

RFP/TENDER NO 1/2025 DATED 24.12.2025 FOR HIRING OF PRIVATE SECURITY AGENCY FOR PROVIDING ARMED / UNARMED GUARDS TO BRANCHES, ATMs AND ADMINISTRATIVE UNITS OF CANARA BANK, JAIPUR CIRCLE

REPLIES TO PRE-BID QUERIES

PRE BID QUERY REPLIES

Sl. No.	Page No.	Tender Clause No.	Tender Clause	Query	Reply
1	5	2) Eligibility Criteria: 1	A copy of valid registration statutory certificate from respective authorities	Kindly clarify which specific statutory registration certificate is required to be submitted by the bidder under this clause.	The bidder has to submit all the necessary statutory permissions necessary for operation of the firm eg. PASARA license, GST registration, Shop establishment, ESIC, EPF, PAN, TAN, company registration, labour department registration, labour license etc. to be provided.
2	5	2) Eligibility Criteria: 5 & 7	Copy of the EPF & ESIC ECR of all employees of the last three months to be provided.	The tender requires submission of EPF & ESIC ECR of all employees for the last three months.	documents for minimum 55 for armed and 35 for unarmed guards are to be provided
3	5	2) Eligibility Criteria:8	PSAs should have necessary registration with Labour & other Govt Department for compliance of all statutory requirements Documents proving compliance of Minimum Wages Act 1948 and other Labour Laws and rules.	Kindly clarify which specific supporting documents are required to be submitted against this clause.	Kindly refer Sr. no. 1
4	5	2) Eligibility Criteria:1 1	PSAs are required to furnish a copy of the previous "Return of Contributions"(Form-5) submitted to the ESIC or a copy Electronic Contribution History Sheet submitted to the ESIC in case of online contribution.	Kindly clarify	The clause is self explanatory in nature
5	5	2) Eligibility Criteria:1 2	PSAs are required to furnish a copy of the past Wage Slip, not older than three months, of any of their employees deployed as a Security Guard With any Principal Employer.	Kindly clarify the number of employee wage slips required to be submitted for meeting technical eligibility.	documents for minimum 55 for armed and 35 for unarmed guards are to be provided
6	5	2) Eligibility Criteria:1 4	PSA should furnish at least 3 Reference Sites (Excluding Canara Bank Reference) of which at least two sites should be of Government Establishments / PSBs / PSUs and on request by Canara Bank, the Referees should testify	Kindly clarify whether the reference sites should be from running contracts or successfully completed work.	References are to be given from 3 sites having running contracts

			about the performance of the PSA to the Bank's satisfaction. Contact details of the referees including their email ID and phone numbers must be mentioned.		
7	9	7 (a)	The tender shall be accompanied by earnest money deposit of Rs. 3,50,000 (Rupees Three Lakh Fifty Thousand only) by way of Demand Draft of a Scheduled commercial Bank issued in favour of Canara Bank, payable at par.	Are MSME registered companies exempted from paying EMD amount ?	EMD of 3,50,000.00 in case of unarmed guards to be provided. Necessary corrigendum will be issued
8	51	Enclosure-9	TECHNICAL BID - RATING CHART	Whether it is to be Filled by the bidder?	No
9		2) Eligibility Criteria	16. Should submit Bank solvency certificate of minimum Rs. 250 lakh to establish the financial soundness of the firm/company.	Can we submit the previous Solvency certificate not older than 6 months?	Yes, but Solvency Certificate shall be issued by any scheduled bank, addressing to "The General Manager, Canara Bank Circle Office, JAIPUR" and clearly specifying the RFP Number in the Subject Line or Matter
10	24/62	8. PAYMENT TERMS	".....statutory dues, i.e., EPF, Gratuity, Bonus, ESI & EDLI vis-à-vis the rates prior to revision and the difference in GST."	Whether Canara Bank will reimburse the Gratuity amount (if applicable).	No. The expenditure for gratuity is in scope of bidder agency
11			Enclosure 6: Integrity Pact	Can we submit the Integrity Pact on Rs. 500/- stamp paper of the State of Maharashtra?	No. The stamp paper has to be strictly of Rajasthan
12			Enclosure 7: Indemnity Format	Can we submit the Indemnity Format on Rs. 500/- stamp paper of the State of Maharashtra?	No. The stamp paper has to be strictly of Rajasthan
13		Details of the Tender: 7) Earnest Money Deposit (EMD)	Rs. 3,50,000 (Rupees Three Lakh Fifty Thousand) by way of Demand Draft or Bank Guarantee of a Scheduled Bank drawn in favour of "Canara Bank" payable at par. The tender shall be accompanied by earnest money deposit of Rs. 3 Lakhs (Rupees Three Lakh only) by way of Demand Draft of a Scheduled commercial Bank issued in favour of Canara Bank, payable at par.	Kindly confirm the EMD amount. Whether the amount is Rs. 3,50,000/- or Rs. 3,00,000/-?	EMD of 3,50,000.00 in case of unarmed guards to be provided. Necessary corrigendum will be issued

14	5	Eligibility Criteria CLAUSE 3	Audited balance sheet and P&L account for the years mentioned. Certificate from the Chartered Accountant regarding YOY loss Specified. Turnover certificate from chartered accountant, provisional balance sheet for FY 2025-2026 Upto Sept 2025	If provisional balance sheet for FY 2025-2026 Not available	The provisional balance sheet and Profit and loss statement has to be provided as on 30.09.2025. The same may not necessarily be CA certified
15	6	Eligibility Criteria CLAUSE 4	PSAs should have Registration under Shops & Establishments Act with regard to their office at Rajasthan state. PSAs should have necessary registrations with Labour Department and other Govt. Departments for compliance of all Statutory/Govt requirements applicable to security agencies.	If only one shop or establishment is available in Rajasthan, will the tender be considered? Please confirm (Yes/No)	The bidder has to submit all the necessary statutory permissions necessary for operation of the firm eg. PASARA license, GST registraion, Shop establishment, ESIC, EPF, PAN, TAN, company registration, labour department registration, labour license etc. to be provided.
16	6	Eligibility Criteria CLAUSE 8	PSAs should have necessary registration with Labour & other Govt Department for compliance of all statutory requirements Documents proving compliance of Minimum Wages Act 1948 and other Labour Laws and rules.	What type of documents are required as proof?	The bidder has to submit all the necessary statutory permissions necessary for operation of the firm eg. PASARA license, GST registraion, Shop establishment, ESIC, EPF, PAN, TAN, company registration, labour department registration, labour license etc. to be provided.
17	6	Eligibility Criteria CLAUSE 8	PSA should have minimum Three years of experience in providing Security Guards (Armed) services to Banking Sector.	Please specify the minimum work order value or the minimum number of armed guards required.	documents/ details for minimum 55 for armed and 35 for unarmed guards are to be provided
19	6	Eligibility Criteria CLAUSE 12	PSAs are required to furnish a copy of the past Wage Slip, not older than three months, of any of their employees deployed as a Security Guard With any Principal Employer.	How many number on security guard wage slip	documents for minimum 55 for armed and 35 for unarmed guards are to be provided
20	9	EMD 7(b) Clause	EMD in the form of fixed deposit or in any other form is not acceptable and tenders with such EMD shall be rejected.	DD Bank guarantee Both Accept?	No. EMD other than DD and BG are not acceptable
21	51	ENCLOSURE -9 (3)	<i>System of verifying antecedent of the guards (last three years records to be checked) (To be verified from documents on visit to PSA office and referring the records of guards)</i>	Witch Typ documents required Kindly clarify minimum detail of guard	Police verification douments/ Online Police NOC is required to be submitted for 55 no of guards in armed and 35 no of guards in unarmed as the case may be.
22	51	ENCLOSURE -9 (8)	Service network (Total Branch offices in other cities of the	Pan India ? Rajasthan Only?	Rajasthan only

			state where CO is located)		
23	7	15	PSAs should have their own infrastructure for training their guards (PSARA accredited) or a copy of valid agreement with any other PSARA accredited agency	If we don't have an MOU but we can take after the award of the contract so it will be considerable..?	No
24	9	7.a	The tender shall be accompanied by earnest money deposit of Rs. 3 Lakhs	We are MSME Medium enterprises so are we get exemption of EMD or Can we give EMD in form of Bank Guarantee	Yes, with 120 days validity of Bank Guarantee
25	18	42	The PSA shall depute a Security Supervisor/ Field Officer/ Area Officer to monitor the working of the guards as per labour laws.	For salary of this additional manpower is whose scope is bank will reimburse or we have to take our service charge kindly clarify the same	No. The expenditure for supervisor is in scope of bidder agency
26		BRIEF DETAILS OF WORK	Circle comprises the five (5) Regional offices viz. Jaipur, Kota, Bikaner, Jodhpur and Udaipur.	In all 5 locations already guards are working or we have to give fresh manpower	Bidder need not provide fresh manpower