



**Online Request for Proposal (e-RFP)**

**for**

**Empanelment of Private Security Agency for providing Security Guards for J&K Bank Branches, ATMs, Offices, Cash Vans & other Bank's Properties falling under the jurisdiction of Bank's Zonal Office Delhi, Zonal Office Mumbai and those J&K Bank Branches, ATMs, Offices, Cash Vans & other Bank's Properties of Zonal Office Kathua located in the States of Punjab, Haryana and Himachal Pradesh and UT of Chandigarh**

**e-NIT Ref No:JKB/CHQ/CSD/Emp-Security-Agencies-ROI/2025-1394  
Dated: 07-05-2025**

***Issued by:***

**J&K Bank Ltd.  
Central Security Department  
Corporate Headquarters, M.A. Road, Dalgate Srinagar  
Kashmir 190 001**

**NOTICE FOR THE EMPANELMENT OF PRIVATE SECURITY AGENCY**

For and on behalf of J&K Bank Limited, Request for Proposal (RFP) is invited from the eligible bidders for Empanelment as Private Security Agency for providing Security Guards for its various Branches, ATMs, Offices, Residential Complexes & other Bank's property spread across the Country (except J&K UT and Ladakh UT) that fulfill the qualification criteria for the empanelment as per the details given in this Tender notification. Online Bid is invited vide **e-NIT Ref. No. JKB/CSD/CHQ/2025.....** Dated ..... for providing Security Guards at various Bank Establishments **spread across the Country (except J&K UT and Ladakh UT)** falling under **Bank's Zonal Office Delhi, Mumbai and Kathua.**

**Part 1:****GENERAL TENDER DETAILS**

<b>Tender Number</b>	<b>JKB/CHQ/CSD/Emp-Security-Agencies-ROI/2024-1394</b> <b>Dated: 07-05-2025</b>
<b>Department Name</b>	<b>Central Security Department Corporate Headquarters,</b> <b>M. A. Road Srinagar-190001, J&amp;K</b>
<b>Scope of Work</b>	<b>Engagement of Security Agency (For Three Years) for providing security guards for its various Branches, ATMs, Offices, cash vans, Residential Complexes &amp; other Bank's property spread across the Country (except J&amp;K UT and Ladakh UT), that fulfill the qualification criteria for the empanelment as per the details given in this Tender notification.</b>
<b>Tender Details</b>	<b>Online Request for proposal (RFP) in a 2 bid system for Empanelment (for three years) of Private Security Agency for providing security guards for its various Branches, ATMs, Offices, cash vans, Residential Complexes &amp; other Bank's property spread across the Country (except J&amp;K UT and Ladakh UT), that fulfill the qualification criteria for the empanelment as per the details given in this Tender notification.</b>
<b>Contact details of issuing department</b>  (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP)	<b>Bilal Ahmad Khan</b> <b>Senior Manager</b> <b>Mobile No. 7006478880</b> <b>e-mail : <a href="mailto:csd@jkbmail.com">csd@jkbmail.com</a></b>  <b>J&amp;K Bank, Central Security Department, Corporate Headquarters,</b> <b>M.A. Road Srinagar-190001, J&amp;K</b>
<b>Bid Document Availability including changes/ amendments, if any to be issued</b>	<b>NIT is available on and can be submitted on Bank's e-Tendering Services Provider's Portal <a href="https://jkbank.abcprocure.com/">https://jkbank.abcprocure.com/</a> from</b> <b>May 08, 2025 16.00 Hrs.</b> <b>May 29, 2025 17.00 Hrs.</b>
<b>Time &amp; Date of Submission of RFP Bid</b>	<b>All Clarifications/Queries shall be raised online only through e-Tendering Portal <a href="https://jkbank.abcprocure.com/">https://jkbank.abcprocure.com/</a> by or</b> <b>before May 16, 2025</b>

Clarifications to pre-bid queries will be provided by the Bank	All communications regarding points / queries requiring clarifications shall be given online through prescribed e-Tendering Portal on <b>May 23 , 2025</b>
Last Date of Submission of Bids	<b>May 29, 2025 17.00 Hrs.</b>
Address for submission of Bids	As prescribed in Bank's online tender Portal  <a href="https://jkbank.abcprocure.com">https://jkbank.abcprocure.com</a>
Reverse Auction	<u>If required</u> , on a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.
Tender Fee (Non-Refundable)	Amount Rs. 2,500/= (Rupees Two Thousand & Five Hundred only) (inclusive of taxes) = (Non-refundable) to be deposited through Transfer/ NEFT only to below A/c; Account Name: Tender Fee / Cost Account 16-digit Account No : 9931530300000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K – 190001 UTR Number/ Tran No. & Date may be uploaded as proof on E-Tendering Portal
Earnest Money Deposit (EMD)	Rs. 32,00,000/= (Rupees Thirty Two Lakhs Only ) to be deposited through NEFT/RTGS/ Bank Transfer only to below A/c Account Name: Earnest Money Deposit (EMD) 16-digit Account No : 9931070690000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K – 190001 UTR Number & Date / Tran No. & Date may be uploaded on e-Tendering Portal as Proof of the EMD EMD in the form of Bank Guarantee (BG) favoring J& K Bank Ltd represented by DGM (BSD) of the Nationalized/ Commercial Banks in the form acceptable to the Bank. (EMD is exempted for MSEs)

For e-Tender related Queries	<u><b>Service Provider:</b></u>	
	<b>M/s. E-procurement Technologies Limited</b>	
	<b>( Auction Tiger ) , B-705, Wall Street- II, Opp. Orient Club, Ellis</b>	
	<b>Bridge, Near Gujarat College,</b>	
	<b>Ahmedabad- 380006, Gujarat</b>	
	<u><b>Help Desk:</b></u>	
	<b>Sr. No</b>	<b>Name</b>
	<b>1</b>	<b>Sandhya Vekariya – 6352631968</b>
	<b>2</b>	<b>Suraj Gupta – 6352632310</b>
	<b>3</b>	<b>Ijlalaeahmad Pathan – 6352631902</b>
	<b>4</b>	<b>Imran Sodagar - 9328931942</b>

## Part 2: Instructions for Bidders:

### 2.1) Scope of Work:

The successful bidder shall provide the security services to the Bank. The successful bidder would be required to provide security guards for its Branches, ATMs, Offices, Cash Vans Residential Complexes/ Bank's property spread across the Country (except UT of J&K and UT of Ladakh). These security guards shall provide visitor/vehicle management services, security to the buildings, equipment's, materials, bank's property, bank's residential complexes and, monitoring and surveillance of the premises.

The successful bidder shall ensure protection of the personnel & property of the Bank, prevent trespass in the assigned area with/without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs and cattle and anti-social elements, unauthorized persons and vehicle into the campus of

the Bank building. Duties and Responsibilities of Security Guards are contained in Appendix-I.

## 2.2) Duration of Contract:

The successful Bidder shall be required to provide the Security Services on 'Contract Basis' for a period of **Three (03) Years** from the date of commencement of work on the rates quoted in the Financial Bid subject to the review of performance of the successful bidder by the Bank after an initial period of **One year**. The rates quoted by the successful bidder in their Financial Bid shall remain fixed during the currency of the Contract and no revision in rates will be permitted except Minimum Wages as notified by the Government.

The contract will be valid initially for a period of Three Years and the Bank reserves the right to curtail or to extend the validity of contract on the same rates, terms & conditions for such period as may be agreed to, but not beyond a total period of 01 year. The decision of the Bank in this regard shall be final and binding.

## 2.3) Minimum Eligibility Criteria:

- a) The bidder if a Limited Company should be registered in India under the Indian Companies Act-1956 or any other act as applicable. (Registration Certificate under Indian Companies Act to be enclosed). Partnership deed for a partnership firm and sole proprietary certificate for a sole proprietorship firm is to be attached.
- b) **The bidder must have a valid Private Security Agencies Regulation Act (PSARA) Licenses for each State/ UT as per list given in Annexure-8 in the absence of which the bidder will not be allowed to participate in the empanelment process.**
- c) The bidder should be a profit making enterprise for the last three Financial Years 2021-22, 20022-23 & 2023-24 (enclose declaration on company's letter head) as well as supporting documents like Balance Sheet, Profit & Loss Statement etc.
- d) The Bidder should have an experience of minimum **Five Years** as on 31-03-2025 in the business of Security Services dealing in providing Security personnel (attach work order

copies, client certificates from last five years clearly indicating staff strength, name and address of client and period of service).

e) The minimum Average Annual Turnover (gross receipt towards payment of guards) of the bidder should be **Rs. 5.20 Crores** per Year for the past three financial years i.e. 2021-22, 2022-23 and 2023-24. (Turnover Certificate from the Chartered Accountant be also attached along with audited financials and Income Tax returns filed for the three Financial Years 2021-22, 2022-23 and 2023-24 Assessment Year 2022-23, 2023-24 and 2024-25).

f) The bidder must have a valid Labour License for carrying out captioned work referred in the RFP as per prevalent law applicable for such services under Laws of Central and UT Governments. It should also have all Statutory Registrations like Shops & Establishment Act License, EPF, ESIC, PAN, GST etc. (**Documentary proof of all the registrations should also be attached**).

g) The Bidder shall submit latest Bank Solvency Certificate from any Nationalized or Scheduled Bank for an amount of **Rs. 4.68 Crores**.

h) The bidder or any of its Directors who are under arbitration/ litigation with our Bank or have been black listed/ de-listed/ de-empanelled/ Terminated (due to poor/ unsatisfactory performance) by any Government/ Semi Government/ Nationalized Public Sector Banks/ Public Sector Undertaking (PSUs)/ Financial Institutes (FIs)/ Corporate Offices including by the Bank will not be considered for Empanelment and their bid shall be summarily rejected.

i) The bidder shall have experience of successful execution of similar works in Government/ Public Sector Undertakings (PSUs)/ Public Sector Banks/ Private Sector Banks/ Other Corporate houses as given below, in last **Five years** as on **31.03.2025**. **The satisfactory completion reports from Concerned Departments along with the year of execution & total project cost be clearly mentioned and proof thereof shall be mandatorily enclosed with the bid document by the bidder.**

j) The bidders Private Security Agency who are presently empanelled with Jammu and Kashmir Bank, will submit, Work Satisfaction Certificate in original from the Administrative Office / Local Head Office where they are providing guards/services.

Failure to submit such certificate shall render the bidder ineligible and the bid shall be summarily rejected.

- k) The firm who has not undertaken the allotted work or left the allotted work halfway/ incomplete with J&K Bank or work allotted by J&K Bank has been prematurely terminated by the Bank on some unsound grounds/defaults/ non-compliance etc. shall not be considered and shall be outrightly rejected.
- l) The bidder should have following work experiences subject to minimum Five years experience.
  - Three similar works, each of value not less than **Rs. 6.24 Crores, or**
  - Two similar works, each of value not less than **Rs. 7.80 Crores, or**
  - One similar work of **Rs. 12.48 Crores.**
- m) The Bidder should not be blacklisted/ debarred by any Institution/ Organization from Past Five Years. (Certificate to this effect be provided on Agency's letter head)

## 2.4) Bid Preparation & Submission

### a) BIDDING PROCESS

- The Bidder shall submit the bids electronically, through the e-procurement portal (<http://eauction.auctiontiger.net>). Any document submitted through any other means will not be considered as part of the Bid except for the Originals as asked for in this tender.
- This tender shall follow a two-stage Bidding process. The Bid shall be submitted in two parts, Technical Bid and Price Bid.
- In the first stage, only Technical Bid will be opened online and evaluated.
- The Bid shall be considered responsive provided it meets all the requirements under this Bid document.
- Under the second stage, the Price Bid of only those Bidders, whose Bids are found responsive, will be opened. Date of opening of Price Bid would be notified separately.
- Bidder who has quoted the lowest price will be **L1**.
- **If required**, the lowest bidder will be decided by **online reverse auction**, conducted through Bank's e-portal.

### b) INSTRUCTIONS FOR ONLINE BIDDING PROCESS

- The bidders are required to submit soft copies of their bids electronically on the Banks e-procurement Portal.
- More information useful for submitting online bids on the Portal may be obtained at: <http://eauction.auctiontiger.net>.

**c) PREPARATION OF BIDS**

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- **Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.**
- Bidder, in advance, should ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats.

**d) SUBMISSION OF BIDS**

- Bidder should log into the website well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be solely responsible for any delay due to other issues.
- The bidder has to upload the required bid documents one by one as indicated in the tender document.
- Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid No. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

**e) ASSISTANCE TO BIDDERS**

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the contact persons indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to e-Portal in general may be directed to the Portal Helpdesk contact persons as indicated in the tender document.

**f) BIDDING DOCUMENT**

- The Bidder is expected to examine all instructions, forms, terms & conditions and pre-qualification requirements in the bidding documents. Failure to furnish any information required in the bid shall be treated as non-responsive and may result in the rejection of the bid.

**g) BID VALIDITY PERIOD**

- The bid shall remain valid for a period of at least **180 days** from the last date of submission of bids.

## h) TECHNICAL BID

- The Technical Bid shall be complete in all respects and contain all information asked for in this document. Technical Bid shall comprise of documents asked for in pre-qualification/ minimum eligibility criteria and other necessary documents asked for in the tender documents.
- **EMD:** An amount of **Rs. 32.00 Lakhs** has to be deposited as EMD (EMD shall not bear any interest). EMD in the form of Bank Guarantee (BG) favoring DGM (BSD) of the Nationalized / Commercial Banks as per Annexure 9 shall also be accepted. **(EMD is exempted for MSEs. However 10% of the total value of contract shall be asked from Successful bidders post tender as Security Deposit).**
- Tender fee is exempted for the agencies registered under NSIC / MSME. Those vendors registered with NSIC/MSME having valid exemption certificate have to upload the MSME certificate clearly indicating the exemption claimed by the vendor. MSME registrations will be considered valid only if the vendor bidding for a particular work has registered for the particular Trade.

The validity of MSME registration should not have been lapsed at the time of submission of tender. If bidder fulfils the above conditions, tender cost will be exempted. The MSME Vendor in case does not take up the work after becoming L-1, Bank has right to complaint to the Govt. to blacklist the bidder and finally debar from participating in further works.

## i) PRICE BID

In respect of price bid, the existing minimum wages and statutory contributions like EPF, EDLI, Admin Charges and ESIC shall be fixed. The price bid should be exclusively for service charges. The service charges shall not be quoted below **3.85%** otherwise the bid will be rejected.

- The Price Bid shall be complete in all respects and contain all information asked for in this document.
- The prices quoted shall be only in Indian Rupees.
- All rates shall be quoted on monthly basis.
- The bidder shall quote the monthly rates for each categories of worker.
- The price quoted by the Bidder shall remain fixed for the contract period. No price escalation will be allowed except for the increase in the Minimum Wages as notified by the Government and other Govt. applicable taxes (GST).
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided at **Annexure-8** and no other format is acceptable.
- The bidder shall bear all costs as may be required towards payments such as Insurance, Bonus, Leaves, Uniform, Shoes, National holidays, gratuity, training, required tools, mobile

charges, HRA, etc. It will be the sole responsibility of the bidder to bid, after considering all the expenses, costs, its profit margin and statutory dues towards security guards or any third party charges/ fees/ taxes, including government authorities.

#### **j) AMENDMENT OF BIDDING DOCUMENTS**

- At any time prior to the deadline of submission of the bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by way of Amendments/Addendum/Corrigendum, if any, shall be notified through e-Portal. Prospective Bidders are advised to visit bank website <http://www.jkbank.com> and bank's e-Portal <http://eauction.auctiontiger.net> for any corrigendum /addendum/ amendment. In order to provide prospective Bidders reasonable time to take the amendment into account for preparing their bid, the Bank may, at its discretion, extend the date & time of the submission of bids. However, this cannot be claimed as a matter of right.

#### **k) MODIFICATION OF BIDS BY BIDDERS**

- A Bidder may modify its bid on the e-procurement portal till the last date & time of the submission of Bid.
- Modification of the Bid sent through any other means shall not be considered by the Bank.
- The e-Procurement system will not allow any late submission of bids after due date and time as per server system for any reason whatsoever.

### **2.5) Bid Opening & Evaluation**

#### **a) OPENING OF BIDS**

- The Bank shall open the bids as per electronic bid opening procedures specified in e-Procurement Portal of the bank at the date and time specified. Bidders can also view the status of bid opening by logging on to the e-procurement system. Specific bid opening procedures are laid down at <http://eauction.auctiontiger.net> .**Price Bids of only those Bidders shall be opened whose Technical Bids are found to be responsive.**
- In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on the next working day.

#### **b) PRELIMINARY EXAMINATION OF TECHNICAL BID**

- The Bank will examine the bids to determine their completeness in all respect as per the requirements of this Bid Document.
- The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder. However, the decision of the Bank in this regard shall be final and binding and cannot be claimed as a matter of right.
- The Bank will be within its right to ask the bidder to furnish any document at any point of time during the technical evaluation and failure on the part of the Bidder to do so may lead to cancellation of that particular bid.

### c) EVALUATION OF TECHNICAL& PRICE BID

- The Bank shall evaluate the Technical Bid based on the documents submitted as indicated in this Bid Document and shortlist the bidding agencies on that basis only.
- Financial bids of only those bidders, who qualify the Pre-Qualification, shall be opened.
- Bidder who has quoted the lowest price will be L-1.
- Bank reserves the right to reject the bid under any of the following circumstances:
  - ✓ Bid is incomplete and/or not accompanied with all required documents as mentioned in this Bid Document.
  - ✓ Bid is not in conformity with the terms and conditions stipulated in this Bid Document.
  - ✓ Bid is conditional.
  - ✓ Bidder having Conflict of Interest.
- Bank in its own discretion shall have the right to reject any or all Bids, if the quoted rates are not aligned to the prevailing market / Government notified rates or for any other reason whatsoever.

## 2.6) Award of Contract and Payment

### a) L-1 BIDDER

- On completion of evaluation process i.e. short listing of bidders on the basis of Pre-qualification & after opening of financial bids of technically compliant bidders, the Bidder who has quoted the lowest price will be L1. **If required**, the lowest bidder will be decided by online reverse auction, conducted through Bank's e-portal.
- The L-1 vendor will be determined on the basis of **Service Charge** rates only. Vendor quoting lowest service charge will be declared L-1.
- In an eventuality of all or two or more than two vendors quoting the same service charge rate, the contract will be awarded to top scorer in Evaluation Matrix (**Annexure-10**). Top scorer will be considered L-1.
- In the event of bidders having equal score in the Evaluation Matrix also, lowest bidder (L-1) will be decided on the basis of Turnover. High turnover (Average Turnover for last 3 years) will be given preference and shall be considered L-1.

### b) LETTER OF AWARD (LOA)

- The successful bidder will be considered for issuing Letter of Award (LOA).
- The acceptance of the LOA and Performance Guarantee/ Security shall be submitted within 15 (fifteen) working days from issue of LOA, failing which the Bank/Purchaser reserves the right to cancel the LOA.
- The work has to be commenced immediately after Award of the Contract in favour of the successful bidder. If the Contractor delays the commencement of the work for more than fifteen days after award of the contract or such exceeded time as may be intimated to the successful bidder, the Bank will be at liberty to cancel the Award of Contract without giving any notice.

### c) PERFORMANCE SECURITY

- The successful bidder has to deposit Security Deposit worked @ 10% of gross quoted value of the project cost for 3 Years. Performance Security shall be in the form of Bank Guarantee, CDR or direct Bank transfer.
- The security deposit shall not bear any interest.
- If the bidder fails to provide satisfactory performance, the Bank shall be at liberty to terminate the contract and withhold the Performance Security or the balance payment of the successful bidder, apart from being entitled to take any other action under law that it deems fit.

### d) SIGNING OF CONTRACT

- The successful bidder shall be required to enter into a Contract with the Bank within Fifteen (15) working days from the date of issuance of Letter of Award.
- The successful bidder will be required to execute the Contract Agreement on a Non-judicial Stamp paper.
- The agreement shall be executed as per the Bank's prescribed format within fifteen days from the date he has been advised to do so, failing which the Bank shall terminate the LOA of such successful bidder. The successful bidder shall bear all costs and expenses in respect of all charges, stamp duties etc. of the agreement. All the terms and conditions of this RFP will also form a part of the agreement. Bank reserves the right to add/ delete any other clauses in the agreement.

### e) SUB-CONTRACTING

- The successful bidder shall not assign or outsource or sublet the works undertaken by them under this RFP awarded by the Bank.

### f) TERMS OF PAYMENT

- No mobilization or any other advance payment shall be made.
- The successful bidder has to submit the bill in triplicate, along with supporting documents (like attendance sheet, wage register, etc.) that the successful bidder has made payment to the workers in the 1<sup>st</sup> week of the next month for release of payments for the previous month. The successful bidder shall pay the monthly wages from its own resources and after submitting necessary proofs of payments claim the agreed amount from the Bank.
- The Bank shall deduct proportionate amount for each day of absence of the worker (s) while making payment to the successful bidder each month, in case no substitute in place of the absentee is provided.
- Taxes as per the government notified rates shall be deducted at source.

## 2.7) Other Information:

- a) Bank will not enter in any communication with the unsuccessful bidder.
- b) The Bank reserves the right to reject any or all the bids without assigning any reasons whatsoever.
- c) Mere submission of RFP will not short list the bidder for empanelment.
- d) No bids shall be accepted through e-mail.
- e) Bidder will, by responding to this RFP deemed to have accepted all the terms and conditions of the RFP including any amendments made therein.
- f) It is required that bidders observe the highest standard of ethics during procurement and execution of the contract and not to indulge in any corrupt and fraudulent practice. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

### **OTHER TERMS AND CONDITIONS FOR EMPANELMENT OF PRIVATE SECURITY AGENCY**

- 1.1) An agreement will also have to be signed by the successful bidder with the designated representative of J&K Bank Ltd. The Agreement shall be governed by and construed in accordance with the Laws of the UT of Jammu and Kashmir.
- 1.2) All disputes and differences arising out of the Agreement or as to the interpretation or enforcement of the Agreement shall be subject to the exclusive jurisdiction of the Courts in UT of Jammu and Kashmir at Srinagar which Courts alone shall have jurisdiction in the matter to the exclusion of any other Courts, irrespective whether such other Courts have similar jurisdiction in the matter.
- 1.3) The Agreement shall remain in force for a period of **Three (03) years** w.e.f. the Effective Date implying that the Agreement will automatically terminate after the expiry of the said period unless and until extended for any period as decided by the bank.
- 1.4) The Agreement/ Performance shall be reviewed by the J&K Bank Limited after one year.
- 1.5) The requirement of Security personnel mentioned in the RFP are indicative and Bank reserves the right to increase or decrease the deployment as per the sole direction of the Competent Authority of the Bank at any given time.
- 1.6) J&K Bank Ltd shall have the right to terminate the Agreement by giving a one- month notice in writing to the Security Agency, without assigning any reason whatsoever for doing so. Notwithstanding the aforesaid, J&K Bank Ltd shall have the right to terminate this agreement forthwith by serving a written

notice of 30 days to the Security Agency in case of non-performance of its obligations by the Security Agency/ Security Personnel provided by it under this agreement or breach of any of the terms and conditions of this agreement by the Security Agency/ Security Personnel provided by it. In case of such termination, the Security Agency will be liable for any losses that may be faced by the J&K Bank Ltd. as a result of such termination.

1.7) The Security Guards employed by the successful bidder shall be on the rolls of successful bidder and all statutory liabilities will be paid by the successful bidder such as ESI, PF, etc. The list of Security Guards going to be deployed shall be made available to the Bank and if any change is required on part of the Bank, fresh list of Security Guards shall be made available by the successful bidder after each and every change. No new security guard will be deployed without information, consent and interview of the Security Officer of the Bank or any other officer as may be nominated by the Bank.

1.8) The successful bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, including Minimum Wages and Contract Labour (Regulation & Abolition) Act 1970), EPF etc. with regard to the Security Guards engaged by it for work. It will be the responsibility of the successful bidder to provide details of manpower deployed by it, in the Bank, to Bank/various authorities as and when required and to the Labour Department. The successful bidder shall maintain all the records and documents under various Labour Laws applicable to contract labours and abide by all the prevalent Labour Laws including Minimum Wages fixed by the Government. The successful bidder shall furnish proof thereof from time to time to the Bank including on monthly basis if desired by Bank for payment of monthly bills.

1.9) The antecedents of Security Guards deployed shall be verified by the successful bidder from local Police Authority and an undertaking in this regard will be submitted to the Bank. The successful bidder will also submit to the Bank the copy of its forwarding letter to the Police Authority clearly showing the names and addresses of the security guards.

1.10) The successful bidder will maintain a register on which day to day deployment of Security Guards will be entered. This will be available for inspection by the Authorized Official of the Bank at any point of time. The Successful bidder has to give an undertaking (on the format), duly countersigned by the concerned official of the Bank, regarding payment of Wages as per rules and laws in force. The successful bidder will also maintain all the Statutory Register and records which will be made available for inspection by the Bank and Labour Officer and Other Government Officials as per the guide lines of the Central and State/ UT Governments.

1.11) All liabilities arising out of accident or death while on duty shall be borne by the successful bidder.

1.12) The successful bidder and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of their responsibility given to them by the Bank and shall not knowingly lend to any person or company any of the effects of the Bank under its control.

1.13) The Security Guards shall not accept any gratitude or reward in any shape.

1.14) That in the event of any loss occasioned to the Bank, as a result of any lapse on the part of the successful bidder or any of its Guards, the said loss will be reimbursed by the successful bidder to Bank up to the value of the loss. The decision of the Competent Authority of Bank in this regard will be final and binding on the successful bidder.

1.15) The successful bidder shall perform all such Security services, acts, matters and things which the Bank may issue/advice from time to time.

1.16) The successful bidder shall remove any Security Guard considered to be undesirable by the bank.

1.17) The successful bidder shall be responsible to secure all property and equipment of the Bank entrusted to it.

1.18) The Security Guards engaged by the successful bidder shall be dressed in neat and clean Uniform (including proper name badges), failing which a **penalty of Rs. 200/- (Rupees Two hundred only)** will be levied on each occasion and habitual violators in this regard shall be removed by the successful bidder. The penalty on this account shall be deducted from the successful bidder's bills.

1.19) The Security Guards engaged have to be extremely courteous with pleasant mannerism in dealing with the Staff/ residents/ visitors and should project an image of utmost discipline. The successful bidder will have to remove any Security Guard in case of complaints or as decided by the Bank if the person is not performing the job satisfactorily or otherwise. The successful bidder shall have to arrange the suitable replacement in all such cases. The decision of the Competent Authority of the Bank in this regard will be final and binding on the successful bidder.

1.20) The Security Guards will report to the place of duty at least 15 minutes in advance of the commencement of the shift, for collecting necessary documents/ instructions, and to complete all other required formalities as stipulated.

1.21) The successful bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the Guards engaged by the successful bidder for the work.

1.22) Any damage or loss caused by the successful bidder's Guards/ Personnel to the Bank in whatever form would be recovered from the successful bidder.

1.23) The successful bidder shall ensure that all Security Guards must have Savings Bank account with J&K Bank.

1.24) The successful bidder shall be required to ensure that the EPF and ESIC Challan amount must be of only those security guards who are deployed under the contract with the Bank and in no case any amount shall be clubbed with other guards deployed with other organization.

1.25) The successful bidder will open the ESIC and EPF account of the security guards immediately after his joining and submit a copy of the receipt of application applied to ESIC and EPF authority, to the Bank. The EPF accounts of the individual must be accessed through the mobile phone of the individual and internet.

1.26) There will be a Performance review meeting after every 12 months with the successful bidder.

1.27) **Fine & Penalty:**

(a) In case any of the successful bidder's security guards deployed under the contract is (are) absent, a penalty equal to the wages of number of guards absent on that particular day shall be levied by the Bank and the same shall be deducted from the successful bidder's bill.

(b) In case any of the successful bidder's security guards deployed under the contract fails to report in time and the successful bidder is unable to provide suitable substitute in time ,it will be treated as absence and penalty as mentioned in point 1.27 (a) shall be levied by the bank.

(c) In case any public complaint is received attributable to misconduct/misbehavior of successful bidder's Guards the successful bidder shall remove such Guards from the Bank site immediately.

(d) In case if any of the deployed security guard of successful bidder is found with an unpleasant disposition, i.e. soiled or without uniform/not wearing shoes/unkept hair etc. a penalty of **Rs. 200/- (Rupee Two hundred only)** for each such incident shall be levied and the same shall be deducted from the successful bidder's bill. Further the concerned successful bidder's Guards may be removed from the Bank site immediately.

(e) In case the Salary of the Security guards is not paid by the **10<sup>th</sup> of every month** as per the statutory requirement, **a fine of Rs. 5,000/- per day** will be imposed on successful bidder and same shall be recovered from the Service Charges to be paid by the Bank to it.

1.28) In case the successful bidder fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Bank

reserves the right to impose the penalty. Penalty for the breaches as enumerated above shall be levelled to the extent detailed above and for other non-performance including failure to commence the work, the Bank shall invoke the performance guarantee and appropriate the same for loss and other breaches.

1.29) The Bank reserves the right to cancel the LOA or SLA in case the successful bidder fails to commence the services within the period stipulated in the LOA and execute the SLA and submit the performance guarantee. The Bank shall issue the LOA to other bidder which is L-2 for the original period and where the termination is on account of unsatisfactory performance for the remaining period of contract on the rates which were fixed at the initial allotment of contract ( on already frozen L-1 Rate). The successful bidder whose contract has been cancelled on account of non-commencement of services or unsatisfactory performance shall also be black listed for a period of 3 years from participating with any bid process with the Bank and security deposit shall be forfeited or performance B.G invoked.

1.30) The successful bidder shall ensure that its Guards shall not at any time, without the consent of the Bank in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Bank and shall not disclose any information about the affairs of Bank. The said restriction shall not be applicable if such information is in public domain.

1.31) Any liability arising out of any litigation (including those in Consumer Courts) due to any act of the successful bidder's Guards shall be directly borne by the successful bidder including all expenses/ fines.

1.32) The successful bidder shall have its own Establishment/ Set-up/ Mechanism, etc. in Srinagar Kashmir or at its own cost to ensure smooth conduct , proper and efficient contact , correct and satisfactory performance of the liabilities and responsibilities under the contract.

1.33) If the successful bidder is a joint venture/ consortium/ group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Bank for the fulfillment of the terms of the RFP. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/ consortium/ group/partnership shall not be altered without the approval of the Bank.

1.34) The contract period is Three Years from the date of the commencement of the work.

1.35) During the course of contract, if any of the successful bidder's guards are found to be indulging in any corrupt practices causing any loss of revenue to the Bank, the Bank shall be entitled to terminate the contract forthwith duly forfeiting the successful bidders Security Deposit amount or invoking the performance Bank Guarantee.

1.36) If any money, as the result of any instructions from the Labour Authorities or claim or application made under any of the Labour Laws or Regulations, is directed to be paid by the Bank, such money shall be deemed to be payable by the successful bidder to the Bank within seven days. The Bank shall be entitled to recover the amount from the successful bidder by deduction from money due to the successful bidder from the Bank or from the Performance Guarantee.

1.37) The successful bidder shall not sub-contract the allotted work to any other agency or transfer the contract to any other person in any manner.

1.38) The successful bidder shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the successful bidder.

1.39) The successful bidder shall not employ any person below the age of 18 years and above the age of 50 years, however in case of employment of ex-servicemen the age should not be more than 60 years. Manpower so engaged shall be trained for providing security services and fire-fighting services before joining. The Security guards should be able to demonstrate the following –

- Conduct in Public and correct wearing of uniform;
- Providing Physical security to building, personnel security;
- Use and management of various Firefighting equipment;
- Crowd control;
- Examining identification papers including ID cards;
- Should be minimum a matriculate and able to converse in Hindi/Urdu & Local language.
- Providing First-aid;

- Crisis response and Disaster Management;

1.40) The successful bidder shall get guards physically and medically fit for performing Guard Duties and the same is to be duly certified by a qualified Doctor and placed on record.

1.41) The successful bidder shall get guards screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each of such person deployed.

1.42) Security Guards engaged by the successful bidder shall not take part in any staff union /association activities in the premises of the Bank.

1.43) The successful bidder shall bear all the expenses incurred on the following items i.e. Provision of torches and cells, batons and other implements provided by it to Security Guards, stationery for writing duty charts and registers at security check points and for records keeping as per requirements.

1.44) The Security Guards engaged by the security successful bidder shall be the employee of the successful bidder. The Bank has no relationship with any of such person of successful bidder.

1.45) If as a result of post payment audit any overpayment is detected in respect of services rendered by the successful bidder, it shall be recovered by the Bank from the successful bidder.

1.46) The successful bidder shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over, whenever required by the Bank etc.

1.47) The successful bidder shall comply with provisions of Law towards PF/ESI etc.

1.48) The successful bidder should ensure strict and meticulous compliance of **Contract Labour (Regulation and Abolition) Act, 1970 and The Contract Labour (Regulation and Abolition) Central Rules, 1971**, and maintain all records and documents as are required under said laws.

1.49) The successful bidder should have round the clock control room service along with a quick response teams to deal with emergent situations.

1.50) J&K Bank Ltd. shall not be liable to provide any residential accommodation to the security personnel and shall pay no expenses towards boarding and lodging.

1.51) J&K Bank Ltd. shall not be responsible financially or otherwise for any injury to the security personnel in the course of performing the security functions.

1.52) The successful bidder shall be bound to abide by the instructions of the Authorized Officer of J&K Bank Ltd concerning general discipline and behavior. In case, any security personnel employed by the

successful bidder is inefficient, quarrelsome, infirm, invalid or indulges in unlawful activities or the like, the successful bidder shall replace such person with a suitable substitute at the instructions of the Authorized Officer of J&K Bank Ltd. The decision of the Bank in this regard shall be final and binding.

## **2. OBLIGATION OF THE PRIVATE SECURITY AGENCY:**

The successful bidder/Private Security Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The successful bidder shall keep the Bank fully indemnified against liability of tax, interest, penalty etc. of the successful bidder in respect thereof, which may arise.

## **3. VISIT TO SITE:-**

**3.1)** It will be imperative on the successful bidder to fully acquaint itself with all the local conditions and factors, which would have any effect on the performance of the contract.

**3.2)** The costs of visiting shall be borne solely by the successful bidder. It shall be deemed that the successful bidder has undertaken a visit to the Bank and is aware of the operational conditions prior to the submission of the bid documents.

## **4. TERMINATION OF THE CONTRACT:-**

**4.1)** If at any stage, even after the award of the contract, it comes to the notice of the Bank, that the successful bidder had used fraudulent methods or falsified documents to obtain the contract, the Bank would be at liberty to terminate the contract with immediate effect without any notice and a penalty as deemed appropriate would be imposed on the successful bidder. The successful bidder will also be debarred/blacklisted for three years in taking part in any future empanelment of Security Agencies by the Bank.

**4.2)** The Bank may terminate the contract if it is found that the successful bidder is blacklisted on previous occasions by any of the Banks/ Institutions/ Local Bodies/ Municipalities/ Public Sector Undertakings, etc. during the performance of the contract with the Bank. The successful bidder will also be debarred for three years in taking part in any future empanelment of Security Agencies by the Bank.

**4.3)** If the successful bidder does not fulfill the statutory obligations, the Bank may terminate the contract. The successful bidder will also be debarred for three years in taking part in any future empanelment of Security Agencies by the Bank.

## **5. JURISDICTION OF COURT**

The Courts in Union Territory of J&K in Srinagar shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

**6.** The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of this bid document.

### **Other Terms & Conditions of Financial Bid:**

- 1)** The Security guard shall have no claim over the Bank in respect of their engagement/deployment to the Bank and their monthly emolument shall be paid by the successful bidder itself.
- 2)** The deployment of the Security Services shall not be person specific. Security guards will have no claim for appointment/ absorption/ hike in emoluments etc against the Bank at any point of time. They shall have no contract of whatsoever nature with the Bank. Their claim, if any, of whatsoever nature shall lie against the successful bidder.
- 3)** Conditional bids/offers will be summarily rejected.
- 4)** All costs and expenses incurred by interested bidders in any way associated with the development, preparation and submission of responses, including but not limited to the attendance at meetings, discussions etc. and providing any additional information required by the bank, will be borne entirely and exclusively by the Bidder.
- 5)** The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the bidder.

## **6) SUBMISSION OF UNDERTAKING:-**

An undertaking as per **Appendix-II** will have to be submitted by the successful bidder

### Annexure-1

(On the Bidder's Letter Head)

Letter No.

Date:

**Deputy General Manager,  
Business Support Division  
J&K Bank Ltd, Corporate Headquarters  
M.A Road, Srinagar- 190001**

Dear Sir,

**ONLINE APPLICATION FOR EMPANELMENT OF VENDORS FOR SECURITY SERVICES**

With reference to your advertisement dated....., vide your Ref No:.....for the captioned work, we attach herewith for your kind consideration our RFP application in the format provided by you along with necessary supporting documents and annexure 1 to 6 duly signed and sealed by the authorized signatory of the bidder. A copy of the authorization letter is also attached. We confirm that the details furnished by us are true and correct to the best of our knowledge.

2. We undertake to produce the original of all the papers/ attached herewith as and when asked by the bank and shall extend all assistance to the Bank for the purpose of empanelment.

3. We clearly understand & undertake that mere online submission of application does not guarantee for our empanelment and Bank's decision in this regard will be final and binding on us. We submit this online application in token of our acceptance of the terms & conditions laid down in this advertisement.

Thanking you,

Yours faithfully,

(Name of Authorized Signatory)  
(Seal of the bidder)



## Annexure-2

### BIDDER PROFILE

S.No.	Particulars	Response
1.	Name of the bidder	
2.	Date & Year of Incorporation / Date & Year of Commencement of business	
3.	Address of the Head Office	
4.	Communication Address	
5.	Communication details of contact Official (s) Name Phone Number / Mobile No. Fax Number E-mail	
6.	Constitution of the Bidder, i.e. Limited Company /Private/ Partnership/ Proprietary/ Firm etc.	
7.	Valid Private Security Agencies (Regulation) Act Licenses	
8.	Contract Labour Registration (with the dealing State/UT) No. <b>GST. No.</b> <b>PAN No.</b> <b>EFP No.</b> <b>ESI No.</b> <b>and other Statutory Registration Numbers along with the documentary proof.</b>	
9.	<b>Details of Authorized Signatory</b> <b>Name</b> <b>Designation</b> <b>Qualification</b> <b>With the bidder since</b> <b>Line of experience/ expertise</b>	
10.	List of Clients whose work has been undertaken (proof of work order to be produced) along with satisfactory completion reports/ certificates. <b>(Client should be Govt./Semi-Govt./PSU/Reputed Pvt. Organization only)</b>	(as per Annexure-4 attached )
11.	Work Experience	(as per Annexure-5 attached)
12.	Any other information considered relevant	

**Note:** All supporting documents related to the above, should be attached, failing of which the RFP application shall be summarily rejected.

### Annexure-3

#### Check List

S.No	Particulars of the documents attached	Yes/No
1	Company Registration Certificate if bidder is a Limited Company	
2	Profit & Loss Account and Annual Turnover Certificate for past three Years, i.e., <b>2021-22, 2022-23 and 2023-24</b> duly certified by the Chartered Accountant along with audited financials.	
3	Private Security Agencies Regulation Act-2005 (PSARA) License/ Registration Certificates ( <b>Attach PSARA Certificate of each State/UT</b> ).	
4	Profit making enterprise declaration	
5	Minimum Five Years' experience as on 31.03.2025	
6	Various other Registration Certificates	
7	Bank Solvency Certificate from any Nationalized or Scheduled Bank	
8	Details of Registered Office/ Branch Office for Communication	
9	Supporting documents related to work order	
10	Details of training Centres with address and contact numbers	
11	Certificate from the employer in terms of services rendered	
12	The Firm should be Profit making for past three Financial Years duly certified by Chartered Accountant.	
13	Non-blacklisting/ Debar undertaking on the Agency's/Company's Letter Head.	

**Annexure-4**

**Clients List**

Sr. No	Name of the Client	Information about the Client				Reason of Termination Contract (if applicable)
		Major Activity of the Client	Name of the key contact person Of the client. Phone/ Mobile/ Fax numbers, e-mail address (Govt./Semi Govt./ PSU/Reputed Pvt. Organization)	Designation of the Contact Person	Address for Communication	



**Annexure-5**  
**Work Experience**

Name of the Bidder	No. of Work Orders in the last Three Financial Years, i.e., 2021-22, 2022-23 & 2023-24.	Minimum Average Annual Turnover of last 3 Years ending 31st March of Financial Years i.e. 2021-22, 2022-23 & 2023-24.



**Annexure -6**

**Certificate**

**(On the Employer's Letter Head)**

It is to certify that M/s ..... (Office address) .....has  
been providing Security Guards to our Organization at the location (address).....  
w.e.f. .... to.....

The numbers of Security Guards provided are .....

We rate the services provided as:

- a) Excellent
- b) Good
- c) Satisfactory
- d) Poor

(Authorized Signatory)



### Annexure-7

(On the Bidder's Letter Head)

Letter No.

Date:

**Deputy General Manager,  
Business Support Division,  
J&K Bank Ltd, Corporate Headquarters,  
M.A Road, Srinagar- 190001 (J&K)**

Dear Sir,

**ONLINE APPLICATION FOR EMPANELMENT OF VENDORS FOR SECURITY SERVICES**

With reference to your advertisement dated....., vide Ref No.....  
for the captioned work, we attach herewith for your kind consideration our RFP application in the format  
provided by you for the FINANCIAL BID duly signed and sealed by the authorized signatory of the bidder.  
A copy of the authorization letter is also attached. **We confirm that the details furnished by us are true  
and correct to the best of our knowledge.**

Thanking you,  
Yours faithfully,

(Name of Authorized Signatory)

(Seal of the Bidder)



**Annexure-8**  
**Commercial / Price Bid Format**

S. No.	Description	Rate per Person per Month (in %age)
<b>A</b>	<b>(Skilled) Gunmen</b>	
	i. Basic Wages including, EPF (including EDLI+ Admin. Charges), ESI, per person (Fixed as per Minimum Wages of respective States/ UTs in respect of categories defined in table below)	<i>Not to be filled</i>
	ii. Company Costs/Service Charges for 1 Skilled Security Guard and shall including Insurance, Bonus, Leaves, Uniform, Shoes, National holidays, Gratuity, Training, required tools, mobile charges, HRA etc. (%age of Basic Wage only and not less than 3.85%)	
<b>B</b>	<b>(Unskilled)</b>	
	iii. Basic Wages including, EPF (including EDLI+ Admin. Charges), ESI, per person (Fixed as per Minimum Wages of respective States/ UTs in respect of categories defined in table below)	<i>Not to be filled</i>
	iv. Company Costs/Service Charges for 1 Unskilled Security Guard and shall including Insurance, Bonus, Leaves, Uniform, Shoes, National holidays, Gratuity, Training, required tools, mobile charges, HRA etc. (%age of Basic Wage only and not less than 3.85%)	

The Company Cost quoted shall include profit, lump sum payment towards the cost such as Insurance, Bonus, Personal protective equipment, Shoes, Uniform, required tools, mobile charges, HRA, including all items mentioned in this RFP document. It will be the Sole responsibility of the bidder to bid, after considering all the expenses, costs and statutory dues towards workers, suppliers or any third party, including Government Authorities and shall not be less than 3.85%

Prices shall be inclusive of all taxes and duties except GST.



### Table of Branches

List of States/ Union Territories				
Sr. No.	State/ UT	No. of Guards		Total Guards (Skilled + unskilled)
		Skilled (Gunmen)	Unskilled	
1	<i>Chandigarh</i>	1	0	<b>1</b>
2	<i>Punjab</i>	22	1	<b>23</b>
3	<i>Himachal Pradesh</i>	5	0	<b>5</b>
4	<i>Bihar</i>	1	0	<b>1</b>
5	<i>Jharkhand</i>	1	0	<b>1</b>
6	<i>Uttar Pradesh</i>	26	2	<b>28</b>
7	<i>West Bengal</i>	2	0	<b>2</b>
8	<i>Haryana</i>	6	10	<b>16</b>
9	<i>Delhi</i>	35	27	<b>62</b>
10	<i>Rajasthan</i>	2	0	<b>2</b>
11	<i>Uthrakhand</i>	2	0	<b>2</b>
12	<i>Karnataka</i>	11	3	<b>14</b>
13	<i>Maharashtra</i>	15	32	<b>47</b>
14	<i>Gujarat</i>	3	1	<b>4</b>
15	<i>Madhya Pradesh</i>	3	0	<b>3</b>
16	<i>Tamil Nadu</i>	4	0	<b>4</b>
17	<i>Telangana</i>	1	1	<b>2</b>
18	<i>Kerala</i>	0	1	<b>1</b>
19	<i>Chhattisgarh</i>	1	0	<b>1</b>
20	<i>Goa</i>	1	0	<b>1</b>
<b>Total</b>		<b>142</b>	<b>78</b>	<b>220</b>

The above numbers are indicative and Bank reserves the right to increase or decrease the deployment as per the sole direction of the Competent Authority of the Bank.

Moreover, the process of installation of e-surveillance system in ATMs in under process of the Bank which may result in substantial reduction in the requirement of unskilled security guards.

**The States/ UTs falling under Regions of Delhi & Mumbai are as under:**

**1) Under Delhi Region falling under Bank's Zonal Office Delhi & Zonal Office Kathua :**

Chandigarh, Punjab, Himachal Pradesh, Bihar, Jharkhand, Uttar Pradesh, West Bengal, Haryana, Delhi, Rajasthan and Uthrkhand.

**2) Under Mumbai Region falling under Bank's Zonal Office Mumbai:**

Karnataka, Maharashtra, Gujarat, Madhya Pradesh, Tamil Nadu, Telangana, Kerala, Chhattisgarh and Goa.

**Other instructions:**

- Bank in its own discretion shall have the right to reject any or all Bids,
- Prices shall be inclusive of all taxes and duties except GST.

## Annexure-9

**Performa for the Bank Guarantee for Earnest Money Deposit**  
(To be stamped in accordance with stamp act)

Ref: Bank Guarantee # Date

To,

**J & K Bank Ltd**  
**Corporate Headquarters**  
**M. A. Road, Srinagar, J & K**  
Represented by  
Deputy General Manager-Business Support Division

Dear Sir,

In accordance with your bid reference No.JKB/CSD/CHQ/2025.....Dated....., M/S\_\_\_\_\_ having its registered office at.....hereinafter Called, bidder") wish to participate in the said bid "RFP for Empanelment of Private Security Agencies for providing security guards for J&K Bank Branches, ATMs, Offices, Residential Complexes, Cash Vans & other Bank's property in the U.T. of Ladakh".

An irrevocable Bank Guarantee (issued by a Nationalized/ Scheduled Commercial Bank) against Earnest Money Deposit amounting to Rs\_\_\_\_\_, (Rupees\_\_\_\_\_ Lakhs only) valid upto \_\_\_\_\_ is required to be submitted by the bidder, as a condition for participation in the said bid, which (amount)is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/S \_\_\_\_\_ having its office registered at \_\_\_\_\_ has undertaken in pursuance of their offer to J&K Bank Ltd (here in after called as the beneficiary) dated.....has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us \_\_\_\_\_ (Name of Bank) (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs.\_\_\_\_\_ (Rupees .....Lakhs only) valid up to \_\_\_\_\_.

We, the..... (Name of Bank) (Address of the Bank) having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by J&K Bank Ltd, the amount Rs. \_\_\_\_\_ (Rupees\_\_\_\_\_ ....Lakhs only) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any Violation against the terms of the bid, without the beneficiary

needing to prove or demonstrate reasons for such demand. Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid upto\_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from the beneficiary in writing.

"Not withstanding anything contained herein above our liability under this Bank guarantee shall not exceed Rs..... (Rupees..... Lakhs only)".

We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or demand, on or before \_\_\_\_\_ where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us.

In witness whereof the Bank, through its authorized officer has set its hand stamped on this Day of \_\_\_\_\_ 2025 at \_\_\_\_\_.

**Date:**

**Place:**

**Signature of Authorized Signatory**

**Name of Signatory:**

**Designation:**

**Seal:**



## Annexure -10

**Evaluation Matrix**

Sr. No	Evaluation Matrix	Max. Marks	Marks Obtained
1	<b>Annual Average Turnover (Gross receipt towards payment of guards)</b>	<b>20</b>	
	Above 5 Crores to 10 Crores	10 marks	
	Above 10 Crores to 15 Crores	15 marks	
	Above 15 Crores	20 marks	
2	<b>Years of experience in the required field</b>	<b>10</b>	
	5 Years to 10 Years	07 marks	
	Above 10 Years	10 marks	
3	<b>Security Guards provided to</b>	<b>20</b>	
	Others (Shopping Malls, residential complexes, Shops etc)	10 marks	
	Private Sector Companies	15 marks	
	Public Sector Undertakings/Government Deptts./Banks	20 marks	
4	<b>Present Deployment strength of Security Guards in the company roll</b>	<b>20</b>	
	Above 200 to 300 Guards	10 marks	
	Above 300 to 500 Guards	15 marks	
	Above 500 Guards	20 marks	
5	<b>Constitution</b>	<b>10</b>	
	Sole Proprietorship	4 marks	
	Partnership/Proprietorship	6 marks	
	Private Sector Ltd	8 marks	

	Public Sector Ltd.	10 marks		
6	<b>Currently empanelled with no of Banks (Public/Private)</b>		<b>15</b>	
	Upto 3 Banks	05 marks		
	4 to 6 Banks	10 marks		
	Above 6 Banks	15 marks		
7	<b>ISO Certification</b>		<b>5</b>	
	No	0 mark		
	Yes	5 marks		
	<b>Maximum Score</b>		<b>100</b>	

**Note:** The documents to be uploaded by the bidders with respect to the evaluation matrix should be latest with foolproof documentary evidence. For S.No 3 of evaluation matrix, it is to be noted that only those work orders (from public/ private sector undertakings and shopping malls, residential complexes and shops) shall be considered where there has been a deployment order of more than 100 guards.

## APPENDIX-I

### DUTIES AND RESPONSIBILITY OF SECURITY GUARDS:

1. The Security Guard will be responsible for overall security arrangement of the site of the Bank covered in the contract.
2. Security Guard will ensure that all the instructions of the Bank are strictly followed and there is no lapse of any kind.
3. No outsiders are allowed to enter in the bank's building/residential premises/property, without proper authentication/ pass etc.
4. No items are allowed to be taken out from the Bank's premises/residential quarters/property without proper Gate Pass issued by the competent authority as laid down in the contract or authorized by the Bank for in-out movement of such items. The specimen signatures and telephone numbers of the above stated competent authority will be available with the Security Guards.
5. Deployment of Security Guards will be as per the instructions of the authorities of the Bank and the same will be reviewed by the concerned authorities from time to time.
6. The Security Guard will take round of all the important and sensitive points of the premises as specified by the Bank.
7. Security Guards shall also ensure door keeping duties.
8. The Guards on duty will also take care of vehicles, scooters/motorcycles/bicycles parked in the parking sites located within the premises of the Bank.
9. Entry of the street-dogs and stray cattle into the premises is to be prevented. It should be at once driven out.
10. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises.
11. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
12. The Security Guards should be trained to extinguish fire with the help of fire extinguisher and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
13. In emergent situations, Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the Bank. Guards should be sensitized for their role in such situations.
14. The Security Guards shall give due respect to all and display mature behavior, especially towards ladies.

15. The Security Guard on duty shall not leave the premises until his reliever reports for duty.
16. Any other provisions as advised by the Bank may be incorporated in the agreement. The same shall also be binding on the Private Security Agency.

#### **APPEARANCE STANDARDS OF SECURITY GUARDS**

1. All security guards shall be well groomed and clean. They will wear the prescribed uniform smartly and correctly. Nameplate should be displayed above the left side of the pocket and if possible, full name should be written.
2. All security guards will have short hair and fingernails trimmed. They will shave daily. Poor personal hygiene will not be tolerated.
3. All security guards are prohibited from attaching, affixing, or displaying objects, articles, jewellery or ornamentation to or through the ear, nose, tongue, or any exposed body part (includes visible through clothing) while on duty.
4. In addition to any other authorized equipment necessary for the proper performance of their duties, all security guards/supervisor shall carry the following:
  - a) Badge
  - b) Company identity card
  - c) Pocket note/beat book and pen
  - d) Emergency/important telephone numbers.
  - e) Necessary keys if required
  - f) Baton,
  - g) Whistle,
  - h) Torchlight (in night shift),

#### **CHARTER OF DUTIES OF SECURITY GUARDS ALL SECURITY GUARDS MUST KEEP THEIR EYES AND EARS**

##### **OPEN WHILE ON DUTY**

The primary duty of the security guards provided by the Private Security Agency for performing duties at Branches, ATMs other offices of the bank and the residential complexes, is to provide protection to all the authorized inmates of the Bank and Bank's property against any theft, burglary, snatching, dacoity, fire, pilferage, sabotage natural calamities etc.

The security guard on duty shall:

- a) Perform diligently all such lawful duties as may be assigned to him by the Bank.
- b) Be fully conversant with the standing instructions about his duties and responsibilities, layout of the building, telephone numbers of Security Officer, Fire Brigade and the Police to enable him to inform these officials in case of an eventuality.
- c) Wear the prescribed uniform smartly and correctly with necessary equipment viz. Baton, whistle, torchlight, battery and shall always wear the identity card while on duty.

- d) Be vigilant and alert on duty and will not be under the influence of drugs/liquor etc. He shall not leave his post until relieved.
- e) Guard and protect all assets of the Bank.
- f) Be polite and courteous yet firm in his dealings with the public. He shall exercise restraint and avoid being provoked.
- g) Ensure proper access control as per instructions on the subject to prevent unauthorized entry.
- h) Not allow any visitor effecting ingress in the Bank premises with unauthorized weapon/materials like firearms, explosives, etc.
- i) Keep a close watch inside and outside the premises and in case of any anticipated/existing risk, suspicion, he shall immediately take appropriate action as warranted and also report the matter to his superiors/Security Department of the Bank.
- j) Be vigilant, alert and careful against any suspicious movement within and around the premises while patrolling the area.
- k) Ensure that before/after office hours all gates are closed. After office hours, he will allow entry only to the authorized persons after proper identification.
- l) Be thoroughly conversant with the security standing orders, fire fighting orders and other orders issued from time to time on matters covering security need of the Bank.
- m) Be thoroughly conversant with all available communication systems and be able to raise a general alert and inform the security supervisor in case of any eventuality.
- n) Perform the following duties during patrolling:
  - i) Surveillance of the premises.
  - ii) Prevent use of premises by any squatter, hawker or undesirable characters.
  - iii) Prevent misuse of premises for unsocial activities by public or Bank staff.
  - iv) Check the points and stretches not visible from the duty guard's post.
  - v) Assist the point-duty guards.
  - vi) Deal with untoward incidents.
  - vii) Keep a close watch over the building and other property, against attempts at arson or accidental fire and take action as per the Bank's fire fighting instructions.
  - viii) Collect security information and convey the same to superior officers.
  - ix) Check the identification of all Guards found loitering in close proximity of the Bank especially at night.
  - x) Check the terrace and basement thoroughly for any security and safety hazard.

## APPENDIX-II

### UNDERTAKING

**Deputy General Manager,  
Business Support Division  
J&K Bank Ltd, Corporate Headquarters  
M.A Road, Srinagar- 190001.**

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in financial bid document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves to abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, etc and any other charges applicable from time to time.
4. I/We do hereby undertake that complete security of the Bank shall be ensured by our Security Agency, as well as any other Point considered by our Agency. The loss on account of theft, if any, shall be recoverable from me/us through deductions from further payments or other lawful means.

(Signature of Authorized Signatory of the Firm)

Name and Address of the Private Security Agency.

Telephone No.

### APPENDIX-III

#### (Blacklisting Declaration)

I/We M/s ..... having its Registered Office at ..... hereby confirm and declare that I/ We /any of our Directors are not arbitration/ litigation with J&K Bank Ltd. Moreover, it is also confirmed that M/s ..... has not been blacklisted/ De-listed/ De-empaneled/ Terminated (due to poor/unsatisfactory performance) by any Government/Semi Government/ Nationalized Public Sector Banks/ Public Sector Undertakings (PSUs)/ Financial Institutions (FIs)/ Corporate Offices.

(Signature & Signature of Authorized Signatory)

