



**आईडीबीआई बैंक लि.
आंचलिक कार्यालय, भोपाल
सुरक्षा गार्ड सेवाएं प्रदान करने के लिए निविदा आमंत्रण सूचना**

आईडीबीआई बैंक लिमिटेड द्वारा भोपाल अंचल की शाखाओं/ कार्यालयों में सुरक्षा गार्ड सेवाएं प्रदान करने के लिए प्रतिष्ठित और अनुभवी सुरक्षा सेवा प्रदाताओं से निविदाएं आमंत्रित की जाती हैं। उपरोक्त क्षेत्र में कुशलतापूर्वक इच्छुक ठेकदार तमाम आवश्यक दस्तावेज के साथ आवेदन कर सकते हैं। निविदा प्रस्तुत करने की अंतिम तारीख 15, जनवरी 2021 है। इस संबंध में शुद्धिपत्र केवल बैंक की वेबसाइट पर प्रदर्शित किया जाएगा और समाचार पत्रों में अलग से कोई अधिसूचना जारी नहीं की जाएगी।

अधिक जानकारी के लिए कृपया बैंक की वेबसाइट www.idbibank.in देखें

भोपाल

ह/-

ता:

मुख्यमहाप्रबंधक एवं अंचल प्रमुख, भोपाल अंचल



**IDBI Bank Limited
Bhopal Zonal Office, First Floor,
T T Nagar Bhopal-462003**

NOTICE INVITING TENDER FOR PROVIDING SECURITY GUARD SERVICES

IDBI Bank proposes to empanel Security Services Providers in the state of Madhya Pradesh. Interested contractors having expertise in the above field may apply with all the required supporting documents. Last date of submission of tenders is January 15, 2022. Performa and other details can be downloaded from our website www.idbibank.in under Notices and Tenders. Any corrigendum in the matter shall be posted only on Bank's website and no separate notification shall be issued in the newspaper.

Sd/-

Place -Bhopal
& CGM

Zonal Head



Request for Proposal (RFP) Empanelment of Security Service Provider For IDBI Bank Limited

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**NOTICE INVITING RFP/BID DOCUMENT FOR PRE-QUALIFICATION OF
SECURITY SERVICE PROVIDERS FOR IDBI BANK LTD**

Sealed RFPs are invited from well-established and reputed Security Service Providers (SSP) in India for providing security services in IDBI Bank Ltd. in its PAN-India locations.

RFP/BID DOCUMENT FOR PROVIDING SECURITY SERVICES TO IDBI BANK

1. Bid document may be downloaded from the IDBI Bank website as mentioned below

1. Date of commencement of issue/download of bid documents	January 12, 2022
2. RFP No. & Date	1 & 12.01.2022
3. Cost of the Bid document	Bid document/s can be downloaded from the IDBI Bank's website/Internet site www.idbibank.in . However downloaded bid documents shall be submitted along with a DD/ pay order of Rs.2000/- , payable to " IDBI Bank Limited " at Bhopal, as cost of bid document.
4. Pre bid Meeting	15.01.2022
5. Time & last date of the submission of Bid	Up to 15.01.2022
6. Place of submission of bids and Address for Communication	Bids in sealed envelope to be dropped into a sealed RFP (Request For Proposal) Box kept at IDBI Bank Zonal Office, First Floor,M P Housing Board Building,Center Point,T T Nagar Bhopal.- 462003
7. Date and time of opening of bid	18.01.2022 & 3:00 PM

*If a holiday is declared on any of the dates mentioned above, the bids shall be received/ opened on the next working day at the same timings specified above.

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DISCLAIMER

The purpose of this Request for Proposal (**RFP**) is to arrange outsourced Security Services for IDBI Bank Limited (IDBI Bank/Bank); offices/branches/establishments//quarters **in the states of Madhya Pradesh** is subject to the terms and conditions set out in this RFP document and all other terms and conditions, subject to which such information is provided.

The information contained in this RFP document or information provided subsequently to the bidder(s) or applicants whether verbally or in documentary form, by or on behalf of IDBI Bank Limited, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions, subject to which such information is provided.

This RFP document is not an agreement and is neither an offer nor an invitation to offer by IDBI Bank to any parties, other than the applicants who are qualified to submit the bids herein after called the “**Bidders**”. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information, which each Bidder may require. Each Bidder should conduct its own investigations and analysis, and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice. IDBI Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not, and does not purport, to contain all the information that a Bidder may require. IDBI Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent. IDBI Bank reserves the right or discretion to change, modify, add to or alter any or all of the provisions of this RFP and / or the bidding process, without assigning any reasons whatsoever. Such change may be intimated to all the Bidders/Service Providers by publishing on the Bank's website only and no separate notification shall be published in newspapers or any other media. Bidders shall regularly visit Bank's website to keep themselves updated. Any information contained in this document, will be superseded by any later written information on the same subject made available to all recipients by IDBI Bank at its website.

IDBI Bank may in its absolute discretion in the larger interest of the Bank, but without being under any obligation to do so, update, amend or supplement the information in this RFP or modify or alter any provisions or terms and conditions at any time even during the contract period, at its sole discretion without assigning any reasons what so ever

IDBI Bank reserves the right to reject any or all the expression of interest / proposals received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss / injury that Bidder might suffer due to such reason. The decision of IDBI Bank shall be final conclusive, and binding on all the parties.

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SECTION - I

INVITATION FOR BID

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1. Background

- 1.1 IDBI Bank Limited is a Company under the Companies Act, 2013 and a banking company under section 5 (c) of the Banking Regulation Act, 1949 (hereinafter referred to as IDBI Bank/ the Bank).
- 1.2 IDBI Bank is notified as a scheduled bank by the Reserve Bank of India (RBI) under the Reserve Bank of India Act, 1934 and is engaged in banking business.

2. Guidelines for submitting bids

2.1 Purpose

IDBI Bank requires Security Services as per Section IV of this RFP.

The above services are required at locations (as per requirement) **in the state of Madhya Pradesh**, at the locations where IDBI Bank Branches/ Offices/ Establishments//Quarters are presently located/ are to commence operations in the future.

The purpose of the present notice inviting bids is to select Security Service Provider/s (hereinafter referred to as SS Provider/s) for various locations of the Bank in the **states of Madhya Pradesh**. IDBI Bank proposes to engage competent, qualified and experienced security agencies to provide Security Services.

2.2 Instructions to SS Providers :-

SS Providers are advised to study the Bid Document carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications. The Bid details should be precise, complete and in the prescribed format, as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in every respect will be at the Bidder's risk and may result in rejection of the Bid and for which IDBI Bank shall not be responsible. Sealed offers prepared in accordance with the procedures enumerated in Section II of the Bid Document should be submitted to IDBI Bank not later than the date and time laid down, at the given address at **IDBI Bank Zonal Office, First Floor, M P Housing Board Building, Center Point, T T Nagar Bhopal-462003**.

SS Providers shall bear all costs associated with the preparation and submission of its Bid and IDBI Bank shall in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process including cancellation or abandonment of the bidding process.

2.3 Amendment of Bid Document :-

IDBI Bank reserves the sole right for including any addendum or issuing any corrigendum to this RFP or Bid process. The Bidders shall not claim as a right for requiring IDBI Bank to do the aforesaid.

At any time before the deadline for submission of Bids/ offers, IDBI bank may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify this RFP/Bid document and the same will be duly uploaded on the website, and the bidders are required to check the website frequently during the Bid period and keep themselves updated on any changes made, therein, and all such changes, if any shall be binding on them.

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If required in order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, IDBI Bank reserves the rights to extend the deadline for the submission of Bids. However, no request from the Bidder, shall be binding on IDBI Bank for the same. IDBI Bank's decision shall be final, conclusive and binding on all the bidders or offers.

2.4 Expected time for starting the Service(s)

The SS Providers are expected to start-Service(s) at all the intimated locations within a period of 30 days from written intimation sent by/from IDBI Bank. IDBI Bank may review the services of the Service Provider as decided by the IDBI Bank. The right to review the Security Services and the discretion referred to above shall not be construed as an obligation on the part of IDBI Bank. In case the SS provider/s is not able to take over all required services in all required locations in the stipulated period of time from the date of written intimation and/or the Security Service Provider has not been able to render the Security services to the satisfaction of IDBI Bank, IDBI Bank shall be entitled to terminate the agreement and is not bound to take any services from that Service Provider concerned.

3. Bid Security (BS) Value:-

3.1 A Bid Security of Rs. 1,00,000 (Rupees One lakh only) per bidder by way of Demand Draft or Pay Order in favour of "IDBI Bank Limited" payable at **Bhopal** must accompany and be attached **outside** the sealed envelopes of the Technical bid. The bids submitted in consortium, shall be rejected without assigning any reasons whatsoever.

3.2 Bid security amount of unsuccessful SS Providers will be returned within a period of 60 (sixty) days from the date finalization of prequalification process, unless forfeited for non-compliance as provided in this RFP or the decision to abandon the bid process. In the case of successful bidders, the bid security amount may be adjusted against the performance guarantee required to be deposited by each successful SS Provider/ Bidder.

It is clarified that the Bid Security will not bear any interest whatsoever and this bid security amount shall be forfeited in the event of any evasion, avoidance, refusal or delay on the part of the bidder to sign and execute the order/purchase order/service order or any other documents, as may be required by IDBI Bank in case the Bid / Tender is accepted.

3.3 The Bid Security / EMD would be exempted, in case of those bidders who are eligible for such exemption and registered under the related provisions of MSME / NSIC and related guidelines / instructions and such agencies must provide supporting documents to claim the above exemptions.

4. Criteria for Prequalification:-

4.1 License to engage in the business of private security agency issued under the Private Security Agency [Regulation] Act, 2005 (PSARA) & rules thereunder and related instructions -issued by the Controlling Authority of the Govt. The SS Provider should have at least 1 valid PSARA in any of the states in the Zone.

4.2 The SS Provider should have at least 10 years of Experience in providing security services as on June 30, 2021 in India . At least one contract of Rs 5 Cr. OR at least two contract of Rs 2.5 Cr or more

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in security contract in banking sector for last Seven years.

4.3 The SS Provider should have an average annual turn over for last three year of Rs 75 Crore to Rs 100 crores .[last three financial years. i.e. 2018-19, 2019-20 & 2020-21.]

4.4 The SS Provider should possess adequate continuous experience of at least 10 years for providing security including at least 7 years service provided to 5 numbers of Banks/PSUs including industries/Govt. Organization/NBFC/FI in last 10 years as on June 30, 2021(at least one organization with minimum 50 guards).

4.5 The SS Provider should have at least 1 Office since last 10 years in the Zone they have bid for.

4.6 Registration numbers & certificates for ESIC, EPF, GST, and Labour License for one of the clients issued by Labour Department of the appropriate Govt., or Governmental bodies. (any one of the existing clients) and all other licenses/permits required to carry out the private security agency business.

4.7 The SS Provider must have at least 1000 or more security personnel continuously on roll as per PF & ESIC records.

4.8 The SS Provider should must be registered /empanelled with D.G.R (ministry of Defence, Govt.of India.

4.9 The SS Provider should have ISO 9000-2015,14001:2015,29990:2010,27001:2013,30409:2016.

4.10 The SS Provider should have experience for Currency Chest services in last 5 years.

4.11 The SS Provider must have own training centre (under PSARA Act) in the Zone they have bid.

4.12 The SS Provider should have UDYAM Registration.

5. General terms and conditions:

5.1 Besides being in possession of all other statutory compliances, the copies of the following valid statutory compliances are also to be submitted as given below:-

5.1.1 For deploying the guards in the State of Maharashtra, SS Provider and the guards should have exemption by Government of Maharashtra under the provisions of the Maharashtra Private Security Guards (Regulation of Employment & Welfare) Act. 1981 and the scheme made there under, and subsequent instructions/ guidelines.

5.1.2 Property Protection/PERPRO'/Protection/ or an appropriate Arms license issued by Govt. authorities would be necessary.

5.1.3 Registration number and certificate for Shops and Establishment Act of the respective States, if applicable.

5.2 The SS Provider shall have good name, standing, requisite experience, expertise and professional reputation for performing similar job/ assignment in PSUs, banks, large organizations or

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establishments and should not have been blacklisted by any Govt./Quasi Govt./State Govt. organisations including PSUs/PSU Banks/RBI/IBA or any other regulatory body. In addition they should not have defaulted in providing similar services with IDBI Bank including subsidiaries/affiliates or any other Bank in the last 4 (four) years as on June 30, 2021. Satisfactory service certificates should be produced from **Two/Three** of their existing major clients, with whom the SS Provider has executed Security Service contracts.

- 5.3 The personnel and other staff should be provided with tamper proof photo identity cards issued by the SS Provider and wear prescribed uniform. Non display of photo ID cards and not wearing prescribed uniform should be reckoned as a misconduct with attendant consequences.
- 5.4 Relevant documentary evidence(s), satisfactory services certificates from 3 existing major clients, all requisite licenses/ authorizations under applicable law including but not limited to certificates from the auditors/ statutory auditors, income-tax for the above should be produced along with the bid document.
- 5.5 The SS Provider should complete the “Organization Profile” format in Section V and submit the relevant document(s) along with the Bid documents.
- 5.6 The SS Provider’s organization should be manned by professionals who are adequately trained and the organization structure should comprise of a centralized help desk, taxation consultants, account managers, recruiters and other support staff to enable the SS Provider to execute and perform the job and work assignment of such nature and magnitude, efficiently.
- 5.7 The manpower being deployed for this project should have necessary experience, expertise & relevant knowledge about all the aspects of Security Services/ Guns/ Security Equipment etc. and should be registered as a staff/employee and/or on roll of SS Provider. Service Provider must have all valid registration(s)/ licenses as per legal/ regulatory requirements applicable in various States.
- 5.8 In the case of Armed Guards, all the respective Arms (guns) should have proper valid licenses and all necessary statutory compliances, in all respects for providing the security services and an easily readable, copy of each, will be verified from original.
- 5.9 In case any information/ documents are found to be incorrect/false at a later stage also, it shall invite immediate disqualification/ termination of the Service Provider/ contract, from consideration/shortlisting/or deployment. All bidders/ SS Providers must ensure that they are in possession of the valid original copies of all statutory compliances mandatory under State or Central Govt. Rules/Acts, etc. The original documents may be verified/ scrutinized during the RFP (Request for Proposal) processes or at any other time.
- 5.10 The prospective SS Providers should fulfill the respective pre-qualifications otherwise their bids will not be considered valid for the bid evaluation process and will be rejected forthwith. The decision of IDBI Bank shall be final and conclusive. The SS Provider should submit all the supporting documents and in the case of non-submission, the bid is liable to be rejected.
- 5.10 The SS Provider should not be owned or controlled by any Director or officer/ employee of the Bank or their relatives having the same meaning as assigned under the Companies Act, 2013. A declaration to this effect should be submitted with the Bid.
- 5.11 The SS Provider should not be blacklisted for its security services with any of the Govt./Quasi Govt./State Govt. organization including RBI/PSUs/PSU Banks/IBA or any other Regulatory bodies during last 5 years.

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6 Brief Scope of Work

- 6.1 The scope of security services to be rendered includes provision of Security Guards (SG), Security Armed Guards i.e. Gunmen (SAG), Automated Teller Machines Caretakers (ATM CT)/ Caretakers (CT) (as may be required), Security Supervisors/ Officials/ Officers/ Specialized staff (as may be required). SS Provider shall deploy their staff at the facilities/ locations of the IDBI Bank in the zone, with an assurance of efficient, prompt and safe Service/s with utmost efficiency and secrecy.
- 6.2 Engagement of SS Provider (s) will be for a period of 3 (three) years, subject to satisfactory performance review at the end of every year. If performance is found to be satisfactory then the contract may be continued at the same or similar terms & conditions. However, in the event of Service(s) being found unsatisfactory at the time of annual review or at any time during the intervening period, IDBI Bank reserves the right to terminate the contract by giving one month's prior notice. If the SS Provider is terminated because of unsatisfactory services, then IDBI Bank has full rights to retender for that ZONE or reallocate the work / part of the work among other empanelled Security Service Providers of that ZONE. The Bank's decision in this regard shall be final, conclusive and binding on the parties.
- 6.3 The selected SS Provider/s should allocate a team of at least 2 (Two) levels of Relationship Managers dedicated for Services to IDBI Bank within 15 days of the contract being awarded, which would be the Specific Point Contact (SPC) for the Bank regarding Security Services.
- 6.4 The detailed scope of work is given in Section IV of the Bid Document.
- 6.5 In case of substandard or unsatisfactory Security Services being provided by the selected SSP, the bank at any time at its sole discretion and in the larger interest of efficient Security Services being sensitive in nature, may Terminate or reallocate or relocate in part or the complete Security Arrangement, at any of the branches/ locations in the ZONE, of any Security Service Provider, in the same ZONE or if necessary may also reallocate the work to the extent possible to any other SSP, without assigning any reason, whatsoever.
- 6.6 The SSP may have to ensure that the verification of the antecedents of the persons deployed by them, from the police.

7 General Instructions

- 7.1 Presently, the IDBI Bank is having around 104 branches and other offices/establishments/quarters in the zone. The number of branches/ offices/establishments/quarters may vary in numbers from state to state in the ZONE. The composition of the states in the ZONE with details of states is given in the table below. The requirement of number of security guards would increase/decrease with the opening/closing/merging of new/existing branches/ establishments/ offices/quarters as per Bank's Security policy revised from time to time. However, the quantity/numbers may be split among the Service Providers who qualify in the process. Indicative states are given in the following table :

ZONEs	States/U.T. allocated	No. of Branches (Appx.)
Kolkata	Zone comprises West Bengal and 7 North East States	159

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Nagpur	Zone comprises Maharashtra (Excluding Mumbai and Pune Zones)	134
Chandigarh	Zone comprises Chandigarh (UT), Punjab, Haryana, Himachal Pradesh & Jammu & Kashmir.	155
Bhubaneswar	Zone comprises Odisha & Chhattisgarh.	143
Ahmedabad	Zone comprises Gujarat & Dadra & Nagar Haveli and Daman & Diu.	112
Chennai	Zone comprises Tamil Nadu, Puducherry, Andaman & Nicobar	121
Mumbai	Zone comprises Mumbai & Nashik in Maharashtra (excluding Pune & Nagpur Zone area).	155
New Delhi	Zone comprises Delhi & NCR, Rajasthan.	155
Bengaluru	Zone comprises Kerala & Karnataka.	139
Pune	Pune Zone comprises Pune I & II, Satara, Kolhapur (in the state of Maharashtra) & Goa.	155
Hyderabad	Zone comprises of Telangana and Andhra Pradesh.	101
Lucknow	Zone comprises state of Uttar Pradesh (excluding NCR) & Uttarakhand.	137
Bhopal	Zone comprises the state of Madhya Pradesh.	104
Patna	Zone comprises the states of Bihar & Jharkhand.	123

Note: The above mentioned states in the ZONE are only indicative & may be adhered to the extent practically possible. However, due to administrative & operational exigencies & various local factors, the Bank in its own interest may decide to adopt a suitable changed course of action in the best interest of the Bank, without assigning any reasons what so ever at the sole discretion of the Bank.

IDBI Bank may however, for administrative exigencies, allocate an entire location/city/region/state/ZONE to a bidder/Service Provider. In its larger interest, the bank may withdraw the security services of any of the shortlisted/selected security service providers(SSPs) in

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case of substandard services, non-renewal of necessary statutory compliance as prescribed in the statutory authorities, any other negative issues emerging from time to time. The Bank may re-allocate/change the location or increase/decrease the number of security guards/allocated branches/establishments/offices/quarters or the number of locations/sites/ZONES, as per Bank's requirement and discretion from time to time, in the best interest of the Bank, without assigning any reasons what so ever at the sole discretion of the Bank.

7.2 The security service providers (SSPs) before bidding would be required to assess, if necessary, after visiting/evaluating the locations/sites and fully understanding the necessary requirements of services. The security services would be for 3 years, subject to satisfactory performance reviewed at the end of every year.

7.3 All the bids must be physically submitted/ dropped personally and accompanied by a bid security as specified in the Bid Documents and must be dropped in the RFP (Request For Proposal) box meant for the purpose only by duly authorized person carrying photo ID-Card of the SS Provider, on any working day of Bank before January 10, 2022 till 3:00 PM. IDBI Bank reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. Decision of IDBI Bank shall be final, conclusive and binding on the bidders. Submission / dropping of bids by any other mode shall not be accepted.

7.4 Decision as to any arithmetical error manifest or otherwise in the bid documents shall be decided at the sole discretion of IDBI Bank and which shall be binding on the SS Provider.

7.5 IDBI Bank reserves the right to re-issue /re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of IDBI Bank in this regard shall be final, conclusive and binding on the Bidder.

7.6 **The bidders must submit a Certificate of Undertaking on their letter head duly signed by the authorized signatory that all the terms & conditions of this RFP are acceptable to them.**

7.7 IDBI Bank reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever and without being liable for any loss / injury that Bidder might suffer due to such reason. Any decision of IDBI Bank in this regard shall be final, conclusive and binding on the Bidder.

7.8 IDBI Bank reserves the sole right for including any addendum / issuing corrigendum to this entire bid process. The bidders shall not claim as a right for requiring IDBI Bank to do the aforesaid. At any time before the deadline for submission of bids / offers, IDBI Bank may, for any reason, whether at its own initiative or otherwise, modify this RFP / Bid Document. Modifications, if any, will be made available as addendum / corrigendum on the Internet / website and all such amendments shall be binding on all of them. If required, IDBI Bank reserves the right to extend the deadline for the submission of bids. However, no request from the bidder, shall be binding on IDBI Bank for the same.

7.9 Before bidding, the SS Providers are requested to carefully examine the bidding documents and the terms and conditions of the contract, and if there appears to be any ambiguity and/or discrepancy between any of the bidding documents they should forthwith refer the matter to IDBI Bank for necessary clarification and in any case the Bank's interpretation to any of the clauses shall be final, conclusive and binding. Queries/ Doubts in the RFP (Request for Proposal) document raised later after pre bid meeting, by any Bidder would not be acceptable.

7.10 Interested SS Providers may obtain any relevant information/clarification during pre-bid meeting.

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SECTION II

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GENERAL INSTRUCTIONS TO THE SECURITY SERVICE PROVIDERS

1. Procedure for submission of Bids:-

- 1.1 SS Provider should submit a summary of the service(s) rendered /implemented and cities/ locations where rendered, for various other clients. This information must be enclosed with the technical Bid.
- 1.2 The Bid shall contain the full name, address, telephone number (mobile and landline), fax number and E-mail ID, of SS Provider for facilitating communications including notices to be given to the SS Provider in connection with the Bid transaction. Any communication from IDBI Bank Limited by any of the above modes of communication shall be treated as official communication and duly acted upon early by the respective SS Provider.
- 1.3 As mentioned in Section I, letters of having provided satisfactory Security Services from at least 3 existing major clients including any one Public Sector Bank to be submitted relating to no default in services from the client, during the period ended June 30, 2021
- 1.4 The SS Provider shall complete in all respects, form(s) annexed to the Bid documents, furnish the information called for therein, and (sign and endorse the date on each of the documents in the relevant space provided) therein for the purpose. The bid shall be properly signed by a person/ persons duly authorized by the SS Provider. In the case of incorporated Companies, the Bid shall be signed by a director(s)/ the duly authorized officers and supported by internal corporate authorizations with the Company seal. The person/ persons duly authorized by the SS Provider shall sign each page of the Bid documents.
- 1.5 The Bid form and the documents attached to it shall not be detached or removed one from the other and no alteration (s) or mutilation (s) (other than filling in all the blank spaces) shall be made in any of the Bid documents attached thereto. Any alterations or changes, if any to the entries in the attached documents, may be made by a separate covering letter, in the absence of which it may be rejected. Any decision in this regard by IDBI Bank shall be final, conclusive, and binding on the SS Provider.
- 1.6 The SS Provider shall bear all costs for the preparation and submission of the Bid document even, if, later on the bid process is abandoned or commenced *de novo*. IDBI Bank shall not be responsible or liable for reimbursing/compensating any costs and expenses incurred by the bidder/SS provider, regardless of the conduct or outcome of the Bidding process including but not limited to abandonment of the bidding process.
- 1.7 The charge for bid documents would be exempted, in the case of those bidders who are eligible and registered under the related provisions of MSME / NSIC and related guidelines / instructions and such agencies must provide supporting documents to claim the above exemptions along with the Technical Bid. **An undertaking should be given by the bidders that they have not modified any part of the RFP (Request for Proposal).**
- 1.8 The Bid shall be accompanied with Bid security as specified in Section-I. Bids without the Bid Security shall be rejected forthwith.
- 1.9 The SS Provider, irrespective of his/her participation in the Bidding process, shall treat the details of the documents as secret and strictly confidential.
- 1.10 IDBI Bank reserves the right to adjust arithmetical or other errors in the Bid, in the manner in which IDBI Bank considers appropriate or deem fit, in the larger interest of the Bank. Any adjustments so made by IDBI Bank shall be informed to the SS Provider, if IDBI Bank permits to

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accept this Bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of IDBI Bank and be binding on the SS Provider.

- 1.11 The SS Provider shall submit their offers strictly in accordance with the terms and conditions of the Bid document. Any Bid, which stipulates conditions contrary to the terms and conditions given in the Bid documents, shall be rejected forthwith. Any decision in this regard by IDBI Bank shall be final, conclusive and binding on the SS Provider.
- 1.12 The Committee constituted for the purpose of selection of the SS Provider would evaluate technical Bids to qualify the SS Providers and only those SS Providers who qualify may be required, if necessary, to make a detailed presentation to the RFP (Request For Proposal) committee, if need, for further evaluation.
- 1.13 The SS Provider is expected to examine and follow all instructions, forms, terms & conditions, and scope of work in the Bid Document. Failure to furnish complete information in all respects required by the Bid Document process or submission of a Bid not substantially responsive to the Bid Document in every respect will be at the SS Provider's risk and may result in the rejection of the Bid by IDBI Bank. Any decision in this regard by IDBI Bank shall be final, conclusive, and binding on the SS Provider.
- 1.14 The SS Provider shall prepare the Bid based on details provided in the Bid documents. It must be clearly understood that the locations of branches/ offices/establishments/quarters are indicative (as displayed on the bank's website) as it is intended to give the SS Provider a general idea about the scale and magnitude of the work and is not in any way exhaustive and guaranteed by IDBI Bank.

2. Clarification of Bid document:-

For the purpose of providing clarifications if any, to RFP, a pre bid meeting has been fixed at January 08, 2021. SSPs seeking clarification should raise their queries in the above meeting and get their queries clarified.

No clarification, whatsoever, shall be furnished by the Bank thereafter.

3. Language of Bids :-

The Bid prepared by the SS Provider, as well as all correspondence and documents relating to the Bid exchanged by the SS Provider and IDBI Bank with supporting documents and printed literature shall be written **in English** only.

4. Documents comprising the Bids:-

- 4.1 The Bid prepared by the SS Provider shall comprise the following components:

The Technical bid should comprise the following:

	Technical Bid Checklist
1	Cover letter for Technical Bid
2	Organization Profile
3	Prequalification of Bidders (Evaluation Matrix)

(Submit all Documents with signed by authorized person/ Director)

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**** No queries after the date of the pre-bid meeting shall be entertained.**

4.2 General Information:

- 1 Bank Details (refer Section V)
- 2 Bid security in the form of Pay order/DD
- 3 Requisite Power of Attorney/Board Resolution/Authority Letter authenticating/authorizing the signatories of the Bid Document
- 4 Undertaking from the bidder that they have not modified any part of the RFP (Request For Proposal) downloaded bid document from the website (Whether Modified/ Not Modified).
5. Undertaking from the bidder that they have not participated for more than 4 zones.
6. Undertaking from the bidder that they have not been blacklisted by any Govt./Quasi Govt./State Govt. organisations including RBI/PSUs/PSU Banks/IBA or any other regulatory body during last 5 years.

5. Bid security

- 5.1 The SS Provider shall furnish, as part of its Bid, a Bid security of the amount mentioned in Section I.
- 5.2 Bid security amount of unsuccessful SS Providers will be returned within a period of 60 (sixty) days from the date finalization of prequalification process.
- 5.3 The Bid security amount shall be forfeited: (i) If a SS Provider withdraws his Bid during the Bid validity period; or (ii) If a SS Provider makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses any material information/facts; or (iii) If the successful SS Provider fails to sign the contract or furnish performance security and other guarantee(s)/security in the form and manner as prescribed by the Bank to the entire satisfaction of IDBI Bank, as mentioned in the Bid document. Any decision in this regard by IDBI Bank shall be final, conclusive and binding on the SS Provider.

6 Formats and Signing of Bid

- 6.1 The copy of the Bid should be complete document and should be bound as a volume. It shall be typed / printed on one side only with page numbers and appropriately flagged and contain the list of contents with page numbers. The Bid shall be properly signed by the SS Provider or a person or persons duly authorized to bind the SS Provider to the contract.
- 6.2 The Bid shall contain no inter lineation's, erasures or overwriting except as necessary to correct errors made by the SS Provider, in that case such corrections shall be initialed by the person or persons signing the Bid.

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- 6.3 Each page should be stamped and signed by authorized signatory. The SS Provider shall seal the Bid document envelope properly. If the outer cover of the Bid is not sealed and marked, IDBI Bank will assume no responsibility for the misplacement of the Bids or premature opening.
- 6.4 Any deficiency in documentation may result in the rejection of the Bid. Any decision in this regard by IDBI Bank shall be final, conclusive and binding on the SS Provider.
- 6.5 The SS Provider shall sign its Bid with the exact name of the firm to whom the contract is to be issued. The Bid shall be properly signed and sealed by duly authorized officer of the SS Provider's organization. No working tie-up with other local/ regional security agencies for the purpose of execution of the contract shall be acceptable to IDBI Bank. The contract in the complete jurisdiction of the area's awarded under the contract to a particular SS Provider shall have to be performed by that Security Service Provider only. No subletting of the contract shall be permissible under any circumstances.
- 6.6 The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the SS Provider shall be annexed to the Bid. IDBI Bank may reject outright any Bid not supported by adequate proof of the signatory's authority to sign. Any decision in this regard by IDBI Bank shall be final, conclusive and binding on the SS Provider.

7 Last date for receipt of Bids

- 7.1 Bids will be received by IDBI Bank as per the date /time & at the address specified under Section I. No request for extension of last date of submission would be entertained.
- 7.2 In the event of the specified date for the receipt of Bids being declared a holiday for IDBI Bank, the Bids will be received up to the appointed time on the succeeding working day.

8 Late Bids

Any Bid received by IDBI Bank after the last date and time for receipt of Bids prescribed by the IDBI Bank, will be rejected forthwith and / or returned unopened to the SS Provider. Any decision in this regard by IDBI Bank shall be final, conclusive and binding on the SS Provider.

9 Withdrawal of Bids

- 9.1 The SS Provider may modify or withdraw its Bids after the Bid's submission, provided that written notice of the modification or withdrawal is received by the IDBI Bank prior to the last date prescribed for submission of Bid.
- 9.2 The SS Provider should submit its modified Bid in whole as a replacement of its previous Bid.
- 9.3 The SS Provider's modification or withdrawal notice shall be prepared, sealed, marked and dispatched strictly in accordance with the provisions of this document.
- 9.4 No Bid may be modified subsequent to the last date for receipts of Bid.
- 9.5 No Bid may be withdrawn in the interval between the last date for receipts of Bids and the expiry of the Bid validity period specified by the SS Provider in the Bid. Withdrawal of a Bid during this interval may result in the SS Provider's forfeiture of Bid security furnished by the SS Provider.

10 Address for correspondence

The SS Provider shall designate the official mailing address, place to which all correspondence shall be sent by IDBI Bank.

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11 Opening of Bids

- 11.1 On the basis of information furnished in the Technical Bid, SS Providers will be qualified for Technical Bid evaluation. Bids of only technically qualified SS Providers will be taken up for further evaluation.
- 11.2 IDBI Bank will open the Bids, in the presence of the representatives of the SS Providers who choose to attend, at the designated time, date and place.
- 11.3 The SS Provider's names, modifications, Bid withdrawals and the presence or absence of the requisite Bid Security and such other details as IDBI Bank, at its discretion, may consider appropriate or deem fit will be announced at the Bid opening.

12 Contacting IDBI Bank

- 12.1 SS Provider or their representatives shall not contact/seek an appointment for meeting with any IDBI Bank/ other official, on any matter relating to its Bid, from the time of the Bid opening to the time the contract/ Bid is awarded.
- 12.2 Any effort by a SS Provider to influence the Bid evaluation, Bid comparison or contract / Bid award decisions may result in forthwith rejection of the SS Provider's Bid, and forfeiture of the bid security.

13 Evaluation of Technical Bids

The Technical Bid will be evaluated as per the criteria stated in the **Prequalification of Bidders – Evaluation Matrix** enclosed in Section V of the Bid document.

14 IDBI Bank's right to accept any Bid and to reject any or all Bids

- 14.1 IDBI Bank reserves the right to accept any Bid, and to annul the Bid process and reject all Bids at any time prior to award of contract/Bid, without thereby incurring any liability to the affected SS Provider(s) or any obligation to inform the affected SS Provider(s) of the grounds for the IDBI Bank's action.
- 14.2 IDBI Bank reserves the rights of awarding contract/splitting of work to one or more than one of the SS Providers. Any decision in this regard, in the larger interest of the organization, by IDBI Bank shall be final, conclusive and binding on the SS Provider.

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SECTION III

GENERAL TERMS & CONDITIONS

1. Terms & Conditions

- 1.1 The contract is for providing security services and not for supply of General Contract Labour. The security personnel employed by the SS Provider for providing the services shall be its employees/ staff and not of the IDBI Bank, in any way whatsoever. There shall be no employer-employee relationship under any circumstances what so ever.
- 1.2 The Service contract initially will be for a period of 1 year and may be extended for further 2 years if the services are found satisfactory at the discretion of the IDBI Bank. However Bank may take a call at that appropriate time for further continuation of the contractual Services, depending on the requirement of the IDBI Bank. The contract may be terminated prematurely or period extended or reduced, at any time, at the sole discretion of the IDBI Bank, without assigning any reasons, whatsoever or on expiry of the period of validity of any statutory compliance of a SS Provider.
- 1.3 The contract for work, if awarded consequent to, the **final Selection/ shortlisting if any**, may continue on observation of satisfactory performance and other aspects/considerations, as determined by the IDBI Bank, at its sole discretion. The contract shall come to an end by natural efflux of time without any further notice to be given by the IDBI Bank to the service provider, whatsoever, as mentioned in the agreement, unless terminated earlier. Security Service Providers/ bidders may take note of it before bidding.
- 1.4 The SS Provider shall provide the security services as given in ‘**Scope of Work**’ to the satisfaction of the IDBI Bank and the performance of the SS Provider shall be reviewed on bi-monthly basis, and in case the services are not found to be satisfactory the contract shall be terminated even before the expiry of contract period by giving one month written notice. However, the contract is liable for immediate termination, without any compensation, on violation of any of the provisions, by the SS Provider. The IDBI Bank may also terminate the contract in the instance of insolvency or bankruptcy of the SS Provider or change of ownership of the business of the SS Provider. The IDBI Bank shall not pay any compensation for early termination, under any circumstances.
- 1.5 The SS Provider shall permit the IDBI Bank to hold or deduct or set off the amount from bill/security deposit/performance guarantee, for non-performance or part performance/substandard performance or failure to discharge obligations under this contract. The same shall be incorporated in the agreement.
- 1.6 In the event, any damage is caused to the movable or immovable property of the IDBI Bank or to the property of employees of the IDBI Bank, the IDBI Bank reserves the right to compute the damage in terms of money and to deduct the money from the bill of the SS Provider or from the amount payable to the SS Provider by the IDBI Bank and the remaining amount, if any, by the way of civil damages.
- 1.7 The SS Provider shall comply with the provisions of all prevailing Labour Laws as amended from time to time, which are applicable to SS Provider or his employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation. The SS Provider will furnish proof of compliance of all Labour Laws requirements including obtaining licenses, filing of monthly/quarterly and annual returns as applicable from time

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to time, and any other statutory/regulatory requirement within 30 days from the due date, and furnish calculations and proof of contributions/payments/ challans/documents, made to all Government/Statutory Authorities under PF, Gratuity, ESIC, Labour Welfare Fund Act, Payment of Bonus Act, any other labour welfare Acts/rules/regulations/schemes, etc. within 30 days of the statutory time limit allowed under the respective Acts/rules, regulations/schemes etc. as amended from time to time.

- 1.8 The SS Provider shall indemnify the Bank from all liabilities arising out of any payment made by the Bank to Government (Central/State, Semi-Government), statutory authority or any payment made under any statute/notification of the Government (Central/State) or statutory authority in respect of SS Provider's employees or in respect of any claims, existing and future, made by the SS Provider's employees against the IDBI Bank.
- 1.9 The SS Provider shall also be responsible for maintenance of proper records as required under the provisions of various prevailing Labour Laws as amended from time to time / Statutory Acts applicable to the SS Provider and its employees such as attendance register, overtime register, advance register, register of deductions for damage & loss, register of fines, accident register etc. and produce them for inspection as and when demanded by the IDBI Bank or any appropriate Labour authorities.
- 1.10 The SS Provider shall make the payment to its employees / personnel engaged by it as per minimum wages notified by the Office of the Central Labour Commissioner from time to time and shall also make all other payments under any beneficial scheme or otherwise. The SS Provider shall satisfy the IDBI Bank showing adequate recorded proof that the minimum wages, ESIC, contribution to Provident Fund or Gratuity or contribution to any beneficial scheme / fund as applicable are being paid to its personnel / employees as required under various Statutory Acts, rules, regulations, directions etc. notified by the Government from time to time.
- 1.11 The SS Provider shall not employ any person who is prohibited by law from being employed. The personnel deployed by the SS Provider should not suffer from any physical defects, which are likely to interfere with the efficient discharge of their duties. They should also possess good physique & should not be suffering from any contagious/major diseases.
- 1.12 The age of the security personnel to be deployed should not be less than 20 (twenty) years and should be of a reasonable age profile suitable for efficient discharge of Security guard duties.
- 1.13 The SS Provider shall ensure that none of his personnel report for duty in drunken state or consume drugs, prohibited substances, smoke, etc., while on duty.
- 1.14 In the event of security personnel not reporting for duty, alternate arrangements/ replacement shall be made by the SS Provider, immediately, without jeopardizing the security of the Branch/establishment.
- 1.15 An authorized representative of the SS Provider shall ensure his/her presence at short notice when required by the Bank.
- 1.16 During surprise checks by any authorized officer of the IDBI Bank, if a particular guard is found negligent/sleeping/drunken etc. on duty, the SS Provider will have to withdraw the guard from the Bank, forthwith and suitable penalty will be imposed by the Bank as stated in the respective contract Agreement which may even entail cancellation/termination of contract for the rest of the period, in the case of repeated violations / incidents. The SS Provider shall take necessary safety measures and SS Provider is solely responsible for the safety of personnel engaged by it. The SS Provider shall provide requisite instruments/equipment required to deliver their duties including appropriate shoes & socks, summer/winter uniform, lathi, whistle, umbrella, rain coat, torch etc. to all its personnel.
- 1.17 The IDBI Bank shall not be responsible for any accident/injury or loss of life of any of the persons engaged by the SS Provider that may take place while performing/ executing the contract. Any

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compensation or expenditure towards the treatment of such injury or loss of life shall be sole responsibility of the SS Provider. At its cost, the SS Provider shall obtain appropriate/ adequate fidelity insurance policy to its personnel towards meeting the liability of compensation arising out of death, injury, disablement, etc. while at work (documentary evidence to be submitted within one month), in case necessary remittances are not being made by the SS Provider to ESIC for each security guard.

- 1.18 The SS Provider shall abide by all the rules and regulations laid down by the IDBI Bank authorities from time to time. The SS Provider or its personnel shall not at any time do, cause or permit any nuisance at the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants/visitors at site or near the site of work.
- 1.19 The SS Provider shall be responsible for all acts done by personnel engaged by it and for maintenance of proper discipline by his personnel at the premises of the IDBI Bank. Any act of indiscipline/misconduct/theft/pilferage on the part of any personnel engaged by the SS Provider resulting in any loss to the IDBI Bank, in kind or cash will be viewed seriously and the IDBI Bank shall have the right to levy damages or fine from the SS Provider and even terminate the contract forthwith.
- 1.20 The personnel engaged by the SS Provider shall not have any employee-employer or master-servant relationship with the IDBI Bank and they shall not have any claim whatsoever for employment in the IDBI Bank, now or at a future date. The Service Provider shall inform/notify and get the acknowledgment for the same from its employees/personnel engaged by it.
- 1.21 The SS Provider shall remove his personnel peacefully on expiry of contract or on termination of the contract without causing any obstruction to the new service provider.
- 1.22 The SS Provider shall submit the bills within the first three days of every month along with proof of all monthly statutory remittances viz. EPF, ESIC, GST and other statutory payments, a copy of wage register for the previous month. The IDBI Bank shall pay charges on monthly basis upon submission of bills by the SS Provider and certified by the concerned official to the effect that the security services have been carried out as per the contract. Applicable TDS will be deducted while making the payment.
- 1.23 All deployments of security guards/ contract for security services at all places shall initially be on a TRIAL basis for 3 months, during which period all dues for services provided shall be cleared by the IDBI Bank, but further continuation of the contract, shall be possible only, at the sole discretion of the IDBI Bank, on evaluation of their quality of services and certain other factors. The original copy of agreement shall always remain in possession of the IDBI Bank.
- 1.24 The SS Provider shall execute the service level agreement related to this contract on stamp paper as per Performa prescribed by IDBI Bank within 15 days from the date of issue of work order/intimation for services. The SS Provider shall bear all costs and expenses and stamp duty in respect of all agreements and litigation related to this contract that may be entered into with the IDBI Bank.
- 1.25 The finally selected Security Service Providers /bidders shall have no right whatsoever, to define the quantity and volume of business to be necessarily given to them by the IDBI Bank by way of deployment of security guards at various sites of IDBI Bank. It shall be done at the sole discretion and decision of the IDBI Bank, unconditionally however endeavor may be made to allot work inconsonance with the capacity of handling the work by each SS Provider, in the larger interest of the IDBI Bank. The Bank may verify credentials/ soundness/ quality of services, of any SS Provider independently.
- 1.26 While selecting the Security Service Providers, emphasis will be given on the ability and competence in rendering good quality services and ability to promptly provide replacement of absent/deficient guards. There shall be penalty clauses/penal deductions against the SS Provider,

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in the Agreement, for security services, in case of substandard & poor quality of services or absenteeism of security staff of the respective SS Provider.

- 1.27 The Bidders/ Service Providers who meet all eligibility criteria & terms and conditions in all respects and are confident of providing good quality of services, should submit their RFP (Request For Proposal).
- 1.28 In case of substandard or unsatisfactory Security Services being provided by the selected SS Provider, the IDBI Bank at any time at its sole discretion and in the larger interest of efficient Security Services being sensitive in nature, may Terminate or reallocate or relocate in part or the complete Security Arrangement, at any of the branches/ locations of any Security Service Provider in the same ZONE, without assigning any reason, whatsoever .
- 1.29 The Successful Bidder shall furnish the Performance IDBI Bank guarantee within 15 days of signing of agreement as per the format annexed in this RFP.
- 1.30 The value of the “Performance Bank Guarantee will be 3 % of the annual Contract value.
- 1.31 The Performance Bank Guarantee (PBG) should be issued by a scheduled commercial IDBI Bank (other than IDBI Bank) and directly forwarded to the IDBI Bank.
- 1.32 PBG should be valid for a period of 1 year from the date of issue of PBG and an additional period of 4 months shall be given as claim period.
- 1.33 The value of PBG will have to be renewed /resubmitted with fresh validity and claim period in case of renewal/extension of the Agreement.
- 1.34 The proceeds of the performance security shall be payable to IDBI Bank as compensation for any loss or damage resulting from the successful bidder’s failure to complete its obligations under and in accordance with the Agreement/RFP.
- 1.35 Penalties, if any, will be recovered from the payments in case Performance Guarantee amount decreases from the initial deposit level due to penal deductions, etc., it shall be made up / replenished back to the initial amount deposited within 7 days of such penal deductions, etc. being affected
- 1.36 Failure of the successful bidder to comply with the requirement of the performance bank guarantee shall constitute sufficient grounds for the annulment of the contract/agreement and forfeiture of the EMD, in which event the IDBI Bank may award the contract to the next best evaluated bidder or call for new Bids. Any decision in this regard by the IDBI Bank shall be final, conclusive and binding on the bidder.
- 1.37 The incidental expenses of execution of the agreement or any other documents as well as the conditions stipulated in the agreement shall be strictly adhered to and any breach / violation thereof shall entail termination of the agreement without prejudice to the other right of the IDBI Bank including but not limited to the right to levy / impose and recover penalties as specified in this RFP.

2 Additional Terms and Conditions

- 2.1 **Term of Agreement** will be for 3 (three) years and would be reviewed at the end of every year and may be continued further with the consent of both parties and based on the performance and other factors for a further period as per the requirement of the IDBI Bank. The SS Provider would undertake to engage, employ and provide the requisite number of trained ex-Servicemen for the purpose and also be responsible for payment of their emoluments and dues, discipline and work. In case ex-Servicemen are not available, other personnel can be engaged for the purpose by the SS Provider, and the SS Provider must ensure that the persons are of highest standards of integrity, discipline and capability. At least 10% of the security personnel including all Supervisors shall be ex-servicemen.

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- 2.2 The entire responsibility for taking security measures of the any building / premises is that of the SS Provider and IDBI Bank will not be liable to pay anything for loss of material or manpower during the period of the contract. The SS Provider will be responsible for any loss of material, property, manpower etc., for negligence of persons employed by it, including but not limited to civil and criminal liability arising from the acts of its personnel.
- 2.3 IDBI Bank on its part shall not be liable to pay any charges, dues, compensation under any of the labour or industrial laws or other laws applicable to the security personnel which shall be the sole responsibility of the SS Provider and the SS Provider alone shall be the employer of such personnel/employees.
- 2.4 **Decisions relating to the contract:** The decision of IDBI Bank in all respect of the contract shall be final and binding on both the parties.
- 2.5 **Fitness of Staff**
- 2.5.1 The SS Provider will also ensure that all the workers are free from any infectious disease before deployment for work. The security personnel must also be professional in the field of security.
- 2.5.2 The antecedents of the security personnel will be got verified from police by the SS Provider before deployment for work at the SS Provider's own cost. IDBI Bank reserves the right to do any verification (including police verification) at the respective SS Provider's Cost, independently and the SS Provider shall provide full co-operation, if IDBI Bank chooses to conduct such independent verification.

3 Duties

The SS Provider shall provide complete continuous security measures throughout the 24 hours by changing personnel in rotation or replacement, as required.

3.1 Other requirements:

- 3.1.1 Insurance and accident risks of the security personnel / employees shall be sole responsibility of the SS Provider.
- 3.1.2 The SS Provider will ensure that proper License / permission from the concerned authorities, wherever applicable have been obtained, including all freshly deployed security personnel / employees and they shall be rotated /shifted periodically as directed by the IDBI Bank.
- 3.2 The contract can be terminated prematurely by the IDBI Bank, by giving at least one-month prior notice in writing. IDBI Bank may terminate the contract without assigning any reasons and giving one month prior notice in writing.
- 3.3 The SS Provider shall maintain all information obtained by it and/or provided by IDBI Bank during the actual security work as strictly confidential.
- 3.4 The SS Provider shall maintain records of security activities and relevant inward/outward movements of goods and personnel and make it available for inspection to IDBI Bank /statutory authorities/regulatory agencies. It shall also pay and maintain records in prescribed form or otherwise, as the case may be, with respect to its employees / personnel, their wages, payments made to any Govt./statutory authority, payments made to its employees/personnel under any welfare scheme including gratuity etc. and make it available for inspection to IDBI Bank.
- 3.5 The SS Provider should be an incorporated entity and an ISO certified SS Provider by a reputed organization.

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SERVICE AGREEMENT

THIS SERVICE AGREEMENT (Agreement) made at [•] on [•] day of [•]

BETWEEN

IDBI Bank Ltd., a Company within the meaning of Companies Act, 2013 and also a banking company under section 5(c) of the Banking Regulation Act, 1949 having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Colaba, Mumbai – 400 005 (hereinafter referred to as "**IDBI Bank**") (which expression shall unless repugnant to the subject, meaning or context thereof be deemed to mean and include its successors and assigns) of the **ONE PART**

AND

M/s. [•], hereinafter referred to as the "**Contractor / SS Provider**" (which expression shall unless repugnant to the subject, meaning or context thereof be deemed to mean and include its successors and permitted assigns) of the **OTHER PART**.

Each of the parties mentioned above are hereinafter collectively referred to as "**Parties**" and individually as a "**Party**".

WHEREAS IDBI Bank is desirous of, inter alia, obtaining the Security Services for its offices/branches/centers/premises/buildings/quarters etc. owned or otherwise as per the specification and scope detailed herein,

AND WHEREAS IDBI Bank being desirous of obtaining such Security Services, floated request for proposal No ----- (**RFP**) inviting bids from the eligible security services providers and the Contractor / SS Provider, presently engaged in the business of providing Security Services, participated in the bidding process and was declared as a successful SS Provider.

AND WHEREAS the Contractor / SS Provider has represented to IDBI Bank that it has necessary and requisite experience, licenses, permissions and expertise to offer the aforesaid Security Services as desired by IDBI Bank.

AND WHEREAS the Contractor / SS Provider has also represented that in terms of its constitutional documents i.e. memorandum and articles of association, the Contractor / SS Provider has the power to provide the above referred Security Services to IDBI Bank;

AND WHEREAS the Contractor / SS Provider has offered to provide to IDBI Bank the Security Services in terms of the RFP and as desired by IDBI Bank for the purposes of its business and operations at its offices/branches/centers/premises/buildings/quarters etc. owned or otherwise;

AND WHEREAS the Parties are desirous of recording the terms relating to the above arrangement and understanding and hence these presents for recording the aforesaid.

I have read and hereby correctly state all data as required, and unconditionally accept all terms/conditions/ criteria and other aspects, mentioned above on this page which has not been modified.

Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

NOW, THEREFORE, in consideration of the foregoing and other good and valuable consideration, the receipt and adequacy of which, are hereby expressly acknowledged by the Parties, the Parties hereto hereby agree as follows-

1 DEFINITIONS

For the purposes of this Agreement, the following terms shall have the meanings set out below:

"Agreement" means this agreement and all documents attached hereto.

"Applicable Laws" means, with respect to any Person, all laws, statutes, treaties, rules, regulations, determinations, orders, notifications, writs, processes, decrees, injunctions, judgments, or awards of an arbitrator, a court or any other governmental authority, and all governmental authorisations binding upon or applicable to such Person or to any of its properties or assets.

"Applicable Permits" or "Permits" means any waiver, exemption, building, variance, franchise, permit, authorization, approval, license or similar order of or from any central or state, provincial, municipal, regional, environmental or other governmental entity, instrumentality, agency, authority, court or other body having jurisdiction over all or any part of the Security Services to be performed pursuant to the terms of this Agreement.

"Confidential Information" means, (i) all proprietary or internal information related to the current, future and proposed security; plans and strategies, and other relevant information related to the security in the premises / establishments of IDBI Bank including but not limited to deployment of security personnel, location of cameras, and other electronic security and surveillance gadgets, installed / to be installed and the names of the service providers / maintenance contractors and nature of services provided by such service providers / maintenance contractors and their personnel deployed for installation, maintenance and up-keep of electronic security surveillance / gadgets.; (ii) information disclosed pursuant to this Agreement or otherwise and (iii) all such other information which by its nature or the circumstances of its disclosure is confidential. Confidential Information also and include means all information pertaining to (i) intellectual property information related to Trademark, Logo, Design etc. of IDBI Bank; (ii) IDBI Bank standard/special security procedures and systems at various locations; (iii) technical or business information or material not covered in (i) above; (iii) proprietary or internal information related to business / customers / constituents / products or services of IDBI Bank including, financial information, process / flow charts, information related the services, business and contractual relationships, information IDBI Bank provides regarding third parties; (iv) information disclosed pursuant to this Agreement and (v) all such other information which by its nature or the circumstances of its disclosure is confidential.

"Fees" means, the amount payable by IDBI Bank as detailed in **Annexure C**.

"Good Industry Practice" means the exercise of degree of skill, diligence and prudence which is expected from a highly skilled, experienced and internationally recognized and reputed Service Provider engaged in the same type of undertaking engaged in the activity of providing Security Services as Service Provider under similar circumstances and acting generally in accordance with the prevailing laws, rules, regulations, codes and industry standards.

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"Party" or "Parties" means and include IDBI Bank and Service Provider, individually or collectively, as the context may so require.

"Person" means any natural person, firm, corporation, Company, voluntary association (incorporated or otherwise), partnership, joint venture, trust, limited organization, unlimited organization, or other entity.

"Security Services" / "Scope of Services" means the Security Services to be performed or rendered by the Contractor / SS Provider, in relation to the banking business and operations at its offices/branches/centers/premises/buildings/quarters etc. owned or otherwise of IDBI Bank and matters related to or incidental to the foregoing as described in clause 2 (Scope of Security Services) and **Annexure A**, and any alterations thereof.

"Term" shall have the meaning prescribed to it in Clause 8 of this Agreement.

1.2 **Interpretation**

In construing this Agreement:

- 1.2.1 Time is of the essence in the performance of the Parties' respective obligations. If any time period specified herein is extended, such extended time shall also be of the essence;
- 1.2.2 Unless the context otherwise requires, words importing the singular shall include the plural and vice versa;
- 1.2.3 Clause, headings are for reference only and shall not affect the construction or interpretation of this Agreement;
- 1.2.4 References to Recitals, Clauses, Exhibits, Annexures and Schedules are references to Recitals, Clauses, Exhibits, Annexures and Schedules of and to this Agreement;
- 1.2.5 Wherever the context so demands the references to a Party to this Agreement includes references to its successors or assigns (immediate or otherwise if so provided in the description of the Parties) of that Party and reference to agreements shall include reference to all the amendments thereto by whatever manner;
- 1.2.6 Reference to any Applicable Law includes a reference to such Applicable Law as amended or re-enacted from time to time, and any rule or regulation promulgated there under; and
- 1.2.7 The terms "herein", "hereof", "hereto", "hereunder" and words of similar purport refer to this Agreement as a whole.

2. SCOPE OF SERVICE

The Contractor/ SS Provider at all times shall ensure and render Security Services as following:

- 2.1 The personnel deputed at the work premises / establishments shall possess necessary physical fitness and skills; knowledge, expertise and experience to satisfy the requirements of the security work involved, and are punctual and disciplined in all manners.
- 2.2 The personnel deputed at the work premises / establishments should be capable of handling fire safety and other related works.

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- 2.3 The deployment of security personnel, round the clock and per shift/ point will be decided as per the requirements of IDBI Bank from time to time. The Contractor / SS Provider shall ensure that at all times sufficient number of personnel are available for duty in IDBI Bank's premises / establishments.
- 2.4 The person deputed should not suffer from any infectious disease and should be able-bodied person and medically fit for rendering Security Services.
- 2.5 The Contractor / SS Provider shall ensure uninterrupted and smooth replacement of personnel as per shifts and as per requirements of IDBI Bank and shall make adequate provision of reliever.
- 2.6 All personnel while on duty be well dressed in the uniform and identity card provided by the Contractor / SS Provider.
- 2.7 The Contractor / SS Provider shall comply with the provisions of all prevailing laws including Labour Laws, Industrial Laws as amended from time to time, which are applicable to the Contractor / SS Provider its employees / personnel deputed by him and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation.
- 2.8 All deployments of security guards / contract for security services at all places shall initially be on a TRIAL basis for 3 months, during which period all the undisputed payments for satisfactory services provided will be cleared by the Bank, but further continuation of the contract, shall be possible only, at the sole discretion of the Bank, on evaluation of their quality of services and certain other factors. The original copy of Agreement shall always remain in possession of the Bank.
- 2.9 Obtaining of permission or license from Competent Authorities, if and where applicable.
- 2.10 Implementation of various functions listed under the title 'Scope of Security Services' as enumerated in Annexure 'A' with proper supervision.
- 2.11 Peaceful removal of personnel on expiry of contract with IDBI Bank or on termination of the Agreement and handing over the charge.
- 2.12 The Contractor / SS Provider agrees and undertakes to appoint uniformed and trained personnel at all times for the period specified in the Agreement.
- 2.13 None of the personnel deputed by the Contractor / SS Provider report for duty in drunken state or consume drugs prohibited substances, smoke, etc., while on duty.
- 2.14 Personnel deputed by the Contractor / SS Provider are courteous towards staff and officers of IDBI Bank, its customers, visitors and guests at all times.

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- 2.15 The Contractor / SS Provider shall keep IDBI Bank informed immediately and not later than two hours about the security issues/ local incidents / important issues which may affect the functioning/reputation of IDBI Bank.
- 2.16 The Contractor / SS Provider shall ensure that if any notice issued by any statutory / governmental / judicial body is served upon any premises / establishments of IDBI Bank, then they shall immediately intimate IDBI Bank.
- 2.17 The personnel appointed by the Contractor / SS Provider shall keep close watch over the premises / establishments and other property, against attempts of arson or accidental fire and take suitable action in case of emergency. The personnel should be fully conversant with the use of firefighting equipment.
- 2.18 The Contractor / SS Provider shall provide and render Security Services, at all times, as per the Good Industry Practice and abide by the Applicable Laws.
- 2.19 The Contractor / SS Provider shall maintain utmost confidentiality of the Confidential Information.
- 2.20 The SS Provider shall observe and perform all such additional duties that may be made from time to time by IDBI Bank in its sole discretion.
- 2.21 The SS Provider will maintain and provide all necessary documentations, registers and records in connection with the performance of Services and other related documents including for complying with Applicable Law or any statutory requirements.

3. TERMS OF PAYMENT

- 3.1 For carrying out the Security Services as mentioned herein and the RFP, the Contractor / SS Provider will be paid by IDBI Bank the undisputed payments, after deduction of the standard deductions for default/ non Performance of services if any, (shown in Annexure 'D').
- 3.2 The Contractor/SS Provider is expected to submit all bills with supporting documents on time to enable IDBI Bank to release the payment against the same. The Contractor/SSP is required to adhere to the guidelines/ terms stipulated by the Statutory Authorities to the security guards.
- 3.3 The charges may /may not be increased for any reason whatsoever including but not limited to escalation on account of changes in Applicable Laws and shall be responsible for payments as mentioned in the clause herein below.
- 3.4 The Contractor / SS Provider agrees, undertakes and confirms absolutely, irrevocably, unconditionally that the entire obligation with regard to:
- (i) payment of minimum wages;

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- (ii) payment of bonus;
 - (iii) payment under any welfare scheme etc. under Applicable Law including gratuity ;
 - (iv) Any other statutory remittances, which may be applicable from time to time to the personnel engaged by the SS Provider shall be principally with the SS Provider and the SS Provider shall also be liable for payment to the personnel engaged by him/them, any revision in aforesaid laws affected by appropriate Government Governments and liability and duty of IDBI Bank shall be limited only to the extent of reimbursement of the bills properly raised/payment of fees and not otherwise. If any liability, obligation, burden, claim or cost are suffered or incurred by IDBI Bank on account of breach by the SS Provider of the provisions of this clause, the SS Provider shall forthwith reimburse the same to IDBI Bank without any demur or protest whatsoever. The SS Provider hereby indemnifies IDBI Bank against any harm or cost or claim incurred or suffered by IDBI Bank due to breach of the SS Provider in terms of the obligations herein. The SS Provider will furnish proof of compliance of all labour laws requirements including obtaining licenses, filing of monthly/quarterly and annual returns and any other statutory requirement within 30 days from the due date and furnish calculations and proof of payments made to all Government/Statutory Authorities under PF, ESIC, Labour Welfare Fund Act, Payment of Bonus Act, Minimum Wages Act, Payment of Wages Act, etc., within 15 days of the statutory time limit allowed under the respective Acts.
- 3.5 All payments shall be made subject to the deduction of taxes at source as per Applicable Laws prevailing at the time of each credit / payment.
- 3.6 The Contractor / SS Provider shall be solely liable for the payment of all the past, present and future dues of central, state and local levies, direct / indirect taxes, duties, fines and penalties (including without limitation sales tax, value added tax, service tax, GST, excise duties and customs duties, if any) by whatever name called, as may become due and payable in relation to the Security Services.
- 3.7 Notwithstanding anything contained in this Agreement or in any other document(s):
- (a) under no circumstances shall IDBI Bank be liable to the Contractor / SS Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Agreement, even if IDBI Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business;
 - (b) IDBI Bank shall not have any liability whatsoever in case of any third party claims, demands, suit, actions or other proceedings against the Contractor / SS Provider or its personnel or any other person engaged by the Contractor / SS Provider in the course of performance of the Contractor / SS Provider's obligations under this Agreement;

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- 3.8 IDBI Bank shall apply any damages or non-conformance compensation or other amounts due or accrued to IDBI Bank under this Agreement to reduce any amount due or accrued to the SS Provider under this Agreement or any other arrangement.
- 3.9 The SS Provider shall not reduce any damage or non-conformance compensation or other amount due or accrued to IDBI Bank under this Agreement (by set-off or otherwise).
- 3.10 The other terms and conditions not specifically provided in this Agreement shall be as per the additional terms of IDBI Bank's letters to the SS Provider together with the Annexure thereto.
- 3.11 This clause will survive the expiration, cancellation or termination of this Agreement.

4. REPRESENTATIONS AND WARRANTIES

Contractor / SS Provider represent and warrant that:

- 4.1 Contractor / SS Provider is a company duly organized and validly existing under the laws of India and is in good standing under the laws of the Contractor / SS Provider's business and the Contractor / SS Provider has full authority to enter into this Agreement and to execute, deliver and perform all of its obligations hereunder according to the terms hereof;
- 4.2 Contractor /SS Provider has the requisite experience and expertise, resources, infrastructure, qualified manpower and other requisite resources to provide the Security Services and hereby represents and warrants that all Security Services provided hereunder shall at all times strictly conform to the requirements of this Agreement as set out herein and SS Provider shall at all times adhere to Good Industry Practices.
- 4.3 The SS Provider has all necessary power and authority to execute, deliver and perform its obligations under this Agreement; and the execution, delivery and performance by the SS Provider of this Agreement has been duly authorized by all necessary action on its part; and this Agreement has been duly and validly executed and delivered by the SS Provider and constitutes legal, valid and binding obligations of the SS Provider enforceable in accordance with its terms except as the enforceability thereof may be limited by winding up proceedings, Bankruptcy, insolvency, reorganization or moratorium or other similar laws relating to the enforcement of creditor's rights generally and general equitable principles.
- 4.4 Contractor/ SS Provider has obtained and / or complied with all Applicable Permits including all statutory and regulatory approvals / licenses required to provide and to perform the Security Services.
- 4.5 The execution, delivery or performance by the Contractor / SS Provider, of the Agreement shall not contravene the Memorandum and Articles of Association or similar organizational constitutional documents of the Contractor / SS Provider and contravenes any Applicable Law binding upon or applicable to them or any of their properties/assets/revenues;
- 4.6 The Contractor / SS Provider has full power and authority to enter into this Agreement and to take action and execute any documents required by the terms hereof and this Agreement is enforceable in accordance with the terms hereof and the Persons executing this Agreement on behalf of the Contractor / SS Provider are duly empowered and authorized to execute this Agreement and perform all its obligations in accordance with the terms herein;
- 4.7 There are no strikes, lockouts or other labour disputes or any other claim, litigation, suits against the Contractor / SS Provider, or to the best of the Contractor / SS Provider knowledge, threatened and / or pending against or affecting the Contractor / SS Provider, and no material unfair labour practices or complaint is pending or, to the best knowledge of the Contractor / SS Provider

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- threatened and / or pending against the Contractor / SS Provider, before any Governmental authority.
- 4.8 The SS Provider is not in violation of any Applicable Laws which violations, individually or in the aggregate, would affect its performance of any obligations under this Agreement. There are no legal or arbitration proceedings or any proceedings by or before any governmental or regulatory authority or agency, now pending or (to the best knowledge of the SS Provider) threatened against the SS Provider which, if adversely determined, could reasonably be expected to have a material adverse effect on the financial condition, operations, prospects or business of the SS Provider or its ability to perform the obligations under this Agreement.
- 4.9 The Contractor / SS Provider warrant that there are no legal proceedings including criminal proceedings instituted against the Contractor / SS Provider. The Contractor / SS Provider shall verify the antecedents of the personnel it desires to engage for the provision of Security Services hereunder and shall ensure that it does not engage or continue to engage any person with criminal record / conviction or otherwise undesirable persons and shall bar such person(s) from participating directly or indirectly in the provision of Security Services under this Agreement.
- 4.10 The Contractor / SS Provider has filed, has caused to be filed / the names of the Contractor / SS Provider has been included in all tax returns (national, state, provincial, local and foreign, if any) required to be filed and has paid all taxes shown thereon to be due and payable, together with applicable interest and penalties and there are no outstanding liabilities in that regard under Indian law;
- 4.11 The Contractor / SS Provider is solvent;
- 4.12 Each of the representations in this Section (Representations and Warranties of the Contractor / SS Provider) is true and correct in all material respects as of the date of signing and that none of them omits to state any matter which makes any of such representations misleading in any material respect;
- 4.13 The Contractor / SS Provider acknowledge that they have made the representations contained in this Section (Representations and Warranties of the Contractor / SS Provider) with the intention of persuading IDBI Bank to enter into the Agreement and that IDBI Bank has entered into the Agreement on the basis of, and in full reliance on, each of such representations;
- 4.14 Neither the execution and delivery of this Agreement, the consummation of the transactions contemplated hereby, or the fulfillment of or the compliance with the terms and conditions of this Agreement, conflict with or result in a breach of any legal restriction (including without limitation, any judgment, order, injunction, decree or ruling of any court or governmental authority, or any federal, state, local or other law, statute, rule or regulation) or any covenant or agreement or instrument to which it is a party, or by which the Contractor / SS Provider or any property of the Contractor / SS Provider is bound, nor does such execution, delivery, consummation or compliance violate or result in the violation of its constitutional documents.
- 4.15 The SS Provider shall furnish personnel with the skills and experience appropriate to satisfy with the requirements of this Agreement. The SS Provider Personnel provided under this Agreement shall possess, in the aggregate, a range of skills that would permit individual SS Provider Personnel to perform job / assignment and provide the Services at operating levels as contemplated under the Agreement.
- 4.16 The SS Provider shall engage while providing Service(s) to IDBI Bank persons with good character and integrity whose backgrounds has been duly verified and who do not have any criminal record or involvement.

5. Covenants

The Contractor / SS Provider covenants as follows:

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- 5.1 The Contractor / SS Provider acknowledges that subject to the provisions of this Agreement, the Contractor / SS Provider shall have no right to enter into any agreement or arrangement for and / or on behalf of IDBI Bank or to represent any person, firm or corporation that it has such right or authority, without the prior written consent of IDBI Bank. The Contractor / SS Provider shall be solely liable to all persons for all acts of omissions or commissions, deeds and things done by the Contractor / SS Provider and / or its personnel in the course of performance of obligations specified under this Agreement.
- 5.2 The Contractor / SS Provider covenants that it shall not sub-contract any of its responsibilities contained in this Agreement to any sub agent or subcontractor without prior written permission of IDBI Bank, which IDBI Bank may deny at its sole and absolute discretion and if IDBI Bank gives such written permission (which permission may be of a general or specific nature), it shall not be construed as waiver of any accrued rights and / or liabilities and the Contractor / SS Provider shall be fully responsible for all acts and omissions of its sub-contractors or sub agents.
- 5.3 The Security Services shall be provided in compliance with all Applicable Laws including labour enactment, rules, authorizations issued by the Central, State and local authorities in India and the provision of the Security Services shall not result in the infringement of any third party intellectual property rights and taken all required permission for performing Security Services under this Agreement;
- 5.4 The Contractor / SS Provider shall keep such license, approvals, etc. valid throughout the currency of this Agreement.
- 5.5 The Contractor / SS Provider shall bring to the notice of IDBI Bank any expiry, modification, or suspension of any such approvals / licenses and the initiation of any adverse action by the relevant authority concerned in relation thereto.
- 5.6 The Contractor / SS Provider shall obtain and furnish such approvals as may be required in connection with the transactions contemplated under this Agreement.
- 5.7 This Agreement to which the Contractor / SS Provider is a party when executed and delivered shall be, the legal, valid and binding obligation of the Contractor / SS Provider.
- 5.8 The Contractor / SS Provider shall take and has mechanisms and means to ensure adequate precautions to protect the privacy and confidentiality of all data and Confidential Information pertaining to IDBI Bank, in relation to this Agreement or the Security Services and shall take appropriate precautions not to breach the privacy of IDBI Bank, customers of IDBI Bank or any third party during the course of performance of its obligations herein. The Contractor / SS Provider shall not divulge any Confidential Information or any other information relating to the security or safety of the property, assets and other surveillance equipment's etc. which will threaten or likely to threaten the safety or security of the property, assets and employees.
- 5.9 The Contractor / SS Provider shall withdraw or shall not permit any of the Contractor / SS Provider's personnel from providing the Security Services if, in the sole opinion: (a) the quality of Security Service provided by the personnel is not in accordance with the quality specifications stipulated by IDBI Bank (b) it is not in the interest of IDBI Bank that such personnel of the Contractor / SS Provider continue to be involved in the provision of Security Services.
- 5.10 The Contractor / SS Provider shall subject to the terms of this Agreement, be responsible for the selection, hiring, assigning and supervising of the personnel and shall employ the stipulated number of personnel to provide the Security Services in a prompt and efficient manner.
- 5.11 The Contractor / SS Provider agrees that the personnel shall work under the supervision, control and direction of the Contractor / SS Provider. The Contractor / SS Provider shall be solely responsible for the all the negotiations with personnel relating to salaries and benefits, and shall be responsible for assessment and monitoring of performances and for all the disciplinary matters.

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- 5.12 All employees/personnel, executives engaged by the Contractor / SS Provider shall be in sole employment of the Contractor / SS Provider and the Contractor / SS Provider shall be solely responsible for their salaries, wages, statutory payments etc. Under no circumstances, shall IDBI Bank be liable for any payment or claim or compensation (including but not limited to any compensation on account of any injury / death / termination) of any nature to the employees and personnel of the Contractor / SS Provider. The Contractor / SS Provider shall furnish such records and information as may be required by IDBI Bank in relation to the above and at such periodicity as may be specified by IDBI Bank.
- 5.13 The Contractor / SS Provider shall at all times use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services including the Security Services and resultant disciplinary action in case of breach of code of conduct by them during the course of their engagement for provision of Security Services contemplated herein.
- 5.14 The Contractor / SS Provider shall not exercise any lien or right of set-off of appropriation on any of the assets, properties, documents, instruments or instruments or material belonging to IDBI Bank and in the custody or which may come in the custody of the Contractor / SS Provider for any amount due or claimed to be due by the Contractor / SS Provider from IDBI Bank.
- 5.15 The Contractor / SS Provider shall be responsible for compliance of all laws, rules, regulations, orders, notifications and directions applicable in the relevant state / jurisdiction of its operation in respect of its personnel (including but not limited to payment of Minimum Wages Act, Provident Fund laws, Women's Compensation Act, Payment of Bonus Act, Payment of Gratuity Act and such other laws of relevant state / jurisdiction) and shall establish and maintain all proper records and registers required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.
- 5.16 The Contractor / SS Provider shall agree to furnish a performance security/guarantee for the amount and in the form as specified in the tender document within [15] days of the receipt of intimation by IDBI Bank.
- 5.17 The Contractor / SS Provider undertakes that it shall not disclose Confidential Information of IDBI Bank to any third person and the Contractor / SS Provider shall keep all the knowledge of the business activities and affairs of IDBI Bank strictly confidential and also ensure that neither the Contractor / SS Provider nor any of its personnel directly or indirectly assist any third person with the promotion of activities which may be prejudicial to the interest or in competition to the activities of IDBI Bank. This clause will survive the expiration, cancellation or termination of this Agreement.
- 5.18 The Contractor/SS Provider also agree;-
- (i) To maintain and use the Confidential Information only for the purposes of this Agreement and only as permitted herein;
 - (ii) To only make copies as specifically authorized by the prior written consent of the other Party and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - (iii) To restrict access and disclosure of Confidential Information to such of their employees, security analysts and consultants and advisers strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this Clause ; and
 - (iv) To treat Confidential Information as confidential for a period of five (5) years from the date of receipt. In the event of earlier termination of this Agreement, the Parties hereby agree to

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maintain the confidentiality of the Confidential Information for a further period of three (3) years from the date of such termination.

- 5.19 Confidential Information shall at all times remain the sole and exclusive property of the IDBI Bank. Upon termination of this Agreement, Confidential Information shall be returned to IDBI Bank or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of IDBI Bank.
- 5.20 In the event that the Contractor/SS Provider hereto becomes legally compelled to disclose any Confidential Information, then the Contractor/SS Provider shall give sufficient notice to IDBI Bank to enable them to prevent or minimize to the extent possible, such disclosure. The Contractor/SS Provider shall not disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of IDBI Bank. The obligations under this Clause shall be satisfied by handling Confidential Information with the same degree of care, which IDBI Bank applies to its own similar confidential information but in no event less than reasonable care. The obligations of this Clause shall survive the expiration, cancellation or termination of this Agreement.
- 5.21 The Contractor / SS Provider shall be responsible for all acts done by the personnel engaged by him/her and for maintenance of proper discipline by his personnel at the premises / establishments of IDBI Bank. The Contractor / SS Provider shall also be responsible for maintenance or proper records as required under the provisions of various prevailing Labour Laws as amended from time to time applicable to the Contractor / SS Provider and contract employees.
- 5.22 The Contractor / SS Provider shall verify the identity and address of all its personnel by collecting documentary proof satisfactory to IDBI Bank and shall furnish the same to the Bank as and when required by IDBI Bank.
- 5.23 IDBI Bank shall be entitled to review and monitor the Security Services provided by the Contractor / SS Provider on a regular basis and require the Contractor / SS Provider to disclose the security breaches. The Contractor / SS Provider shall immediately notify IDBI Bank of any breach of security and leakage of Confidential Information of IDBI Bank. In such eventualities the Contractor / SS Provider shall be liable for all damages.
- 5.24 The Contractor / SS Provider agrees and covenants not to use the Trademark and/or trade name of IDBI Bank or letterheads of IDBI Bank nor the Contractor / SS Provider will hold himself as an agent of IDBI Bank. The relationship between the Contractor / SS Provider and IDBI Bank being a principal-to-principal basis. The Contractor / SS Provider shall not use IDBI Bank's address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other IDBI Bank or person and no tenancy shall be created by the presence of his personnel on IDBI Bank's premises / establishments.
- 5.25 The Contractor / SS Provider agrees that no change whatsoever in the constitution of the Contractor / SS Provider during the continuance / validity of this Agreement shall impair or discharge the obligations of the Contractor / SS Provider under this Agreement. The Contractor / SS Provider shall forthwith upon any change in the constitution of the Contractor / SS Provider, inform IDBI Bank of the change and provide such details in respect of the change and its effect, as may be required by IDBI Bank.

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- 5.26 The Contractor / SS Provider hereby agrees, undertakes and confirms irrevocably, unconditionally and absolutely that the entire obligation with regard payment of stamp duty shall solely rest upon him and he shall be liable to pay adequate stamp duty in terms of the provisions of the Applicable Laws.
- 5.27 The SS Provider shall be responsible for compliance of all the Applicable Laws/Applicable Permits and obligations under this Agreement. Any liability arising under Municipal, State or Central Government laws and regulations will be the sole responsibility of the SS Provider and IDBI Bank shall not be responsible for any such liability. The SS Provider shall comply with all rules and regulations regarding safety and security of its Personnel and IDBI Bank shall in no way be responsible in any manner in case of any mishap to its Personnel.

6. Insurance

- 6.1 The Contractor / SS Provider shall maintain, at its own costs throughout the tenure of this Agreement and any extensions thereof, insurance coverage for adequate amount in consultation with IDBI Bank, included but not restricted to comprehensive general liability insurance, commercial liability insurance, medical insurance, worker's compensation insurance and any other insurance as required by Applicable Laws covering accidental losses, bodily harm, injury, death of all Personnel / individual employed / assigned by the Contractor / SS Provider to perform the Security Services required under this Agreement.
- 6.2 The Contractor / SS Provider shall also take, at its own costs, insurance policies for adequate amount against dishonesty, theft, extortion, robbery, forgery, altered documents, fraud, fidelity and / or any other dishonest acts on the part of the Contractor / SS Provider's personnel or representatives with IDBI Bank, as the loss payee / beneficiary.
- 6.3 The Contractor / SS Provider also undertakes to procure at its own cost insurance to protect against any loss / damage which may be suffered by the Contractor / SS Provider, IDBI Bank, as a result of any loss of any properties of IDBI Bank entrusted to the Contractor / SS Provider being lost in transit while in the custody of the Contractor / SS Provider.
- 6.4 The Contractor / SS Provider undertakes to provide such documentary proof of compliance with this section as may be required, from time to time by IDBI Bank or its auditors or any other authorities.
- 6.5 The Contractor / SS Provider shall ensure that all such insurance policies remain in force during the provision of the Security Services by the SS Provider Personnel.

7. Indemnity by SS Provider

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- 7.1 The Contractor/ SS Provider shall indemnify and keep indemnified, defend and hold harmless IDBI Bank and its officers, directors, employees, representatives and agents from all losses, liabilities arising out of any payment made to statutory and / or regulatory authority or any payment made under any statute/ regulations/ notification of the Government (Central/ State/ Provincial/ local) or statutory and/ or regulatory authority in respect of his personnel/ employees or in respect of any claims made by the Contractor / SS Provider's personnel/ employees against IDBI Bank and includes claims, damages, obligations, litigations, suits, actions, judgments, costs, expenses and / or otherwise, awarded by court of law or other competent governmental authority or arbitral tribunal or tribunal of competent jurisdiction arising before, during or after completion of Security Services, which result from, arise in connection with or are related in any way of actions or claims initiated or preferred by third parties or statutory / regulatory authorities, including but not limited to those from third parties or liabilities of any kind howsoever suffered and / or arising out of poor/unsatisfactory performance of its personnel / employees and / or arising out of or in connection with and not limited to:
- (i) Acts or omissions of gross negligence, or willful misconduct, or bad faith or mala fide acts by the Contractor / SS Provider or its Personnel; or
 - (ii) The fault or negligence of the Contractor / SS Provider, its personnel, officers, employees, agents, and/or misrepresentations resulting in loss or damage or injury to property or assets or injury to persons or death;
 - (iii) Acts of fraud or dishonesty.
 - (iv) Non payment of statutory payments under Applicable Law including prevailing Labour Laws as amended from time to time.
- 7.2 For the purposes of this Agreement, the Contractor / SS Provider shall include the Contractor / SS Provider, its personnel, employees, consultants and/or other authorized persons.
- 7.3 IDBI Bank shall have no liability whatsoever for any injury to the Contractor / SS Provider and/or its personnel / staff caused or suffered in the course of performance of the obligations by the SS Provider in terms of this Agreement.
- 7.4 The Contractor / SS Provider shall be: a) provided prompt notice of any such claim upon such claim arising; and b) provided all reasonable cooperation and assistance by IDBI Bank to enable the SS Provider to defend or settle such claims with full cooperation from IDBI Bank towards the same.
- 7.5 SS Provider/Contractor agrees to refrain from admitting liability or otherwise compromising any third party claim in whole or in part without consulting IDBI Bank .
- 7.6 The responsibility of the Contractor / SS Provider to indemnify set forth in this Clause and the obligations there under shall survive the termination of this Agreement for any reason whatsoever with regard to any indemnity claims arising out of or in relation to the performance or non-performance hereof.
- 7.7 SS Provider shall be liable to pay monetary damages to IDBI Bank for any loss incurred or suffered by IDBI Bank on account of delayed Security Services, deficient Security

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Services, or inadequate Security Services, nonpayment or timely clearing of all dues of their security guards/staff or interruption in the Security Services for reasons directly and solely attributable to SS Provider. The Contractor / SS Provider shall also be responsible to settle all or any claims relating to a violation of a third party license, intellectual property right(s) or for any liability or claim for bodily injury, death or damage to real property or person. This clause will survive the expiration, cancellation or termination of this Agreement.

8. Term and Termination by Bank

- 8.1 This Agreement shall be effective from the date hereof and shall continue to be in full force and effect for an initial period of one (1) year ("Term") at a time unless terminated earlier by IDBI Bank in accordance with the provisions below. Thereafter, this Agreement may renewed or extended for a further period, as decided by mutual agreement of the Parties in writing. The Fees for the Services under the renewed agreement shall be the same as set out herein.
- 8.2 IDBI Bank shall be entitled to terminate this Agreement without assigning any reasons whatsoever and without payment of any costs, charges or compensation by providing a prior written notice of 30 days. The Agreement shall stand terminated on the expiry of the said period relieving both Parties of their respective obligations, save such obligations and/or liabilities of SS Provider that, by their nature, survive the termination of this Agreement.
- 8.3 The Contractor / SS Provider shall not have the right to terminate the Agreement.
- 8.4 The Security Services of the Contractor / SS Provider shall be reviewed on regular basis (bi-monthly) by IDBI Bank and if the Security Services are found to be deficient, sub-standard and not as per the terms and conditions of the Agreement, IDBI Bank shall deduct from the monthly charges payable to the Contractor / SS Provider an amount of **Rs. / ` (as Given in Annexure 'D')** as penalty and if the deficiency continues for 15 days, IDBI Bank have the right to terminate this Agreement by giving 30 days of notice as mentioned herein before to the Contractor / SS Provider and IDBI Bank shall not be liable for any damages and/or loss, which may be suffered by the Contractor / SS Provider on account of termination of this Agreement.
- 8.5 In the event, any damage is caused to the movable or immovable property of IDBI Bank, IDBI Bank reserves the right to compute the damage in terms of money and to deduct the money from the bill of the Contractor / SS Provider or from the amount payable to the Contractor / SS Provider by IDBI Bank and the remaining amount, if any, by way of civil damages.
- 8.6 Notwithstanding anything herein contained, IDBI Bank may (without prejudice to any of its other rights or remedies under the Agreement or in law) without any notice and assigning any reason whatsoever may terminate, the whole or any part, of this Agreement under any one or more of the following conditions:
- (i) In the event of default, breach by the Contractor / SS Provider any of the terms of this Agreement and or the performance of any of its Security Services under this Agreement, the applicable schedules and the guidelines issued by IDBI Bank to the Contractor / SS Provider from time to time;
 - (ii) In the event the Security Services provided herein is / are in contravention of any law and regulation, as may be applicable from time to time or industrial practice, or

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performs acts or omission that would under the circumstances amount to objectionable service;

- (iii) If the Contractor / SS Provider does not meet or fails to meet any criterion for engaging the Contractor / SS Provider for any of its activities as may be determined by IDBI Bank at its sole discretion from time to time;
 - (iv) If a petition for insolvency is filed against the Contractor / SS Provider and such petition is not dismissed within 60 (sixty) days after filing and /if the Contractor / SS Provider makes an arrangement for the benefits of its creditors or if the court receiver is appointed as receiver of all / any of any the Contractor / SS Provider's properties;
 - (v) If SS Provider fails or refuses to perform the Security Services in the manner and/or within the time frames agreed in this behalf or abandons the Security Services or unduly delays the performance;
 - (vi) If SS Provider delivers non- conforming Security Services, in whole or in part;
 - (vii) If SS Provider fails to provide adequate assurance of SS Provider's ability to meet the Good Industry Practice or the time frames of the Security Services or part thereof;
 - (viii) SS Provider, intentionally or unintentionally, disregards or violates any Applicable Laws or conditions of any Applicable Permits;
 - (ix) SS Provider fails to correct or rectify defects and deficiencies in any Security Services in a timely manner;
 - (x) If any of the representations or warranties provided by SS Provider are found to be false or incorrect;
 - (xi) If SS Provider breaches any other material term of this Agreement;
 - (xii) If SS Provider suffers any material adverse change or material adverse effect which is likely or calculated to hinder performance of SS Provider's obligations under this Agreement;
 - (xiii) If SS Provider is threatened to be wound up or suffers any winding up or liquidation proceedings.
- 8.7 It is hereby agreed and understood by the Contractor / SS Provider that the provisions of this section shall not limit neither restrict nor shall they preclude IDBI Bank from pursuing such further and other legal action, against the Contractor / SS Provider for any breach or non-compliance of their Agreement. All costs, charges and expenses incurred / paid by IDBI Bank and / or the customers of IDBI Bank in account of default by the Contractor / SS Provider shall be reimbursed by the Contractor / SS Provider to IDBI Bank.
- 8.8 On termination and/or determination of this Agreement, as aforesaid, the Contractor / SS Provider shall forthwith handover to IDBI Bank the possession of all documents, material and any other property belonging to IDBI Bank or pertaining to the Security Services herein that may be in the possession of the Contractor / SS Provider or any of its personnel assigned to perform the Security Services under this Agreement and the Contractor / SS Provider shall withdraw / remove himself and his employees, without assigning any reason.
- 8.9 If IDBI Bank decides to terminate this Agreement under the provisions of clause above, SS Provider shall, without prejudice to any other rights or remedies of IDBI Bank in this Agreement or at law or in equity, do one or more of the following: a) as directed by IDBI Bank promptly hand over all materials, information, etc. in respect of which IDBI Bank shall have the right of ownership to and/or possession of under the terms of this Agreement; b) Any monies paid by IDBI Bank to SS Provider as advances prior to any termination, shall, insofar as they relate to Security Services not yet rendered by SS Provider at the time of termination, be forthwith refunded by SS Provider to Bank; c) Upon such notification of termination, SS

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Provider shall immediately discontinue performance of the Security Services (unless such notice of termination directs otherwise); and d) Notwithstanding anything herein to the contrary, IDBI Bank may withhold payments, if any, to SS Provider for the purposes of set-off amounts owed to IDBI Bank pursuant to the terms of this Agreement until such time as the exact amount of damages due to IDBI Bank from SS Provider is fully determined.

- 8.10 Any monies paid by IDBI Bank to SS Provider as advances prior to any termination, shall, insofar as they relate to Security Services not yet rendered by SS Provider at the time of termination, be forthwith refunded by SS Provider to Bank.
- 8.11 Upon such notification of termination, SS Provider shall immediately discontinue performance of the Security Services (unless such notice of termination directs otherwise).
- 8.12 Notwithstanding anything herein to the contrary, IDBI Bank may withhold payments, if any, to SS Provider for the purposes of offset of amounts owed to IDBI Bank pursuant to the terms of this Agreement until such time as the exact amount of damages due to IDBI Bank from SS Provider is fully determined.

9. ADDRESS FOR THE PURPOSE OF SERVICE :

All communications between IDBI Bank and Contractor / SS Provider shall be deemed to have effectively served if addressed to the following Address:

ADDRESS OF IDBI Bank - -----

ADDRESS OF CONTRACTOR / SS PROVIDER [•]

[•]

Any change in the above address of either of the party shall be intimated to the other party in writing within seven days of such change either by Hand Delivery or by Reg. A.D. If no such change is intimated, service at the above address will be deemed as proper service.

10. CERTAIN DOCUMENTS TO FORM INTEGRAL PART OF THIS AGREEMENT

The RFP and the bid submitted by the Service Provider / Contractor shall form integral part of this Agreement.

IDBI Bank has issued a letter bearing reference no [•] to the SS Provider in connection with the Security Services and the SS Provider has communicated its absolute, unconditional and unqualified acceptance to the terms detailed therein. The aforesaid letter dated [•] forms integral part of this Agreement.

Bills / invoices and all the related documents as well as Annexure thereto along with other attachments and deviations, if any, shall be read and construed as forming integral part of this Agreement and the Parties hereto shall abide by and submit themselves to the Conditions and perform this Agreement on

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their part respectively in accordance with the Conditions, which are deemed to have been incorporated herein.

11. DISPUTE RESOLUTION MECHANISM

11.1. The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with this Agreement in the following manner:

- (i) The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within ten (10) days of receipt of the notice.
- (ii) The matter will be referred for negotiation between -----of IDBI Bank and Chief Executive Officer of the SS Provider. The matter shall then be resolved by them and the agreed course of action documented within a further period of thirty (30) days.

11.2. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described in Clause 11.1 hereof, may be resolved exclusively by arbitration and such dispute may be submitted by either Party to arbitration within thirty (30) days of the failure of negotiations. Arbitration shall be held in -----and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Parties endeavor to appoint sole arbitrator acceptable to them, in case of disagreement of appointment of sole arbitrator acceptable to both the Party, each party to the dispute shall appoint one (1) arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Bhopal alone shall have the jurisdiction in respect of all matters connected with the Agreement. The arbitration award shall be final and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

11.3. The SS Provider shall not be entitled to suspend the provision of the Services, pending resolution of any disputes between the Parties and shall continue to render the Services in accordance with the provisions of the Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

11.4. This clause will survive the expiration, cancellation or termination of this Agreement.

12. PENALTY

The Bank has the right to recover penalty for non-availability of resources/man power/security guard on any given day or time or for any other breach or failure on the part of the Contactor.

For each day any resource/ manpower /security guard is absent or any breach or failure continues, penalty would be levied as per annexure D.

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The penalties may be recovered from the payments to be made to Contractor or from the performance bank guarantee as per discretion of the IDBI Bank.

The IDBI Bank may, without prejudice to its right to effect recovery by any other method, deduct the amount of Penalty from any money belonging to the Contractor in its hands (which includes the Bank's right to claim such amount against performance bank guarantee) or which may become due to the Contractor. Any such penalty shall not in any way relieve the Bidder from any of its obligations to complete the works / services or from any other obligations and liabilities under the agreement.

13. MISCELLANEOUS

13.1 NO SUB-CONTRACTING

SS Provider shall not sub-contract any part of the Security Services to be rendered and/or performed under and pursuant to this Agreement. SS Provider shall seek prior written approval of IDBI Bank in case SS Provider intends to sub-contract all or part of the Security Services.

13.2 SEVERABILITY

If any of the terms, covenants or conditions thereof as to application of such term, covenant or conditions shall be held invalid as to either Party on circumstances by any court having jurisdiction, the reminder of such terms, covenants or conditions shall not be affected thereby, shall remain in full force and affect and shall continue to be valid, legal, subsisting, binding and enforceable.

In case of any change in Applicable Laws in India that has an effect on the terms of this Agreement, the parties agree that the Agreement may be reviewed, and if deemed necessary by the parties re-negotiated in good faith.

13.3 SURVIVAL OF PROVISIONS

In order that the Parties hereto may fully exercise their rights and perform their obligations hereunder, such provisions of this Agreement that are required to ensure such exercise or performance shall survive the termination of this Agreement for any cause whatsoever.

13.3.1 The confidentiality obligations, the indemnity obligations, the governing law and jurisdiction and dispute resolution shall survive the expiration, cancellation or termination of this Agreement.

13.4 ENTIRE AGREEMENT

This Agreement contains all of the understanding and agreement or whatsoever kind and nature existing between the Parties hereto with respect to written or oral agreements, commitments, representatives, communications and understandings between the Parties hereto with respect to the transactions herein contained.

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13.5 ASSIGNMENT

This Agreement shall not be assigned either fully or in part by SS Provider to any third party without the prior written consent of IDBI Bank. IDBI Bank may at time, in whole or in part, assign or transfer or any of its rights, benefits and obligations under this Agreement to any third party without the consent of SS Provider.

13.6 RELATIONSHIP BETWEEN PARTIES

SS Provider is serving as an independent Provider / contractor to IDBI Bank hereunder, and this Agreement creates no partnership, pooling or joint venture relationship between the Parties, and no employment relationship between IDBI Bank and the employees, consultants, representatives of SS Provider.

It is clearly understood that the Contractor / SS Provider's employees shall not have any employee-employer or master-servant relationship with IDBI Bank. The personnel / employee of the Contractor / SS Provider shall continue to be the personnel / employee of the Contractor / SS Provider and work under its directions and shall not become or claim any employment from IDBI Bank irrespective of the location of their work. Nothing contained in this Agreement shall be construed or deemed to create any association, partnership or joint venture or employer – employee relationship in any manner whatsoever between IDBI Bank and the Contractor / SS Provider. The Contractor / SS Provider acknowledges that its rendering of Security Services is solely within its own control, subject to the terms and conditions agreed upon and agrees not to hold itself out to be an employee or servant of IDBI Bank.

Nothing in this Agreement shall be construed as creating any contractual or other relationship between IDBI Bank and any personnel of the Contractor / SS Provider, nor any obligation on the part of IDBI Bank to pay or see to the payment of any money due to any personnel.

13.7 AMENDMENT

No modifications, alterations, amendment or waivers of any provisions herein contained shall be binding on the Parties hereto unless evidenced in writing signed by duly authorized representatives of both Parties.

13.8 NO WAIVER

The failure of either Party, at any time during the currency of this Agreement, to require performance by the other party of any provision of this Agreement shall in no way affect the full right to require such performance at any time thereafter. The waiver by either Party of a breach of any provision of this Agreement does not constitute a waiver of any succeeding breach of the same or any other provision, nor shall it constitute a waiver of the provision itself.

13.9 PRESERVATION OF DOCUMENTS

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SS Provider shall preserve the documents, information and data relating to the Security Services rendered and/or performed by SS Provider pursuant to this Agreement in accordance with the applicable legal and regulatory requirements as per the Applicable Laws applying to IDBI Bank.

The Contractor / SS Provider shall execute and deliver such additional documents and shall perform such additional actions, as may be necessary, appropriate or reasonably requested to carry out or evidence the transaction(s) contemplated hereby.

13.10 HEADINGS

The heading of various Articles and Clauses herein is for convenience of reference and is not deemed to affect the construction of the relative provisions.

13.11 OPENING A CURRENT ACCOUNT

The SS Provider preferably agree to open a current account with the specified Branch of IDBI Bank Ltd. and all the payments to be made by IDBI Bank and under this contract shall ordinarily be routed through the said current account.

13.12 COUNTERPARTS

Agreement is executed in original and shall be in the custody of IDBI Bank and the copy with the service Provider.

13.13 RIGHTS

Any express statement of a right of a Party under this Agreement is without prejudice to any other right of the Party expressly stated in this Agreement or existing at law.

13.14 SETOFF

IDBI Bank may deduct or retain out of any monies, which may be due or become due to SS Provider hereunder or otherwise, any amounts owed by SS Provider to IDBI Bank hereunder or otherwise.

13.15 GOVERNING LAW

This Agreement and any non-contractual obligations arising out of or in connection with it are governed by Indian law. This clause will survive the expiration, cancellation or termination of this Agreement.

The invalidity or unenforceability of any provisions of this Agreement in any jurisdiction shall not affect the validity, legality or enforceability of the remainder of this Agreement in such jurisdiction or the validity, legality or enforceability of this Agreement including any such provision in any other jurisdiction, it being intended that all rights and obligations of the parties hereunder shall be enforceable to the fullest extent permitted by Applicable Laws.

This clause will survive the expiration, cancellation or termination of this Agreement.

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The SS Provider shall not be entitled to suspend the provision of this Agreement or providing / rendering the Security Services, pending resolution of any disputes between the Parties and shall continue to render the Security Services in accordance with the provisions of this Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed on the date, month and year hereinabove written.

Signed and delivered by the within named **FOR IDBI Bank Ltd.**

[•] -----

Signed, sealed and delivered by the within **FOR** _____
named

(_____)

ANNEXURE – A

List of jobs/ Security Services to be carried out by the Contractor / SS Provider

- The Contractor/ SS Provider shall provide Security Services on round-the-clock basis (in three shifts of 8 hours per shift) on all days throughout the year including Sundays and holidays to ensure surveillance and guarding, reporting of the entire offices/branches/establishments//quarters. IDBI Bank shall not normally permit double shift for any of the security personnel deployed by the SS Provider. The security personnel on duty shall be rotated from one shift to another at proper frequency as decided by the bank. Male and / or female security personnel shall have to be deployed as per requirement of IDBI Bank from time to time.
- Checking and verifying the entry/exit of personnel, baggage, materials, vehicles etc., controlling the Parking of the vehicles in proper order.
- Monitoring and reporting of breach/breakage in fencing, encroachment, trespassing, incidents of crime, defacement of wall, putting up of banners/posters, laying of cable lines etc. along boundary wall (if any) of the premises / other establishments.
- Safeguarding the property against theft, damage, misuse, etc. Ensuring orderly marshaling and parking of staff/ visitors' vehicles at parking area in the premises/ other establishments and keeping watch over them.
- The personnel deputed at the work premises/ establishments should be capable of handling fire safety and other related works.
- Issuing visitor's passes (wherever necessary) after verification and intimation from the

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concerned officers and to collect passes when visitors leave the premises / establishments. To ensure that only the authorized persons/ vehicles enter the premises / establishments after proper verification.

- Goods, materials, equipment's etc. shall not be permitted to be taken out of the premises/ other establishments without valid gate pass. To ensure only the contract workers having valid ID enter the premises / establishments and when such workers leave the premises / establishments ensure that they do not carry any items, which belong to IDBI Bank.
- Maintaining movement (entry/ exit) register for the contract workers, visitors, vehicles etc. Ensure that no contract worker leaves the premises/ establishments during his/ her duty hours without prior permission of concerned officer. Ensure that no contract worker/outsider over stays in the premises/ establishments beyond their duty hours.
- In case any Provider, can also supply, security-specialized staff- CCTV operator / technician, x-ray baggage machine operator/ technician, door frame metal detector operator/ technician, fire safety staff, allied staff etc., the same details may be stated accordingly.
- Security personnel shall, at all times, be polite, courteous, respectful and responsive to customers, clients, visitors, officers, employees, guests, service providers etc.
- The guard on duty may be asked to carry out patrolling throughout the premises/ establishments at every two hours interval/ or as decided by the bank, and record his observations in the register maintained.
- The Security Guard deployed at particular security post/ location may be required to move around the area. The Security Guard shall inform concerned officer, if any, abnormal/ suspicious activities are noticed in the premises/ establishments.
- No security personnel shall leave the IDBI Bank premises / establishments unless properly relieved by the next security personnel. The security posts/ places shall not be left unmanned at any time during the period of the contract.
- In the event of incidents, injuries, fire, short-circuit; leakage of water, security personnel shall report the matter immediately to the concerned officer and also take appropriate action.
- In case of any theft/ trespassing, the SS Provider shall assist IDBI Bank in lodging FIR with police, conduct investigation and submit the report on findings to Competent Authority of IDBI Bank.
- The SS Provider shall prepare shift duty chart of the security personnel on weekly basis and produce the same to the concerned officer for approval. The SS Provider shall also ensure that their personnel are on duty as per the duty chart. The SS Provider officials shall make surprise visits to the Branch at least once in a week to ensure that security personnel on duty are alert, vigilant and record observations.
- The SS Provider should act upon the orders/ directions from the authorized representative/ Branch Heads/ Security Officers, of IDBI Bank for day-to-day performance of job and ensure implementation of proper security measures.
- The Contractor/ SS Provider shall maintain the following registers and produce the same to the concerned officer on daily basis.
 - a. Attendance register (Muster Roll) for security personnel
 - b. Patrolling register (wherever required)
 - c. Movement (entry/exit) register for outsourced/ contractor workers (wherever required)
 - d. Movement (entry/ exit) registers for visitors (wherever required)

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- e. Movement (entry/ exit) register for vehicles (wherever required)
 - f. Any other register instructed by Security personnel/ concerned officer.
- An authorized representative of the Contractor/ SS Provider shall visit the premises/ establishments on a weekly basis to review the Security Services rendered, apprise the same to concerned officials of IDBI Bank and submit the weekly report. They shall perform any other relevant work that maybe assigned to them by IDBI Bank from time to time.

ANNEXURE – B

Do's and Don'ts Security Guard/ATM Guard

Sr. No.	Do	Don't
1	The guard will remain outside the ATM and Maintain an alert posture.	The guard will not enter inside the ATM when the customer is transacting. He will be observing the movements of customers. (The guard will not be looking towards customer especially when the customer is keying in his PIN.)
2	The guard will be presentable at all times during his duty hours. * He will be shaven * He will be wearing shoes * He may possess a Baton * His shirt must be tucked in neatly and buttoned (except the collar button)	The guard will not change into or out of their uniform inside the ATM or anywhere close to it.
3	The guard must stand up when he sees a customer approaching the ATM / Branch	The guard will not read newspaper and any other reading material, while on duty
4	The guard must open the door for the customer. * Be cordial with the customers * Ensure that the customer does not the ATM cabin wearing a helmet or deliberately covering the face	The guard will not * Chew tobacco / pan or smoke cigarettes while on duty * Slouch * Argue with customer
5	The guard will maintain requisite log book and other registers as necessary	The guard will not accept any article from anybody unless he is given prior information by the competent authority
6	The guard will be well versed with the instructions on security from time to time.	The guard will not keep any personal or cleaning article in a manner visible to the customers
7	The guard will ensure and keep the ATM cabin clean.	The guard will not leave his post or unnecessarily interact with nearby staff of other organization/ establishments.

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8	The guard will provide daily reports to the concerned authorities	The guard will not allow anybody to take anything from the ATM / Branch unless informed about it.
9	The guard will keep inform the authorities official of the bank and the SS Provider about any major incident has occurred on the site.	The guard will not leave the site unless relieved by another guard
10	The guard will remain outside the ATM and maintain an alert posture	The guard will not enter inside the ATM when the customer is transacting. He will be observing the movement of customers.
11	The Guard will switch on / off the main and other lights.	The guard will not use the telephone for personal reasons.
12	The guard will supervise maintenance jobs and record the same in the occurrence log.	The guard will not reveal the site telephone numbers to anybody except on special requirement of authorized officers or the official of the Cash Replenishment agency or SS Provider or Housekeeping agency and maintenance agency.
13	The guard will request housekeeping personnel, Cash Replenishment agency personnel etc. to wait if a customer is doing the transaction.	The guard will not allow anybody to enter the ATM site while EOD and Cash Replenishment are in process.
14	Guard must politely insist upon an IDBI Bank photo ID card / letter of authority to anybody who asks anything unusual.	Guard will not entertain anybody if he/she does not produce a valid IDBI Bank photo ID card / letter of authority for handling the ATM
15	Guard will allow only one customer at a time inside the ATM enclosure for transacting.	Guard will not accept anything meant to be dropped in the collecting box, from the customer.
16	Guard will inform the customer about the Call Centre no. (if any)	Guard must refrain from answering queries related to customer account.

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ANNEXURE – C

Minimum Wage Payable (as on)

(Charges per month – Details)

Fee Payable		
Sr. No.	Particulars	
1	Basic (includes VDA)	Minimum rates of wages (as per Central Govt. notification)
2	HRA	@ 5% on Basic
3	Washing Allowance	Rs. 110/-
(A)	Sub Total (item 1 to 3)	
4	PF	@ 12% on Basic
5	PF Admin charges & EDLI	@ 1% on PF amount
6	ESIC	@ 3.25% on item (1,2,3)
7	Bonus	@ 8.33 % on Basic
8	Labour Welfare Fund	(as per respective State Act)
(B)	Sub Total (item 4 to 8)	
(C)	Total (A+B)	
(D)	Service charges (Should not be quoted less than 8 %)	Not to be Quoted here
	Total (C+D)	

PI also refers to the latest/updated applicable rates & ceilings as per statutory provisions for the above particulars.

Note: - Service Charges should be in % (percentage) only over and above Serial Number “C” mentioned above.

ANNEXURE – D

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Standard Deductions for Default/Non-performance of Services

NO	For	Deductions
1	Reporting of untoward incidents and other reports by SSP	Rs.200/- for every 2 hours delay in reporting of incident from occurrence.
2	Replacing an undesirable security staff from the time of intimation received of misconduct (Disciplinary action)	Delay of more than 24 hrs : Rs 800/- Delay of more than 48hrs: Rs 1600/- and may be removed from site.
3	Unshaven/shabby dress of security staff	Rs. 50 -/-for every instance.
4	Not maintaining attendance register daily	Rs.200/- for 1 st instance, for 2 nd instance -Rs 400/- and withdrawal from site thereafter
5	Absenteeism for more than ½ hour from the Branch/ ATM/other locations/ premises without informing any bank official	Rs. 200/- for absenteeism for first time and Rs 400/- for 2 nd time and more.
6	Double shift more than 5 occasions in a month.	Rs. 800/- for any double shift done more than 5 times a month.
7	Misuse of bank telephone	Rs. 50/- for every unauthorized call made.
8	Security staff committing fraud	Reimbursement from the Service Provider and termination from site plus deduction from monthly payment due of the security provider and deduction from performance guarantee.
9	Security staff found sleeping / dozing/in drunken state	Rs. 300/- for every incident.
10	Any other inappropriate / uncalled for actions of guard/agency	Rs. 500/- for incident at first time. Rs. 1000/- for second time or an amount as decided by the Bank.
11	Wrong bill/ Tampering with/ forgery of attendance register with malafide intention	Rs 500/- for every incident.
12	Any act committed by security staff which causes Reputation Risk to the bank.	Act on part of a particular security staff or an agency causes substantial Reputation Risk to the Bank, then it may be a ground for termination of the site(s) and penalty of Rs. 5000/- for every incident on the SSP
13	Any other severe/ undesirable Act committed by security staff/Agency not covered above.	Normally Rs. 1000/- per incident or an amount as decided by Bank from the SSP, as per the case/default/violation Including the above.

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SECTION IV

SPECIFICATION OF SERVICES

INTRODUCTION

1.1 Purpose

This document is a RFP (Request For Proposal) for providing Security Services for IDBI Bank branches/ establishments/ offices/quarters IDBI Bank has outlined an ambitious vision for its strategic growth and customer delight hence the SS Provider should be able to provide the Services indicated in this document with utmost expertise.

1.2 Objective

- 1.2.1 Since IDBI Bank has ambitious expansion plans, it is imperative to streamline areas of security, across geographical boundaries throughout the country and bring into uniform standards of security of its premises, personnel and properties. With this objective, IDBI Bank has floated this RFP (Request For Proposal) to introduce stringent and quality security services for its branches/ offices/quarters/ establishments.
- 1.2.2 IDBI Bank recognizes that this is an extensive undertaking and requires a committed response. Therefore the SS Provider should have to know its vision to provide top quality security services. To this end, the response to the RFP (Request For Proposal) needs to be focused on commitment.
- 1.2.3 Clear understanding of proposed process & to achieve the service levels at all the locations as delegated to the SS Provider.
- 1.2.4 Detailed documentations of the proposed processes, guidelines, service levels, security aspects etc.
- 1.2.5 Working out details in regard to:
 - a) Process flow to service Branches/ Offices/ establishments/quarters.
 - b) Service execution & time fulfillment.
 - c) Security aspects.
 - d) Commercial etc.

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1. Scope of work

2.1 List of Services:

The list of Services to be provided to IDBI Bank is given below.

- 2.1.1 Depending upon the threat perception and security assessment, levels of security required for IDBI Bank's branches/offices/establishments/quarters would be decided by the concerned authorities of the Bank and the Security Service Providers would accordingly be required to provide the security services. Generally, in an establishment, there shall be 3-shifts per day (or may be in general shift during office hours/ timings or as decided by the Bank) throughout the year and each shift will normally be of 8 hours duration. The security personnel on duty shall be rotated from one shift to another at proper frequency as decided by the Bank.
- 2.1.2 The SS Provider shall provide weekly off/ Holidays to its personnel as per appropriate applicable laws/ prevailing Labour Laws as amended from time to time, as the case maybe, but it will be the responsibility of the SS Provider to ensure uninterrupted security services on all days. The SS Provider shall provide relievers for the security personnel who will be on weekly off/Holidays or on leave.
- 2.1.3 Male and/ or Female security personnel shall have to be deployed as per requirements of the Bank from time to time.
- 2.1.4 The SS Provider shall provide security services on round-the-clock basis (in three shifts of normally 8 hours per shift) on all days throughout the year including Sundays and holidays to ensure surveillance and guarding, reporting of the entire premises. The deployment of security personnel, round the clock and per shift/ point will be decided as per the requirements of the Bank from time to time.
- 2.1.5 Checking and verifying the entry/ exit of personnel, baggage, materials, vehicles etc., controlling the Parking of the vehicles in proper order.
- 2.1.6 Monitoring and reporting to concerned authorities/Officials in case breach/breakage in fencing, encroachment, trespassing, incidents of crime, defacement of wall, putting up of banners/posters, laying of cable lines etc along boundary wall (if any) of the premises.
- 2.1.7 To safeguard the property against theft, damage, misuse, etc. Ensure orderly marshalling and parking of staff/ visitors' vehicles at parking area in the premises and keeping watch over them.
- 2.1.8 To issue visitor's passes (wherever necessary) after verification and intimation from the concerned officers and to collect passes when visitors leave the premises. To ensure that only the authorized persons/ vehicles enter the premises after proper verification.
- 2.1.9 Goods, materials, equipments etc. shall not be permitted to be taken out of the premises without valid ~~gate pass~~ pass. To ensure only the contract worker having valid ID enter the premises and when such workers leave the premises ensure that they do not carry any items, which belong to Bank.
- 2.1.10 Wherever required, to maintain movement (entry/exit) register for the contract workers, visitors, vehicles etc. Ensure that no contract worker leaves the premises during his/ her

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duty hours without prior permission of concerned officer. Ensure that no contract worker/outsider over stays in the premises beyond their duty hours.

- 2.1.11 In case any Security Service Provider, can also supply, security-specialized staff- CCTV operator / technician, x-ray baggage machine operator/technician, door frame metal detector operator/ technician, fire safety staff, allied staff etc. the details of same may be separately attached in addition, as “Specialized security staff” giving full details, at appropriate documents/materials.
- 2.1.12 Security personnel shall, at all times, be polite, courteous, respectful and responsive to customers, clients, visitors, officers, employees, guests and service providers etc.
- 2.1.13 The guard on duty may be asked to carry out patrolling throughout the premises at every two hours interval/ or as decided by the bank, and record his observations in the register maintained.
- 2.1.14 The Security Guard deployed at particular security post/ location may be required to move around the area. The Security Guard shall inform concerned officer if any abnormal/ suspicious activities are noticed in the premises.
- 2.1.15 No security personnel shall leave the Bank premises unless properly relieved by then next security personnel. The security posts/ places shall not be left unmanned at anytime during the period of the contract.
- 2.1.16 In the event of accidents, injuries, fire, short-circuit; leakage of water, security personnel shall report the matter immediately to the concerned officer and also take appropriate action.
- 2.1.17 In case of any theft/ trespassing, the SS Provider shall assist the Bank in lodging FIR with police, conduct investigation and submit the report on findings to Competent Authority of the Bank.
- 2.1.18 The SS Provider should prepare shift duty chart of the security personnel on weekly basis and produce the same to the concerned officer for approval. The SS Provider shall also ensure that their personnel are on duty as per the duty chart..
- 2.1.19 The SS Provider should act upon the orders/directions from the authorized representative/Branch Heads/ Security Officers, of the Bank for day-to-day performance of job and ensure implementation of proper security measures.
- 2.1.20 The SS Provider shall maintain the following registers and produce the same to the concerned officer on daily basis.
 - a. Attendance register (Muster Roll) for security personnel
 - b. Patrolling register (wherever required)
 - c. Movement (entry/exit) register for outsourced/ contractor workers(wherever required)
 - d. Movement(entry/exit)registers for visitors. (wherever required)
 - e. Movement(entry/exit)register for vehicles (wherever required)
 - f. Any other register instructed by Security staff/ concerned officer of the Bank.
- 2.1.21 An authorized representative of the SS Provider shall visit the premises on a weekly basis to review the security services rendered and ensure that security personnel on duty are alert, vigilant, and record observations and should apprise the same to concerned officials of the Bank and submit the weekly report of the same.
- 2.1.22 They shall perform any other relevant work that may be assigned to them by the Bank from time to time.
- 2.1.23 The SS Provider shall rotate/ turnover its security personnel, at least once in three months

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or a period as specified by the Bank. The SS Provider shall ensure that the character and antecedents of the personnel engaged by it are duly verified before such engagement.

Please note:

In any case the SS Provider cannot,

- exclude any service, mentioned in the RFP (Request for Proposal) document for any location.
- exclude any city / location (both existing and proposed).

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SECTION V

BID FORMS

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

Covering Letter for Technical BID

(To be enclosed in Technical Bid Envelope)

Date:

To:

IDBI Bank Limited,

Dear Sir / Madam:

Reg: Provision of Security Services to IDBI Bank Ltd.

Ref: _____

1. After going through the Bid Documents, the receipt whereof is hereby duly acknowledged, we the undersigned, offer our Services for _____ (States in the Zone), in conformity with the Bid Documents.
2. We agree and undertake, if our Bid is accepted, to deliver and commission the Services in accordance with the delivery schedule specified in the schedule of requirements.
3. We agree and undertake to abide by the bid terms of IDBI Bank, which shall be final and conclusive and remain binding upon us.
4. We agree to execute the Agreement as per the format given in this RFP (Request For Proposal) and until the same is executed, this Bid, together with relevant documents duly initialed/executed shall constitute a binding contract between us.
5. We agree and undertake that, we will strictly observe the laws inter alia, in particular, against fraud and corruption in force in India and similar laws and also strictly abide by and observe all applicable laws.
6. We agree and confirm that you are not bound to accept the lowest or any Bid you may receive and you also have the right to re-issue / re-commence/ cancel the Bid process. Any decision in this regard by you shall be final, conclusive and binding on and acceptable to us.

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7. We enclose a demand draft of Rs. 1,00,000/- (Rs. One Lakh only) towards Bid Security, in favour of "IDBI Bank Limited." payable at Bhopal. We have noted that Bid Security shall not carry any interest.

Dated this Day of-----

(Signature)

(Name)

(In the capacity of)

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TECHNICAL BID

OPTION OF STATES FOR WHICH THE BIDDER HAS SUBMITTED BIDS

(ONE BIDDER CAN BID FOR ALL STATES IN THE ZONE)

*(WRITE NAME OF STATE IN THE SPACE PROVIDED)

a) -----

b) -----

c) -----

Appointment of security Services providers

Brief scope of RFP:

Bank intends to select/shortlist security Service providers (SSPs) for deployment of security Guards including armed guards at its branches/offices/establishments/quarters in all the states in respective Zones of the Bank. For this purpose Bank has divided its Pan India branches/offices/establishments/quarters into 14 ZONES as per the details given in the annexure. Agencies interested to provide the above security service may submit their offer through the bid document prescribed by the Bank for respective zones separately. Any vendor can participate in the RFP process maximum in **4-zones**. A declaration in this respect is to be submitted by each SSP that they have participated in maximum 4 zones / less. **If any SSP found that they have participated in more than 4 zones, their offers/contracts in all zones will be summarily rejected/cancelled.**

Bank intends to select/shortlist a minimum of three SSP for each ZONE.

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TECHNICAL BID

Evaluation Matrix

Sr. no.	Parameter	Marks	Total Marks
1	PSARA availability –(No. of States/U.T. in Zone)	a) PSARA available for 2 and above States/U.T. in the Zone - 10 b) PSARA available for 1 State/U.T.* in the Zone - 5 c) No PSARA available - Not eligible *Zone where more than 1 State/U.T. is there For one state in the zone – 10 marks	10
2	Appointed/selected with PSU Bank/ Private Bank /Govt. financial institution (more than 50 manpower in each organisation) as on June 30, 2021	a) 1 PSU Bank/Private bank/ Govt. financial institution - 8 b) 2 or more PSU Bank/Private bank/ Govt. financial institution - 15	15
3	Years of Experience in providing security services as on June 30, 2021	a) Minimum 5 years – 3 b) 5 to 10 years – 6 c) 10 to 15 years – 9 d) 15 to 20 years- 12 e) More than 20 years – 15 (Less than 5 year's experience – Not eligible)	15
4	Turn over per year (In last three financial years) i.e. 2018-19, 2019-20 & 2020-21.	a) Rs. 10 Cr – 20 Cr – 4 b) More than Rs. 20 Cr however, upto 30 Cr – 6 c) More than Rs. 30 Cr however, upto 40 Cr – 9 d) More than Rs. 40 Cr however, upto 50 Cr – 12 e) Rs. Above 50 Cr. – 15 Less than 10 crore not eligible)	15
5	Experience with number of organisations (Banks/ PSUs including industries/Govt. Organization/NBFC/FI) in last 10 years as on June 30, 2021	a) 2 Organisations – 4 b) 3 to 5 Organisations – 8 c) 6 and above Organisations - 10 (Less than 2 organisations not eligible)	10
6	Training Centre - Photo & Sample training certificate should be provided.	a) Own -10 b) Tie up-05	10
7	Performance Feedback from existing Clients	a) Performance certificate from existing clients i. 3 and above clients – 5 ii. 2 clients – 3	5

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		iii. 1 client - 1 (Less than 1 organisation not eligible)	
8	Network of Offices (No. of States/U.T. in Zone.	a) Network of Offices available for all States/U.T. in the Zone - 10 b) Network of Offices available for 1 States/U.T.* in the Zone – 5 c) No Network Offices available - Not eligible *Zone where more than 1 State/U.T. is there	10
9	Valid ISO certificate	a) Has Certificate -10 b) No Certificate-0	10
TOTAL			100

(Attach attested Copy of Each Document and should be attested with Company seal)

- **Any Service provider wish to bid should be meeting Minimum Parameter as indicated in the above mentioned chart.**
- **Any service provider scoring less than 40 points out of 100 points in prequalification of vendor evaluation matrix will be disqualified.**
- **Bids will be called in two parts:-**
- **Part I- Technical Bid.**
- **Part II- Sealed Price Bid.**
- **In first stage only “Technical Bid” should be submitted along with the RFP document and other supporting documents, as applicable.**
- **Sealed Price bids will be called on later stage from prequalified bidders only.**
- **In case of tie between prequalified bidders in service charges quoted by them in the ZONE, P1 will be decided based on the score obtained as per “Prequalification of bidders Evaluation Matrix score” and further in case of tie between bidders in the score obtained as per “Prequalification of bidders Evaluation Matrix score”, P1 will be decided based on the average of last three years turnover, i.e. for financial year 2018-19 & 2019-20, 2020-21. Bidder having highest average turnover will be decided as P1 and the same process will be done to select P2 & P3 bidders in the ZONE.**
- **Pre-Contract-Integrity Pact (Annexure-VI) is to be signed, sealed and submitted along with Price Bid.**

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ADDITIONAL TERMS AND CONDITIONS

1. Contract will be initially for 1 year and may be renewed for further 2 years, 1 year at a time based on the sole discretion of the Bank and satisfactory performance and compliances.
2. P1, P2 & P3 will be decided by % of service charges quoted by prequalified bidder. In case of tie between prequalified bidders in service charge quoted by them in for the ZONE, P1 will be decided on obtained score as per “Prequalification of bidders Evaluation Matrix score” and further in case of tie between bidders in the obtained score as per “Prequalification of bidders Evaluation Matrix score”, P1 will be decided on the average of last **three** years turn over, i.e. for financial year 2018-19 & 2019-20, 2020-21. Bidder having highest average turnover will be considered as P1 and the same process will be done to select P2 & P3 bidders in the ZONE.
3. A written Offer shall be given to P2 & P3 bidders to match P1 price (Service Charge) and written confirmation for matching P1 price to be obtained.
4. P1, P2 & P3 will be given 50%, 30 % & 20% of the work respectively for the Zone they have bid for.
5. Qualification of participant in the empanelment process, will not entitle any participant to be awarded any assured work. However, Bank may award work to selected participant for empanelment at any time, as per Bank’s requirement and interest keeping in mind the state/area/compliances available.
6. Presently, the Bank is having around **xxxx** branches and other offices/establishments/quarters, pan India. The number of branches/ offices/establishments/quarters may vary in numbers from state to state in the zones. The composition of the ZONES with details of states is given in the table below. The requirement of number of security guards would increase with the opening of new branches. However, the quantity/numbers may be split among the Service Providers who qualify in the process. Indicative states are given in the following table :

ZONEs	States/U.T. allocated	No. of Branches (Appx.)
Kolkata	Zone comprises West Bengal and 7 North East States	159
Nagpur	Zone comprises Maharashtra (Excluding Mumbai and Pune Zones)	134
Chandigarh	Zone comprises Chandigarh (UT), Punjab, Haryana, Himachal Pradesh & Jammu & Kashmir.	155
Bhubaneswar	Zone comprises Odisha & Chhattisgarh.	143
Ahmedabad	Zone comprises Gujarat & Dadra & Nagar Haveli and Daman & Diu.	112

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Chennai	Zone comprises Tamil Nadu, Puducherry, Andaman & Nicobar	121
Mumbai	Zone comprises Mumbai & Nashik in Maharashtra (excluding Pune & Nagpur Zone area).	155
New Delhi	Zone comprises Delhi & NCR, Rajasthan.	155
Bengaluru	Zone comprises Kerala & Karnataka.	139
Pune	Pune Zone comprises Pune I & II, Satara, Kolhapur (in the state of Maharashtra) & Goa.	155
Hyderabad	Zone comprises of Telangana and Andhra Pradesh.	101
Lucknow	Zone comprises state of Uttar Pradesh (excluding NCR) & Uttarakhand.	137
Bhopal	Zone comprises the state of Madhya Pradesh.	104
Patna	Zone comprises the states of Bihar & Jharkhand.	123

Note: The above mentioned ZONES/branches are only indicative & may be adhered to the extent practically possible. However, due to administrative & operational exigencies & various local factors, the Bank in its own interest may decide to adopt a suitable changed course of action in the best interest of the Bank, without assigning any reasons what so ever at the sole discretion of the bank. Each security service providers (SSPs) would be allowed to bid for maximum of 4 ZONES. Each SSP participating in the RFP process in each zone has to submit a declaration stating that they are participating for maximum 4 zones or less for IDBI Bank for providing security services.

SERVICE CHARGES

- 1. Service Charges will be quoted in the Price bid/Financial bid which caters to the costs of Uniform (Dress, Shoes etc.), administrative overheads, supervision cost, profits and all statutory payments including Gratuity payable by the vendor. It will be over and above the minimum wages as prescribed by Govt. / Bank from time to time.**

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2. **Service charges should not be quoted below 8%.**
3. **Service charges should not be quoted below 8%.**
4. If there is a discrepancy between Service Charge quoted in figures and words, price quoted in words shall be taken as correct.
5. The Technical Bid should NOT contain any rate of Service Charge information. Such proposal, if received, will be rejected / disqualified.
6. Any Security Service Provider Quoting Service Charge less than 8 % will be disqualified.

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Organization Profile

(To be Included in Envelope – for information only)

1. Name of the Organization	
2. Address for Communication	Address: Tel. No. :(STD code)- Mob. No: CMD/MD/CEO Fax No. : (STD code)-
3. Date/ Year of Establishment or Commencement of Business	
4. Type of Firm/SS Provider (Whether Proprietorship, Partnership or Private limited.) (If joint Venture, then specify name of Partners in JV)	
5. Name of the Partners/ Directors of the Firm with their Mobile No.	1.Name: (Mob.) 2.Name: (Mob.) 3.Name: (Mob.)
6. Name of the Key Persons for contact with regard to RFP	1. VP/ Director (Operations/etc) 2. GM (Operations/etc)

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B. (To be Included in Envelope– for information only)

GENERAL INFORMATION			
Sr. No.	Criteria	Status	Remarks (If Yes please attach supporting documents)
		Mark Yes/No()	
(i)	(ii)	(iii)	(iv)
(a)	Payment of Wages as per Minimum Wages Act	Yes () No ()	Undertaking to be given
(b)	Maintenance of Payroll (or salary muster roll)	Yes () No ()	Undertaking to be given
(c)	Issue an Appointment Letter to all Employees	Yes () No ()	Undertaking to be given
(d)	Issue of Termination Letter to all Ex-Employees	Yes () No ()	Undertaking to be given

(Attach attested Copy of Each Document)

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TABLE 2

(TO BE ENCLOSED OUTSIDE THE COVER ENVELOPE OF THE TECHNICAL BID)

(ONE BIDDER CAN BID FOR MAXIMUM 4 (FOUR) COMPLETE ZONES AND MINIMUM ONE COMPLETE ZONE.

***(WRITE NAMES OF OTHER ZONES, FOR WHICH SSP HAS ALSO SUBMITTED THE BIDS OTHER THAN THIS ZONE)**

a) ZONE -- -----

b) ZONE -- -----

c) ZONE -- -----

ZONES	States/U.T. allocated
Kolkata	Zone comprises West Bengal and 7 North East States
Nagpur	Zone comprises Maharashtra (Excluding Mumbai and Pune Zones)
Chandigarh	Zone comprises Chandigarh (UT), Punjab, Haryana, Himachal Pradesh & Jammu & Kashmir.
Bhubaneswar	Zone comprises Odisha & Chhattisgarh.
Ahmedabad	Zone comprises Gujarat & Dadra & Nagar Haveli and Daman & Diu.
Chennai	Zone comprises Tamil Nadu, Puducherry, Andaman & Nicobar
Mumbai	Zone comprises Mumbai & Nashik in Maharashtra (excluding Pune & Nagpur Zone area).
New Delhi	Zone comprises Delhi & NCR, Rajasthan.
Bengaluru	Zone comprises Kerala & Karnataka.
Pune	Pune Zone comprises Pune I & II, Satara, Kolhapur (in the state of Maharashtra) & Goa.
Hyderabad	Zone comprises of Telangana and Andhra Pradesh.

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Lucknow	Zone comprises state of Uttar Pradesh (excluding NCR) & Uttarakhand.
Bhopal	Zone comprises the state of Madhya Pradesh.
Patna	Zone comprises the states of Bihar & Jharkhand.

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ADDITIONAL DATA				
Sr. No.	Criteria	Mandatory	Status	Remarks (If Yes please attach self attested supporting documents)
			Mark Yes/ No ()	
(i)	(ii)	(iii)	(iv)	(v)
	Audited Balance sheet (with Profit & loss Accounts Statement) for the last four financial year	Mandatory	Yes () No ()	It should be Stamped with Office Seal by an Authorised / Registered Chartered Accountant (CA) with full contact details of the Chartered Accountant.
1	2020- 2021	Mandatory	Yes () No ()	
2	2019 – 2020	Mandatory	Yes () No ()	
3	2018 – 2019	Mandatory	Yes () No ()	
4	2017 – 2018	Mandatory	Yes () No ()	

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

ADDITIONAL DATA (continued)				
Sr. No.	Criteria	Mandatory (To be filled)	Status	Remarks (If Yes please attach self attested supporting documents)
			Mark Yes/ No ()	
(i)	(ii)	(iii)	(iv)	(v)
1	Whether involved in any litigation with any client/ Own Employees/ Directors	Mandatory	Yes () No ()	Details:(If Yes)
2	Any penalty imposed by under mentioned government authorities in last three years & details of Amount Deposited	Mandatory	Yes () No ()	Details:(If Yes)
2 (a)	Labour Department (CLRA)	Mandatory	Yes () No ()	Details:(If Yes)
2 (b)	GST Department	Mandatory	Yes () No ()	Details:(If Yes)
2 (c)	EPF Department	Mandatory	Yes () No ()	Details:(If Yes)
2 (d)	ESIC Department	Mandatory	Yes () No ()	Details:(If Yes)
2 (e)	Income Tax Department	Mandatory	Yes () No ()	Details:(If Yes)
2 (f)	Any other Government Department	Mandatory	Yes () No ()	Details:(If Yes)
3	Whether Legal affidavit/ undertaking duly notarized submitted along with Technical Bid	Mandatory	Yes () No ()	Yes/No

(Attach attested Copy of Each Document)

Instructions for Filling Technical Bid Criteria

I have read and hereby correctly state all data as required, and unconditionally accept all terms/conditions/ criteria and other aspects, mentioned above on this page which has not been modified.

Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

1. All Details as specified have to be filled and no space should be left blank.
2. Where there is insufficient space, an additional Sheet may be attached with a Company seal with signature of director on it.
3. All supporting documents should be attested with a Company seal.
4. Legal affidavit/ undertaking on Rs.100/- denomination of stamp paper as per format attached have to be submitted. It should be duly notarized with seal prior to submission.
5. There should be only one tick mark against each criterion. It should be either YES or NO but not both.

Bank Details (of Bidder) for information:

(To be included in Technical Bid Envelope)

1	Name of the Bank	
2	Address of the Bank	
3	Contact Person	
4	Telephone No.	
5	Fax No / e-mail	
6	Details of :- Over Draft Limit/ Credit Limits/ Borrowings/ Loans	1. 2. 3.

Corporate Authorization details.

Note: This statement has to be duly attested by the banker.

Signature:

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

Name of the Authorized Person:

Designation:

Company Seal:

Bankers Attestation

Signature:

Name of the Manager:

Designation:

Banker Seal:

(Copies of All authorizations should be attached).

POWER OF ATTORNEY/AUTHORIZATION LETTER

(On Stamp Paper)

(Should be duly stamped as per the applicable local stamp laws and duly Notarized)

Know all men by these presents, we (name of the Company) _____ (address _____ of the registered office) _____ do hereby appoint and authorize Mr. _____ (full name and residential address) who is presently employed with us and holding the position of _____ as our attorney, to do in our

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for providing Security Services, in response to the Request for Proposal ----- (RFP) by IDBI Bank Ltd (hereinafter referred to as IDBI Bank), including signing and submission of all documents and providing information/responses to IDBI Bank in all matters in connection with our bid / offer. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

Note:

1. The mode of execution of the Power of Attorney/ Authorization Letter should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
2. Also, wherever required, the bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power thereunder on behalf of the Bidder.

In case the Application is signed by an authorized Director / Partner of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

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The Undertaking cum- Affidavit on Stamp Paper should be duly stamped as per the applicable local stamp laws and duly Notarized

UNDERTAKING CUM AFFIDAVIT

**Offer for Selection as Security Services Provider, for Providing Security Services
to IDBI Bank Ltd.**

Dear Sir/ Madam,

1. Having gone through the RFP No. ----- dated -----, I / We _____ hereby offer for selection of our Company / Firm/LLP as SS Provider in conformity with your requirement.
2. It is certified that the information furnished herein and the documents submitted is true and accurate and nothing has been concealed or tampered with, after downloading the RFP/bid document from IDBI Bank's website. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information/ documents.
3. Further, in the event of our Company / Firm/LLP being selected/ selected for providing services with IDBI Bank as Security Service Provider, I/we agree to enter into and execute the necessary contract agreement specified, as per the format specified by IDBI Bank. I am/ we are aware that the selection does not guarantee any work order or business to be necessarily given by IDBI Bank. In the event of getting a contract, I/We agree to comply with all terms and conditions stated in the agreement & the RFP and discharge the entire obligation including payment and maintenance of records in prescribed form or otherwise, as the case may be, with respect to its employees / personnel, their wages, payments made to any Govt./statutory authority, payments made to its employees/personnel under any welfare Acts/rules/regulation/schemes including PF, Gratuity, ESIC, Labour Welfare Fund, Payment of Bonus Act with due diligence, efficiency & timeliness, as required by IDBI Bank.
4. We have provided with all necessary information and details as required by IDBI Bank and shall provide with such additional information's may be required by IDBI Bank from time to time.
5. We, the bidder fully understand that any attempt to visit or meet top management officials of the Bank after issue of public notice and till finalization of the RFP for Security Service Provider, it shall be construed by IDBI Bank as an unlawful attempt by us to influence the RFP/ Bid process and may invite disqualification from bidding/ punitive action/blacklisting. Only our one authorized representative would be permitted to visit for submitting the RFP Document/ or when called by the Bank.
6. I/we fully understand that the selection/provision of services, shall be for one[1] year at a time & (Extendable by 2 more years , 1 year at a time, solely at the discretion of IDBI Bank) from the date of intimation letter issued by IDBI Bank and the maximum period for which Security Services shall be provided by us , shall be decided by the Bank.
7. We further understand and certify that all our security deposit/ performance guarantee with IDBI Bank shall stand forfeited permanently, besides our agency/ company being blacklisted and our

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contract terminated immediately at all locations, if we at any time, resort to / are found to be using any unethical / unlawful business practices/means including blackmailing of IDBI Bank officials/allegations or malafide use of electronic devices like camera, recordings etc. It shall also include the orchestration & tie up for use of various pressures, from Govt. officials/ politicians/ labour department/court officials etc, on IDBI Bank, for promoting/ furthering/ growing own business or attempt to reverse termination/ ending of contract, by using the above mentioned means. It shall also include engineering the filing of frivolous cases in the court or managing a stay order from court against IDBI Bank, with an aim of somehow, continuing the services to IDBI Bank and continue to obtain business and payments from the Bank during the period of stay order.

Thanking you,

Yours faithfully,

Signatures of Authorized Signatory /Permanent Director/Chairperson of the Company

Name:

Designation:

Company/Common seal

Address:

NOTARY (LEGAL)

Notary Public- Seal

Name

Date

(Details)

Performance Security/Guarantee Form

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

Bank	_____
Guarantee/Performance	_____
guarantee Deposit to be	_____
maintained in IDBI bank	_____
Account No.	_____
Name of the IDBI Bank	_____
Branch (Location)	_____
	Rs.-----
Bank Guarantee	_____
Amount/ Performance	
guarantee Deposit	
amount	
Expiry Date	
Claim Amount	
Account No.	

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

GUARANTEE FOR PERFORMANCE OF CONTRACT

THIS GUARANTEE AGREEMENT executed at _____ this _____ day of _____ Two Thousand Twenty One.

BY :

_____ Bank, a body corporate constituted under Banking Corporation (Acquisition and Transfer of Undertakings) Act, 1970/1980, having its Registered Office/ Head Office at _____, and a Branch Office at _____ (hereinafter referred to as “**the Guarantor**”, which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns).

IN FAVOUR OF:

IDBI BANK LIMITED, a Company registered under the Companies Act, 2013 (18 of 2013) and a banking Company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005 (hereinafter referred to as “**the Bank/IDBI Bank**” which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

1. WHEREAS the Bank vide Request For Proposal No. ----- dated ----- called for the bids for engagement of security service providers for providing the security services to the Bank. M/s _____ (**SS Provider**) have been empanelled as the successful bidder and accordingly has entered into an Agreement with the Bank subject to the terms and conditions contained in the said documents and the SS Provider has duly confirmed the same.
2. **AND WHEREAS** pursuant to the bid documents, the Agreement dated..... and the other related documents (hereinafter collectively referred to as “the said documents”, the Bank has agreed to avail from M/s..... and M/s..... has agreed to provide to the Bank the security services, more particularly described in the Schedule/Annexure to the said documents (hereinafter collectively referred to as “**the Services**”),

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

subject to payment of the contract price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained the said documents.

3. **AND WHEREAS** in terms of the Agreement and the RFP, the **SS Provider** has agreed to provide the Services and to procure an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a bank acceptable to the Bank for securingtowards faithful observance and performance by the **SS Provider** of the terms, conditions, covenants, stipulations, provisions of the Agreement /RFP/the said documents.
4. **AND WHEREAS** at the request of the **SS Provider**, the Guarantor has agreed to guarantee the Bank amounting to Rs. (*In words*) towards faithful observance and performance by the **SS Provider** of the terms of the Agreement/RFP/the said documents.
5. **NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:**

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees to the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Bhopal forthwith, theor any part thereof, as the case may be, as aforesaid due to the Bank from the **SS Provider**, towards any loss, costs, damages, etc, suffered by the Bank on account of default of the SS Provider, sub-standard/poor quality service, frequent absence of Security Guard from the duty without immediate replacement,/ loss, costs, damages, etc. suffered by the Bank on account of default of the **SS Provider** in the observance and performance of the terms, conditions, covenants, stipulations, provisions of the Agreement, without any demur, reservation, contest, recourse or protest or without any reference to the **SS Provider**. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **SS Provider** or any dispute between the Bank and the **SS Provider** pending before any Court, Tribunal, Arbitrator, or any other authority.

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

2. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
3. The Bank shall be the sole judge to decide whether the SS Provider has failed to perform the terms of the Agreement/RFP/said documents for providing the Security Services by the SS Provider to the Bank, and on account of the said failure what amount has become payable by the SS Provider to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

To give effect to this Guarantee, The Bank, may act as though the Guarantor was the principal debtor to The Bank
4. The liability of the Guarantor, under this Guarantee shall not be affected by
 - i) Any change in the constitution or winding up of the **SS Provider** or any absorption, merger or amalgamation of the **SS Provider** with any other SS Provider, corporation or concern; or
 - ii) Any change in the management of the **SS Provider** or takeover of the management of the **SS Provider** by the Government or by any other authority; or
 - iii) Acquisition or nationalization of the **SS Provider** and/or of any of its undertaking(s) pursuant to any law; or
 - iv) Any change in the constitution of the Bank **SS Provider** ; or
 - v) Any change in the set up of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
 - vi) The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.

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5. Notwithstanding anything contained hereinabove, the liability of the Guarantor hereunder shall not exceed the rupee equivalent of (*In words*).
6. This Guarantee will expire on _____. Any demand or claim under this Guarantee must be received by the Guarantor by (date)_____.
7. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising therefore the courts of Gujarat State/ Bhopal city where the Bank has its Zonal Office shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHERE, OF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY

The within named Guarantor,

(Signature)_____

By the hand of Shri._____,

Dated:

It's authorized official.

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

SECTION - VI

PRE CONTRACT INTEGRITY PACT

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ 20____, between, IDBI Bank Ltd., a company within the meaning of Section 2(20) of the Companies Act, 2013 (18 of 2013) and a banking company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949), with Corporate Identity No. L65190MH2004GOI148838 and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai 400005 through its Infrastructure Management Department/ Office at C.G. Road, Bhopal (hereinafter called the "PRINCIPAL", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part and M/s _____ represented by Smt/ Shri _____, MD/ CEO/ CMD (hereinafter called the "BIDDER/ Seller which expression shall mean and include, unless the context otherwise requires, its/ his successors and permitted assigns) of the Second Part.

WHEREAS the PRINCIPAL proposes to procure Physical Security Items for Bank's Branches & Currency Chests (CC), pan India and BIDDER/ Seller is willing to offer/ has offered the same to the Principal.

WHEREAS the BIDDER is a private company/ public company/ Government undertaking/ partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the PRINCIPAL is an Office/ Department of IDBI Bank Ltd performing its functions on behalf of IDBI Bank Ltd.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the PRINCIPAL to obtain the desired service/ product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary

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impact of corruption on public procurement; and

- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the PRINCIPAL

1.1 The PRINCIPAL undertakes that no official of the PRINCIPAL, connected directly or indirectly with the contract, will demand, take a promise for or accept directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party (which is not available legally) related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The PRINCIPAL will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the PRINCIPAL will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the PRINCIPAL with full and verifiable facts and the same is prima facie found to be correct by the PRINCIPAL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the PRINCIPAL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the PRINCIPAL the proceedings under the contract would not be stalled.

3. Commitments of the BIDDERS

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The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage commission, fees brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement (not available legally) to any official of the PRINCIPAL or otherwise in procuring the contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with IDBI Bank Ltd for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with IDBI Bank Ltd.

3.3 The BIDDER confirms and declares that they have not made any payments to any agents/ brokers or any other intermediary, in connection with this bid/ contract.

3.4 The BIDDER further confirms and declares to the PRINCIPAL that the BIDDER is the original vendor or service provider in respect of product/ service covered in the bid documents and the BIDDER has not engaged with any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the PRINCIPAL or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.5 The BIDDER, at the earliest available opportunity, i.e. either while presenting the bid or during pre-contract negotiations and in any case before opening the financial bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the PRINCIPAL or their family members, agents, brokers or any other intermediaries in connection with

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the contract and the details of the services agreed upon for such payments.

3.6 The BIDDER will not enter into any undisclosed agreement or collude with other parties interested in the contract/ other BIDDERS to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract or with respect to prices, specifications, certifications, subsidiary contracts etc.

3.7 The BIDDER will not accept any advantage in exchange for any corrupt practice; unfair means and illegal activities.

3.8 The BIDDER shall not use improperly, for purpose of competition or personal gain or pass on to others, any information provided by the PRINCIPAL as a part of the business relationship, regarding plans, technical proposals and business details including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.9 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.10 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.11 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the PRINCIPAL, or alternatively, if any relative of an officer of the PRINCIPAL has financial interest/ stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

3.12 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the PRINCIPAL.

3.13 The BIDDER/ Contractor shall not directly or through any other person or firm use coercive practices against IDBI Bank and/ or other BIDDERS/ Contractor(s).

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

3.14 BIDDERS are not to pass any information provided by the PRINCIPAL as a part of business relationship to others and not commit any offence under PC/ IPC Act.

3.15 Foreign BIDDERS if any, to disclose name and address of agents and representatives in India and Indian Bidders to disclose their foreign principal or associates.

3.16 BIDDERS to disclose any transgressions with any other company that may impinge on anti-corruption principle.

4. Previous Transgressions

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise / Public Sector Banks in India or any Government Department in India or RBI that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/ Security Deposit, with the PRINCIPAL through any of the modes mentioned in the RFP/ bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of IDBI Bank Ltd. However payment of any such amount by way of Bank Guarantee, if so permitted as per bid documents/ RFP should be from any nationalized Bank other than IDBI Bank Ltd and promising payment of the guaranteed sum to the PRINCIPAL on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the PRINCIPAL shall be treated as conclusive proof for making such payment to the PRINCIPAL.

5.2 Unless otherwise stipulated in the Bid document/ RFP, the Earnest Money/ Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the PRINCIPAL, including warranty period,

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whichever is later.

5.3 In case of the successful BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the PRINCIPAL to the BIDDER on Earnest Money/ Security Deposit for the period of its currency.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the PRINCIPAL to take all or any one of the following actions, wherever required:

6.1.1 To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the PRINCIPAL desires to drop the entire process.

6.1.2 The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the PRINCIPAL and the PRINCIPAL shall not be required to assign any reason therefore.

6.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

6.1.4 To encash the advance bank guarantee and performance bond/ warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the PRINCIPAL along with interest.

6.1.5 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the PRINCIPAL resulting from such cancellation/ rescission and the PRINCIPAL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

6.1.6 To debar the BIDDER from participating in future bidding processes of the PRINCIPAL or any of its subsidiaries for a minimum period of five years, which may be further

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extended at the discretion of the PRINCIPAL.

6.1.7 To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

6.1.8 Forfeiture of Performance Bond in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.1.9 Intimate to the CVC, IBA, RBI, as the PRINCIPAL deemed fit the details of such events for appropriate action by such authorities.

6.2 The PRINCIPAL will be entitled to take all or any of the actions mentioned at para 6.1.1 to 6.1.9 of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offense as defined in Chapter IX of Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the PRINCIPAL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

7.1 The BIDDER undertakes that it has not supplied/ is not supplying similar product/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/ Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/ systems or sub systems was supplied by the BIDDER to any other Ministry/ Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the PRINCIPAL, if the contract has already been concluded.

8. Independent External Monitors

8.1 The PRINCIPAL has appointed Dr. Ravindra Kumar Srivastava, IAS (Retd.) & Shri Prem Chand Pankaj, Ex-CMD, NEEPCO as Independent External Monitors (hereinafter referred to as Monitors or IEMs) for this Pact in consultation with the Central Vigilance Commission.

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform

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their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/ procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the PRINCIPAL.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the PRINCIPAL including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-contractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Sub-contractor(s) with confidentiality.

8.7 The PRINCIPAL will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated authority of PRINCIPAL/ Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the PRINCIPAL/ BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the PRINCIPAL or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the PRINCIPAL.

11. Other Legal Actions

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The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of the PRINCIPAL and the BIDDER/ Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful bidder by the PRINCIPAL.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____.

IN WITNESS WHEREOF, the Parties have signed and executed this Integrity Pact at the place and date first hereinabove mentioned in the presence of following witness:

Signature
(For & on behalf of the PRINCIPAL)
Office Seal

Signature
(For & on behalf of the BIDDER/ Contractor)
Office Seal

Name
Designation

Name
Designation

Witness 1:

(Name & Address) _____

Witness 2:

(Name & Address) _____

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

Envelope 2

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)

PRICE BID FOR BHOPAL ZONE

(TO BE ENCLOSED OUTSIDE THE COVER ENVELOPE OF PRICE BID)

PRICE BID/FINANCIAL BID

(Minimum Wage Payable- Charges per month – Details)

Fee Payable		
Sr. No.	Particulars	
1	Basic (includes VDA)	Minimum rates of wages (as per Central Govt. notification)
2	HRA	@ 5% on Basic
3	Washing Allowance	Rs. 110/-
(A)	Sub Total (item 1 to 3)	
4	PF	PF @ 12 % on Basic wages with maximum ceiling as per statutory provisions.
5	PF Admin charges & EDLI	PF Admin charges & EDLI @ 1 % on Basic wages with maximum ceiling as per statutory provisions.
6	ESIC (If eligible as per Govt. Norms)	@ 3.25% on item (1,2,3)
7	Bonus	@ 8.33 % on Basic
8	Labour Welfare Fund	(as per respective State Act)
(B)	Sub Total (item 4 to 8)	
(C)	Total (A+B)	Minimum Wages Payable

Service charges over and above item number C mentioned above (Total minimum wages payable) (Should not be quoted below 8 %)	In % (Percentage)	In Words
Service Charges		

TERMS & CONDITIONS

While submitting this bid, we agree and certify that:

1. The undersigned is authorized to sign on behalf of the bidder.

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2. Prices submitted by us have been arrived at without agreement with any other Vendor of this RFP for the purpose of restricting competition.
3. In case of discrepancy between figures and words, the amount in words shall prevail.
4. In case of tie between bidders in service charge quoted by them, P1 will be decided on obtained score as per "Prequalification of bidders Evaluation Matrix score" and further in case of tie between bidders in obtained score also as per "Prequalification of bidders Evaluation Matrix score" P1 will be decided on the average of last three years turnover, i.e. for financial year 2017-18, 2018-19 & 2019-20, bidder having highest average turnover will be considered as P1 and the same process will be done to select P2 & P3 bidders.
5. Pre-Contract-Integrity Pact is to be signed, sealed and submitted along with Price Bid.
6. The prices submitted by us have not been disclosed and will not be disclosed to any other bidders responding to this RFP.
7. We have not induced or attempted to induce any other Vendor to submit or not to submit a bid for restricting competition.
8. If our offer is accepted, we undertake to provide/ deploy the private security guards within the stipulated period from date of Work Order.
9. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.
10. We agree and undertake, if our Bid is accepted, to deliver and commission the Services, in accordance with the delivery schedule specified in the schedule of requirements.
11. We agree and confirm that you are not bound to accept the lowest or any Bid you may receive and you also have the right to re-issue / re-commence/ retender/cancel the Bid process. Any decision in this regard by you/IDBI Bank Ltd. shall be final, conclusive and binding on us and acceptable to us.
12. Contract will be initially for 1 year and may be renewed for further 2 years, 1 year at a time based on the sole discretion of the Bank and satisfactory performance and compliances.
13. P1, P2 & P3 will be given 50%, 30 % & 20% of the work respectively.
14. Qualification of participant in the empanelment process, will not entitle any participant to be awarded any assured work. However, Bank may award work to selected participant for empanelment at any time, as per Bank's requirement and interest keeping in mind the state/area/compliances available.
15. Service Charges will be quoted in the Price bid/Financial bid which caters to the costs of Uniform (Dress, Shoes etc.), administrative overheads, supervision cost, profits and all

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statutory payments including Gratuity payable by the vendor. It will be over and above the minimum wages as prescribed by Govt. / Bank from time to time.

16. **Service charges should not be quoted below 8%.**

17. Any Security Service Provider Quoting Service Charge less than 8 % will be disqualified.

Dated this Day of2021.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign bid for and on behalf of (Company
/Bidder)_____

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Signature (with Company's Seal) _____ of (Authorized Signatory/ Director of the SSP)