



**CANARA BANK**  
**Premises Section**  
Circle Office, Delhi  
7<sup>th</sup> Floor, Ansal Tower  
38-Nehru Place, New Delhi-110019.  
**Phone:** (91) (11) 26285004  
**Email:** pecodel@canarabank.com  
**Web:** <http://www.canarabank.com>

**NOTICE INVITING REQUEST FOR PROPOSAL (RFP) FOR EMPANELMENT OF  
PRIVATE SECURITY AGENCIES OF REPUTE FOR PROVIDING PRIVATE  
CARETAKERS AT ATMs & E LOUNGES  
YEAR 2020-2023**

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**REQUEST FOR PROPOSAL (RFP) FOR EMPANELMENT OF PRIVATE SECURITY AGENCIES OF REPUTE FOR PROVIDING PRIVATE CARETAKERS AT ATMs & E LOUNGES YEAR 2020-2023**

Canara Bank, Premises Section Delhi Circle Office invites **sealed quotation (Technical bids) for empanelment** from reputed Private Security Agencies (PSAs) for empanelment with Bank, for providing private caretakers in ATMs / E-lounges in selected Zones / States. The Security Agencies registered under PSARA 2005 with State Governments of Delhi , Uttarpradesh & Utrakhand and meeting eligibility criteria as mentioned in the tender document may apply. The empanelment shall be for a period of 3 year from **01/04/2020** and it will be at the sole discretion of the Bank, unless terminated by the Bank at its discretion by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation therefore. Empanelment will be reviewed after 1 year with respect to service and performance standards.

Prospective service provider may download the RFP document from the Bank's website <http://www.canarabank.com/announcements/tenders>. RFP downloaded from website shall accompany the Banker's Cheque / Demand draft of ₹ 2,000.00 (Non-refundable) along with the Technical Bid.

Canara Bank, Premises Section  
Circle Office, Delhi  
7<sup>th</sup> Floor, Ansal Tower  
38-Nehru Place, New Delhi-110019.

The duly completed document in the prescribed format with all supporting documents shall be sealed in a cover and super scribed as 'Application for EMPANELMENT of "Security Items vendors" and shall be submitted to the above mentioned office of CANARA BANK on or before 23.03.2020 upto 3.00 PM.

Date of commencement of issue of RFP	:	08.03.2020
Last date for submission of RFP	:	23.03.2020 Up to 3.00 PM

All addendum/amendments in respect of this tender if any will be displayed on bank's website only and no paper advertisement will be released. All interested vendor to monitor the bank website for any addendum/amendments.

*"In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the scheduled time."*

For details and application form, please visit bank website  
<http://www.canarabank.com/announcements/tenders> invariably.

The Bank reserves the right to accept or reject any or all the applications without assigning any reasons thereof.

Date: 07.03.2020

**ASSISTANT GENERAL MANAGER**

## **SCOPE, AND ELIGIBILITY CRITERIA FOR CONTRACTORS**

### **A. SCOPE OF WORK:**

Premises Section, Canara Bank , Circle office, Delhi invites ‘**Sealed Tenders**’ from reputed Private Security Agencies (PSAs) for empanelment with Bank, for providing private Caretakers , in ATMs / E-Lounges in States of Uttarpradesh , Delhi , Uttrakhand . After empanelment the Agencies shall be allotted respective ATMs & E-Lounges depending upon their eligibility, area of operation, service network and total numbers of bidders .

The decision of the Committee of the Bank for allotment of ATMs & E-Lounges shall be final and no representation shall be entertained. Concerned PSA will have to enter into an agreement (as per the format decided by the bank) with the concerned Office / branch, as the case may be.. Any new caretaker deployed in the branch / office of the bank should not be above 50 years of age at the time of deployment. The services of deployed caretakers will not be allowed to continue beyond 60 years for all categories of caretakers. Further, the Bank shall be under no obligation to accept lowest or any offer received and shall be entitled to reject any or all offers without assigning any reason whatsoever. The duties and responsibilities of the private Caretakers as expected by the Bank are mentioned in detail in **Annexure –I**

The empanelment shall be for a period of 03 year from **01/04/2020** and will be reviewed after first year based on the performance and it will be at the sole discretion of the Bank, unless terminated by the Bank at its discretion by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation therefore.

Empanelment of Agencies should in no way be construed as work order for deployment of caretakers.

### **B. SUBMISSION OF PROPOSAL**

Tender Document complete in all respect can be submitted along with payment of **₹ 2,000.00 (₹ Two Thousand Only) (Non –refundable)** towards the cost of Tender Document and Earnest Money of **₹1,00,000.00 (₹ One Lakh Thousand only)** by way of DD/Pay order in favour of Canara Bank payable at Delhi , by **3.00 pm on or before 23.03.2020**, in a sealed envelope super scribing “**Empanelment of PSA for hiring of private caretakers” under Delhi Circle Office**, with our Premises Section at above given address.

**MSE’s (Micro and Small Enterprise) / NSIC / KVI etc. are exempted from paying the Earnest Money Deposit (EMD) and Cost of Tender document for which the concerned enterprise needs to provide necessary valid certificates / documentary evidence for the said work. For MSE’s, Govt. of India provision shall be considered while evaluating the tender.**

PSA must sign each page of tender document, failing which the application will be rejected. The proposal received late, or without proposal fee and earnest money or conditional applications will also be rejected. Further, the Bank reserves the right to accept or reject any or all applications without assigning any reason.

### C. GENERAL INSTRUCTIONS & CONDITIONS

- (a) PSA means “Private Security Agency and The PSA has to specify in application the State / Zone for which they are applying.
- (b) Please read the terms and conditions carefully before filling the proposal.
- (c) Please sign all the pages of the RFP including each page of the proposal form.
- (d) There should be no cutting / over writing. The cutting / over writing, if any, should be duly attested.
- (e) The Bank reserves all rights to:
- (i) Accept or reject the proposal(s) without assigning any reason whatsoever.
- (ii) Cancel or withdraw this RFP.
- (iii) Accept or reject any deviation from these conditions.
- (f) Any delay in deployment over the stipulated period will attract penalty of 5% of the monthly contract payment per day subject to maximum of the monthly contract payment per month of delay. The bank reserves its right to recover this amount by any mode, which includes adjustment made against any payment to be made by the Bank to the PSA and / or from Security deposit.
- (g) The Bank reserves the right to increase or decrease the number of security Caretakers to be deployed in the said locations according to its requirement i.e Sates, Zones or Regions. If the shortlisted PSA is unable to fulfill the orders within the stipulated period, then Bank will have the right to allot the work to other shortlisted PSA after giving 15 days notice to the defaulting PSA.
- (h) Bank may reject the Bid outright in case the required documents as mentioned in the RFP are not found enclosed.
- (i) All Annexures must be clearly mentioned as “Annexure A, Annexure B and so on and should be sequentially attached, duly flagged neatly.
- (j) If any of the zone of our Bank has issued a dissatisfactory letter about any agency the bid of that Agency will be rejected in that / those particular Zone(s).

### D. ELIGIBILITY CRITERIA:

For short listing of PSA the following criteria shall be applied. For this purpose PSAs shall submit copies of documents proof along with the Tender and PSAs not confirming to any of these criteria will not qualify for empanelment :-

- (a) **Statutory**
- (i) PSAs should have a Certificate of Registration with Registrar of companies or

Registrar of Firms or Letter of proprietorship, registered in India, reputed for providing Security Caretakers ( / Un) (Copy of certificate of incorporation and certificate of registration to be submitted)

- (ii) PSAs should have obtained a licence in accordance with Sections 4 & 7 of the Private Security Agency Regulatory Act 2005 issued by respective State(s). Agency not having PSARA will not be considered for empanelment (Copy of PSARA license (s) to be submitted). Agency can only apply in those States / Zones where they have PSARA Licence. Mere application with the said authority to obtain PSARA licence will not make the company eligible for empanelment. However, PSAs which have been holding licence under PSARA for past five years and where licence to operate has been applied for renewal before expiry date would be eligible based on copy of previous licence and acknowledgement of application submitted for renewal. Scanned copy of PSARA licences in all the states where the bidder proposes to provide services should be attached duly self-attested.
- (iii) The PSA should be a profitable organization for the last three financial years (2016-17, 2017-18 & 2018-19) and the **average turnover** of the PSA during the last three financial year should be as follows-
- (iv) Should have latest certificate from **ESI Corporation and EPF Organization** under EPF & Misc. Provision Act 1952.
- (v) Should have Income Tax Clearance Certificate (latest) and PAN No.
- (vi) Should have Audited Balance Sheet (Latest).
- (vii) Should be registered with the Central Govt. under **Contract Labour Act** (Regulation & Abolition) 1970.
- (viii) Should have registration with appropriate authority for **GST** and other taxes as applicable.
- (ix) PSA should have minimum 3 years of experience providing Security Caretakers services to public / private sector Banks / PSUs / MNC Corporates with average deployment of 50 caretakers during last 4 years (**Documentary proof to be given**).
- (x) PSA should have an active contract for providing caretaking services in at least 1 Public / Private Sector Banks / PSUs / on the date of application. PSA should furnish details of **Reference Sites as per Annexure III** and on request by Bank the referees should testify about the performance of the PSAs to the Bank's satisfaction. Please submit details where the work is going on at present. PSA should also submit report of satisfactory service.

If PSA is registered with Director General Resettlement (DGR) copy of valid DGR empanelment / empanelment certificate (with photograph and signature of Proprietor / directors) to be submitted. Certificate is valid upto which date should be mentioned in the document (Please attach a copy)

**(b) financial**

- (i) Should have documents providing compliance of **Code of Wages Act 2019** as per the gazette notification no. 29 of 2019 dated: Aug 2019.

**(c) Administrative**

- (i) The Agency should have effective **infrastructure for the training** of the Caretakers. Details of faculty, no. of recruits trained, area of premises, address of training center, syllabus and duration of training should be enclosed. Agency should have it's own training Centre **Or** should have formal tie-up with the Govt. approved training center. The training shall be for minimum period of 100 hrs of classroom instruction and 60 hrs of field training spread over at least 20 working days. The ex-servicemen and former police personnel shall, however, be required to attend a condensed course only, of minimum 40 hrs of classroom instructions and 16 hrs of field training spread over at least 7 working days. Copies of training certificates of all caretakers to be deployed by the agency in the bank should be submitted to the respective Zone within 10 days of receiving work order.
- (ii) Should have credible **supervisory infrastructure** and network. Details of supervisors with qualifications, experience and contact numbers should be given of Respective State.
- (iii) PSA (s) should have their own office(s) in the Area they are opting for, on their name as proof of address. Office should be more than one year old (**Proof to be submitted**). **The PSA can apply for maximum all the three zones (if they are eligible).**

**(Note- PSA who wish to be considered for more than one State are to submit the relevant documents like PSARA, Shop & Establishment, details of Office, etc for each state separately)**

Intending PSAs should furnish details about their firm as per PSA's profile (Annexure-II)

A declaration that the PSA is not owned or controlled by any director / Officer/ employee of Canara Bank or their relatives having the same meaning as assigned under Section 6 of the Companies Act, 1956.

## **E. EARNEST MONEY DEPOSIT**

Earnest Money deposit of Rs 20000/- (Rs One Lac only), in the form of DD/ Pay order valid for 180 days favoring Canara Bank , payable at Delhi , must be submitted along with EOI. Offers

not accompanied with EMD will not be accepted. This amount will be forfeited if, having been selected by the Bank for the job, the PSA refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned herein. No interest will be payable on the EMD. The EMD will be refunded to the unsuccessful PSAs on completion of the process of selection. **The Earnest Money paid by the successful PSAs will be released only after furnishing the Performance Bank Guarantee.**

**MSE's (Micro and Small Enterprise) / NSIC / KVI etc. are exempted from paying the Earnest Money Deposit (EMD) and Cost of Tender document for which the concerned enterprise needs to provide necessary valid certificates / documentary evidence for the said work. For MSE's, Govt. of India provision shall be considered while evaluating the tender.**

## **F. VALIDITY**

The offer will be valid for a period of 180 days from the last date of opening of the offer i.e 23.03.2020 within which period the bidder cannot withdraw their offer including the period being extended further, if so required, by the Bank from time to time. Any contravention of the above conditions will ensure the forfeiture of the EMD by the bidder / selected bidder.

### **Bank reserves the right to reject an offer under any of the following circumstances:**

1. Bid security (EMD) is not submitted.
2. Incomplete Offer and/or all documents not attached.
3. Offer is not in conformity with the terms and conditions stipulated in this document. Specifications stipulated in RFP are not met with. However, deviations resulting in higher / superior configuration will be accepted.
4. If Technical Offer contain any price information.
5. Commercial Offer format differs from actual Commercial Offer format.
6. Or violates any terms and conditions in the RFP document.
7. Or If found that the information provided in the offer is false.
8. If required, normalization of TO would be undertaken on the basis of technical evaluation, before opening the Commercial Offers.

## **G. Eligibility Criteria for Security Caretakers**

The Caretakers should confirm to the following norms:-

- i) Any new caretaker deployed in the ATM / Elounge of the bank should not be above 50 years of age at the time of deployment. The services of deployed caretaker will not be allowed to continue beyond 60 years for all categories of caretakers.
- ii) Should be physically fit in all respects, i.e should not be in Low Medical Category his medical fitness will be considered as per medical fitness certificate from Registered Medical practitioner with qualification not less than M.B.B.S. as produced for verification by the PSA.

## **H. UNIFORM**

The PSA at their own cost will provide under-mentioned items of dress to all personnel deployed at sites of Canara bank. In addition, other items of dress as considered suitable may be asked for the caretakers by the Zones. No recovery of the amount spent on providing uniform will be made from the caretaker.

- (i) Shirt & Pants - 4 pair per year.
- (ii) Sweater / Jacket (for winter season)
- (iii) Boots - 2 pair per year.
- (iv) Umbrella and Rain Coat (for outdoor duties only).
- (iii) Cap
- (iv) Torch (for night duties, if required)
- (v) Whistle
- (vi) Belt
- (vii) Identity Card
- (viii) Any other item advised from Time to Time.

#### **H. Opening of Offers**

Technical Bid Offers will be opened at Canara Bank, Circle Office Delhi, 7th Floor , 38 Ansal Tower, Nehru Place, New Delhi- 110019 at **3.00 pm on 25.03.2020** by Committee of Executives / Officers. The Bidders / their representatives(s) may be present at the time of opening of the Technical Bid Offers. No separate intimation will be sent in this regard to the Agencies for deputing their representatives. The Technical Bid offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present. Financial Bids will be opened of only those Agencies who qualify technically. Date and time of opening of financial bids will be intimated separately.

#### **I. Compliance to laws**

The successful bidder shall conform to the provisions of Law(s), Bye-law(s), Regulation(s), Notification(s) etc. relating to the work for the time being in force. He shall also obtain all necessary permission / approval / NOC from the Competent Authorities for completion of the said work, if required under the existing rules.

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**EMPANELMENT OF PRIVATE SECURITY AGENCIES**

(On letter head of PSA)

Ref No.

Date:

To  
The Assistant General Manager  
Canara Bank  
Delhi Circle Office,  
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Dear Sir,

Re: **Your Tender for Empanelment as Private Security Agency for providing Private Caretakers in ATMs/ Elounges under Canara Bank Delhi CO**

We refer to your RFP dated ...07../...03../2020 on the captioned matter.

I/We hereby offer for our Company /Firm to be empanelled as a PSA for Private Caretakers in ATMs / Elounges under Canara Bank Delhi CO .

I/We am/are aware that the empanelment does not guarantee any work order. In the event of getting a contract, I/We agree to honour the obligation with due diligence and efficiency as required by Canara Bank.

I/We also understand that mere filling the application form does not automatically qualify us for being empanelled. We also agree to Canara Bank's right to reject any or all Applications (including ours) without assigning any reason thereof.

We confirm that we have not been **black listed** by any Ministry or Department of Central Govt. / State Govt. / Municipal Corporation / PSU / Commercial Banks for empanelment as PSA. If found that our Company / Firm was blacklisted prior to filling up this tender, our company / firm shall be disqualified. Also we understand that in such eventuality, Bank is liable to blacklist us. **We also agree that in case any poor performance report is received from any of our clients our Bid will be rejected / disqualified.** I/we further declare that no criminal case is registered or pending against the firm / company or its owner / partners / directors anywhere in India.

**We also confirm that, in the past, we have not been issued with any dissatisfaction letter by the Circle of Canara Bank , for which we are applying.** I/We also understand that after being empanelled, if it is known that any wrong information was submitted / given by us during tendering, our empanelment for all the Zones allotted to us will be cancelled.

We certify that ..... (Name of PSA) is not owned or controlled by any Director or serving Officer/Employees of Canara Bank or their relatives having the same meaning as assigned under section 6 of the Companies Act, 1956.

I/We agree to all the terms and conditions of the RFP.

Thanking you,

Yours faithfully,

Signature and Seal of PSA  
Address :

**PSA PROFILE**

Name of the Private Security Agency.	
Name of the Contact person for this Tender activity	
Address & telephone No.	

Sr. No	Particulars asked for	DETAILS	Proof / details to be attached as(with proper flags)
1.	Constitution (Company / Firm / Proprietorship)	COMPANY / FIRM / PROPRIETORSHIP	Annexure A
2.	Year of Establishment		Annexure B
3.	Experience in the field		Annexure C
4.	Name of Directors / Partners / Proprietor		Annexure D
5.	Whether registered with Registrar of companies / firms or proprietor. If so, mention No. & date ( <b>Documentary proof</b> necessary) Furnish also copy of relevant certificates / Deeds.	No.- DATED-	Annexure E
6.	Whether registered for GST in the states applied for? if so, mention no. and date. Furnish copies of relevant certificate.	GST No-	Annexure F
7.	Whether an assessee of Income Tax. If so mention <b>PAN / TAN</b> . Furnish copies of IT Return for 2016-17, 2017-18 & 2018-19 & PAN Card.	PAN No- 2016-17 2017-18 2018-19	Annexure G
8.	Whether registered in the panel of other organizations / statutory bodies such as <b>PSU, Bank, Govt.</b> bodies, etc. Furnish their names, category, date of Registration & Proof. Furnish details of -3- Reference Sites (Public / Private Sector Banks / PSU) and also submit report of satisfactory service.	1. YES / NO 2. REFERENCE OF -3- SITES- GIVEN / NOT GIVEN 3. SATISFACTORY SERVICE REPORT ATTACHED / NOT ATTACHED	Annexure H

9.	Whether registered with <b>ESIC &amp; EPF</b> . Furnish date of registration and proof.	<b>ESIC No-</b> <b>Date-</b> <b>EPF No-</b> <b>Date-</b>	Annexure I
10	Valid license under “ <b>Private Security Agencies (Regulation) Act, 2005</b> ” as amended from time to time.	PSARA TILL-	Annexure J
11	Whether registered with Govt. under Contract Labour (Regulation & Abolition) <b>Act, 1970</b> . Furnish date of registration and proof.	YES / NO VALID TILL-	Annexure K
12	Proof of having minimum <b>80% caretakers, of the Zones requirement for which the Agency is applying</b> , on Agency ‘s roll, out of which minimum 80% to be ex-servicemen, (List enclosed)	ENCLOSED / NOT ENCLOSED	Annexure L
13	Details of training infrastructure for training of caretakers	HAVING / NOT HAVING	Annexure M
14	Details of supervisory infrastructure. (List enclosed)	ENCLOSED / NOT ENCLOSED	Annexure N
15	Audited Balance Sheet for last -3- Financial Years i.e 2016-17, 2017-18 & 2018-19	2016-17 2017-18 2018-19	Annexure O
16.	Income tax Clearance Certificate (latest)		Annexure P
17	Proof of average annual turnover, depending on the number of caretakers Agency is applying for, in last -3- years <b>Profit after Tax (INR Lacs)</b>	AVERAGE TURNOVER-	Annexure Q <b>Certificate of CA to be attached in Original</b>
18	<b>EMD</b> of Rs 1.00 lacs	GIVEN / NOT GIVEN	Annexure R
19	Cost of Tender Rs 2000.00	GIVEN / NOT GIVEN	Annexure S
20	Declaration that the PSA is not owned or controlled by any director / Officer/ employee of Canara Bank or their relatives	GIVEN / NOT GIVEN	Annexure T

- a. The Details of above information has been attached as ANNEXUREs with proper flags.
- b. We understand that this application does not entitle us automatically for being short listed for the purpose as cited above.
- c. We understand that Canara Bank reserves the right to reject our application without assigning any reason thereof and we agree to this.

d. The information given by us is true to best of our knowledge.

**Date- Seal**

**Place- Signature & Seal**

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**CHECK LIST OF DOCUMENTS TO BE SUBMITTED**

Sl. No	Particulars	Compliance	
		Yes	No
1.	Certificate of Registration of Company / Partnership Deed etc		
2.	Incorporation Certificate		
3.	Earnest Money Deposit :a DD / Pay Order of Rs 1.00 Lacs		
4.	Cost of Tender document / Tender fee: a DD of Rs 2000.00		
5.	Shop & Establishment Certificate of Local Office		
6.	Certificate of Registration with Income Tax Authorities		
8.	Certificate of Registration with EPF		
9.	Certificate of Registration with ESIC		
11	Certificate of Registration with PSARA		
12	Certificate of Registration with GST		
13	Audited Balance sheet & P&L statement for FY 2016-17		
14	Audited Balance sheet & P&L statement for FY 2017-18		
15	Audited Balance sheet & P&L statement for FY 2018-19		
16	Copies of Turnover Certificate Tax returns and assessment orders for 2016-17		
17	Copies of Turnover Certificate Tax returns and assessment orders for 2017-18		
18	Copies of Turnover Certificate Tax returns and assessment orders for 2018-19		
19	Registration Certificate as per Company's Act		
20	Copy of PSARA Licence(s): Numbers of PASARA licence with name of states written on it		
21	Certificate from ESI corporation regarding Registration under Shops & Establishment Act		
22	Detail list of Branch Office, Head Office: on Pan India with Contact Numbers (Landline & Mobile) and email id.		
23	Latest Certificate from EPF Organisation under EPF & Misc. Provision Act-1952 (EPF Register of employees of last 12 months)		
24	Copies of Balance Sheet (Audited) for last three financial years		
25	Copies of PAN, ESI, EPF, GST registration number etc.		
26	Registration with Govt. Under Contract Labour Act (Regulation & Abolition) 1970		
27	Latest documents complying to Minimum Wages Act, 1948 and Central Rule		
28	Signed copy of all the Tender documents		