हों।

The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.

अप्रकटीकरण एवं गोपनीयता से सम्बन्धित एजेंसी की बाध्यता इस करार की समाप्ति या निरस्तीकरण, चाहे किसी भी कारण से हो, के बाद भी वैध रहेगी।

The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

5. एजेंसी मजदूरी संदाय अधिनियम, 1936, न्यूनतम मजदूरी अधिनियम, 1948, ठेका श्रम (विनियमन और उत्सादन) अधिनियम, 1970, कर्मचारी भविष्य निधि (और प्रकीर्ण उपबंध) अधिनियम, 1952, बोनस संदाय अधिनियम, 1965 या कोई अन्य श्रम कानून/नियम/विनियम/कानून जो लागू हो सकते हैं, के किसी भी प्रावधान के उल्लंघन के लिए सभी हानि और दावों, नुकसान या मुआवजे के लिए भारतीय रिज़र्व बैंक को क्षतिपूर्ति करेगा और क्षतिपूर्ति रखेगा। इस संबंध में देनदारियों, यदि कोई हो, के लिए केवल एजेंसी ही जिम्मेदार होगा।

The Contractor shall indemnify and keep indemnified RBI against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other labour laws/rules/regulations/statute that may be applicable. The Contractor only shall be responsible for liabilities, if any, in this regard.

6. एजेंसी "कार्यस्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों का पालन करेगा। यदि परिसर के भीतर उसके कर्मचारी के खिलाफ यौन उत्पीड़न की कोई भी शिकायत का मामला भारतीय रिज़र्व बैंक के ध्यान में लाया जाता है, तो भारतीय रिज़र्व बैंक आपराधिक कार्यवाही और करार / समझौते की समाप्ति सहित उचित कार्रवाई करेगा।

The Contractor shall comply with the provisions of "**The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**". In case of any complaint of sexual harassment against /he/she/its employee within the premises are brought to notice of RBI, RBI will undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.

7. एजेंसी के किसी भी पीड़ित कर्मचारी द्वारा भारतीय रिज़र्व बैंक के किसी कर्मचारी के खिलाफ यौन उत्पीड़न की किसी भी शिकायत पर भारतीय रिज़र्व बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा।

Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of RBI shall be taken cognizance of by the Regional Complaints Committee constituted by RBI.

8. यदि किसी ऐसे मामले में जहां एजेंसी के कर्मचारी शामिल होते हैं, किसी भी मौद्रिक मुआवजे के लिए एजेंसी जिम्मेदार होगा, उदाहरण के लिए यदि एजेंसी के कर्मचारी द्वारा यौन शोषण सिद्ध होता है, तो भारतीय रिज़र्व बैंक के कर्मचारी को कोई मौद्रिक राहत प्रदान करना। एजेंसी कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारियों को शिक्षित करने के लिए जिम्मेदार होगा।

The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to RBI's employee, if sexual violence by the employee of the Contractor is proved. The Contractor shall be responsible for educating his/her/its employees about prevention of sexual Harassment at workplace and related issues.

9. आरबीआई एजेंसी द्वारा तैनात किसी भी कुशल सुरक्षा गार्ड की मृत्यु या चोट या दुर्घटना के लिए किसी भी मुआवजे के भुगतान के लिए जिम्मेदार नहीं होगा, जो उनकी ड्यूटी और रोजगार के दौरान उत्पन्न

हो सकती है। यह बात पर सहमति है और समझ लिया गया है कि केवल एजेंसी ही ऐसे अर्ध-कुशल सुरक्षा गार्ड और उनके परिवारों को इस तरह के नुकसान या मुआवजे का भुगतान करने के लिए उत्तरदायी होगा।

That RBI shall not be responsible for payment of any compensation for death of or injury or accident to any of the Skilled Security Guards deployed by the contractor which may arise out of and in the course of their duties and employment. It is agreed and understood that the Contractor alone shall be liable to pay such damages or compensation to such Skilled Security Guards and their families.

- 10. आरबीआई में तैनात अपने कर्मचारियों की सुरक्षा के लिए एजेंसी द्वारा सभी सावधानियां बरती जाएंगी और किसी भी अप्रिय घटना के लिए, अर्थात् अपने कर्मचारियों को मुआवजा आदि के लिए पूरी तरह से एजेंसी जिम्मेदार होगा।**

That all precautions shall be taken by the contractor towards the safety of its employees deployed at RBI and it will be the sole responsibility of the contractor towards any untoward incident i.e. compensation etc., to its employees.

- 11. अप्रत्याशित घटना:** यदि अनुबंध की अवधि के दौरान किसी भी समय, कोई भी पक्ष अप्रत्याशित घटना के अधीन होता है, जिसे नागरिक अशांति, दंगे, हड़ताल, तूफान, दैवीय कृत्य आदि कहा जा सकता है, जो किसी भी पक्ष को अपने दायित्व का निर्वहन करने से रोक सकता है, तो प्रभावित पक्ष को ऐसी घटना के घटित होने के बारे में तुरंत दूसरे पक्ष को सूचित करना होगा। ऐसी घटना के कारण कोई भी पक्ष अपने दायित्वों के ऐसे प्रदर्शन के संबंध में अनुबंध समाप्त करने का हकदार नहीं होगा। घटना समाप्त होने या अस्तित्व समाप्त होने के बाद अनुबंध के तहत दायित्वों को यथाशीघ्र फिर से शुरू किया जाएगा। यदि अनुबंध के तहत किसी भी दायित्व के निष्पादन को पारस्परिक रूप से सहमत अवधि, यदि कोई हो, या सात दिन, जो भी अधिक हो, से अधिक घटना के कारण रोका या विलंबित किया जाता है, तो कोई भी पक्ष अपने विकल्प पर अनुबंध समाप्त कर सकता है।

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

12. करार की समाप्ति /TERMINATION OF AGREEMENT: -

ऊपर निहित के प्रति पूर्वाग्रह के बिना, भारतीय रिज़र्व बैंक अपने एकमात्र और पूर्ण विवेक से, बिना कोई कारण बताए और बिना किसी मुआवजे के भुगतान के लिखित नोटिस के द्वारा इस समझौते को समाप्त करने का हकदार होगा, यदि

Without prejudice to what is contained herein above, RBI shall at its sole and absolute discretion, be entitled to terminate this agreement forth with by written notice without assigning any reason and without payment of any compensation, if

- i आरबीआई की राय में (जिसके विषय में एजेंसी द्वारा प्रश्न नहीं किया जाएगा और जो एजेंसी पर बाध्यकारी होगा) एजेंसी आरबीआई के संतुष्टि स्तर तक इस करार को लागू करने में विफल रहता है या इनकार करता है और/या

In the opinion of RBI (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuse to implement this agreement to RBI's satisfaction and/or

- ii एजेंसी इस करार के किसी भी नियम और शर्त का उल्लंघन करता है और/या
The Contractor commits a breach of any terms and conditions of this agreement and/or

- iii एजेंसी को दिवालिया घोषित किया गया है या उसने अपने लेनदारों के साथ समझौता किया है या यदि आपात या एक्सक्यूशन या अन्य प्रक्रिया लगाई जाती है या एजेंसी की संपत्ति या संपत्ति के किसी भी हिस्से के लिए रिसीवर को नियुक्त किया जाता है और/या

The Contractor is adjudged an insolvent or has entered into compromise with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Contractor and/or

- iv किसी भी कारण से, एजेंसी इस समझौते के तहत अपने दायित्वों को पूरा करने के लिए कानूनी रूप से अयोग्य हो जाता है और/या

For any reason whatsoever, the Contractor becomes disentitled in law to perform his/her/its obligations under this agreement and/or

- v इस तरह के बदलाव के लिए आरबीआई के लिखित पूर्व अनुमोदन के बिना एजेंसी या उसके व्यवसाय के स्वामित्व/साझेदारी या प्रबंधन में कोई भिन्नता होती है।

There is any variation in the ownership/partnership or management of the Contractor or his business without the prior approval in writing of RBI to such variation.

- vi किसी भी कारण से इस समझौते को समाप्त करने की स्थिति में, एजेंसी/या उसके द्वारा नियोजित व्यक्ति या उसके एजेंट मुआवजे, नुकसान या अन्यथा के रूप में भारतीय रिज़र्व बैंक से किसी भी राशि या रकम के लिए हकदार नहीं होंगे।
- vii In the event of termination of this agreement for any reason whatsoever, the Contractor/or persons employed by him/her/it or his agents shall not be entitled for any sum or sums whatsoever from RBI by way of compensation, damages or otherwise.

मध्यस्थता /ARBITRATION

13. यदि इस समझौते को बनाए जाने के संबंध में या इस समझौते में निहित या इससे उत्पन्न होने वाली किसी भी चीज के संबंध में या उक्त पार्टियों के अधिकारों, दायित्वों और कर्तव्यों के संबंध में पार्टियों के बीच किसी भी समय कोई विवाद, मतभेद या प्रश्न उठता है, इसे माध्यस्थता और सुलह अधिनियम, 1996 या उसके किसी भी वैधानिक संशोधन के प्रावधानों के तहत मध्यस्थता के लिए संदर्भित किया जाएगा और मध्यस्थ के निर्णय / मध्यस्थों के पैनल दोनों पक्षों के लिए अंतिम और बाध्यकारी होंगे। मध्यस्थता का स्थान भोपाल, मध्य प्रदेश, भारत होगा। इसके अलावा ऐसे विवाद, मतभेद या प्रश्न, यदि कोई हों, को भोपाल में उत्पन्न माना जाएगा और इसे निर्धारित करने का अधिकार केवल भोपाल की अदालतों को होगा।

If at any time any dispute, difference or question arise between the parties as to the construction of this agreement or concerning anything herein contained or arising out of this agreement or as to the rights, liabilities and duties of the parties, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/ panel of arbitrators shall be final and binding on both the parties. Further such disputes, differences or questions, if any shall be deemed to have arisen at Bhopal and only Courts in Bhopal shall have jurisdiction to determine the same.

जिसके साक्ष्य में पक्षकारों ने आज बारह माह के लिए भोपाल में अपना-अपना हस्ताक्षर किया है तथा उपरोक्त लिखित दिनांक को इस करार पर डुप्लीकेट प्रतियों में हस्ताक्षर किए जा रहे हैं।

In Witness whereof the parties have set their respective hands at Bhopal on today for twelve months and this Agreement in Duplicate is being signed on the day herein above written.

-----द्वारा हस्ताक्षरित एवं सुपुर्द

Signed and delivered by the within named

हस्ताक्षर Signature

नाम Name

पदनाम Designation -

मुहर Seal

भारतीय रिज़र्व बैंक, भोपाल के लिए

For Reserve Bank of India, Bhopal

हस्ताक्षर Signature

नाम Name

पदनाम Designation

मुहर Seal

इनकी उपस्थिति में हस्ताक्षर किये गए

साक्षी 1

साक्षी 2

In the presence of witnesses

Witness 1

Witness 2