



**STATE BANK OF INDIA**  
**LOCAL HEAD OFFICE**  
**CIRCLE SECURITY DEPARTMENT**  
**NO.16, COLLEGE LANE, NUNGAMBAKKAM**  
**CHENNAI - 600006**  
**PHONE NO.: 044-28308471/70**

**REQUEST FOR PROPOSAL (RFP) FOR EMPANELMENT OF SECURITY AGENCIES FOR PROVIDING VARIOUS SECURITY RELATED SERVICES (i.e. ARMED / UNARMED GUARDS / SUPERVISORS, CONTROL ROOM OPERATORS, ARMOURERS AND VISITOR MANAGEMENT PERSONNEL etc.) AT VARIOUS ESTABLISHMENTS OF THE BANK IN CHENNAI CIRCLE (TAMIL NADU & PUDUCHERY)**

State Bank of India, Local Head Office, Chennai, Circle Security Department invites applications from reputed and qualified Security Agencies for empanelment for providing the captioned services (Total requirement around 160 personnel) at its various offices / establishments in Tamil Nadu & Puduchery for a period of **THREE YEARS** from the date of empanelment. Only those Security Agencies who fulfill the eligibility criteria and other terms and conditions mentioned herein may apply in the prescribed format.

**2. TERMS AND CONDITIONS FOR EMPANELMENT**

2.1. The Security agency should fulfill the following **eligibility criteria**.

- a) Must have an office in Tamil Nadu / Puduchery (Copy of BSNL telephone bill / valid lease agreement etc., in respect of the office to be produced).
- b) Must have valid PSARA license in Tamil Nadu & Puduchery (supporting document to be produced).
- c) Must have experience of not less than seven years in providing security services to Public sector / Govt. organizations or Private institutions of repute (Copy of relevant work orders or other supporting documents to be produced showing the period).
- d) Must have an average annual turnover of minimum Rs.1.5 Crores, during the last three financial years. (Audited P & L accounts and Balance sheets for the last three years to be enclosed).

e) Must have executed similar works as below, as on 30/09/2019:-

- I) Single work order for Rs.3.9 Crores, in last seven years **OR**
- II) Two work orders of minimum Rs. 2.45 Crores each in the last seven years **OR**
- III) Three work orders of minimum Rs.1.95 Crores each in the last seven years

f) Must be currently engaging minimum 500 guards in Tamil Nadu / Puduchery. (Nominal roll of the guards and EPF/ESI statement as on 31/03/2019, to be given. Details to be given in Form No. 3, with supporting work order copies and also pay roll sheet for the month of March, 2019).

g) Must have made profit from the relevant business during the last three financial years (Copies of Profit & Loss statement for the last three years, to be enclosed).

h) Should have all valid licenses, approvals, certificates, registration from all statutory authorities regarding Contract Labour(Regulation and Abolition) Act / Labour / EPF / ESI Department / Income Tax / GST / any other relevant and mandatory requirement. (A declaration should be submitted by the bidder to this effect. Also to enclose self attested and stamped copies of relevant documents).

2.2. The Bank will scrutinize all valid responses received within the stipulated time, based on the eligibility and other prescribed qualifications. The Bank may empanel such number of agencies, as may be deemed fit. Based on the actual requirement of security service, the Bank or the concerned office or branch of the Bank will invite financial quotes from the empanelled agencies and select the service provider (Agency) to provide the required service.

2.3. No contractual obligation whatsoever shall arise from this process until a formal contract is signed and executed by the Bank/its designated office and the Agency.

2.4. The Bank reserves the right to engage different service providers at different offices / branches of the Bank.

2.5. The bidder should be carrying on the business of providing security personnel like Guards, Control Room operator, Visitor Management System personnel, Armourer etc. The selected service providers have to enter into an agreement with the Bank as per the format provided by the Bank. They should also submit the security deposit or performance guarantee for such amount as may be finalized by the Bank.

2.6 The selected service providers should also comply with the following:-

a) The service provider has to provide security guards and Head guards / Supervisors (Armed/Unarmed/Ex-Servicemen as per requirement), Control Room Operators, Armourers and Visitor Management System personnel, which the Bank may require from time to time, for safeguarding the Bank's property / premises at Local Head Office, Chennai and other identified offices / establishments in the Circle (Tamil Nadu & Puduchery). They should also render other security related services like liaison with

Police officials and other Government authorities / establishments or any other related duties entrusted by the Bank / authorities as and when required.

b) The Agency shall provide literate (minimum 10<sup>th</sup> standard pass) physically fit, Tamil speaking guards, between the age group of 25 and 55 years, medically and physically fit, smartly turned out, clean shaven in approved pattern of uniform comprising of hat FS, shirt with lanyard, shoulder flap, whistle, trousers, belt, name plate, shoes and socks etc. Baton has to be provided to all the guards on duty by the Agency. The Agency has to provide torch lights etc. to the security personnel so posted at the premises during night and also maintain the same in serviceable condition at all times. Umbrellas, Raincoats and Gum boots will also to be provided to the security guards by the Agency during monsoons. The Agency should also be in a position to provide lady guards, if so required by the Bank. Bank may opt to engage non-Ex-Servicemen guards for select locations. The guarding personnel should have undergone the mandatory training as stipulated under PSARA.

c) The Agency shall provide Control Room Operators (CRO) at Bank's identified premises. The CRO should be Ex-Servicemen JCO, below 52 years of age, properly uniformed, 12<sup>th</sup> class passed, medically fit (SHAPE-I/AYE in discharge book) and signal course qualified and / or fire fighting course qualified, from Defence training institutions. However, this eligibility criteria may be changed by the Bank based on approval issued by appropriate authority due to administrative exigencies.

d) The Agency shall provide lady Visitor Management System(VMS) personnel to man the reception desk and issue passes and other related jobs, at Bank's LHO, Chennai, on all working days, on 8 hour staggering shifts or any other time, as may be decided by the Bank. The VMS staff should be graduates and less than 30 years of age and have good command over English and Tamil. Persons having knowledge of Hindi and other languages will be preferred. They shall be well dressed, soft mannered and mentally very alert.

e) The Agency will provide Ex-Servicemen Armourer, 12<sup>th</sup> class passed, age upto 55 years and with medical category SHAPE-1/AYE at LHO, Chennai or any other Centre as may be decided by the Bank.

2.7. The security staff provided by the Agency shall fully protect the property from encroachment, unauthorized occupation, misuse, theft, pilferage, fire accidents, wilful damages or any kind of violation of Bank's right over its properties thereat. The security staff on duty will be surprise checked by the Agency on a daily basis and a report on this shall be submitted to the bank as and when it is required.

2.8. The Agency shall further agree that in the event of any untoward incident leading to loss / damages to the property and / or any personnel at the above premises due to the negligence / dereliction of duty of the security guards of the Agency, it will be incumbent on the Agency to be liable for the same and hence the Agency shall make good such damage / losses. However, enquiries / investigations in this regard will be conducted jointly by the Agency and the Bank and depending on the outcome,

appropriate action for compensation / recovery including lodging of Police complaint, if considered necessary, will be initiated by the Bank.

2.9. In the event of defaulting with regard to payments by the service providers, Bank will recover the amount due to be paid to any Govt. agencies/engaged staff of the service provider, from the monthly service bills submitted to the Bank or from the Security deposit submitted.

2.10. The Bank will pay the rate / amount finalised, based on the quotes of the Agency on 8 hours working shifts basis for security arrangements round the clock wherever required, including on Bandh days etc. The Bank will empanel the vendors based on the eligibility criteria and terms and conditions. The Bank reserve the right to conduct e-bidding or any other valid procedures for selecting the successful bidders during the price bidding process. The Bank also reserves the right to reject any unreasonable or unrealistic quotes or to engage any Agency other than the empanelled agency, if so required in the interest of the Bank.

2.11. The Agency shall provide reliever guard(s) for leave / sickness / weekly offs of the security personnel. Agencies meeting the eligibility criteria will be eligible for empanelment and the rates as per the Central Govt. Minimum Wage Rules will be called for from them. The modalities of wage and its payment will be finalized during the financial bid process.

2.12. The payment as per the agreed rate after deduction of applicable taxes at source, as per the Government rules, shall be paid to the Agency on or before 7<sup>th</sup> of succeeding month or within 7 days after receipt of bill whichever is later, by **ACCOUNT CREDIT** after receipt of the bill from the Agency together with the Nominal Roll, Attendance Sheet/Registers, maintained at the above premises which will be duly verified and certified by the authorised officials. A receipt has to be given by the Agency for the payment received by them. However, applicable GST as per the Government rules will be paid by the Bank, provided the Agency mention valid GSTN of both the service provider and recipient in the invoice submitted to the Bank. Bank will make payment of bills presented by the Agency to their account with SBI only. The persons employed by the Agency should also open accounts with SBI and the Agency will make direct credits of the salary payable after making Statutory stipulated deductions (i.e., EPF/ESI etc.,) to such individual accounts and Bank reserves the right to view / scrutinize and rely upon such accounts apart from demanding monthly account statements from the Agency.

2.13. The security guards provided by the Agency will be exclusive employees of the Agency and there will be no relationship of employer-employee between the Bank and the security guards so engaged. The engaged personnel will never have any claim for employment in SBI.

2.14. The Agency shall undertake to comply with all labour enactments that may be applicable in respect of the security personnel provided by them and also confirm that the Bank shall not be responsible on any account for the same. Should the Bank be

made to make any payment towards the same, the Agency will undertake to make good the said amount and also indemnify the Bank for such other losses or damages. The Agency should also have valid registration as per the Contract Labour (Regulation and Abolition) Act, 1970 and any other Act/Law in future.

2.15. The Agency shall undertake and agree that it will not sub-let the contract awarded to it by the Bank. If at any stage, it is found that the Agency has sub-let the work, the contract shall stand automatically terminated and the Bank can take action in such case against the Agency as deemed fit including confiscation of the security deposit of the Agency.

2.16. The Agency shall also undertake and agree for timely renewal of all the licenses from the authorities concerned that may be required to be renewed as per the statutory provisions to run the business and the copy of the same to be provided to the Bank.

2.17. The Agency shall indemnify the Bank from all litigations / compensations and other related requirements in the unfortunate events of any injury or death of any personnel engaged by the agency for the Bank.

2.18. The personnel provided by the agency will perform shift duty of duration not less than 8 hours wherever needed and will come directly under the Agency for their day-to-day duties and other administrative purpose and will function under the Agency as per the directions / needs of the Bank. Supervision / surprise checks of the security guards on duty will also be carried out by the Bank's Security Officers / authorised officials and lapses, if any, noticed will be brought to the knowledge of the Agency for immediate corrective action as advised by the Bank and the decision of the Bank in this regard shall be final and conclusive and shall be complied with by the Agency to ensure that there are no lapses in fulfilling the needs of the Bank.

2.19. The Agency should maintain log book for movements of men and materials and inform the Security Officer / authorised official of the Bank of any unusual happenings in and around the premises at once and have complete vigil over the property round the clock.

2.20. The personnel engaged by the Agency shall pay proper respect to the officers and staff of the Bank. However, they will not perform any duty other than the assigned security duty. In case of any indiscipline, misconducts or misbehavior on the part of the security guards, the Agency shall change such guards without any demur, at the request of the Bank and such guards shall not be again deputed to the Bank's premises by the Agency. The Agency shall further undertake and agree to rotate the security guards provided by them periodically, as per Bank's instructions.

2.21. The guards on duty should not be under influence of liquor / drugs or any other intoxicating items and should not be found smoking. The guards deployed should not accept food, drinks including beverages, cigarettes, cash etc, from strangers / residents.

2.22. It will be the sole responsibility of the Agency to ensure the eligibility/ qualifications of the personnel engaged by them and also to verify their antecedents. The Agency shall furnish to the Bank, proper introduction letter, Bio-data with photo, copy of ID document / KYC (preferably Aadhaar) and Police verification certificate in respect of their staff. The relevant documents will be submitted to the Bank before actually engaging / changing staff at all locations.

2.23. The Agency will be capable and willing to provide manpower at any of the Bank's offices / establishments in Tamil Nadu & Puduchery. The Agency shall agree to provide additional security staff in the event of the Bank requiring such additional security services for any of its properties in the Circle for any specific occasion at short notice on the same approved rates.

2.24. The Agency or any of its partners/directors etc. should not have been black listed/debarred by any of the Govt. agencies or department or should not have been found guilty of commission or acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including by EPF/ESI authorities or in violation of the Private Security Agencies (Regulation) Act, 2005. Further no contract of such agency should have been terminated in the past on account of violation of laws or deficiency of services or breach of contract.

#### **2.25. Pre-empnelment Meeting and Clarifications :**

Clarifications, if any, on the tender may be referred to the Assistant General Manager (Circle Security) at this Office by post or e-mail [cs0.che@sbi.co.in](mailto:cs0.che@sbi.co.in). **A pre-empnelment meeting will be held at Bank's Local Head Office, Chennai at 3.00 p.m on 11/10/2019. Interested service providers are requested to attend the meeting.** Bank shall reserve the right to amend/make any corrigendum in the tender document, if any, and the same may be uploaded in the Bank's website.

#### **2.26. Earnest Money Deposit :**

Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees Ten thousand only) in the form of Demand Draft issued by a Scheduled commercial bank favouring State Bank of India, payable at Chennai, must be submitted along with the proposal. EMD in any other form is not accepted. The applications received without EMD will be summarily rejected.

The EMD of all successful bidders/empanelled agencies will be retained by Bank during the tenure of empanelment as an interest free security deposit. The Bank reserves the right to forfeit the EMD, if an empanelled agency refuses to take part in the commercial bid process without having sufficient reasons acceptable to the bank or an Agency selected after the commercial bid process refuse to enter into or execute the contract with the Bank or fails/refuse to provide the Security deposit or Performance Guarantee required by the Bank within the time frame specified by the Bank.

The EMD will be refunded without interest to unsuccessful bidders/agencies as per extant rules after the completion of the bid process. The firms registered under MSME for supplying Security services are exempted from submitting the EMD.

2.27. The Bank reserves the right to reject any application and cancel this empanelment process at its discretion without assigning any reason.

2.28. The performance of the empanelled/engaged vendors will be reviewed by the Bank every year or at such other periods as deemed necessary to assess their suitability to continue in the empanelled list. Bank also reserves the right to add additional vendors in the empanelled list based on their applications made in response to our advertisement, after following the due process at periodic intervals.

2.29. The applications as per the annexed formats duly filled in and signed by the authorised signatory of the bidder along with self-attested, serially numbered, copies of relevant certificates / testimonials, are required to be submitted in a sealed envelope super scribed with “ **DOCUMENTS FOR EMPANELMENT OF SECURITY AGENCIES FOR PROVIDING OUTSOURCED SECURITY GUARDING AND OTHER SECURITY RELATED SERVICES IN CHENNAI CIRCLE OF SBI**” to the Assistant General Manager (Circle Security) at the address given below not later than **2.00 p.m. on 31/10/2019**. Incomplete application forms and applications received by hand or by post after the above specified date & time will be rejected.

**3. Schedule of events in respect of the bid process are as under:**

1	Date of commencement of bidding process (Posting of Tender Document on website / Publication of Tender)	On 01.10.2019 at 10.00 AM
2	Pre-empanelment meeting	On 11.10.2019 at 3.00 PM
3	Last date and time for submission of application	On 31.10.2019 at 2.00 PM
4	Date and time of opening of applications	On 31.10.2019 at 3.00 PM
5	Venue of opening applications	Circle Security Department, SBI, LHO, Chennai.
6	Address for communication (Bank)	Asst. General Manager (Circle Security) State Bank of India, Local Head Office, No.16, College Lane, Chennai-600 006 Tel: 044-2830 8471 / 70 E-mail: cso.che@sbi.co.in
7	Commercial Bid process	To be held separately among the successful empanelled bidders as per the requirement of the Bank as and when required.

**4. Opening of Bids:** The bidders or their authorised representatives may be present during opening of Bid. However, bids would be opened even in the absence of any or all such bidders or their representatives, at the time / on the date indicated above.

**5. Evaluation:** The applications will be examined by the Bank to determine whether they are complete and all details / documents have been furnished / submitted. Applications determined as not substantially responsive will be summarily rejected. The Bank may at its discretion waive any minor non-conformity or irregularity which does not constitute a material deviation or all for the immediate rectification of such minor discrepancy and the decision of the Bank whether any deviation is material or not shall be final & binding on all. The applications will be subject to detailed scrutiny based on the claims in the bid submissions and supporting documents vis-a-vis the requirement as per the RFP. The Bank also reserves the right to make any personal inspection of the office of the bidder or client location and also directly collect feedback from other customers of the bidder and make such other evaluation and inspection for the purpose of Evaluation of the applicants.

**6. Site Visit:** Applicants seeking empanelment for the purpose can visit Bank's Administrative offices, should they feel the need to be familiar with the nature of works entrusted to the private security personnel, with prior appointment on working days.

7. The terms and conditions of commercial bidding and the process of the same will be communicated to the successful empanelled vendors as and when required by the Bank.

01.10.2019

**Asst. General Manager (Circle Security)  
State Bank of India,  
Local Head office,  
No.16, College Lane,  
Nungambakkam,  
Chennai - 600 006**



**DOCUMENTS TO BE ENCLOSED IN THE FOLLOWING ORDER**  
**(SELF ATTESTED XEROX COPIES ONLY)**

1. Form No.1, 2 & 3 duly filled in and signed with supporting documents.
2. DD for Rs.10,000/- towards EMD.
3. Constitutional documents of the applicant.
4. KYC documents of the applicant.
5. Registration certificate of the Security Agency.
6. Income Tax returns for 2016-17, 2017-18 & 2018-19.
7. Audited Balance sheets for 2016-17, 2017-18 & 2018-19.
8. PAN Card.
9. Valid PSARA certificate (Tamil Nadu & Puduchery).
10. GST number of Tamil Nadu & Puduchery and Registration letter.
11. Partner / Associate agreement.
12. Performance certificates.
13. Valid Licenses / Approvals / Certificates from labour authorities (ESIC/EPF etc.).
14. Documents in support of registration as per Contract Labour (Regulation & Abolition) Act, 1970.
15. Oldest work order to indicate minimum seven years of experience in the field of Security Services, as on 30/09/2019.
16. Pay roll for the month of March 2019 & ESI/EPF statements.
17. Copy of BSNL telephone bill / valid lease agreement / proof of office having an registered office in Tamil Nadu / Puduchery.

**FORM NO: 1**

**Date:**

**M/s.** \_\_\_\_\_

Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Fax No : \_\_\_\_\_

E-mail ID : \_\_\_\_\_

**Tel. No. (O) :** \_\_\_\_\_

**Mobile No :** \_\_\_\_\_

To,

The Asst. General Manager (Circle Security)  
State Bank of India  
Local Head Office  
No. 16, College Lane  
Nungambakkam  
Chennai-600 006

Dear Sir,

**APPLICATION FOR EMPANELMENT FOR PROVIDING SECURITY SERVICES IN CHENNAI CIRCLE (Tamil Nadu & Puducherry)**

With reference to your Request For Proposal dated 01.10.2019 for the captioned subject, we enclose for your kind consideration the bid documents duly signed and sealed by the authorised signatory of our Security Agency along with the supporting documents. We confirm that the details filled up are true and correct. We undertake to produce the original of all the papers / documents attached herewith.

2. If we are empanelled by the Bank, we undertake that we shall participate in the commercial bidding process to be conducted separately by the Bank.

3. We understand and undertake that mere submission of application does not guarantee us empanelment and the Bank's decision in this regard shall be final and binding on us.

Yours faithfully,

**Authorized Signatory with seal**

**Encl:**

**FORM NO: 2**

**STATE BANK OF INDIA**  
**LOCAL HEAD OFFICE, CHENNAI – 600 006**  
**APPLICATION FOR EMPANELMENT OF SECURITY**  
**SERVICES IN CHENNAI CIRCLE**

<b>SL. No.</b>	<b>Item</b>	<b>Details</b>
1.	Name of bidder	
2	Constitution of the bidder	
3	Address and contact details of Registered office.	
4	Address and contact details of Head office	
5	Address and contact details of offices in Tamil Nadu / Puduchery (BSNL Telephone bill copy/registered lease agreement to be enclosed)	

6	Year of establishment: (Registration certificate copy to be enclosed)	
7	Whether service provider is in the line of business of providing guarding services for more than 07 years as on 30/09/2019 (At least one work order copy which is 07 years old to be enclosed)	
8	<p>a) Value of current monthly billing in guarding services in Tamil Nadu / Puduchery</p> <p>b) No. of guards engaged currently in Tamil Nadu / Puduchery</p> <p>(Details with performance certificates/work orders Copies, pay roll and nominal roll for the month March 2019 to be enclosed with Form No- 3)</p>	
9	Details of empanelment with different organizations (Letter of empanelment to be enclosed)	
10	Average Annual Turnover during last three years (Copies of audited balance sheets for last three years to be enclosed)	

11	Average Annual profit during last three years (P&L as well as Balance Sheet for 2016-17, 2017-18 & 2018-19)	
12	Whether all Valid Licenses / Approvals / Certificates from appropriate authorities held (Enclose attested copies)	
13	Whether registration as per Contract Labour (Regulation & Abolition) Act, 1970 is available? (Enclose supporting documents)	
14	Whether Training Infrastructure available with the Private Security Agency? If yes give details.	
15	Details of Banker's name and address with telephone No.	
16	Details of partners / Directors / Promoters	
17	Whether the agency has been black listed / debarred by any Government department in the past	
18	If yes, details to be furnished	

19	Whether any contract has been terminated in the past on account of violation of laws or deficiency of services /breach of contract, by any clients	
20	If yes, details	

**We certify that the particulars given above are true and correct.**

**Place: AUTHORISED SIGNATORY WITH SEAL**

**Date:**

**STATE BANK OF INDIA  
LOCAL HEAD OFFICE, CHENNAI-600 006**

**BID FOR EMPANELMENT OF  
SECURITY AGENCIES FOR PROVIDING SECURITY SERVICES IN  
CHENNAI CIRCLE**

**DETAILS OF SECURITY GUARDING CONTRACTS PROVIDED BY THE  
APPLICANT CURRENTLY IN TAMIL NADU / PUDUCHERY**

Sl. No.	Name & address of the client in Tamil Nadu /Puduchery	Number of Security guards provided	Number of Ex-Servicemen Security guards provided	Value of contract per month	Date & period of Contract	Responsible person & designation at the client's office for whom the work was executed (with phone/mobile No.)

Attach copies of the above contracts EPF/ESI statement of all such Guards engaged, Work order to show monthly billing amount & number of guards engaged).

**Date:**

**Authorized Signatory with seal**