

TENDER FOR DEPLOYMENT OF CARETAKERS FOR ATM'S UNDER
STATE BANK OF INDIA, RBO - 4, CHANDIGARH, (CLUSTER – A)

TENDER SUBMITTED BY:

NAME OF PRIVATE SECURITY AGENCY(PSA)

: _____

ADDRESS

: _____

MAIL ADDRESS : _____

NAME &PHONE NO.

OF CONTACT PERSON: _____

State Bank of India, Regional office, Chandigarh invites Sealed tenders are invited from the Private Security Agencies (PSAs) empanelled at State Bank of India, Local Head Office, Chandigarh for providing various services/manpower on contract basis for security related services/Care taker related services at our ATMs, Offices and Branches.

1	Name of work	Deployment of ATM Care Takers under RBO - 4, CHANDIGARH, (CLUSTER – A)
2	Time Period	12 months from the date of commencement.
3	Earnest Money Deposit	20,000/- (Twenty Thousand Only) by crossed Bank draft/ Banker's Cheque drawn in favour of State Bank of India payable at Chandigarh.
4.	Security Deposit	10% of the accepted value/ Annual contract value of the contract including earnest money.
5.	Last date & time for submission of Technical Bid along with requisite documents.	05.02.2025 at 4.00 PM
6.	Address at which the tenders are to be submitted	Online (www.tenderwizard.com/SBIETENDER) and digitally signed hard copy of Technical are to be submitted along with EMD at the Office of Regional office, State Bank of India, SCO No 99-107, Sector 8-C, Chandigarh -160009
7.	Date and time of opening of Bids	Online 06.02.2025 at 11 am / As Notified
8.	Place of opening tenders	Online
9.	Defects Liability Period	Nil
10..	Validity of offer	90 days from the date of opening of tenders.
11.	Liquidated Damages	As per tender document
12.	Agency for arranging online bidding	E-Tender related queries: Service provider: M/s Antares Systems Limited, Registered Office at: - #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore – 560079. Ph: - 080-49352000 / 40482000 Fax: - 080-49352034
13	Value of Interim certificate	Once in a month

In case the date of opening of tenders is declared as a holiday, the tender will be opened on the next working day at the same time. SBI have the right to accept/reject any/ all tenders without assigning any reasons.

For and behalf of State Bank of India

Annexure - 'A'
Application Form

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh - 160009

Dear Sir,

TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH

With reference to your tender/ RFP uploaded online, we hereby submit our application along with all attachments as mentioned below, duly signed with seal by the authorized signatory of the firm as acknowledgment of accepting the laid down terms and conditions for providing caretakers services for ATMs under administrative control of RBO-4, Chandigarh. We acknowledge to understand and abide by the standard tender process as below: -

2. The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as annexure 'A', 'B', 'C' & 'D'. The L-1 rates will be decided on the basis of e-tender on the basis of overall total of rates of the services/ manpower, draft format of which is attached as **Annexure "D"**.

E-TENDER shall be conducted online as per the schedule given below:

SN	Particulars	Details
i	Last date & time for submission of Technical Bid along with requisite documents.	: On 05.02.2025 by 03.00 pm at The Regional Manager, State Bank of India, Regional Business office, SCO No 99-107, Sector 8-C Chandigarh -160009 Note: It is sole responsibility of the bidder to ensure submission of their Tender documents along with requisite documents by stipulated date and time at specified address failing which they will not be eligible to participate in E-TENDER.
2.	Date of availability of tender documents on Service Provider's website	Up to 05.02.2025 by 3:00 pm. Available at M/s Antares systems Limited., our Service Provider's portal (www.tenderwizard.com/SBIETENDER)
3.	Last date & time for online Technical Bid & Price Bid (To be uploaded online by bidders).	05.02.2025 at 3.00 Pm Available at M/s Antares systems limited., our Service Provider's portal (www.tenderwizard.com/SBIETENDER)

4.	Date and Time for opening of e-tender.	On 06.02.2025 at 11.00 am after opening of physical Technical Bid on 05.02.2025 at 3.30 Pm and its scrutiny. Online Price bid will only be opened of those bidders/ tenderers who qualify in Technical Bid.
5.	For any clarifications regarding E-TENDER procedure, System requirements etc.	M/s e-Procurement Technologies Limited, Ahmedabad, Contact Person: Mr. Kushal Bose Mobile no. 07686913157 (On working days-9 hours-18 hours) Mr. Pravesh Mani, Mob: 9044314492, Mail ID: praveshmani.t@antaressystems.com E-mail: kushal.b@antaressystems.com Mr. Sukanta Saha (Architect) - 9810854704, Mr. Diwakar Gupta (SBI Engineer) - 9891333064

3. The Technical Bid of the tender is required to be submitted in sealed envelopes super scribed as **"TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH"** Technical bid should be accompanied by following: -

- (a) An application addressed to Regional Manager as per Annexure 'A'.
- (b) Information form duly filled and signed by the authorized signatory alongwith copy of requisite documents (Self attested) as per Annexure 'B'
- (c) Terms and conditions as per standard draft agreement format, duly signed, with Vendor's stamp/ seal (on all pages) by the authorized signatory of the vendor as per Annexure 'C'.
- (d) Earnest Money Deposit amounting to Rs 20,000/- in the form of Demand Draft in favour of State bank of India, Chandigarh.
- (e) Draft format of Price Bid as per Annexure – 'D'. Bids shall be submitted online through above mentioned e-tender process.

4. The sealed tender (Technical Bid only) should reach the Bank by 1500 hours on 05.02.2025 at the following address:

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh -160009

5. A Pre-Bid Meeting with representatives of the Participating bidders shall be held at the above office on **01.02.2025** at 1100 hrs. The Technical Bid of the Tender shall be opened on **05.02.2025** at 1530 hrs by the committee constituted for the purpose, at Regional Office, Sector -5, Panchkula. The Vendor may depute an authorized representative to be present during Pre-Bid Meeting & opening of Technical Bid.

6. The vendor should have Valid Digital Signature & required infrastructure to participate in e-tendering process. The Tender shall be valid for a period of 90 days from the last date of submission.

7. After opening of Technical Bid, in case vendor is not found technically suitable or not complying with the terms & conditions of the tender, e-price bid of the said tenderer shall not be opened.

8. Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected outrightly. The vendor is advised to study the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signature & stamp will be rejected.

9. In case the day of opening is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non-participation of empaneled vendors in the tender process may attract disqualification/ depanelment from Bank's panel.

10. We understand and undertake that mere submission of application does not guarantee us tender and Banks decision in this regard will be final and binding on us.

Your faithfully,

--Sign & Stamp----
(Name of Authorised Signatory)

M/S _____

Annexure - 'B'

INFORMATION FORMTENDER FOR PROVIDING CARE TAKER FOR ATMs OF SBI, RBO-4, CHANDIGARH

S NO	SUBJECT	DETAILS
1	Name of the Agency with Corporate/ Head Office	
2	Corporate/ Head Office Communication details	(a) Landline Tele No(s)with STD codes: _____ (b) Mobile No(s): _____ (c) e-mail ID : _____
3	Address of Agency's Office dealing with Chandigarh for correspondence purpose.	(May use separate sheet)
4	Communication details of dealing Office	(a) Landline Tele No(s) with STD codes: _____ (b) Mobile No(s): _____ (d) E-mail ID : _____
6	Registration number under PSARA Act for UT Chandigarh with date of validity	(Self-attested copy of PSARA registration Certificate for UT Chandigarh to be enclosed) 1. Chandigarh – Yes/No Registration no – Validity up to -
7	Names of authorized signatory(ies) (Copy of relevant document like Board resolution/ Copy of power of attorney etc to be enclosed)	
8	Whether the PSA is having valid Digital Signature	Yes/ No (Kindly attach a copy of valid digital signature)
9	Various Registration Nos/	(a) PAN No : _____

	Certificates (Self-Attested copies to be enclosed)	(b) GSTIN : _____ (c) EPF Registration No : _____ (d) ESI Registration No : _____
10	Bank Details	Account No : _____ Name of Bank : _____ Branch Address : _____ IFS Code : _____
11	List of documents enclosed (self-certified copies)	1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ _____

Date
Place:

TERMS & CONDITIONS FOR PROVIDING VARIOUS SECURITY RELATED SERVICES AT
ATMs/BRANCHES UNDER RBO-4, CHANDIGARH (CLUSTER-1)

Terms & Conditions

1. The vendor shall be in Private Security Agencies (PSA) business for the last 05 years. This period of 05 years in business shall have been completed on or before the date of application. Proof for **previous three** years for services provided to Govt. or public-sector organizations or Banks or Institutions of repute etc must accompany the Technical bid.
2. The vendor shall have license in accordance to Section 4 and Section 7 of The Private Security Agencies (Regulation) Act, 2005 (PSARA) to operate in Chandigarh (UT) as applicable. Certified True Copy of Registration / License must accompany the Technical bid.
3. The vendor shall have a certificate of Registration with Registrar of Companies or Registrar of Firms or letter of Proprietorship. Copy of the relevant document must accompany the Technical Bid.
4. The vendor shall have registration for ESI. Certified true copy of certificate of registration must be enclosed with Technical bid.
5. The vendor shall be registered with the Govt. under Contract Labour Act (Regulation & Abolition) Act, 1970. Certified True Copy of Registration certificate must be enclosed with the Technical Bid.
6. The vendor shall also have registration with appropriate authority for service tax /GST. CTC of registration shall be enclosed with the Technical Bid.
7. The vendor shall have registration under Shops & Establishment Act. Certified true copy must accompany the Technical Bid.
8. The vendor shall have registration certificate from EPF Organization under EPF & Misc Provision Act, 1952. Certificate or inspection report indicating all clear from Employees Provident Fund Organization (EPFO) local office under whose jurisdiction the vendor operates for the previous year shall be attached with Technical Bid.
9. CTC of certificates of satisfactory service to the Public-Sector Banks/ Private Banks shall also be enclosed with the Technical Bid.
10. Earnest Money amounting to Rs 20,000.00 (Twenty Thousand only) in the form of demand draft in favour of SBI payable at Chandigarh shall accompany the Technical Bid. The EMD of all unsuccessful participants will be returned / refunded within 30 days of award of contract. However, EMD of successful vendor shall be kept as Security amount in shape of FDR. No interest shall be paid on the EMD. Technical bid not accompanied by the EMD, as specified above, would be summarily rejected.
11. The successful vendor will have to enter in to an agreement with the Bank as per the format on a non-judicial stamp paper as per applicable Stamp Act. The Bank reserves its right to forfeit the earnest money & cancel the tender if the successful vendor fails to sign the agreement within 10 days of receipt of intimation of award of tender & or fails to execute the order within 20 days of receipt of Work Order from RBO.
12. The Technical bid shall also be accompanied with an undertaking duly signed by the authorized signatory of vendor.
13. The caretakers deployed on ATMs must be turned over before or on completion of 180 days at a specific branch/ATM.
14. The vendor shall have to comply with all statutory compliances as required from time to time.
15. The Caretaker shall be trained and physically fit between age of 18 years to 50 years.
16. The vendor shall have robust/creditable infrastructure for periodical supervision of caretakers deployed on banks ATMs. The frequency of supervision shall be as follows: - (a) one each day and night in the CHANDIGARH (UT). (b) Thrice a week in other urban & semi-urban areas. (c) Once a week in remote and difficult areas. The vendor shall maintain a record of such supervisory visits. The Bank reserves its right to ask for the details/copies of such record as & when required.
17. The vendor should have documents providing proof of compliance of all State Govt. or Central Govt. Regulated Rules / Legislation as applicable. These documents shall include schedule & nominal rolls of wages disbursed to caretakers

over past two years in any Public-Sector Banks /Private Banks. Such nominal rolls shall be signed by the employees employed by the agency. The Bank reserves its right to ask for CTC of any or all these documents.

18. The vendor shall preferably have an office or a supervisor stationed at the station where bank's RBO is located to facilitate coordination between the Bank and the service provider.
19. The vendor shall have to provide contact details of its representative of appropriate level to the branches/ RBO for resolving the complaints etc, if any.
20. The applicant vendor may note that the work awarded shall be for a period of 12 months. This, however, may be extended for a period up to 12 more months from the date of expiry of initial 12 months on mutual acceptance on same terms & conditions and at the discretion of tendering authority subject to providing of satisfactory services.
21. The caretakers deployed at the ATMs shall maintain a due record of all accesses to the ATM machine & or its accessories like UPS/Air-conditioners etc by the representatives of bank's authorized vendors. The caretaker shall be responsible for security & safety of Bank ATM, cash loaded in it & all other accessories fitted inside & outside the ATM cabin. He shall not permit removal of any part of ATM or accessories without the permission of Bank's Branch Manager/ Channel Manager.
22. The Bank reserves its right to allot work to any other technically qualified service provider on L-1 rates in the eventuality of non-performance by the L-1 vendor.
23. The vendor shall indemnify the Bank for the loss, if any, caused by or occurred on account of acts/negligence of caretakers.
24. The vendor shall not claim any damages or compensation from bank to meet any statutory obligation or for any compensation or damages awarded by the court or by any other quasi-judicial authority in favour of the caretaker or his next of kin.
25. The vendor shall be bound to provide the uniform to the caretakers as per the list of items given at Annexure-TB4.
26. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) on the vendor for sleeping/absenting/missing of caretaker from his designated post/ATM. Similarly, Bank also reserve penalty of Rs.500 (per incident) for improperly dressing of caretaker / or not being in prescribed uniform.
27. The Bank reserves its right to levy a penalty of Rs 500 (per incident) for non-provision of the cleansing material / untidy ATM cabin.
28. The vendor shall be bound to deploy the caretaker as soon as possible on receipt of order but not later than 07 days. The Bank reserves its right to levy a penalty of Rs 500 per day per caretaker for delay in deployment beyond 7 days.
29. The Bank reserves its right to deduct the penalty amount from the monthly wages bill submitted by vendor or deduct from the security money or ask the vendor to deposit the penalty amount in the form of demand draft/cheque.
30. The payment of bills shall be made to the vendor by the concerned branch/RBO. Payment shall be released by the branch/RBO & credited to in account of vendor to be maintained with the bank. The payment shall be made within a period of 10 days of receipt of bills subject to the branch/bank satisfaction on correctness of bills as per attendance sheet & statutory compliance by the vendor. The payment to the caretakers will be made by the vendor in their accounts not by cash.
31. The vendor shall have to replace the caretaker who is felt to be undesirable by the BM or any other higher authority of bank.
32. The Bank has a right to terminate the agreement/contract with one month of notice without assigning any reason whatsoever.
33. The Bank reserves its right to terminate the agreement/contract without any prior notice in case of breach of any of the terms and conditions of agreement or frequent/repeated failures to meet the requirement of the bank.
34. In case of termination of contract/agreement The Bank shall not be responsible or accountable for the employment/service of the caretakers and the Bank shall also not be liable to account for any liability arising out of the discontinuance of employment of the caretakers.
35. The vendor shall have to maintain up-to-date records of all caretakers as per the Shops & Establishment Act & will have to discharge all obligations under various Labour Laws/Acts viz. EPF Act, ESI Act, Gratuity Act, Bonus Act, Workmen Compensation Act, Contract Labour (Regulation & Abolition) Act etc or under any other State/Union

Legislation in respect of vendor's employees (i.e. caretakers) and shall produce these records for verifications as & when demanded by Bank. The vendor shall also discharge all statutory obligations under the Payment of Bonus Act, 1965 including payment of statutory bonus to his employees (i.e. caretakers) at his own expense.

36. The vendor shall have to give an undertaking to the effect that he has not been blacklisted or de-panelled or delisted by any Banks or other organization / institution for poor service or otherwise during the period of last 5 years. Willful suppression of information in this regard shall be viewed as breach of violation of terms & condition of tender/agreement & shall make the vendor liable for forfeiture of his EMD or Security Money or both. The Bank, besides termination of tender/agreement without any prior notice, also reserves its right to proceed against the vendor for criminal breach of trust under the law.
37. All accompanying pages, certificates, documents with Technical Bid must be separately signed with date on each page by authorized signatory of vendor & stamped with seal of the Firm / Company as the case may be.
38. The vendor's whose technical bid is found to be incomplete and not in conformity with the terms & conditions of tender, financial bid of the firm will not be considered.
39. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice/invitation. The Bank shall be entitled to reject any or all offers without assigning any reason whatsoever, any time during the process.
40. The vendor will have to get the police verification of the caretaker done before deploying at the ATM and the copy of the Police verification to be submitted at RBO-4, CHANDIGARH.
41. Sub- contracting or delegating the caretaker services to any other agency is liable for termination of Agreement without any notice
42. In the event of any disputes and difference arising out or relating to this agreement including interpretation of its terms will be resolved through joint discussions of the Authorized Representatives of both the parties. However, if the disputes are not resolved, then the matter will be referred to for adjudication to the arbitration of a person appointed by the Bank in accordance with the Indian Law i.e Arbitration and Conciliation Act 1996. The decision of the Arbitration shall be final and binding on both the parties. The arbitration in the case of any dispute the courts of CHANDIGARH will have the jurisdiction.
43. Total no. of ATMs may increase or decrease depends upon the requirement of bank.
44. The vendor shall arrange and ensure that all the concerned caretakers are having accounts with SBI only for the purpose of salary and wages of such caretakers shall be directly credited to the accounts of caretakers and also shall furnish a list containing name of caretakers, their account numbers and amount of wages credited in their accounts in every subsequent month with monthly bill to RBO.
45. Caretaker should not enter inside the Back room [if available] of the ATM site at all, unless extremely necessary.
46. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) in case Supervisor / Supervisory staff of vendor either not visiting / or not truthful reporting of short comings of inspecting ATM sites to the RBO at time specified and rectification of the shortcomings within 3 days.
47. The vendor shall arrange to maintain registers with the caretakers and the supervisors shall record their stipulated visits in the registers. The Bank reserves its right to levy penalty of Rs. 1000/-- per instance for not maintaining registers and not recording stipulated visits.
48. The Bank reserves its right to levy a penalty of Rs. 500/- to Rs. 10000/- depending upon gravity of incident for any act done by the Caretaker causing reputation loss to the Bank or providing misleading information to the customer from the vendor.
49. The vendor shall submit copies of previous month challans of EPF Deposit, ESIC Deposit, Administrative charges, EDLI and Service Tax/ GST Deposit with every monthly bill with RBO.
50. The vendor shall provide ATM wise name of Caretakers deployed and supervisors who will monitor the services of caretakers along with their Mobile numbers to RBO-4, CHANDIGARH.

TERMINATION OF CONTRACT

- a. SBI may terminate the contract by giving a notice of 30 days without assigning any reason. SBI may reduce the strength of one or more locations by giving a Seven days' notice to the PSA.
- b. If services entrusted under this agreement become illegal at a later date by operation of any law, then the Bank will discontinue the contract forthwith and no compensation will be paid to the PSA (Party of Second Part) and the security guards etc so deployed by the PSA will not have any right or claim against the Bank and it will be the sole responsibility of the PSA.

Scope of Work

1. Provision of caretakers on banks ATMs and Arm Guard for Branches under the Control of SBI RBO – 4, CHANDIGARH as per the Banks requirement.
2. Services to be rendered by eligible persons as per the given QR & uniform as mentioned at Annexure TB-2 & TB-4 respectively.
3. Bank shall pay the agreed wages only (as per the approved rates but as per Central or State Wages Act & Rules) for the services of caretakers deployed on the ATMs and arm guard for Branches. Charges for administrative & supervisory staff hired by the agency shall not be paid by the bank.
4. Cleaning of ATM cabin shall be part of duties of caretakers. The front door glass and complete ATM machine should be cleaned with Collin liquid twice a daily. The caretaker shall ensure that no unwanted stickers, posters, etc. not related to ATM/Bank are there in and around the ATM lobby. Dustbin should be cleaned on daily basis and there should not be any ATM slips or waste material lying on the floor of ATM lobby. The vendor will have to provide the cleaning material at his own cost and no payment shall be made for the supply of such cleaning material.
5. The caretakers shall have to be in uniform, fully trained, disciplined and bear a good moral character.
6. The caretaker shall wear a proper identity card with his / her clear photograph and name written on it. The Identity card shall be provided to the caretaker by the renderers as its own cost.
7. The caretakers shall keep vigilance, keep the cabin of ATMs clean & welcome the card holders to the ATMs.
8. The vendor shall be responsible for the security & safety of ATM, cash loaded in the ATM & other accessories fitted inside & outside the ATM cabin.
9. The caretakers shall perform their duties in accordance to the schedule as given at Annexure TB-3
10. The caretaker shall be contactable over mobile phone. Phone numbers of all the caretakers will be provided by the vendor to the Bank within 15 days of the signing of the agreement. It shall be insured that old mobile number is not changed without prior intimation to the Bank / RBO.

A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as er the weather requirement. He must wear a proper photo identity card issue by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB- 2

QUALITATIVE REQUIREMENT (QR) OF CARETAKERS

The Caretaker to be deployed must fulfill the following requirements:

Physical Capability

- (i) Able to walk & patrol for 8 hours.
- (ii) Climb steep stairs or ladder.
- (iii) 6/6 vision (or corrected to 6/6 with glasses)
- (iv) Hear normal conversation.
- (v) Talk intelligently over a telephone or 2-way radio and be understood by other members of force.
- (vi) No amputations, deformities or disabilities.
- (vii) Present a neat & clean appearance.
- (viii) Lift & operate 4.5 kgs CO2 gas type fire extinguishers.
- (ix) Lift a person and carry in a rescue
- (x) Minimum height 5 ft 4 Inches.

Mental/Education Capability

- (i) Shall be minimum 18 years old and must not be older than 55 years of age.
- (ii) 8th / 10th pass or equivalent.
- (iii) Working knowledge of Hindi. Read elementary English sentences and exchange greetings with cardholders.
- (iv) No history or presence of any psychiatric disorder.
- (v) Emotionally stable.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB - 3

Duties of Caretakers

The Caretakers deployed on the ATMs of Bank shall be responsible for: -

1. Timely switching on/off of Lights / Air – Conditioners.
2. Daily cleaning of ATM cabin with Broom and Mopping of floor with set dusters ringed in water mixed with phenyl at the beginning of his duties.
3. Daily dusting of walls of cabin with dry cloth.
4. Keeping the frontage of cabin neat & clean and also for promptly emptying of Dust Bin.
5. Maintaining the record of his attendance in a register provided by the service provider.
6. Maintaining of record of all accesses to the ATM machine / accessories by the bank staff or representatives of Bank's authorized vendors.
7. Informing the Branch Manager / Channel Manager of any break down of ATM or any other un-usual incident.
8. He will not allow taking away any part of ATM or accessory without the permission of Branch Manager / Channel Manager.
9. He will be in possession of telephone number of local police authorities / Nearest Police Station / Police Chowki, Electricity fault control, BM & Channel Manager & Authorized outsourced agency responsible for loading of cash.
10. He will remain Present at the ATM throughout his Duty Hours.
11. He will not allow un-authorized access to the ATM cabin or ATM /accessories.
12. He will allow access of one card Holder per One Machine at a Time to the ATM Room. Ex- if 2 machines are installed than 2 persons allowed at a time.
13. He will be courteous & Helpful to the ATM Card Holders.
14. He will not have any access to the ATM Card or Password of any Card Holder. He will promptly deposit the ATM card with the BM, if left in the cabin by any Card Holder.
15. He will not permit any person / card Holder with covered face or with Helmet on entry inside the ATM Cabin.
16. He will not allow any un-authorized gadgets to be fixed /installed inside the ATM cabin by any person. He will also not allow pasting of any un-authorized poster etc inside or outside the ATM cabin by any person.
17. He will not install any Fan, Heater or any other equipment /gadget inside the ATM Room.
18. He will not remain inside ATM Room when customer is operating the ATM.

Date Sign & stamp of authorized representative of the firm/ vendor

Annexure TB - 4

REQUIREMENT OF UNIFORM/ DRESS FOR VARIOUS CATEGORIES OF MAN POWER

The PSA must provide suitable dress/ uniform to its manpower. No separate expenses shall be provided by the Bank. PSA must include all such expenses in Service Charges only.

ATM CARETAKER: A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issued by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

1. QUALITATIVE REQUIREMENTS

(a) REGISTRATION REQUIREMENTS

- i. The PSA should have valid PAN, GST, PF & ESI registration and shall satisfy the compliance with applicable statutory provisions as notified by Govt of India from time to time.
- ii. The PSA shall comply with all the labour laws, Rules, Regulations of concerned State and Central Government and shall have registration as per various such Acts & Rules as applicable.
- iii. The PSA must have valid license under applicable Private Security Agency Regulation Act (PSARA) for the State of Haryana and other law as applicable.
- iv. The PSA must have valid gun license.

(b) SERVICE SUPPORT OFFICE

The PSA shall have an established office in one or more locations in Union Territory of Chandigarh or tricity area to provide services. The PSA shall provide complete address, contact details like Tele No., Fax No., email ID and Mobile Nos.

(c) BLACKLISTED / UNDER ARBITRATION

The PSA should not be under arbitration/ litigation with our Bank and should not be black listed/ de-listed/ depanelled by any Government/ Semi Government/ Nationalised Public-Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutions (FIs)/ Corporate Offices

- (d) In case the PSA doesn't meet the qualitative requirement at any stage during the period of agreement, in such eventuality the services from PSA will stand terminated.

Sign & stamp of authorized representative of the firm/ vendor

CLUSTER 'A'

SL NO	ATM No	Link Branch Code	Location	No of Caretakers
1	S5NA000742621	742	PUNJAB UNIVERSITY	01
2	S5NA000742622			
3	S5NK000742623			
4	SINW061067131	742	PU ADMIN BLOCK SEC 14	01
5	SINW061067132			
6	SINC061067119	742	STUDENT CENTRE PU SEC 14	01
7	S5NA001443621	1443	SCO 64-65 SEC 30 -C	02
8	S5NK001443622			
9	T1NF061067298			
10	S1NW061067040	1443	OCF IND AREA PH1	02
11	SINJ061067232			
12	S1NW061067038	1443	BOOTH NO 36, 20/30 LIGHT POINT SEC 30-D	02
13	S1NW061067039			
14	S1NW061067037	1443	BOOTH NO 4 NEAR 29/30 LIGHT SEC 30-C	02
15	S1NW061067036			
16	S1NW061067034	1443	BOOTH NO 388 SEC 32 -D	02
17	S1NW061067035			
18	S5NA001508621	1508	SME BRANCH MWO MKT PH 1	02
19	S5NE003246621	3246	SBI MADHYA MARG BR. SEC-7C	02
20	S5NE003246622			
21	S1NW061067030	3246	SUKHNA LAKE	02
22	SINC061067007	3246	BOOTH NO 171 SEC 7-C	02
Total				21

TENDER FOR DEPLOYMENT OF CARETAKERS FOR ATM'S UNDER
STATE BANK OF INDIA, RBO - 4, CHANDIGARH, (CLUSTER - B)

TENDER SUBMITTED BY:

NAME OF PRIVATE SECURITY AGENCY(PSA)

:

ADDRESS

:

MAIL ADDRESS :

NAME &PHONE NO.

OF CONTACT PERSON:

State Bank of India, Regional office, Chandigarh invites Sealed tenders are invited from the Private Security Agencies (PSAs) empanelled at State Bank of India, Local Head Office, Chandigarh for providing various services/manpower on contract basis for security related services/Care taker related services at our ATMs, Offices and Branches.

1	Name of work	Deployment of ATM Care Takers under RBO - 4, CHANDIGARH, (CLUSTER – A)
2	Time Period	12 months from the date of commencement.
3	Earnest Money Deposit	20,000/- (Twenty Thousand Only) by crossed Bank draft/ Banker's Cheque drawn in favour of State Bank of India payable at Chandigarh.
4.	Security Deposit	10% of the accepted value/ Annual contract value of the contract including earnest money.
5.	Last date & time for submission of Technical Bid along with requisite documents.	05.02.2025 at 4.00 PM
6.	Address at which the tenders are to be submitted	Online https://www.tenderwizard.com/SBIETENDER and digitally signed hard copy of Technical are to be submitted along with EMD at the Office of Regional office, State Bank of India, SCO No 99-107, Sector 8-C, Chandigarh -160009
7.	Date and time of opening of Bids	Online 06.02.2025 at 11 am / As Notified
8.	Place of opening tenders	Online
9.	Defects Liability Period	Nil
10..	Validity of offer	90 days from the date of opening of tenders.
11.	Liquidated Damages	As per tender document
12.	Agency for arranging online bidding	<i>e-procurement agency M/s. Antares systems limited</i>
13	Value of Interim certificate	Once in a month

In case the date of opening of tenders is declared as a holiday, the tender will be opened on the next working day at the same time. SBI have the right to accept/reject any/ all tenders without assigning any reasons.

For and behalf of State Bank of India

Annexure - 'A'
Application Form

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh - 160009

Dear Sir,

TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH

With reference to your tender/ RFP uploaded online, we hereby submit our application along with all attachments as mentioned below, duly signed with seal by the authorized signatory of the firm as acknowledgment of accepting the laid down terms and conditions for providing caretakers services for ATMs under administrative control of RBO-4, Chandigarh. We acknowledge to understand and abide by the standard tender process as below: -

2. The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as annexure 'A', 'B', 'C' & 'D'. The L-1 rates will be decided on the basis of e-tender on the basis of overall total of rates of the services/ manpower, draft format of which is attached as Annexure "D".

E-TENDER shall be conducted online as per the schedule given below:

SN	Particulars	Details
i	Last date & time for submission of Technical Bid along with requisite documents.	: On 05.02.2025 by 03.00 pm at The Regional Manager, State Bank of India, Regional Business office, SCO No 99-107, Sector 8-C Chandigarh -160009 Note: It is sole responsibility of the bidder to ensure submission of their Tender documents along with requisite documents by stipulated date and time at specified address failing which they will not be eligible to participate in E-TENDER.
2.	Date of availability of tender documents on Service Provider's website	Up to 05.02.2025 by 3:00 pm. Available at M/s ANTARES SYSTEMS LIMITED., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER
3.	Last date & time for online Technical Bid & Price Bid (To be uploaded online by bidders).	05.02.2025 at 3.00 Pm Available at M/s ANTARES SYSTEMS LIMITED Ltd., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER

4.	Date and Time for opening of e-tender.	On 06.02.2025 at 11.00 am after opening of physical Technical Bid on 05.02.2025 at 3.30 Pm and its scrutiny. Online Price bid will only be opened of those bidders/ tenderers who qualify in Technical Bid.
5.	For any clarifications regarding E-TENDER procedure, System requirements etc.	M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore-560079, Karnataka. Help Desk: 7503347659 / 9044314492/ 9073677150/ 151 / 152 /9674758506/9674758723/26 Contact Persons:(On working days 9AM to 6PM) 1.Mr.Pravesh Mani No.:+919044314492 e-Mail: praveshmani.t@antaressystems.com 2.Mr.Abhay kr singh Mobile No.:+919708966660 e-Mail:abhaykumar@antaressystems.com

3. The Technical Bid of the tender is required to be submitted in sealed envelopes super scribed as **"TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH"** Technical bid should be accompanied by following: -

- (f) An application addressed to Regional Manager as per Annexure 'A'.
- (g) Information form duly filled and signed by the authorized signatory alongwith copy of requisite documents (Self attested) as per Annexure 'B'
- (h) Terms and conditions as per standard draft agreement format, duly signed, with Vendor's stamp/ seal (on all pages) by the authorized signatory of the vendor as per Annexure 'C'.
- (i) Earnest Money Deposit amounting to Rs 20,000/- in the form of Demand Draft in favour of State bank of India, Chandigarh.
- (j) Draft format of Price Bid as per Annexure – 'D'. Bids shall be submitted online through above mentioned e-tender process.

4. The sealed tender (Technical Bid only) should reach the Bank by 1500 hours on 05.02.2025 at the following address:

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh -160009

5. A Pre-Bid Meeting with representatives of the Participating bidders shall be held at the above office on 01.02.2025 at 1100 hrs. The Technical Bid of the Tender shall be opened on 05.02.2025 at 1530 hrs by the committee constituted for the purpose, at Regional Office, Sector -5, Panchkula. The Vendor may depute an authorized representative to be present during Pre-Bid Meeting & opening of Technical Bid.

6. The vendor should have Valid Digital Signature & required infrastructure to participate in e-tendering process. The Tender shall be valid for a period of 90 days from the last date of submission.

7. After opening of Technical Bid, in case vendor is not found technically suitable or not complying with the terms & conditions of the tender, e-price bid of the said tenderer shall not be opened.
8. Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected out rightly. The vendor is advised to study the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signature & stamp will be rejected.
9. In case the day of opening is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non-participation of empaneled vendors in the tender process may attract disqualification/ deplanement from Bank's panel.
10. We understand and undertake that mere submission of application does not guarantee us tender and Banks decision in this regard will be final and binding on us.

Your faithfully,

--Sign & Stamp-----
(Name of Authorised Signatory)

M/S _____

Annexure - 'B'

INFORMATION FORMTENDER FOR PROVIDING CARE TAKER FOR ATMs OF SBI, RBO-4, CHANDIGARH

S NO	SUBJECT	DETAILS
1	Name of the Agency with Corporate/ Head Office	
2	Corporate/ Head Office Communication details	(a) Landline Tele No(s)with STD codes: _____ (b) Mobile No(s). : _____ (c) e-mail ID : _____
3	Address of Agency's Office dealing with Chandigarh for correspondence purpose.	(May use separate sheet)
4	Communication details of dealing Office	(a) Landline Tele No(s) with STD codes: _____ (b) Mobile No(s): _____ (d) E-mail ID : _____
6	Registration number under PSARA Act for UT Chandigarh with date of validity	(Self-attested copy of PSARA registration Certificate for UT Chandigarh to be enclosed) 1. Chandigarh – Yes/No Registration no – Validity up to -
7	Names of authorized signatory(ies) (Copy of relevant document like Board resolution/ Copy of power of attorney etc to be enclosed)	
8	Whether the PSA is having valid Digital Signature	Yes/ No (Kindly attach a copy of valid digital signature)

9	Various Registration Nos/ Certificates (Self-Attested copies to be enclosed)	(a) PAN No : _____ (b) GSTIN : _____ (c) EPF Registration No : _____ (d) ESI Registration No : _____
10	Bank Details	Account No : _____ Name of Bank : _____ Branch Address : _____ IFS Code : _____
11	List of documents enclosed (self-certified copies)	1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ _____

Date
Place:

TERMS & CONDITIONS FOR PROVIDING VARIOUS SECURITY RELATED SERVICES AT
ATMs/BRANCHES UNDER RBO-4, CHANDIGARH (CLUSTER-1)

Terms & Conditions

1. The vendor shall be in Private Security Agencies (PSA) business for the last 05 years. This period of 05 years in business shall have been completed on or before the date of application. Proof for **previous three** years for services provided to Govt. or public-sector organizations or Banks or Institutions of repute etc must accompany the Technical bid.
2. The vendor shall have license in accordance to Section 4 and Section 7 of The Private Security Agencies (Regulation) Act, 2005 (PSARA) to operate in Chandigarh (UT) as applicable. Certified True Copy of Registration / License must accompany the Technical bid.
3. The vendor shall have a certificate of Registration with Registrar of Companies or Registrar of Firms or letter of Proprietorship. Copy of the relevant document must accompany the Technical Bid.
4. The vendor shall have registration for ESI. Certified true copy of certificate of registration must be enclosed with Technical bid.
5. The vendor shall be registered with the Govt. under Contract Labour Act (Regulation & Abolition) Act, 1970. Certified True Copy of Registration certificate must be enclosed with the Technical Bid.
6. The vendor shall also have registration with appropriate authority for service tax /GST. CTC of registration shall be enclosed with the Technical Bid.
7. The vendor shall have registration under Shops & Establishment Act. Certified true copy must accompany the Technical Bid.
8. The vendor shall have registration certificate from EPF Organization under EPF & Misc Provision Act, 1952. Certificate or inspection report indicating all clear from Employees Provident Fund Organization (EPFO) local office under whose jurisdiction the vendor operates for the previous year shall be attached with Technical Bid.
9. CTC of certificates of satisfactory service to the Public-Sector Banks/ Private Banks shall also be enclosed with the Technical Bid.
10. Earnest Money amounting to Rs 20,000.00 (Twenty Thousand only) in the form of demand draft in favour of SBI payable at Chandigarh shall accompany the Technical Bid. The EMD of all unsuccessful participants will be returned / refunded within 30 days of award of contract. However, EMD of successful vendor shall be kept as Security amount in shape of FDR. No interest shall be paid on the EMD. Technical bid not accompanied by the EMD, as specified above, would be summarily rejected.
11. The successful vendor will have to enter in to an agreement with the Bank as per the format on a non-judicial stamp paper as per applicable Stamp Act. The Bank reserves its right to forfeit the earnest money & cancel the tender if the successful vendor fails to sign the agreement within 10 days of receipt of intimation of award of tender & or fails to execute the order within 20 days of receipt of Work Order from RBO.
12. The Technical bid shall also be accompanied with an undertaking duly signed by the authorized signatory of vendor.
13. The caretakers deployed on ATMs must be turned over before or on completion of 180 days at a specific branch/ATM.
14. The vendor shall have to comply with all statutory compliances as required from time to time.
15. The Caretaker shall be trained and physically fit between age of 18 years to 50 years.
16. The vendor shall have robust/credible infrastructure for periodical supervision of caretakers deployed on banks ATMs. The frequency of supervision shall be as follows: - (a) one each day and night in the CHANDIGARH (UT). (b) Thrice a week in other urban & semi-urban areas. (c) Once a week in remote and difficult areas. The vendor shall maintain a record of such supervisory visits. The Bank reserves its right to ask for the details/copies of such record as & when required.
17. The vendor should have documents providing proof of compliance of all State Govt. or Central Govt. Regulated Rules / Legislation as applicable. These documents shall include schedule & nominal rolls of wages disbursed to caretakers

over past two years in any Public-Sector Banks /Private Banks. Such nominal rolls shall be signed by the employees employed by the agency. The Bank reserves its right to ask for CTC of any or all these documents.

18. The vendor shall preferably have an office or a supervisor stationed at the station where bank's RBO is located to facilitate coordination between the Bank and the service provider.
19. The vendor shall have to provide contact details of its representative of appropriate level to the branches/ RBO for resolving the complaints etc, if any.
20. The applicant vendor may note that the work awarded shall be for a period of 12 months. This, however, may be extended for a period up to 12 more months from the date of expiry of initial 12 months on mutual acceptance on same terms & conditions and at the discretion of tendering authority subject to providing of satisfactory services.
21. The caretakers deployed at the ATMs shall maintain a due record of all accesses to the ATM machine & or its accessories like UPS/Air-conditioners etc by the representatives of bank's authorized vendors. The caretaker shall be responsible for security & safety of Bank ATM, cash loaded in it & all other accessories fitted inside & outside the ATM cabin. He shall not permit removal of any part of ATM or accessories without the permission of Bank's Branch Manager/ Channel Manager.
22. The Bank reserves its right to allot work to any other technically qualified service provider on L-1 rates in the eventuality of non-performance by the L-1 vendor.
23. The vendor shall indemnify the Bank for the loss, if any, caused by or occurred on account of acts/negligence of caretakers.
24. The vendor shall not claim any damages or compensation from bank to meet any statutory obligation or for any compensation or damages awarded by the court or by any other quasi-judicial authority in favour of the caretaker or his next of kin.
25. The vendor shall be bound to provide the uniform to the caretakers as per the list of items given at Annexure-TB4.
26. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) on the vendor for sleeping/absenting/missing of caretaker from his designated post/ATM. Similarly, Bank also reserve penalty of Rs.500 (per incident) for improperly dressing of caretaker / or not being in prescribed uniform.
27. The Bank reserves its right to levy a penalty of Rs 500 (per incident) for non-provision of the cleansing material / untidy ATM cabin.
28. The vendor shall be bound to deploy the caretaker as soon as possible on receipt of order but not later than 07 days. The Bank reserves its right to levy a penalty of Rs 500 per day per caretaker for delay in deployment beyond 7 days.
29. The Bank reserves its right to deduct the penalty amount from the monthly wages bill submitted by vendor or deduct from the security money or ask the vendor to deposit the penalty amount in the form of demand draft/cheque.
30. The payment of bills shall be made to the vendor by the concerned branch/RBO. Payment shall be released by the branch/RBO & credited to in account of vendor to be maintained with the bank. The payment shall be made within a period of 10 days of receipt of bills subject to the branch/bank satisfaction on correctness of bills as per attendance sheet & statutory compliance by the vendor. The payment to the caretakers will be made by the vendor in their accounts not by cash.
31. The vendor shall have to replace the caretaker who is felt to be undesirable by the BM or any other higher authority of bank.
32. The Bank has a right to terminate the agreement/contract with one month of notice without assigning any reason whatsoever.
33. The Bank reserves its right to terminate the agreement/contract without any prior notice in case of breach of any of the terms and conditions of agreement or frequent/repeated failures to meet the requirement of the bank.
34. In case of termination of contract/agreement The Bank shall not be responsible or accountable for the employment/service of the caretakers and the Bank shall also not be liable to account for any liability arising out of the discontinuance of employment of the caretakers.
35. The vendor shall have to maintain up to-date records of all caretakers as per the Shops & Establishment Act & will have to discharge all obligations under various Labour Laws/Acts viz. EPF Act, ESI Act, Gratuity Act, Bonus Act, Workmen Compensation Act, Contract Labour (Regulation & Abolition) Act etc or under any other State/Union

Legislation in respect of vendor's employees (i.e. caretakers) and shall produce these records for verifications as & when demanded by Bank. The vendor shall also discharge all statutory obligations under the Payment of Bonus Act, 1965 including payment of statutory bonus to his employees (i.e. caretakers) at his own expense.

36. The vendor shall have to give an undertaking to the effect that he has not been blacklisted or de-panelled or delisted by any Banks or other organization / institution for poor service or otherwise during the period of last 5 years. Willful suppression of information in this regard shall be viewed as breach of violation of terms & condition of tender/agreement & shall make the vendor liable for forfeiture of his EMD or Security Money or both. The Bank, besides termination of tender/agreement without any prior notice, also reserves its right to proceed against the vendor for criminal breach of trust under the law.
37. All accompanying pages, certificates, documents with Technical Bid must be separately signed with date on each page by authorized signatory of vendor & stamped with seal of the Firm / Company as the case may be.
38. The vendor's whose technical bid is found to be incomplete and not in conformity with the terms & conditions of tender, financial bid of the firm will not be considered.
39. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice/invitation. The Bank shall be entitled to reject any or all offers without assigning any reason whatsoever, any time during the process.
40. The vendor will have to get the police verification of the caretaker done before deploying at the ATM and the copy of the Police verification to be submitted at RBO-4, CHANDIGARH.
41. Sub- contracting or delegating the caretaker services to any other agency is liable for termination of Agreement without any notice
42. In the event of any disputes and difference arising out or relating to this agreement including interpretation of its terms will be resolved through joint discussions of the Authorized Representatives of both the parties. However, if the disputes are not resolved, then the matter will be referred to for adjudication to the arbitration of a person appointed by the Bank in accordance with the Indian Law i.e Arbitration and Conciliation Act 1996. The decision of the Arbitration shall be final and binding on both the parties. The arbitration in the case of any dispute the courts of CHANDIGARH will have the jurisdiction.
43. Total no. of ATMs may increase or decrease depends upon the requirement of bank.
44. The vendor shall arrange and ensure that all the concerned caretakers are having accounts with SBI only for the purpose of salary and wages of such caretakers shall be directly credited to the accounts of caretakers and also shall furnish a list containing name of caretakers, their account numbers and amount of wages credited in their accounts in every subsequent month with monthly bill to RBO.
45. Caretaker should not enter inside the Back room [if available] of the ATM site at all, unless extremely necessary.
46. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) in case Supervisor / Supervisory staff of vendor either not visiting / or not truthful reporting of short comings of inspecting ATM sites to the RBO at time specified and rectification of the shortcomings within 3 days.
47. The vendor shall arrange to maintain registers with the caretakers and the supervisors shall record their stipulated visits in the registers. The Bank reserves its right to levy penalty of Rs. 1000/-- per instance for not maintaining registers and not recording stipulated visits.
48. The Bank reserves its right to levy a penalty of Rs. 500/- to Rs. 10000/- depending upon gravity of incident for any act done by the Caretaker causing reputation loss to the Bank or providing misleading information to the customer from the vendor.
49. The vendor shall submit copies of previous month challans of EPF Deposit, ESIC Deposit, Administrative charges, EDLI and Service Tax/ GST Deposit with every monthly bill with RBO.
50. The vendor shall provide ATM wise name of Caretakers deployed and supervisors who will monitor the services of caretakers along with their Mobile numbers to RBO-4, CHANDIGARH.

TERMINATION OF CONTRACT

c. SBI may terminate the contract by giving a notice of 30 days without assigning any reason. SBI may reduce the strength of one or more locations by giving a Seven days' notice to the PSA.

d. If services entrusted under this agreement become illegal at a later date by operation of any law, then the Bank will discontinue the contract forthwith and no compensation will be paid to the PSA (Party of Second Part) and the security guards etc so deployed by the PSA will not have any right or claim against the Bank and it will be the sole responsibility of the PSA.

Scope of Work

11. Provision of caretakers on banks ATMs and Arm Guard for Branches under the Control of SBI RBO – 4, CHANDIGARH as per the Banks requirement.
12. Services to be rendered by eligible persons as per the given QR & uniform as mentioned at Annexure TB-2 & TB-4 respectively.
13. Bank shall pay the agreed wages only (as per the approved rates but as per Central or State Wages Act & Rules) for the services of caretakers deployed on the ATMs and arm guard for Branches. Charges for administrative & supervisory staff hired by the agency shall not be paid by the bank.
14. Cleaning of ATM cabin shall be part of duties of caretakers. The front door glass and complete ATM machine should be cleaned with Collin liquid twice a daily. The caretaker shall ensure that no unwanted stickers, posters, etc. not related to ATM/Bank are there in and around the ATM lobby. Dustbin should be cleaned on daily basis and there should not be any ATM slips or waste material lying on the floor of ATM lobby. The vendor will have to provide the cleaning material at his own cost and no payment shall be made for the supply of such cleaning material.
15. The caretakers shall have to be in uniform, fully trained, disciplined and bear a good moral character.
16. The caretaker shall wear a proper identity card with his / her clear photograph and name written on it. The Identity card shall be provided to the caretaker by the renderers as its own cost.
17. The caretakers shall keep vigilance, keep the cabin of ATMs clean & welcome the card holders to the ATMs.
18. The vendor shall be responsible for the security & safety of ATM, cash loaded in the ATM & other accessories fitted inside & outside the ATM cabin.
19. The caretakers shall perform their duties in accordance to the schedule as given at Annexure TB-3
20. The caretaker shall be contactable over mobile phone. Phone numbers of all the caretakers will be provided by the vendor to the Bank within 15 days of the signing of the agreement. It shall be insured that old mobile number is not changed without prior intimation to the Bank / RBO.

A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as er the weather requirement. He must wear a proper photo identity card issue by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB- 2

QUALITATIVE REQUIREMENT (QR) OF CARETAKERS

The Caretaker to be deployed must fulfill the following requirements:

Physical Capability

- (i) Able to walk & patrol for 8 hours.
- (ii) Climb steep stairs or ladder.
- (iii) 6/6 vision (or corrected to 6/6 with glasses)
- (iv) Hear normal conversation.
- (v) Talk intelligently over a telephone or 2-way radio and be understood by other members of force.
- (vi) No amputations, deformities or disabilities.
- (vii) Present a neat & clean appearance.
- (viii) Lift & operate 4.5 kgs CO2 gas type fire extinguishers.
- (ix) Lift a person and carry in a rescue
- (x) Minimum height 5 ft 4 Inches.

Mental/Education Capability

- (i) Shall be minimum 18 years old and must not be older than 55 years of age.
- (ii) 8th / 10th pass or equivalent.
- (iii) Working knowledge of Hindi. Read elementary English sentences and exchange greetings with cardholders.
- (iv) No history or presence of any psychiatric disorder.
- (v) Emotionally stable.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB - 3

Duties of Caretakers

The Caretakers deployed on the ATMs of Bank shall be responsible for: -

19. Timely switching on/off of Lights / Air – Conditioners.
20. Daily cleaning of ATM cabin with Broom and Mopping of floor with set dusters ringed in water mixed with phenyl at the beginning of his duties.
21. Daily dusting of walls of cabin with dry cloth.
22. Keeping the frontage of cabin neat & clean and also for promptly emptying of Dust Bin.
23. Maintaining the record of his attendance in a register provided by the service provider.
24. Maintaining of record of all accesses to the ATM machine / accessories by the bank staff or representatives of Bank's authorized vendors.
25. Informing the Branch Manager / Channel Manager of any break down of ATM or any other un-usual incident.
26. He will not allow taking away any part of ATM or accessory without the permission of Branch Manager / Channel Manager.
27. He will be in possession of telephone number of local police authorities / Nearest Police Station / Police Chowki, Electricity fault control, BM & Channel Manager & Authorized outsourced agency responsible for loading of cash.
28. He will remain Present at the ATM throughout his Duty Hours.
29. He will not allow un-authorized access to the ATM cabin or ATM /accessories.
30. He will allow access of one card Holder per One Machine at a Time to the ATM Room. Ex- if 2 machines are installed than 2 persons allowed at a time.
31. He will be courteous & Helpful to the ATM Card Holders.
32. He will not have any access to the ATM Card or Password of any Card Holder. He will promptly deposit the ATM card with the BM, if left in the cabin by any Card Holder.
33. He will not permit any person / card Holder with covered face or with Helmet on entry inside the ATM Cabin.
34. He will not allow any un-authorized gadgets to be fixed /installed inside the ATM cabin by any person. He will also not allow pasting of any un-authorized poster etc inside or outside the ATM cabin by any person.
35. He will not install any Fan, Heater or any other equipment /gadget inside the ATM Room.
36. He will not remain inside ATM Room when customer is operating the ATM.

Date Sign & stamp of authorized representative of the firm/ vendor

Annexure TB - 4

REQUIREMENT OF UNIFORM/ DRESS FOR VARIOUS CATEGORIES OF MAN POWER

The PSA must provide suitable dress/ uniform to its manpower. No separate expenses shall be provided by the Bank. PSA must include all such expenses in Service Charges only.

ATM CARETAKER: A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issued by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

2. QUALITATIVE REQUIREMENTS

(b) REGISTRATION REQUIREMENTS

- i. The PSA should have valid PAN, GST, PF & ESI registration and shall satisfy the compliance with applicable statutory provisions as notified by Govt of India from time to time.
- ii. The PSA shall comply with all the labour laws, Rules, Regulations of concerned State and Central Government and shall have registration as per various such Acts & Rules as applicable.
- iii. The PSA must have valid license under applicable Private Security Agency Regulation Act (PSARA) for the State of Haryana and other law as applicable.
- iv. The PSA must have valid gun license.

(b) SERVICE SUPPORT OFFICE

The PSA shall have an established office in one or more locations in Union Territory of Chandigarh or tricity area to provide services. The PSA shall provide complete address, contact details like Tele No., Fax No., email ID and Mobile Nos.

(c) BLACKLISTED / UNDER ARBITRATION

The PSA should not be under arbitration/ litigation with our Bank and should not be black listed/ de-listed/ depanelled by any Government/ Semi Government/ Nationalised Public-Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutions (FIs)/ Corporate Offices

- (e) In case the PSA doesn't meet the qualitative requirement at any stage during the period of agreement, in such eventuality the services from PSA will stand terminated.

Sign & stamp of authorized representative of the firm/ vendor

CLUSTER 'B'

SL NO	ATM No	Link Branch Code	Locaton	No of Employees
1	S1BW061067315	3263	BOOTH NO 12, SEC 23	02
2	S1NW061067130	3936	BOOTH 24, ISBT, SEC 43	02
3	S1NW061067128	3936	BOOTH 6, ISBT SEC 43	02
4	S1NW061067129			
5	S1NW061067127			
6	S1NW061067159	3936	BOOTH NO 10, SEC 42-C	02
7	S1NC004703002	4703	SCO 2915-16 SEC 22-C	02
8	S5NE004703621			
9	S1NW005850001	5850	SCO 99-102SEC 8-C	01
10	S5NA005850621			
11	S5NE005864621	5864	SCO 75-76, SEC 31-C	02
12	SINC061067060	5864	BOOTH NO 14 SEC 27-D	02
13	S1BW061067308	6597	BOOTH NO 236 SEC 37	02
14	S1BW061067327	6597	Booth No 296 Sec 37-D	02
15	S1NW061067144	6597	BOOTH NO 1018/38 WEST	02
16	S1NW061067143			
Total				21

TENDER FOR DEPLOYMENT OF CARETAKERS FOR ATM'S UNDER
STATE BANK OF INDIA, RBO - 4, CHANDIGARH, (CLUSTER – C)

TENDER SUBMITTED BY:

NAME OF PRIVATE SECURITY AGENCY(PSA)

:

ADDRESS

:

MAIL ADDRESS :

NAME &PHONE NO.

OF CONTACT PERSON:

State Bank of India, Regional office, Chandigarh invites Sealed tenders are invited from the Private Security Agencies (PSAs) empanelled at State Bank of India, Local Head Office, Chandigarh for providing various services/manpower on contract basis for security related services/Care taker related services at our ATMs, Offices and Branches.

1	Name of work	Deployment of ATM Care Takers under RBO - 4, CHANDIGARH, (CLUSTER – A)
2	Time Period	12 months from the date of commencement.
3	Earnest Money Deposit	20,000/- (Twenty Thousand Only) by crossed Bank draft/ Banker's Cheque drawn in favour of State Bank of India payable at Chandigarh.
4.	Security Deposit	10% of the accepted value/ Annual contract value of the contract including earnest money.
5.	Last date & time for submission of Technical Bid along with requisite documents.	05.02.2025 at 4.00 PM
6.	Address at which the tenders are to be submitted	Online https://www.tenderwizard.com/SBIETENDER and digitally signed hard copy of Technical are to be submitted along with EMD at the Office of Regional office, State Bank of India, SCO No 99-107, Sector 8-C, Chandigarh -160009
7.	Date and time of opening of Bids	Online 06.02.2025 at 11 am / As Notified
8.	Place of opening tenders	Online
9.	Defects Liability Period	Nil
10..	Validity of offer	90 days from the date of opening of tenders.
11.	Liquidated Damages	As per tender document
12.	Agency for arranging online bidding	<i>e-procurement agency M/s. Antares systems limited</i>
13	Value of Interim certificate	Once in a month

In case the date of opening of tenders is declared as a holiday, the tender will be opened on the next working day at the same time. SBI have the right to accept/reject any/ all tenders without assigning any reasons.

For and behalf of State Bank of India

Annexure - 'A'
Application Form

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh - 160009

Dear Sir,

TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH

With reference to your tender/ RFP uploaded online, we hereby submit our application along with all attachments as mentioned below, duly signed with seal by the authorized signatory of the firm as acknowledgment of accepting the laid down terms and conditions for providing caretakers services for ATMs under administrative control of RBO-4, Chandigarh. We acknowledge to understand and abide by the standard tender process as below: -

2. The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as annexure 'A', 'B', 'C' & 'D'. The L-1 rates will be decided on the basis of e-tender on the basis of overall total of rates of the services/ manpower, draft format of which is attached as Annexure "D".

E-TENDER shall be conducted online as per the schedule given below:

SN	Particulars	Details
i	Last date & time for submission of Technical Bid along with requisite documents.	: On 05.02.2025 by 03.00 pm at The Regional Manager, State Bank of India, Regional Business office, SCO No 99-107, Sector 8-C Chandigarh -160009 Note: It is sole responsibility of the bidder to ensure submission of their Tender documents along with requisite documents by stipulated date and time at specified address failing which they will not be eligible to participate in E-TENDER.
2.	Date of availability of tender documents on Service Provider's website	Up to 05.02.2025 by 3:00 pm. Available at M/s e-Procurement Technologies Ltd., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER
3.	Last date & time for online Technical Bid &	05.02.2025 at 3.00 Pm

	Price Bid (To be uploaded online by bidders).	Available at M/s Antares systems limited Ltd., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER
4.	Date and Time for opening of e-tender.	On 06.02.2025 at 11.00 am after opening of physical Technical Bid on 05.02.2025 at 3.30 Pm and its scrutiny. Online Price bid will only be opened of those bidders/ tenderers who qualify in Technical Bid.
5.	For any clarifications regarding E-TENDER procedure, System requirements etc.	M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore-560079, Karnataka. Help Desk: 7503347659 / 9044314492/ 9073677150/ 151 / 152 /9674758506/9674758723/26 Contact Persons:(On working days 9AM to 6PM) 1.Mr.Pravesh Mani No.:+919044314492 e-Mail: praveshmani.t@antaressystems.com 2.Mr.Abhay kr singh Mobile No.:+919708966660 e-Mail:abhaykumar@antaressystems.com

3. The Technical Bid of the tender is required to be submitted in sealed envelopes super scribed as **"TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH"** Technical bid should be accompanied by following: -

- (k) An application addressed to Regional Manager as per Annexure 'A'.
 - (l) Information form duly filled and signed by the authorized signatory alongwith copy of requisite documents (Self attested) as per Annexure 'B'
 - (m) Terms and conditions as per standard draft agreement format, duly signed, with Vendor's stamp/ seal (on all pages) by the authorized signatory of the vendor as per Annexure 'C'.
 - (n) Earnest Money Deposit amounting to Rs 20,000/- in the form of Demand Draft in favour of State bank of India, Chandigarh.
 - (o) Draft format of Price Bid as per Annexure – 'D'. Bids shall be submitted online through above mentioned e-tender process.
4. The sealed tender (Technical Bid only) should reach the Bank by 1500 hours on 05.02.2025 at the following address:

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh -160009

5. A Pre-Bid Meeting with representatives of the Participating bidders shall be held at the above office on **01.02.2025 at 1100 hrs**. The Technical Bid of the Tender shall be opened on **05.02.2025 at 1530 hrs** by the committee constituted for the purpose, at Regional Office, Sector -5, Panchkula. The Vendor may depute an authorized representative to be present during Pre-Bid Meeting & opening of Technical Bid.

6. The vendor should have Valid Digital Signature & required infrastructure to participate in e-tendering process. The Tender shall be valid for a period of 90 days from the last date of submission.
7. After opening of Technical Bid, in case vendor is not found technically suitable or not complying with the terms & conditions of the tender, e-price bid of the said tenderer shall not be opened.
8. Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected outrightly. The vendor is advised to study the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signature & stamp will be rejected.
9. In case the day of opening is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non-participation of empaneled vendors in the tender process may attract disqualification/ deplanement from Bank's panel.
10. We understand and undertake that mere submission of application does not guarantee us tender and Banks decision in this regard will be final and binding on us.

Your faithfully,

--Sign & Stamp-----
(Name of Authorised Signatory)

M/S _____

Annexure - 'B'

INFORMATION FORM**TENDER FOR PROVIDING CARE TAKER FOR ATMs OF SBI, RBO-4, CHANDIGARH**

S NO	SUBJECT	DETAILS
1	Name of the Agency with Corporate/ Head Office	
2	Corporate/ Head Office Communication details	(a) Landline Tele No(s)with STD codes: _____ (b) Mobile No(s). : _____ (c) e-mail ID : _____
3	Address of Agency's Office dealing with Chandigarh for correspondence purpose.	(May use separate sheet)
4	Communication details of dealing Office	(a) Landline Tele No(s) with STD codes: _____ (b) Mobile No(s): _____ (d) E-mail ID : _____
6	Registration number under PSARA Act for UT Chandigarh with date of validity	(Self-attested copy of PSARA registration Certificate for UT Chandigarh to be enclosed) 1. Chandigarh - Yes/No Registration no - Validity up to -

7	Names of authorized signatory(ies) (Copy of relevant document like Board resolution/ Copy of power of attorney etc to be enclosed)	
8	Whether the PSA is having valid Digital Signature	Yes/ No (Kindly attach a copy of valid digital signature)
9	Various Registration Nos/ Certificates (Self-Attested copies to be enclosed)	(a) PAN No : _____ (b) GSTIN : _____ (c) EPF Registration No : _____ (d) ESI Registration No : _____
10	Bank Details	Account No : _____ Name of Bank : _____ Branch Address : _____ IFS Code : _____
11	List of documents enclosed (self-certified copies)	1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ _____

Date
Place:

TERMS & CONDITIONS FOR PROVIDING VARIOUS SECURITY RELATED SERVICES AT
ATMs/BRANCHES UNDER RBO-4, CHANDIGARH (CLUSTER-1)

Terms & Conditions

1. The vendor shall be in Private Security Agencies (PSA) business for the last 05 years. This period of 05 years in business shall have been completed on or before the date of application. Proof for previous three years for services provided to Govt. or public-sector organizations or Banks or Institutions of repute etc must accompany the Technical bid.
2. The vendor shall have license in accordance to Section 4 and Section 7 of The Private Security Agencies (Regulation) Act, 2005 (PSARA) to operate in Chandigarh (UT) as applicable. Certified True Copy of Registration / License must accompany the Technical bid.
3. The vendor shall have a certificate of Registration with Registrar of Companies or Registrar of Firms or letter of Proprietorship. Copy of the relevant document must accompany the Technical Bid.
4. The vendor shall have registration for ESI. Certified true copy of certificate of registration must be enclosed with Technical bid.
5. The vendor shall be registered with the Govt. under Contract Labour Act (Regulation & Abolition) Act, 1970. Certified True Copy of Registration certificate must be enclosed with the Technical Bid.
6. The vendor shall also have registration with appropriate authority for service tax /GST. CTC of registration shall be enclosed with the Technical Bid.
7. The vendor shall have registration under Shops & Establishment Act. Certified true copy must accompany the Technical Bid.
8. The vendor shall have registration certificate from EPF Organization under EPF & Misc Provision Act, 1952. Certificate or inspection report indicating all clear from Employees Provident Fund Organization (EPFO) local office under whose jurisdiction the vendor operates for the previous year shall be attached with Technical Bid.
9. CTC of certificates of satisfactory service to the Public-Sector Banks/ Private Banks shall also be enclosed with the Technical Bid.
10. Earnest Money amounting to Rs 20,000.00 (Twenty Thousand only) in the form of demand draft in favour of SBI payable at Chandigarh shall accompany the Technical Bid. The EMD of all unsuccessful participants will be returned / refunded within 30 days of award of contract. However, EMD of successful vendor shall be kept as Security amount in shape of FDR. No interest shall be paid on the EMD. Technical bid not accompanied by the EMD, as specified above, would be summarily rejected.
11. The successful vendor will have to enter in to an agreement with the Bank as per the format on a non-judicial stamp paper as per applicable Stamp Act. The Bank reserves its right to forfeit the earnest money & cancel the tender if the successful vendor fails to sign the agreement within 10 days of receipt of intimation of award of tender & or fails to execute the order within 20 days of receipt of Work Order from RBO.
12. The Technical bid shall also be accompanied with an undertaking duly signed by the authorized signatory of vendor.
13. The caretakers deployed on ATMs must be turned over before or on completion of 180 days at a specific branch/ATM.
14. The vendor shall have to comply with all statutory compliances as required from time to time.
15. The Caretaker shall be trained and physically fit between age of 18 years to 50 years.
16. The vendor shall have robust/creditable infrastructure for periodical supervision of caretakers deployed on banks ATMs. The frequency of supervision shall be as follows: - (a) one each day and night in the CHANDIGARH (UT). (b) Thrice a week in other urban & semi-urban areas. (c) Once a week in remote and difficult areas. The vendor shall maintain a record of such supervisory visits. The Bank reserves its right to ask for the details/copies of such record as & when required.

17. The vendor should have documents providing proof of compliance of all State Govt. or Central Govt. Regulated Rules / Legislation as applicable. These documents shall include schedule & nominal rolls of wages disbursed to caretakers over past two years in any Public-Sector Banks /Private Banks. Such nominal rolls shall be signed by the employees employed by the agency. The Bank reserves its right to ask for CTC of any or all these documents.
18. The vendor shall preferably have an office or a supervisor stationed at the station where bank's RBO is located to facilitate coordination between the Bank and the service provider.
19. The vendor shall have to provide contact details of its representative of appropriate level to the branches/ RBO for resolving the complaints etc, if any.
20. The applicant vendor may note that the work awarded shall be for a period of 12 months. This, however, may be extended for a period up to 12 more months from the date of expiry of initial 12 months on mutual acceptance on same terms & conditions and at the discretion of tendering authority subject to providing of satisfactory services.
21. The caretakers deployed at the ATMs shall maintain a due record of all accesses to the ATM machine & or its accessories like UPS/Air-conditioners etc by the representatives of bank's authorized vendors. The caretaker shall be responsible for security & safety of Bank ATM, cash loaded in it & all other accessories fitted inside & outside the ATM cabin. He shall not permit removal of any part of ATM or accessories without the permission of Bank's Branch Manager/ Channel Manager.
22. The Bank reserves its right to allot work to any other technically qualified service provider on L-1 rates in the eventuality of non-performance by the L-1 vendor.
23. The vendor shall indemnify the Bank for the loss, if any, caused by or occurred on account of acts/negligence of caretakers.
24. The vendor shall not claim any damages or compensation from bank to meet any statutory obligation or for any compensation or damages awarded by the court or by any other quasi-judicial authority in favour of the caretaker or his next of kin.
25. The vendor shall be bound to provide the uniform to the caretakers as per the list of items given at Annexure-TB4.
26. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) on the vendor for sleeping/absenting/missing of caretaker from his designated post/ATM. Similarly, Bank also reserve penalty of Rs.500 (per incident) for improperly dressing of caretaker / or not being in prescribed uniform.
27. The Bank reserves its right to levy a penalty of Rs 500 (per incident) for non-provision of the cleansing material / untidy ATM cabin.
28. The vendor shall be bound to deploy the caretaker as soon as possible on receipt of order but not later than 07 days. The Bank reserves its right to levy a penalty of Rs 500 per day per caretaker for delay in deployment beyond 7 days.
29. The Bank reserves its right to deduct the penalty amount from the monthly wages bill submitted by vendor or deduct from the security money or ask the vendor to deposit the penalty amount in the form of demand draft/cheque.
30. The payment of bills shall be made to the vendor by the concerned branch/RBO. Payment shall be released by the branch/RBO & credited to in account of vendor to be maintained with the bank. The payment shall be made within a period of 10 days of receipt of bills subject to the branch/bank satisfaction on correctness of bills as per attendance sheet & statutory compliance by the vendor. The payment to the caretakers will be made by the vendor in their accounts not by cash.
31. The vendor shall have to replace the caretaker who is felt to be undesirable by the BM or any other higher authority of bank.
32. The Bank has a right to terminate the agreement/contract with one month of notice without assigning any reason whatsoever.
33. The Bank reserves its right to terminate the agreement/contract without any prior notice in case of breach of any of the terms and conditions of agreement or frequent/repeated failures to meet the requirement of the bank.
34. In case of termination of contract/agreement The Bank shall not be responsible or accountable for the employment/service of the caretakers and the Bank shall also not be liable to account for any liability arising out of the discontinuance of employment of the caretakers.

35. The vendor shall have to maintain up to-date records of all caretakers as per the Shops & Establishment Act & will have to discharge all obligations under various Labour Laws/Acts viz. EPF Act, ESI Act, Gratuity Act, Bonus Act, Workmen Compensation Act, Contract Labour (Regulation & Abolition) Act etc or under any other State/Union Legislation in respect of vendor's employees (i.e. caretakers) and shall produce these records for verifications as & when demanded by Bank. The vendor shall also discharge all statutory obligations under the Payment of Bonus Act, 1965 including payment of statutory bonus to his employees (i.e. caretakers) at his own expense.
36. The vendor shall have to give an undertaking to the effect that he has not been blacklisted or de-panelled or delisted by any Banks or other organization / institution for poor service or otherwise during the period of last 5 years. Willful suppression of information in this regard shall be viewed as breach of violation of terms & condition of tender/agreement & shall make the vendor liable for forfeiture of his EMD or Security Money or both. The Bank, besides termination of tender/agreement without any prior notice, also reserves its right to proceed against the vendor for criminal breach of trust under the law.
37. All accompanying pages, certificates, documents with Technical Bid must be separately signed with date on each page by authorized signatory of vendor & stamped with seal of the Firm / Company as the case may be.
38. The vendor's whose technical bid is found to be incomplete and not in conformity with the terms & conditions of tender, financial bid of the firm will not be considered.
39. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice/invitation. The Bank shall be entitled to reject any or all offers without assigning any reason whatsoever, any time during the process.
40. The vendor will have to get the police verification of the caretaker done before deploying at the ATM and the copy of the Police verification to be submitted at RBO-4, CHANDIGARH.
41. Sub- contracting or delegating the caretaker services to any other agency is liable for termination of Agreement without any notice
42. In the event of any disputes and difference arising out or relating to this agreement including interpretation of its terms will be resolved through joint discussions of the Authorized Representatives of both the parties. However, if the disputes are not resolved, then the matter will be referred to for adjudication to the arbitration of a person appointed by the Bank in accordance with the Indian Law i.e Arbitration and Conciliation Act 1996. The decision of the Arbitration shall be final and binding on both the parties. The arbitration in the case of any dispute the courts of CHANDIGARH will have the jurisdiction.
43. Total no. of ATMs may increase or decrease depends upon the requirement of bank.
44. The vendor shall arrange and ensure that all the concerned caretakers are having accounts with SBI only for the purpose of salary and wages of such caretakers shall be directly credited to the accounts of caretakers and also shall furnish a list containing name of caretakers, their account numbers and amount of wages credited in their accounts in every subsequent month with monthly bill to RBO.
45. Caretaker should not enter inside the Back room [if available] of the ATM site at all, unless extremely necessary.
46. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) in case Supervisor / Supervisory staff of vendor either not visiting / or not truthful reporting of short comings of inspecting ATM sites to the RBO at time specified and rectification of the shortcomings within 3 days.
47. The vendor shall arrange to maintain registers with the caretakers and the supervisors shall record their stipulated visits in the registers. The Bank reserves its right to levy penalty of Rs. 1000/-- per instance for not maintaining registers and not recording stipulated visits.
48. The Bank reserves its right to levy a penalty of Rs. 500/- to Rs. 10000/- depending upon gravity of incident for any act done by the Caretaker causing reputation loss to the Bank or providing misleading information to the customer from the vendor.
49. The vendor shall submit copies of previous month challans of EPF Deposit, ESIC Deposit, Administrative charges, EDLI and Service Tax/ GST Deposit with every monthly bill with RBO.
50. The vendor shall provide ATM wise name of Caretakers deployed and supervisors who will monitor the services of caretakers along with their Mobile numbers to RBO-4, CHANDIGARH.

TERMINATION OF CONTRACT

- e. SBI may terminate the contract by giving a notice of 30 days without assigning any reason. SBI may reduce the strength of one or more locations by giving a Seven days' notice to the PSA.
- f. If services entrusted under this agreement become illegal at a later date by operation of any law, then the Bank will discontinue the contract forthwith and no compensation will be paid to the PSA (Party of Second Part) and the security guards etc so deployed by the PSA will not have any right or claim against the Bank and it will be the sole responsibility of the PSA.

Scope of Work

- 21. Provision of caretakers on banks ATMs and Arm Guard for Branches under the Control of SBI RBO – 4, CHANDIGARH as per the Banks requirement.
- 22. Services to be rendered by eligible persons as per the given QR & uniform as mentioned at Annexure TB-2 & TB-4 respectively.
- 23. Bank shall pay the agreed wages only (as per the approved rates but as per Central or State Wages Act & Rules) for the services of caretakers deployed on the ATMs and arm guard for Branches. Charges for administrative & supervisory staff hired by the agency shall not be paid by the bank.
- 24. Cleaning of ATM cabin shall be part of duties of caretakers. The front door glass and complete ATM machine should be cleaned with Collin liquid twice a daily. The caretaker shall ensure that no unwanted stickers, posters, etc. not related to ATM/Bank are there in and around the ATM lobby. Dustbin should be cleaned on daily basis and there should not be any ATM slips or waste material lying on the floor of ATM lobby. The vendor will have to provide the cleaning material at his own cost and no payment shall be made for the supply of such cleaning material.
- 25. The caretakers shall have to be in uniform, fully trained, disciplined and bear a good moral character.
- 26. The caretaker shall wear a proper identity card with his / her clear photograph and name written on it. The Identity card shall be provided to the caretaker by the renderers as its own cost.
- 27. The caretakers shall keep vigilance, keep the cabin of ATMs clean & welcome the card holders to the ATMs.
- 28. The vendor shall be responsible for the security & safety of ATM, cash loaded in the ATM & other accessories fitted inside & outside the ATM cabin.
- 29. The caretakers shall perform their duties in accordance to the schedule as given at Annexure TB-3
- 30. The caretaker shall be contactable over mobile phone. Phone numbers of all the caretakers will be provided by the vendor to the Bank within 15 days of the signing of the agreement. It shall be insured that old mobile number is not changed without prior intimation to the Bank / RBO.

A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issue by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB- 2

QUALITATIVE REQUIREMENT (QR) OF CARETAKERS

The Caretaker to be deployed must fulfill the following requirements:

Physical Capability

- (i) Able to walk & patrol for 8 hours.
- (ii) Climb steep stairs or ladder.
- (iii) 6/6 vision (or corrected to 6/6 with glasses)
- (iv) Hear normal conversation.
- (v) Talk intelligently over a telephone or 2-way radio and be understood by other members of force.
- (vi) No amputations, deformities or disabilities.
- (vii) Present a neat & clean appearance.
- (viii) Lift & operate 4.5 kgs CO2 gas type fire extinguishers.
- (ix) Lift a person and carry in a rescue
- (x) Minimum height 5 ft 4 Inches.

Mental/Education Capability

- (i) Shall be minimum 18 years old and must not be older than 55 years of age.
- (ii) 8th / 10th pass or equivalent.
- (iii) Working knowledge of Hindi. Read elementary English sentences and exchange greetings with cardholders.
- (iv) No history or presence of any psychiatric disorder.
- (v) Emotionally stable.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB - 3

Duties of Caretakers

The Caretakers deployed on the ATMs of Bank shall be responsible for: -

37. Timely switching on/off of Lights / Air – Conditioners.
38. Daily cleaning of ATM cabin with Broom and Mopping of floor with set dusters ringed in water mixed with phenyl at the beginning of his duties.
39. Daily dusting of walls of cabin with dry cloth.
40. Keeping the frontage of cabin neat & clean and also for promptly emptying of Dust Bin.
41. Maintaining the record of his attendance in a register provided by the service provider.
42. Maintaining of record of all accesses to the ATM machine / accessories by the bank staff or representatives of Bank's authorized vendors.
43. Informing the Branch Manager / Channel Manager of any break down of ATM or any other un-usual incident.
44. He will not allow taking away any part of ATM or accessory without the permission of Branch Manager / Channel Manager.
45. He will be in possession of telephone number of local police authorities / Nearest Police Station / Police Chowki, Electricity fault control, BM & Channel Manager & Authorized outsourced agency responsible for loading of cash.
46. He will remain Present at the ATM throughout his Duty Hours.
47. He will not allow un-authorized access to the ATM cabin or ATM /accessories.
48. He will allow access of one card Holder per One Machine at a Time to the ATM Room. Ex- if 2 machines are installed than 2 persons allowed at a time.
49. He will be courteous & Helpful to the ATM Card Holders.
50. He will not have any access to the ATM Card or Password of any Card Holder. He will promptly deposit the ATM card with the BM, if left in the cabin by any Card Holder.
51. He will not permit any person / card Holder with covered face or with Helmet on entry inside the ATM Cabin.
52. He will not allow any un-authorized gadgets to be fixed /installed inside the ATM cabin by any person. He will also not allow pasting of any un-authorized poster etc inside or outside the ATM cabin by any person.
53. He will not install any Fan, Heater or any other equipment /gadget inside the ATM Room.
54. He will not remain inside ATM Room when customer is operating the ATM.

Date Sign & stamp of authorized representative of the firm/ vendor

Annexure TB - 4

REQUIREMENT OF UNIFORM/ DRESS FOR VARIOUS CATEGORIES OF MAN POWER

The PSA must provide suitable dress/ uniform to its manpower. No separate expenses shall be provided by the Bank. PSA must include all such expenses in Service Charges only.

ATM CARETAKER: A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issued by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

3. QUALITATIVE REQUIREMENTS

(c) REGISTRATION REQUIREMENTS

- i. The PSA should have valid PAN, GST, PF & ESI registration and shall satisfy the compliance with applicable statutory provisions as notified by Govt of India from time to time.
- ii. The PSA shall comply with all the labour laws, Rules, Regulations of concerned State and Central Government and shall have registration as per various such Acts & Rules as applicable.
- iii. The PSA must have valid license under applicable Private Security Agency Regulation Act (PSARA) for the State of Haryana and other law as applicable.
- iv. The PSA must have valid gun license.

(b) SERVICE SUPPORT OFFICE

The PSA shall have an established office in one or more locations in Union Territory of Chandigarh or tricity area to provide services. The PSA shall provide complete address, contact details like Tele No., Fax No., email ID and Mobile Nos.

(c) BLACKLISTED / UNDER ARBITRATION

The PSA should not be under arbitration/ litigation with our Bank and should not be black listed/ de-listed/ depanelled by any Government/ Semi Government/ Nationalised Public-Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutions (FIs)/ Corporate Offices

- (f) In case the PSA doesn't meet the qualitative requirement at any stage during the period of agreement, in such eventuality the services from PSA will stand terminated.

Sign & stamp of authorized representative of the firm/ vendor

CLUSTER 'C'

SL NO	ATM No	Link Branch Code	Location	No of Employees
1	S5NA007501621	7501	RAM DARBAR PLOT NO 174 IA PH-2	02
2	S1NW061067051			
3	S1NW061067053	7501	CRPF CAMPUS HALLOMAJRA	02
4	S1NW061067054			
5	S1NW061067111			
6	S1NW061067052			
7	S5NK008701622	8701	SCO NO 156-159, SEC 34-A	01
8	S1NW061067046	8701	BOOTH NO 329SCE 35-B	02
9	S1NC061067117	9301	BOOTH NO 101 SEC 41 -D	02
10	S1NC061067205	9301	BOOTH NO 19 SEC 41 D	02
11	S1NK061067066	10606	GCB SEC 11	01
12	S1NC010607002	10607	GMCH SEC 32-C	02
13	S5NA010607621			
14	S5NK010607622			
15	S5NK011585621	11585	SCO 36, SEC 18-D	01
16	S5NA014630621	14630	SCO 215 SEC 40-D	02
17	S1NW061067043	17984	46/47 ROUND ABOUT SEC 47-D	02
18	S1NW061067044			
19	S1NW061067061	17984	SECTOR 47-C MARKET	02
Total				21

TENDER FOR DEPLOYMENT OF CARETAKERS FOR ATM'S UNDER
STATE BANK OF INDIA, RBO - 4, CHANDIGARH, (CLUSTER - D)

TENDER SUBMITTED BY:

NAME OF PRIVATE SECURITY AGENCY(PSA)

:

ADDRESS

:

MAIL ADDRESS :

NAME &PHONE NO.

OF CONTACT PERSON:

State Bank of India, Regional office, Chandigarh invites Sealed tenders are invited from the Private Security Agencies (PSAs) empanelled at State Bank of India, Local Head Office, Chandigarh for providing various services/manpower on contract basis for security related services/Care taker related services at our ATMs, Offices and Branches.

1	Name of work	Deployment of ATM Care Takers under RBO - 4, CHANDIGARH, (CLUSTER – A)
2	Time Period	12 months from the date of commencement.
3	Earnest Money Deposit	20,000/- (Twenty Thousand Only) by crossed Bank draft/ Banker's Cheque drawn in favour of State Bank of India payable at Chandigarh.
4.	Security Deposit	10% of the accepted value/ Annual contract value of the contract including earnest money.
5.	Last date & time for submission of Technical Bid along with requisite documents.	05.02.2025 at 4.00 PM
6.	Address at which the tenders are to be submitted	Online https://www.tenderwizard.com/SBIETENDER and digitally signed hard copy of Technical are to be submitted along with EMD at the Office of Regional office, State Bank of India, SCO No 99-107, Sector 8-C, Chandigarh -160009
7.	Date and time of opening of Bids	Online 06.02.2025 at 11 am / As Notified
8.	Place of opening tenders	Online
9.	Defects Liability Period	Nil
10..	Validity of offer	90 days from the date of opening of tenders.
11.	Liquidated Damages	As per tender document
12.	Agency for arranging online bidding	<i>e-procurement agency M/s. e-Procurement Technologies Limited, Ahmedabad.</i>
13	Value of Interim certificate	Once in a month

In case the date of opening of tenders is declared as a holiday, the tender will be opened on the next working day at the same time. SBI have the right to accept/reject any/ all tenders without assigning any reasons.

For and behalf of State Bank of India

Annexure - 'A'
Application Form

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh - 160009

Dear Sir,

TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH

With reference to your tender/ RFP uploaded online, we hereby submit our application along with all attachments as mentioned below, duly signed with seal by the authorized signatory of the firm as acknowledgment of accepting the laid down terms and conditions for providing caretakers services for ATMs under administrative control of RBO-4, Chandigarh. We acknowledge to understand and abide by the standard tender process as below: -

2. The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as annexure 'A', 'B', 'C' & 'D'. The L-1 rates will be decided on the basis of e-tender on the basis of overall total of rates of the services/ manpower, draft format of which is attached as **Annexure "D"**.

E-TENDER shall be conducted online as per the schedule given below:

SN	Particulars	Details
i	Last date & time for submission of Technical Bid along with requisite documents.	: On 05.02.2025 by 03.00 pm at The Regional Manager, State Bank of India, Regional Business office, SCO No 99-107, Sector 8-C Chandigarh -160009 Note: It is sole responsibility of the bidder to ensure submission of their Tender documents along with requisite documents by stipulated date and time at specified address failing which they will not be eligible to participate in E-TENDER.
2.	Date of availability of tender documents on Service Provider's website	Up to 05.02.2025 by 3:00 pm. Available at M/s Antares systems limited., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER
3.	Last date & time for online Technical Bid & Price Bid (To be uploaded online by bidders).	05.02.2025 at 3.00 Pm Available at M/s Antares systems limited., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER

4.	Date and Time for opening of e-tender.	On 06.02.2025 at 11.00 am after opening of physical Technical Bid on 05.02.2025 at 3.30 Pm and its scrutiny. Online Price bid will only be opened of those bidders/ tenderers who qualify in Technical Bid.
5.	For any clarifications regarding E-TENDER procedure, System requirements etc.	M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore-560079, Karnataka. Help Desk: 7503347659 / 9044314492/ 9073677150/ 151 / 152 /9674758506/9674758723/26 Contact Persons:(On working days 9AM to 6PM) 1.Mr.Pravesh Mani No.:+919044314492 e-Mail: praveshmani.t@antaressystems.com 2.Mr.Abhay kr singh Mobile No.:+919708966660 e-Mail:abhaykumar@antaressystems.com

3. The Technical Bid of the tender is required to be submitted in sealed envelopes super scribed as "**TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH**" Technical bid should be accompanied by following: -

- (p) An application addressed to Regional Manager as per Annexure 'A'.
 - (q) Information form duly filled and signed by the authorized signatory alongwith copy of requisite documents (Self attested) as per Annexure 'B'
 - (r) Terms and conditions as per standard draft agreement format, duly signed, with Vendor's stamp/ seal (on all pages) by the authorized signatory of the vendor as per Annexure 'C'.
 - (s) Earnest Money Deposit amounting to Rs 20,000/- in the form of Demand Draft in favour of State bank of India, Chandigarh.
 - (t) Draft format of Price Bid as per Annexure – 'D'. Bids shall be submitted online through above mentioned e-tender process.
4. The sealed tender (Technical Bid only) should reach the Bank by 1500 hours on 05.02.2025 at the following address:

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh -160009

5. A Pre-Bid Meeting with representatives of the Participating bidders shall be held at the above office on **01.02.2025** at 1100 hrs. The Technical Bid of the Tender shall be opened on 05.02.2025 at 1530 hrs by the committee constituted for the purpose, at Regional Office, Sector -5, Panchkula. The Vendor may depute an authorized representative to be present during Pre-Bid Meeting & opening of Technical Bid.

6. The vendor should have Valid Digital Signature & required infrastructure to participate in e-tendering process. The Tender shall be valid for a period of 90 days from the last date of submission.

7. After opening of Technical Bid, in case vendor is not found technically suitable or not complying with the terms & conditions of the tender, e-price bid of the said tenderer shall not be opened.

8. Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected outrightly. The vendor is advised to study the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signature & stamp will be rejected.

9. In case the day of opening is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non-participation of empaneled vendors in the tender process may attract disqualification/ deplanement from Bank's panel.

10. We understand and undertake that mere submission of application does not guarantee us tender and Banks decision in this regard will be final and binding on us.

Your faithfully,

--Sign & Stamp----
(Name of Authorised Signatory)

M/S _____

Annexure - 'B'

INFORMATION FORM**TENDER FOR PROVIDING CARE TAKER FOR ATMs OF SBI, RBO-4, CHANDIGARH**

S NO	SUBJECT	DETAILS
1	Name of the Agency with Corporate/ Head Office	
2	Corporate/ Head Office Communication details	(a) Landline Tele No(s)with STD codes: _____ (b) Mobile No(s). : _____ (c) e-mail ID : _____
3	Address of Agency's Office dealing with Chandigarh for correspondence purpose.	(May use separate sheet)
4	Communication details of dealing Office	(a) Landline Tele No(s) with STD codes: _____ (b) Mobile No(s): _____ (d) E-mail ID : _____
6	Registration number under PSARA Act for UT Chandigarh with date of validity	(Self-attested copy of PSARA registration Certificate for UT Chandigarh to be enclosed) 1. Chandigarh - Yes/No Registration no - Validity up to -
7	Names of authorized signatory(ies) (Copy of relevant document like Board resolution/ Copy of power of attorney etc to be enclosed)	
8	Whether the PSA is having valid Digital Signature	Yes/ No (Kindly attach a copy of valid digital signature)

9	Various Registration Nos/ Certificates (Self-Attested copies to be enclosed)	(a) PAN No : _____ (b) GSTIN : _____ (c) EPF Registration No : _____ (d) ESI Registration No : _____
10	Bank Details	Account No : _____ Name of Bank : _____ Branch Address : _____ IFS Code : _____
11	List of documents enclosed (self-certified copies)	1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ _____

Date
Place:

TERMS & CONDITIONS FOR PROVIDING VARIOUS SECURITY RELATED SERVICES AT
ATMs/BRANCHES UNDER RBO-4, CHANDIGARH (CLUSTER-1)

Terms & Conditions

1. The vendor shall be in Private Security Agencies (PSA) business for the last 05 years. This period of 05 years in business shall have been completed on or before the date of application. Proof for **previous three** years for services provided to Govt. or public-sector organizations or Banks or Institutions of repute etc must accompany the Technical bid.
2. The vendor shall have license in accordance to Section 4 and Section 7 of The Private Security Agencies (Regulation) Act, 2005 (PSARA) to operate in Chandigarh (UT) as applicable. Certified True Copy of Registration / License must accompany the Technical bid.
3. The vendor shall have a certificate of Registration with Registrar of Companies or Registrar of Firms or letter of Proprietorship. Copy of the relevant document must accompany the Technical Bid.
4. The vendor shall have registration for ESI. Certified true copy of certificate of registration must be enclosed with Technical bid.
5. The vendor shall be registered with the Govt. under Contract Labour Act (Regulation & Abolition) Act, 1970. Certified True Copy of Registration certificate must be enclosed with the Technical Bid.
6. The vendor shall also have registration with appropriate authority for service tax /GST. CTC of registration shall be enclosed with the Technical Bid.
7. The vendor shall have registration under Shops & Establishment Act. Certified true copy must accompany the Technical Bid.
8. The vendor shall have registration certificate from EPF Organization under EPF & Misc Provision Act, 1952. Certificate or inspection report indicating all clear from Employees Provident Fund Organization (EPFO) local office under whose jurisdiction the vendor operates for the previous year shall be attached with Technical Bid.
9. CTC of certificates of satisfactory service to the Public-Sector Banks/ Private Banks shall also be enclosed with the Technical Bid.
10. Earnest Money amounting to Rs 20,000.00 (Twenty Thousand only) in the form of demand draft in favour of SBI payable at Chandigarh shall accompany the Technical Bid. The EMD of all unsuccessful participants will be returned / refunded within 30 days of award of contract. However, EMD of successful vendor shall be kept as Security amount in shape of FDR. No interest shall be paid on the EMD. Technical bid not accompanied by the EMD, as specified above, would be summarily rejected.
11. The successful vendor will have to enter in to an agreement with the Bank as per the format on a non-judicial stamp paper as per applicable Stamp Act. The Bank reserves its right to forfeit the earnest money & cancel the tender if the successful vendor fails to sign the agreement within 10 days of receipt of intimation of award of tender & or fails to execute the order within 20 days of receipt of Work Order from RBO.
12. The Technical bid shall also be accompanied with an undertaking duly signed by the authorized signatory of vendor.
13. The caretakers deployed on ATMs must be turned over before or on completion of 180 days at a specific branch/ATM.
14. The vendor shall have to comply with all statutory compliances as required from time to time.
15. The Caretaker shall be trained and physically fit between age of 18 years to 50 years.
16. The vendor shall have robust/credible infrastructure for periodical supervision of caretakers deployed on banks ATMs. The frequency of supervision shall be as follows: - (a) one each day and night in the CHANDIGARH (UT). (b) Thrice a week in other urban & semi-urban areas. (c) Once a week in remote and difficult areas. The vendor shall maintain a record of such supervisory visits. The Bank reserves its right to ask for the details/copies of such record as & when required.
17. The vendor should have documents providing proof of compliance of all State Govt. or Central Govt. Regulated Rules / Legislation as applicable. These documents shall include schedule & nominal rolls of wages disbursed to caretakers

over past two years in any Public-Sector Banks /Private Banks. Such nominal rolls shall be signed by the employees employed by the agency. The Bank reserves its right to ask for CTC of any or all these documents.

18. The vendor shall preferably have an office or a supervisor stationed at the station where bank's RBO is located to facilitate coordination between the Bank and the service provider.
19. The vendor shall have to provide contact details of its representative of appropriate level to the branches/ RBO for resolving the complaints etc, if any.
20. The applicant vendor may note that the work awarded shall be for a period of 12 months. This, however, may be extended for a period up to 12 more months from the date of expiry of initial 12 months on mutual acceptance on same terms & conditions and at the discretion of tendering authority subject to providing of satisfactory services.
21. The caretakers deployed at the ATMs shall maintain a due record of all accesses to the ATM machine & or its accessories like UPS/Air-conditioners etc by the representatives of bank's authorized vendors. The caretaker shall be responsible for security & safety of Bank ATM, cash loaded in it & all other accessories fitted inside & outside the ATM cabin. He shall not permit removal of any part of ATM or accessories without the permission of Bank's Branch Manager/ Channel Manager.
22. The Bank reserves its right to allot work to any other technically qualified service provider on L-1 rates in the eventuality of non-performance by the L-1 vendor.
23. The vendor shall indemnify the Bank for the loss, if any, caused by or occurred on account of acts/negligence of caretakers.
24. The vendor shall not claim any damages or compensation from bank to meet any statutory obligation or for any compensation or damages awarded by the court or by any other quasi-judicial authority in favour of the caretaker or his next of kin.
25. The vendor shall be bound to provide the uniform to the caretakers as per the list of items given at **Annexure-TB4**.
26. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) on the vendor for sleeping/absenting/missing of caretaker from his designated post/ATM. Similarly, Bank also reserve penalty of Rs.500 (per incident) for improperly dressing of caretaker / or not being in prescribed uniform.
27. The Bank reserves its right to levy a penalty of Rs 500 (per incident) for non-provision of the cleansing material / untidy ATM cabin.
28. The vendor shall be bound to deploy the caretaker as soon as possible on receipt of order but not later than 07 days. The Bank reserves its right to levy a penalty of Rs 500 per day per caretaker for delay in deployment beyond 7 days.
29. The Bank reserves its right to deduct the penalty amount from the monthly wages bill submitted by vendor or deduct from the security money or ask the vendor to deposit the penalty amount in the form of demand draft/cheque.
30. The payment of bills shall be made to the vendor by the concerned branch/RBO. Payment shall be released by the branch/RBO & credited to in account of vendor to be maintained with the bank. The payment shall be made within a period of 10 days of receipt of bills subject to the branch/bank satisfaction on correctness of bills as per attendance sheet & statutory compliance by the vendor. The payment to the caretakers will be made by the vendor in their accounts not by cash.
31. The vendor shall have to replace the caretaker who is felt to be undesirable by the BM or any other higher authority of bank.
32. The Bank has a right to terminate the agreement/contract with one month of notice without assigning any reason whatsoever.
33. The Bank reserves its right to terminate the agreement/contract without any prior notice in case of breach of any of the terms and conditions of agreement or frequent/repeated failures to meet the requirement of the bank.
34. In case of termination of contract/agreement The Bank shall not be responsible or accountable for the employment/service of the caretakers and the Bank shall also not be liable to account for any liability arising out of the discontinuance of employment of the caretakers.
35. The vendor shall have to maintain up to-date records of all caretakers as per the Shops & Establishment Act & will have to discharge all obligations under various Labour Laws/Acts viz. EPF Act, ESI Act, Gratuity Act, Bonus Act, Workmen Compensation Act, Contract Labour (Regulation & Abolition) Act etc or under any other State/Union

Legislation in respect of vendor's employees (i.e. caretakers) and shall produce these records for verifications as & when demanded by Bank. The vendor shall also discharge all statutory obligations under the Payment of Bonus Act, 1965 including payment of statutory bonus to his employees (i.e. caretakers) at his own expense.

36. The vendor shall have to give an undertaking to the effect that he has not been blacklisted or de-panelled or delisted by any Banks or other organization / institution for poor service or otherwise during the period of last 5 years. Willful suppression of information in this regard shall be viewed as breach of violation of terms & condition of tender/agreement & shall make the vendor liable for forfeiture of his EMD or Security Money or both. The Bank, besides termination of tender/agreement without any prior notice, also reserves its right to proceed against the vendor for criminal breach of trust under the law.
37. All accompanying pages, certificates, documents with Technical Bid must be separately signed with date on each page by authorized signatory of vendor & stamped with seal of the Firm / Company as the case may be.
38. The vendor's whose technical bid is found to be incomplete and not in conformity with the terms & conditions of tender, financial bid of the firm will not be considered.
39. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice/invitation. The Bank shall be entitled to reject any or all offers without assigning any reason whatsoever, any time during the process.
40. The vendor will have to get the police verification of the caretaker done before deploying at the ATM and the copy of the Police verification to be submitted at RBO-4, CHANDIGARH.
41. Sub- contracting or delegating the caretaker services to any other agency is liable for termination of Agreement without any notice
42. In the event of any disputes and difference arising out or relating to this agreement including interpretation of its terms will be resolved through joint discussions of the Authorized Representatives of both the parties. However, if the disputes are not resolved, then the matter will be referred to for adjudication to the arbitration of a person appointed by the Bank in accordance with the Indian Law i.e Arbitration and Conciliation Act 1996. The decision of the Arbitration shall be final and binding on both the parties. The arbitration in the case of any dispute the courts of CHANDIGARH will have the jurisdiction.
43. Total no. of ATMs may increase or decrease depends upon the requirement of bank.
44. The vendor shall arrange and ensure that all the concerned caretakers are having accounts with SBI only for the purpose of salary and wages of such caretakers shall be directly credited to the accounts of caretakers and also shall furnish a list containing name of caretakers, their account numbers and amount of wages credited in their accounts in every subsequent month with monthly bill to RBO.
45. Caretaker should not enter inside the Back room [if available] of the ATM site at all, unless extremely necessary.
46. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) in case Supervisor / Supervisory staff of vendor either not visiting / or not truthful reporting of short comings of inspecting ATM sites to the RBO at time specified and rectification of the shortcomings within 3 days.
47. The vendor shall arrange to maintain registers with the caretakers and the supervisors shall record their stipulated visits in the registers. The Bank reserves its right to levy penalty of Rs. 1000/-- per instance for not maintaining registers and not recording stipulated visits.
48. The Bank reserves its right to levy a penalty of Rs. 500/- to Rs. 10000/- depending upon gravity of incident for any act done by the Caretaker causing reputation loss to the Bank or providing misleading information to the customer from the vendor.
49. The vendor shall submit copies of previous month challans of EPF Deposit, ESIC Deposit, Administrative charges, EDLI and Service Tax/ GST Deposit with every monthly bill with RBO.
50. The vendor shall provide ATM wise name of Caretakers deployed and supervisors who will monitor the services of caretakers along with their Mobile numbers to RBO-4, CHANDIGARH.

TERMINATION OF CONTRACT

g. SBI may terminate the contract by giving a notice of 30 days without assigning any reason. SBI may reduce the strength of one or more locations by giving a Seven days' notice to the PSA.

h. If services entrusted under this agreement become illegal at a later date by operation of any law, then the Bank will discontinue the contract forthwith and no compensation will be paid to the PSA (Party of Second Part) and the security guards etc so deployed by the PSA will not have any right or claim against the Bank and it will be the sole responsibility of the PSA.

Scope of Work

31. Provision of caretakers on banks ATMs and Arm Guard for Branches under the Control of SBI RBO – 4, CHANDIGARH as per the Banks requirement.
32. Services to be rendered by eligible persons as per the given QR & uniform as mentioned at Annexure TB-2 & TB-4 respectively.
33. Bank shall pay the agreed wages only (as per the approved rates but as per Central or State Wages Act & Rules) for the services of caretakers deployed on the ATMs and arm guard for Branches. Charges for administrative & supervisory staff hired by the agency shall not be paid by the bank.
34. Cleaning of ATM cabin shall be part of duties of caretakers. The front door glass and complete ATM machine should be cleaned with Collin liquid twice a daily. The caretaker shall ensure that no unwanted stickers, posters, etc. not related to ATM/Bank are there in and around the ATM lobby. Dustbin should be cleaned on daily basis and there should not be any ATM slips or waste material lying on the floor of ATM lobby. The vendor will have to provide the cleaning material at his own cost and no payment shall be made for the supply of such cleaning material.
35. The caretakers shall have to be in uniform, fully trained, disciplined and bear a good moral character.
36. The caretaker shall wear a proper identity card with his / her clear photograph and name written on it. The Identity card shall be provided to the caretaker by the renderers as its own cost.
37. The caretakers shall keep vigilance, keep the cabin of ATMs clean & welcome the card holders to the ATMs.
38. The vendor shall be responsible for the security & safety of ATM, cash loaded in the ATM & other accessories fitted inside & outside the ATM cabin.
39. The caretakers shall perform their duties in accordance to the schedule as given at Annexure TB-3
40. The caretaker shall be contactable over mobile phone. Phone numbers of all the caretakers will be provided by the vendor to the Bank within 15 days of the signing of the agreement. It shall be insured that old mobile number is not changed without prior intimation to the Bank / RBO.

A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issue by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB- 2

QUALITATIVE REQUIREMENT (QR) OF CARETAKERS

The Caretaker to be deployed must fulfill the following requirements:

Physical Capability

- (i) Able to walk & patrol for 8 hours.
- (ii) Climb steep stairs or ladder.
- (iii) 6/6 vision (or corrected to 6/6 with glasses)
- (iv) Hear normal conversation.
- (v) Talk intelligently over a telephone or 2-way radio and be understood by other members of force.
- (vi) No amputations, deformities or disabilities.
- (vii) Present a neat & clean appearance.
- (viii) Lift & operate 4.5 kgs CO2 gas type fire extinguishers.
- (ix) Lift a person and carry in a rescue
- (x) Minimum height 5 ft 4 Inches.

Mental/Education Capability

- (i) Shall be minimum 18 years old and must not be older than 55 years of age.
- (ii) 8th / 10th pass or equivalent.
- (iii) Working knowledge of Hindi. Read elementary English sentences and exchange greetings with cardholders.
- (iv) No history or presence of any psychiatric disorder.
- (v) Emotionally stable.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB - 3

Duties of Caretakers

The Caretakers deployed on the ATMs of Bank shall be responsible for: -

55. Timely switching on/off of Lights / Air – Conditioners.
56. Daily cleaning of ATM cabin with Broom and Mopping of floor with set dusters ringed in water mixed with phenyl at the beginning of his duties.
57. Daily dusting of walls of cabin with dry cloth.
58. Keeping the frontage of cabin neat & clean and also for promptly emptying of Dust Bin.
59. Maintaining the record of his attendance in a register provided by the service provider.
60. Maintaining of record of all accesses to the ATM machine / accessories by the bank staff or representatives of Bank's authorized vendors.
61. Informing the Branch Manager / Channel Manager of any break down of ATM or any other un-usual incident.
62. He will not allow taking away any part of ATM or accessory without the permission of Branch Manager / Channel Manager.
63. He will be in possession of telephone number of local police authorities / Nearest Police Station / Police Chowki, Electricity fault control, BM & Channel Manager & Authorized outsourced agency responsible for loading of cash.
64. He will remain Present at the ATM throughout his Duty Hours.
65. He will not allow un-authorized access to the ATM cabin or ATM /accessories.
66. He will allow access of one card Holder per One Machine at a Time to the ATM Room. Ex- if 2 machines are installed than 2 persons allowed at a time.
67. He will be courteous & Helpful to the ATM Card Holders.
68. He will not have any access to the ATM Card or Password of any Card Holder. He will promptly deposit the ATM card with the BM, if left in the cabin by any Card Holder.
69. He will not permit any person / card Holder with covered face or with Helmet on entry inside the ATM Cabin.
70. He will not allow any un-authorized gadgets to be fixed /installed inside the ATM cabin by any person. He will also not allow pasting of any un-authorized poster etc inside or outside the ATM cabin by any person.
71. He will not install any Fan, Heater or any other equipment /gadget inside the ATM Room.
72. He will not remain inside ATM Room when customer is operating the ATM.

Date Sign & stamp of authorized representative of the firm/ vendor

Annexure TB - 4

REQUIREMENT OF UNIFORM/ DRESS FOR VARIOUS CATEGORIES OF MAN POWER

The PSA must provide suitable dress/ uniform to its manpower. No separate expenses shall be provided by the Bank. PSA must include all such expenses in Service Charges only.

ATM CARETAKER: A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issued by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

4. QUALITATIVE REQUIREMENTS

(d) REGISTRATION REQUIREMENTS

- i. The PSA should have valid PAN, GST, PF & ESI registration and shall satisfy the compliance with applicable statutory provisions as notified by Govt of India from time to time.
- ii. The PSA shall comply with all the labour laws, Rules, Regulations of concerned State and Central Government and shall have registration as per various such Acts & Rules as applicable.
- iii. The PSA must have valid license under applicable Private Security Agency Regulation Act (PSARA) for the State of Haryana and other law as applicable.
- iv. The PSA must have valid gun license.

(b) SERVICE SUPPORT OFFICE

The PSA shall have an established office in one or more locations in Union Territory of Chandigarh or tricity area to provide services. The PSA shall provide complete address, contact details like Tele No., Fax No., email ID and Mobile Nos.

(c) BLACKLISTED / UNDER ARBITRATION

The PSA should not be under arbitration/ litigation with our Bank and should not be black listed/ de-listed/ depanelled by any Government/ Semi Government/ Nationalised Public-Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutions (FIs)/ Corporate Offices

- (g) In case the PSA doesn't meet the qualitative requirement at any stage during the period of agreement, in such eventuality the services from PSA will stand terminated.

Sign & stamp of authorized representative of the firm/ vendor

CLUSTER 'D'

SL NO	ATM No	Link Branch Code	Location	No of Employees
	S1NW061067149	17022	SEC 25 UIET	01
1	S5NA050117621	50117	SCF NO 7, SEC 22-D	02
2	S5NK050117622			
3	S5NK050117623			
4	S1NW061067145	50117	BOOTH NO 66, SEC 22-D	02
5	S1NW061067146			
6	S1BW061067310	50117	SOOD DHARAMSHALA 22-D	02
7	S1BB050145001	50145	SEC 10-D	01
8	S5NK050215621	50215	SCO 280 SEC 35-D	01
9	S1NC061067116	50215	SEC 35-D	02
10	S1BW050306001	50306	PB & HAR HIGH COURT	02
11	S1BW050306002			
12	S1BW050306003			
13	S5NE050306621			
14	S5NA050427621	50427	BOOTH NO 107, SEC 38-C	01
15	S1NC061067118	50427	SEC 38-D	02
16	SYN2061067163	50429	DADDUMAJRA FSS	02
17	S5NA050736621	50736	GENERAL HOSPITAL SEC 16	01
18	S1NB050736001			
19	S1NC061067102	50736	GANDHI SMARK BHAWAN SEC 16	01
20	S1BW051404001	51404	91 MATHROO MARMET MALOYA	01
Total				21

TENDER FOR DEPLOYMENT OF CARETAKERS FOR ATM'S UNDER
STATE BANK OF INDIA, RBO - 4, CHANDIGARH, (CLUSTER - E)

TENDER SUBMITTED BY:

NAME OF PRIVATE SECURITY AGENCY(PSA)

:

ADDRESS

:

MAIL ADDRESS :

NAME &PHONE NO.

OF CONTACT PERSON:

State Bank of India, Regional office, Chandigarh invites Sealed tenders are invited from the Private Security Agencies (PSAs) empanelled at State Bank of India, Local Head Office, Chandigarh for providing various services/manpower on contract basis for security related services/Care taker related services at our ATMs. Offices and Branches.

1	Name of work	Deployment of ATM Care Takers under RBO - 4, CHANDIGARH, (CLUSTER – A)
2	Time Period	12 months from the date of commencement.
3	Earnest Money Deposit	20,000/- (Twenty Thousand Only) by crossed Bank draft/ Banker's Cheque drawn in favour of State Bank of India payable at Chandigarh.
4.	Security Deposit	10% of the accepted value/ Annual contract value of the contract including earnest money.
5.	Last date & time for submission of Technical Bid along with requisite documents.	05.02.2025 at 4.00 PM
6.	Address at which the tenders are to be submitted	Online https://www.tenderwizard.com/SBIETENDER and digitally signed hard copy of Technical are to be submitted along with EMD at the Office of Regional office, State Bank of India, SCO No 99-107, Sector 8-C, Chandigarh -160009
7.	Date and time of opening of Bids	Online 06.02.2025 at 11 am / As Notified
8.	Place of opening tenders	Online
9.	Defects Liability Period	Nil
10..	Validity of offer	90 days from the date of opening of tenders.
11.	Liquidated Damages	As per tender document
12.	Agency for arranging online bidding	<i>e-procurement agency M/s. Antares systems limited</i>
13	Value of Interim certificate	Once in a month

In case the date of opening of tenders is declared as a holiday, the tender will be opened on the next working day at the same time. SBI have the right to accept/reject any/ all tenders without assigning any reasons.

For and behalf of State Bank of India

Annexure - 'A'
Application Form

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh - 160009

Dear Sir,

TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH

With reference to your tender/ RFP uploaded online, we hereby submit our application along with all attachments as mentioned below, duly signed with seal by the authorized signatory of the firm as acknowledgment of accepting the laid down terms and conditions for providing care takers services for ATMs under administrative control of RBO-4, Chandigarh. We acknowledge to understand and abide by the standard tender process as below: -

2. The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as annexure 'A', 'B', 'C' & 'D'. The L-1 rates will be decided on the basis of e-tender on the basis of overall total of rates of the services/ manpower, draft format of which is attached as Annexure "D".

E-TENDER shall be conducted online as per the schedule given below:

SN	Particulars	Details
i	Last date & time for submission of Technical Bid along with requisite documents.	: On 05.02.2025 by 03.00 pm at The Regional Manager, State Bank of India, Regional Business office, SCO No 99-107, Sector 8-C Chandigarh -160009 Note: It is sole responsibility of the bidder to ensure submission of their Tender documents along with requisite documents by stipulated date and time at specified address failing which they will not be eligible to participate in E-TENDER.
2.	Date of availability of tender documents on Service Provider's website	Up to 05.02.2025 by 3:00 pm. Available at M/s ANTARES SYSTEMS LIMITED., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER
3.	Last date & time for online Technical Bid & Price Bid (To be uploaded online by bidders).	05.02.2025 at 3.00 Pm Available at M/s ANTARES SYSTEMS LIMITED., our Service Provider's portal https://www.tenderwizard.com/SBIETENDER

4.	Date and Time for opening of e-tender.	On 06.02.2025 at 11.00 am after opening of physical Technical Bid on 05.02.2025 at 3.30 Pm and its scrutiny. Online Price bid will only be opened of those bidders/ tenderers who qualify in Technical Bid.
5.	For any clarifications regarding E-TENDER procedure, System requirements etc.	M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore-560079, Karnataka. Help Desk: 7503347659 / 9044314492/ 9073677150/ 151 / 152 /9674758506/9674758723/26 Contact Persons:(On working days 9AM to 6PM) 1.Mr.Pravesh Mani No.:+919044314492 e-Mail: praveshmani.t@antaressystems.com 2.Mr.Abhay kr singh Mobile No.:+919708966660 e-Mail:abhaykumar@antaressystems.com

3. The Technical Bid of the tender is required to be submitted in sealed envelopes super scribed as **“TENDER FOR PROVIDING CARE TAKER SERVICES AT SBI, ATMs UNDER ADMINISTRATIVE CONTROL OF REGIONAL OFFICE, CHANDIGARH”** Technical bid should be accompanied by following: -

- (u) An application addressed to Regional Manager as per Annexure 'A'.
 - (v) Information form duly filled and signed by the authorized signatory alongwith copy of requisite documents (Self attested) as per Annexure 'B'
 - (w) Terms and conditions as per standard draft agreement format, duly signed, with Vendor's stamp/ seal (on all pages) by the authorized signatory of the vendor as per Annexure 'C'.
 - (x) Earnest Money Deposit amounting to Rs 20,000/- in the form of Demand Draft in favour of State bank of India, Chandigarh.
 - (y) Draft format of Price Bid as per Annexure – 'D'. Bids shall be submitted online through above mentioned e-tender process.
4. The sealed tender (Technical Bid only) should reach the Bank by 1500 hours on 05.02.2025 at the following address:

The Regional Manager,
State Bank of India, Regional Business office,
SCO No 99-107, Sector 8-C
Chandigarh -160009

5. A Pre-Bid Meeting with representatives of the Participating bidders shall be held at the above office on 01.02.2025 at 1100 hrs. The Technical Bid of the Tender shall be opened on 05.02.2025 at 1530 hrs by the committee constituted for the purpose, at Regional Office, Sector -5, Panchkula. The Vendor may depute an authorized representative to be present during Pre-Bid Meeting & opening of Technical Bid.

6. The vendor should have Valid Digital Signature & required infrastructure to participate in e-tendering process. The Tender shall be valid for a period of 90 days from the last date of submission.

7. After opening of Technical Bid, in case vendor is not found technically suitable or not complying with the terms & conditions of the tender, e-price bid of the said tenderer shall not be opened.

8. Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected out rightly. The vendor is advised to study the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signature & stamp will be rejected.

9. In case the day of opening is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non-participation of empaneled vendors in the tender process may attract disqualification/ deplanement from Bank's panel.

10. We understand and undertake that mere submission of application does not guarantee us tender and Banks decision in this regard will be final and binding on us.

Your faithfully,

--Sign & Stamp-----
(Name of Authorised Signatory)

M/S _____

Annexure - 'B'

INFORMATION FORM**TENDER FOR PROVIDING CARE TAKER FOR ATMs OF SBI, RBO-4, CHANDIGARH**

SNO	SUBJECT	DETAILS
1	Name of the Agency with Corporate/ Head Office	
2	Corporate/ Head Office Communication details	(a) Landline Tele No(s)with STD codes: _____ (b) Mobile No(s). : _____ (c) e-mail ID : _____
3	Address of Agency's Office dealing with Chandigarh for correspondence purpose.	(May use separate sheet)
4	Communication details of dealing Office	(a) Landline Tele No(s) with STD codes: _____ (b) Mobile No(s): _____ (d) E-mail ID : _____
6	Registration number under PSARA Act for UT Chandigarh with date of validity	(Self-attested copy of PSARA registration Certificate for UT Chandigarh to be enclosed) 1. Chandigarh - Yes/No Registration no - Validity up to -
7	Names of authorized signatory(ies) (Copy of relevant document like Board resolution/ Copy of power of attorney etc to be enclosed)	
8	Whether the PSA is having valid Digital Signature	Yes/ No (Kindly attach a copy of valid digital signature)

9	Various Registration Nos/ Certificates (Self-Attested copies to be enclosed)	(a) PAN No : _____ (b) GSTIN : _____ (c) EPF Registration No : _____ (d) ESI Registration No : _____
10	Bank Details	Account No : _____ Name of Bank : _____ Branch Address : _____ IFS Code : _____
11	List of documents enclosed (self-certified copies)	1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ _____

Date
Place:

TERMS & CONDITIONS FOR PROVIDING VARIOUS SECURITY RELATED SERVICES AT
ATMs/BRANCHES UNDER RBO-4, CHANDIGARH (CLUSTER-1)

Terms & Conditions

1. The vendor shall be in Private Security Agencies (PSA) business for the last 05 years. This period of 05 years in business shall have been completed on or before the date of application. Proof for **previous three** years for services provided to Govt. or public-sector organizations or Banks or Institutions of repute etc must accompany the Technical bid.
2. The vendor shall have license in accordance to Section 4 and Section 7 of The Private Security Agencies (Regulation) Act, 2005 (PSARA) to operate in Chandigarh (UT) as applicable. Certified True Copy of Registration / License must accompany the Technical bid.
3. The vendor shall have a certificate of Registration with Registrar of Companies or Registrar of Firms or letter of Proprietorship. Copy of the relevant document must accompany the Technical Bid.
4. The vendor shall have registration for ESI. Certified true copy of certificate of registration must be enclosed with Technical bid.
5. The vendor shall be registered with the Govt. under Contract Labour Act (Regulation & Abolition) Act, 1970. Certified True Copy of Registration certificate must be enclosed with the Technical Bid.
6. The vendor shall also have registration with appropriate authority for service tax /GST. CTC of registration shall be enclosed with the Technical Bid.
7. The vendor shall have registration under Shops & Establishment Act. Certified true copy must accompany the Technical Bid.
8. The vendor shall have registration certificate from EPF Organization under EPF & Misc Provision Act, 1952. Certificate or inspection report indicating all clear from Employees Provident Fund Organization (EPFO) local office under whose jurisdiction the vendor operates for the previous year shall be attached with Technical Bid.
9. CTC of certificates of satisfactory service to the Public-Sector Banks/ Private Banks shall also be enclosed with the Technical Bid.
10. Earnest Money amounting to Rs 20,000.00 (Twenty Thousand only) in the form of demand draft in favour of SBI payable at Chandigarh shall accompany the Technical Bid. The EMD of all unsuccessful participants will be returned / refunded within 30 days of award of contract. However, EMD of successful vendor shall be kept as Security amount in shape of FDR. No interest shall be paid on the EMD. Technical bid not accompanied by the EMD, as specified above, would be summarily rejected.
11. The successful vendor will have to enter in to an agreement with the Bank as per the format on a non-judicial stamp paper as per applicable Stamp Act. The Bank reserves its right to forfeit the earnest money & cancel the tender if the successful vendor fails to sign the agreement within 10 days of receipt of intimation of award of tender & or fails to execute the order within 20 days of receipt of Work Order from RBO.
12. The Technical bid shall also be accompanied with an undertaking duly signed by the authorized signatory of vendor.
13. The caretakers deployed on ATMs must be turned over before or on completion of 180 days at a specific branch/ATM.
14. The vendor shall have to comply with all statutory compliances as required from time to time.
15. The Caretaker shall be trained and physically fit between age of 18 years to 50 years.
16. The vendor shall have robust/creditable infrastructure for periodical supervision of caretakers deployed on banks ATMs. The frequency of supervision shall be as follows: - (a) one each day and night in the CHANDIGARH (UT). (b) Thrice a week in other urban & semi-urban areas. (c) Once a week in remote and difficult areas. The vendor shall maintain a record of such supervisory visits. The Bank reserves its right to ask for the details/copies of such record as & when required.
17. The vendor should have documents providing proof of compliance of all State Govt. or Central Govt. Regulated Rules / Legislation as applicable. These documents shall include schedule & nominal rolls of wages disbursed to caretakers

over past two years in any Public-Sector Banks /Private Banks. Such nominal rolls shall be signed by the employees employed by the agency. The Bank reserves its right to ask for CTC of any or all these documents.

18. The vendor shall preferably have an office or a supervisor stationed at the station where bank's RBO is located to facilitate coordination between the Bank and the service provider.
19. The vendor shall have to provide contact details of its representative of appropriate level to the branches/ RBO for resolving the complaints etc, if any.
20. The applicant vendor may note that the work awarded shall be for a period of 12 months. This, however, may be extended for a period up to 12 more months from the date of expiry of initial 12 months on mutual acceptance on same terms & conditions and at the discretion of tendering authority subject to providing of satisfactory services.
21. The caretakers deployed at the ATMs shall maintain a due record of all accesses to the ATM machine & or its accessories like UPS/Air-conditioners etc by the representatives of bank's authorized vendors. The caretaker shall be responsible for security & safety of Bank ATM, cash loaded in it & all other accessories fitted inside & outside the ATM cabin. He shall not permit removal of any part of ATM or accessories without the permission of Bank's Branch Manager/ Channel Manager.
22. The Bank reserves its right to allot work to any other technically qualified service provider on L-1 rates in the eventuality of non-performance by the L-1 vendor.
23. The vendor shall indemnify the Bank for the loss, if any, caused by or occurred on account of acts/negligence of caretakers.
24. The vendor shall not claim any damages or compensation from bank to meet any statutory obligation or for any compensation or damages awarded by the court or by any other quasi-judicial authority in favour of the caretaker or his next of kin.
25. The vendor shall be bound to provide the uniform to the caretakers as per the list of items given at Annexure-TB4.
26. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) on the vendor for sleeping/absenting/missing of caretaker from his designated post/ATM. Similarly, Bank also reserve penalty of Rs.500 (per incident) for improperly dressing of caretaker / or not being in prescribed uniform.
27. The Bank reserves its right to levy a penalty of Rs 500 (per incident) for non-provision of the cleansing material / untidy ATM cabin.
28. The vendor shall be bound to deploy the caretaker as soon as possible on receipt of order but not later than 07 days. The Bank reserves its right to levy a penalty of Rs 500 per day per caretaker for delay in deployment beyond 7 days.
29. The Bank reserves its right to deduct the penalty amount from the monthly wages bill submitted by vendor or deduct from the security money or ask the vendor to deposit the penalty amount in the form of demand draft/cheque.
30. The payment of bills shall be made to the vendor by the concerned branch/RBO. Payment shall be released by the branch/RBO & credited to in account of vendor to be maintained with the bank. The payment shall be made within a period of 10 days of receipt of bills subject to the branch/bank satisfaction on correctness of bills as per attendance sheet & statutory compliance by the vendor. The payment to the caretakers will be made by the vendor in their accounts not by cash.
31. The vendor shall have to replace the caretaker who is felt to be undesirable by the BM or any other higher authority of bank.
32. The Bank has a right to terminate the agreement/contract with one month of notice without assigning any reason whatsoever.
33. The Bank reserves its right to terminate the agreement/contract without any prior notice in case of breach of any of the terms and conditions of agreement or frequent/repeated failures to meet the requirement of the bank.
34. In case of termination of contract/agreement The Bank shall not be responsible or accountable for the employment/service of the caretakers and the Bank shall also not be liable to account for any liability arising out of the discontinuance of employment of the caretakers.
35. The vendor shall have to maintain up to-date records of all caretakers as per the Shops & Establishment Act & will have to discharge all obligations under various Labour Laws/Acts viz. EPF Act, ESI Act, Gratuity Act, Bonus Act, Workmen Compensation Act, Contract Labour (Regulation & Abolition) Act etc or under any other State/Union

Legislation in respect of vendor's employees (i.e. caretakers) and shall produce these records for verifications as & when demanded by Bank. The vendor shall also discharge all statutory obligations under the Payment of Bonus Act, 1965 including payment of statutory bonus to his employees (i.e. caretakers) at his own expense.

36. The vendor shall have to give an undertaking to the effect that he has not been blacklisted or de-panelled or delisted by any Banks or other organization / institution for poor service or otherwise during the period of last 5 years. Willful suppression of information in this regard shall be viewed as breach of violation of terms & condition of tender/agreement & shall make the vendor liable for forfeiture of his EMD or Security Money or both. The Bank, besides termination of tender/agreement without any prior notice, also reserves its right to proceed against the vendor for criminal breach of trust under the law.
37. All accompanying pages, certificates, documents with Technical Bid must be separately signed with date on each page by authorized signatory of vendor & stamped with seal of the Firm / Company as the case may be.
38. The vendor's whose technical bid is found to be incomplete and not in conformity with the terms & conditions of tender, financial bid of the firm will not be considered.
39. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice/invitation. The Bank shall be entitled to reject any or all offers without assigning any reason whatsoever, any time during the process.
40. The vendor will have to get the police verification of the caretaker done before deploying at the ATM and the copy of the Police verification to be submitted at RBO-4, CHANDIGARH.
41. Sub- contracting or delegating the caretaker services to any other agency is liable for termination of Agreement without any notice
42. In the event of any disputes and difference arising out or relating to this agreement including interpretation of its terms will be resolved through joint discussions of the Authorized Representatives of both the parties. However, if the disputes are not resolved, then the matter will be referred to for adjudication to the arbitration of a person appointed by the Bank in accordance with the Indian Law i.e Arbitration and Conciliation Act 1996. The decision of the Arbitration shall be final and binding on both the parties. The arbitration in the case of any dispute the courts of CHANDIGARH will have the jurisdiction.
43. Total no. of ATMs may increase or decrease depends upon the requirement of bank.
44. The vendor shall arrange and ensure that all the concerned caretakers are having accounts with SBI only for the purpose of salary and wages of such caretakers shall be directly credited to the accounts of caretakers and also shall furnish a list containing name of caretakers, their account numbers and amount of wages credited in their accounts in every subsequent month with monthly bill to RBO.
45. Caretaker should not enter inside the Back room [if available] of the ATM site at all, unless extremely necessary.
46. The Bank reserves its right to levy a penalty of Rs 1000 (per incident) in case Supervisor / Supervisory staff of vendor either not visiting / or not truthful reporting of short comings of inspecting ATM sites to the RBO at time specified and rectification of the shortcomings within 3 days.
47. The vendor shall arrange to maintain registers with the caretakers and the supervisors shall record their stipulated visits in the registers. The Bank reserves its right to levy penalty of Rs. 1000/-- per instance for not maintaining registers and not recording stipulated visits.
48. The Bank reserves its right to levy a penalty of Rs. 500/- to Rs. 10000/- depending upon gravity of incident for any act done by the Caretaker causing reputation loss to the Bank or providing misleading information to the customer from the vendor.
49. The vendor shall submit copies of previous month challans of EPF Deposit, ESIC Deposit, Administrative charges, EDLI and Service Tax/ GST Deposit with every monthly bill with RBO.
50. The vendor shall provide ATM wise name of Caretakers deployed and supervisors who will monitor the services of caretakers along with their Mobile numbers to RBO-4, CHANDIGARH.

TERMINATION OF CONTRACT

- i. SBI may terminate the contract by giving a notice of 30 days without assigning any reason. SBI may reduce the strength of one or more locations by giving a Seven days' notice to the PSA.
- j. If services entrusted under this agreement become illegal at a later date by operation of any law, then the Bank will discontinue the contract forthwith and no compensation will be paid to the PSA (Party of Second Part) and the security guards etc so deployed by the PSA will not have any right or claim against the Bank and it will be the sole responsibility of the PSA.

Scope of Work

41. Provision of caretakers on banks ATMs and Arm Guard for Branches under the Control of SBI RBO – 4, CHANDIGARH as per the Banks requirement.
42. Services to be rendered by eligible persons as per the given QR & uniform as mentioned at Annexure TB-2 & TB-4 respectively.
43. Bank shall pay the agreed wages only (as per the approved rates but as per Central or State Wages Act & Rules) for the services of caretakers deployed on the ATMs and arm guard for Branches. Charges for administrative & supervisory staff hired by the agency shall not be paid by the bank.
44. Cleaning of ATM cabin shall be part of duties of caretakers. The front door glass and complete ATM machine should be cleaned with Collin liquid twice a daily. The caretaker shall ensure that no unwanted stickers, posters, etc. not related to ATM/Bank are there in and around the ATM lobby. Dustbin should be cleaned on daily basis and there should not be any ATM slips or waste material lying on the floor of ATM lobby. The vendor will have to provide the cleaning material at his own cost and no payment shall be made for the supply of such cleaning material.
45. The caretakers shall have to be in uniform, fully trained, disciplined and bear a good moral character.
46. The caretaker shall wear a proper identity card with his / her clear photograph and name written on it. The Identity card shall be provided to the caretaker by the renderers as its own cost.
47. The caretakers shall keep vigilance, keep the cabin of ATMs clean & welcome the card holders to the ATMs.
48. The vendor shall be responsible for the security & safety of ATM, cash loaded in the ATM & other accessories fitted inside & outside the ATM cabin.
49. The caretakers shall perform their duties in accordance to the schedule as given at Annexure TB-3
50. The caretaker shall be contactable over mobile phone. Phone numbers of all the caretakers will be provided by the vendor to the Bank within 15 days of the signing of the agreement. It shall be insured that old mobile number is not changed without prior intimation to the Bank / RBO.

A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issue by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB- 2

QUALITATIVE REQUIREMENT (QR) OF CARETAKERS

The Caretaker to be deployed must fulfill the following requirements:

Physical Capability

- (i) Able to walk & patrol for 8 hours.
- (ii) Climb steep stairs or ladder.
- (iii) 6/6 vision (or corrected to 6/6 with glasses)
- (iv) Hear normal conversation.
- (v) Talk intelligently over a telephone or 2-way radio and be understood by other members of force.
- (vi) No amputations, deformities or disabilities.
- (vii) Present a neat & clean appearance.
- (viii) Lift & operate 4.5 kgs CO2 gas type fire extinguishers.
- (ix) Lift a person and carry in a rescue
- (x) Minimum height 5 ft 4 Inches.

Mental/Education Capability

- (i) Shall be minimum 18 years old and must not be older than 55 years of age.
- (ii) 8th / 10th pass or equivalent.
- (iii) Working knowledge of Hindi. Read elementary English sentences and exchange greetings with cardholders.
- (iv) No history or presence of any psychiatric disorder.
- (v) Emotionally stable.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

Annexure TB - 3

Duties of Caretakers

The Caretakers deployed on the ATMs of Bank shall be responsible for: -

73. Timely switching on/off of Lights / Air – Conditioners.
74. Daily cleaning of ATM cabin with Broom and Mopping of floor with set dusters ringed in water mixed with phenyl at the beginning of his duties.
75. Daily dusting of walls of cabin with dry cloth.
76. Keeping the frontage of cabin neat & clean and also for promptly emptying of Dust Bin.
77. Maintaining the record of his attendance in a register provided by the service provider.
78. Maintaining of record of all accesses to the ATM machine / accessories by the bank staff or representatives of Bank's authorized vendors.
79. Informing the Branch Manager / Channel Manager of any break down of ATM or any other un-usual incident.
80. He will not allow taking away any part of ATM or accessory without the permission of Branch Manager / Channel Manager.
81. He will be in possession of telephone number of local police authorities / Nearest Police Station / Police Chowki, Electricity fault control, BM & Channel Manager & Authorized outsourced agency responsible for loading of cash.
82. He will remain Present at the ATM throughout his Duty Hours.
83. He will not allow un-authorized access to the ATM cabin or ATM /accessories.
84. He will allow access of one card Holder per One Machine at a Time to the ATM Room. Ex- if 2 machines are installed than 2 persons allowed at a time.
85. He will be courteous & Helpful to the ATM Card Holders.
86. He will not have any access to the ATM Card or Password of any Card Holder. He will promptly deposit the ATM card with the BM, if left in the cabin by any Card Holder.
87. He will not permit any person / card Holder with covered face or with Helmet on entry inside the ATM Cabin.
88. He will not allow any un-authorized gadgets to be fixed /installed inside the ATM cabin by any person. He will also not allow pasting of any un-authorized poster etc inside or outside the ATM cabin by any person.
89. He will not install any Fan, Heater or any other equipment /gadget inside the ATM Room.
90. He will not remain inside ATM Room when customer is operating the ATM.

Date Sign & stamp of authorized representative of the firm/ vendor

Annexure TB - 4

REQUIREMENT OF UNIFORM/ DRESS FOR VARIOUS CATEGORIES OF MAN POWER

The PSA must provide suitable dress/ uniform to its manpower. No separate expenses shall be provided by the Bank. PSA must include all such expenses in Service Charges only.

ATM CARETAKER: A proper uniform having Cap/ Pagree as applicable, shirt, trouser, name plate, black belt & leather shoes. Colour and design of the uniform shall be as per the PSA norms and as per the weather requirement. He must wear a proper photo identity card issued by the PSA.

Date:

Seal & Signature of Authorized Signatory of the Company/Firm

5. QUALITATIVE REQUIREMENTS

(e) REGISTRATION REQUIREMENTS

- i. The PSA should have valid PAN, GST, PF & ESI registration and shall satisfy the compliance with applicable statutory provisions as notified by Govt of India from time to time.
- ii. The PSA shall comply with all the labour laws, Rules, Regulations of concerned State and Central Government and shall have registration as per various such Acts & Rules as applicable.
- iii. The PSA must have valid license under applicable Private Security Agency Regulation Act (PSARA) for the State of Haryana and other law as applicable.
- iv. The PSA must have valid gun license.

(b) SERVICE SUPPORT OFFICE

The PSA shall have an established office in one or more locations in Union Territory of Chandigarh or tricity area to provide services. The PSA shall provide complete address, contact details like Tele No., Fax No., email ID and Mobile Nos.

(c) BLACKLISTED / UNDER ARBITRATION

The PSA should not be under arbitration/ litigation with our Bank and should not be black listed/ de-listed/ depanelled by any Government/ Semi Government/ Nationalised Public-Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutions (FIs)/ Corporate Offices

(h) In case the PSA doesn't meet the qualitative requirement at any stage during the period of agreement, in such eventuality the services from PSA will stand terminated.

Sign & stamp of authorized representative of the firm/ vendor

CLUSTER 'E'

SL NO	ATM No	Link Branch Code	Location	No of Employees
1	S1NC050752001	50752	SCO 60-61 SEC 34	02
2	S1NC050752002			
3	S5NE050752621			
4	S5NA050825622	50825	SCO NO 84 SEC 46-C	02
5	S5NE050949621	50949	SCO 439-440, SEC 35 -C	02
6	S5NK050949622			
7	S5NK051017621	51017	SEC 19-C	02
8	S1BW051201002	51201	SCE 49-B	02
9	S1NW061067033	51201	SEC 49-A	02
10	S1BW051418001	51418	SCO 263, SEC 44-C	02
11	S1NW061067032	51418	BOOTH NO 5 SEC 44-C	02
12	S1NC061067176	51418	BOOTH NO 317 SEC 44-D	02
13	S1NC061067177	14846	RBO SCO 99-107 SEC 8-C	03
TOTAL				21