

ਮੁੱਖ ਦਫ਼ਤਰ: ਮਾਰਕਫੈਡ ਰੋਡ, ਕਪੂਰਥਲਾ।
E-Mail: hrdpqb@pqb.co.in

ਪ੍ਰਮਾਣਿਤ ਕਾਰਜਾਲਯ: ਮਾਰਕਫੈਡ ਰੋਡ, ਕਪੂਰਥਲਾ।

Head Office: Markfed Road, Kapurthala.

Web Site: www.pqb.org.in

E- Tendering

NOTICE INVITING REQUEST FOR PROPOSAL (RFP) FOR EMPANELMENT OF PRIVATE SECURITY AGENCIES (PSAs) OF REPUTE FOR PROVIDING SECURITY GUARDS (ARMED/ UN-ARMED) (EX-SERVICEMEN/ NON EX-SERVICEMEN) IN THE BRANCHES/ OFFICES ALL OVER PUNJAB.

Dated: 23 August 2023



Proposal for Empanelment of Private Security Agencies for Providing Armed (with weapon)/ Unarmed Guards in branches / offices.

Punjab Gramin Bank, a leading Regional Rural Bank invites online offers on two-bid system from reputed Private Security Agencies for empanelment for providing Armed Guards (with weapon) in branches and Watchman (un-armed) in offices spread all over Punjab. The Private Security Agency must have license in accordance with Section 4 & 7 of Private Security Regulation Act -2005.

Reference No	HO/HRD/SEC/01/2023 Dt. 22.08.2023
Empanelment documents/ Application/ Corrigendum can be downloaded from Bank's website	www.pgb.org.in
Date of commencement of proposal	23.08.2023
Pre bid meeting	02.09.2023 at 03.00 P.M.
Last date of submission of applications	19.09.2023 up to 03.00 P.M. Mode: Online only URL: https://www.tenderwizard.com/PGB
Date of opening of technical bid	19.09.2023 at 03.30 P.M. Mode: Online on URL: https://www.tenderwizard.com/PGB
Commercial Bid	The commercial bids of only those Bidders who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible bidders.
Application Money	Rs.5000.00 (Five thousand only) should be submitted in the following account: Bank: Punjab Gramin Bank Branch: Kapurthala Account: 85012200000020 IFSC: PUNB0PGB003 MSE bidder is exempted from payment of cost of RFP If bidder can furnish requisite proof subject to the satisfaction of Bank.
Bid Security (Earnest Money Deposit)	Rs.500000.00(Five lakh only) Bidder has to submit the "Bid Security Declaration" on their organization's letter head duly signed and stamped by their authorized signatory accepting that if they withdraw or modify their bid during period of validity of bid, or if they are awarded the contract and they fail to sign the contract, or fail to submit performance guarantee before the deadline defined in the RFP document, they will be Blacklisted
Mode of bid submission & online portal's URL	Mode: Online only URL: https://www.tenderwizard.com/PGB
Support details of Online Portal facilitator	For any clarification/ difficulty regarding e-tendering process flow please contact on helpdesk number 8045811365,09257209340, 08045628821
Address for communication	General Manager (HRD) Punjab Gramin Bank Head Office



	Markfed Road, Kapurthala -144601
Contact to Bidders	Interested Bidders are requested to send the e-mail to hrdpgb@pgb.co.in containing following information, so that in case of any clarification, the same may be issued to them: a) Bidder b) Contact Person c) Postal address with Pin Code d) Telephone Number e) Mobile Number f) E-Mail

**1 Point of contact for any query email: hrdpgb@pgb.co.in
Mob: 82838-23500**

2 Application/ bid documents can be downloaded from our website www.pgb.org.in or may be obtained from following address

**Human Resources Development Department (HRDD), (Security Cell)
Punjab Gramin Bank
Head Office
Markfed Road, Kapurthala (PB) -144601**

3 If bidders/tenderers are not satisfied with Bank's response then they may escalate their grievances to our Bank's Independent External Monitors (IEM):

Sh. Chet Ram Koli Email: Cr_koli@yahoo.com

However, first point of contact should be Bank and IEMs should be contacted later only if tenderer has some issue in tendering process and not satisfied with Bank's response.

Note: IEM should not be contacted for minor issues directly.

Eligibility Criteria for Short Listing

I - Technical Criteria

The preliminary evaluation will be done on the following parameters and offers from Private Security Agencies, (PSA) not conforming to any of these parameters will be rejected.

(a). The Private Security Agencies should be firm/company/ partnership firms/ Proprietorship reputed firm providing security guards' services since last three years or more (proof of document- valid Registration Certificate of ROC for registered companies / registered partnership deed for partnership firm. The document should substantiate existence of the company / firm for three years or more).

(b). The Private Security Agencies should have license in accordance with Section 4 and section 7 of Private Security Regulation Act 2005 to operate in Punjab (copy should be attached as proof). The license so obtained should not have been suspended/ cancelled/ revoked by the controlling authority under PSA Act or under any other provisions.

Merely submission of application to Licensing authority will not be entertained.



(c). The Private Security Agencies should have valid certificate from ESI Corporation as per ESI Act & should have been allotted with valid ESIC code number. (Proof document valid registration certificate with code number from ESIC)

(d). The Private Security Agencies should have valid certificate under EPF & Miscellaneous Provisions Act 1952 and should have been allotted with registration number. (Proof document valid registration certificate with code number from EPFO).

(e). PSA should have Income Tax PAN and should be submitting IT returns for the last three years (Proof document- copy of valid PAN card and IT return acknowledgement copy of last three years).

(f). The Private Security Agency should be registered with Service Tax / GST and should have been allotted with registration number (Proof document – Valid registration certificate with Service Tax number/ GSTIN).

(g). The Private Security Agency must have minimum three year's experience of providing Security Guard's services to public /Private sector banks with average annual deployment of 150 guards. (Proof document- work orders from banks substantiating providing services since last five years).

(h). The Private Security Agencies should have Audited Balance Sheets and Profit and Loss Accounts for the last three years (copy should be attached as proof). **The average turnover of the PSA in the last three years should not be less than eight crore rupees.**

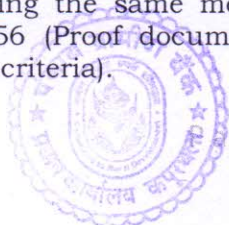
(i). PSA should be in profit in the last three years (proof document – audited balance sheet and P&L statement for each of the last three financial years).

(j). The Private Security Agency should have their own infrastructure for training their guards. Otherwise, tie up arrangement with PSARA registered training establishments provided if, PSARA applicable in the state permits such tie-up arrangement for training (proof document- Registration certificate of training establishment under Shop & Establishment Act for own training facility / document substantiating tie-up arrangement with PSARA registered training establishment).

(k). The Private Security Agencies should have at least one office of their own with landline telephone and email facility in Punjab and the office should be physically manned during office hours on all working days. (proof documents – Registration of the office under Shops & Establishment Act applicable in the state, latest landline telephone bill, muster roll / attendance record of the office staff).

(l). The Private Security Agency should have credible Supervisory Infrastructure & network in the state (Proof document- Muster roll / attendance record of supervisory staff with designation placed with offices in state of Punjab).

(m) Private Security Agency shall not be owned and controlled by any director or officer / employee of the bank or their relatives having the same meaning as assigned under Section 6 of the Companies Act 1956 (Proof document – self declaration by the Director / Partner substantiating the criteria).



(n). PSA should be complying with Minimum Wages Act 1948 and amendments there to (Proof documents – copies of salary slips not older than two months issued to Security Guards (Armed/Unarmed) deployed in area A, B and C of any principal employer.

(o). PSA should be remitting EPF contributions on-line (Proof document- copy of electronic contribution challan cum return for same wage months for same security guards (Armed / Unarmed) for whom salary slips are submitted.

(p). PSA should be remitting ESI contributions on-line (Proof document- copy of electronic contribution History sheet(CHS) for same wage months for same security guards(Armed / Unarmed) for whom salary slips are submitted.

(q). PSA should be remitting net salary to security guards bank account (Proof document – copy of security guard bank passbook / statement indicating credit of net salary for same wage months and same Security Guards (Armed / unarmed) for whom salary slips are submitted.

(r) None of the Director/ Partner of the PSA/ Firm should be convicted by any Court/ Competent authority or If the Director/Partner is facing criminal proceedings under the law of the land, Bank reserves all rights to reject offer from such PSA/Firm. Notarized affidavit in this regard is to be submitted by the Director/Partner as per **Annexure V**. The annexure should be signed by Director/ all Partners only. Annexure signed other than Director/Partners will not be entertained under any circumstances. Failure to submit Annexure as per given format will disqualify the bid. Annexure signed by Authorized signatory will not be considered valid.

(s) PSA should not have been blacklisted or debarred by any PSB/ PSU/ RRB/ Govt. institution during last 05 years. In this regard submit an undertaking as per **Annexure VI**

(t) PSA should not have committed default / undue delay in paying EPF, ESI and GST during last three years **Attach undertaking by PSA Annexure VI**

Criteria for Prequalification

Firms will self-assess themselves as per **Annexure VII** of this document. Supporting documents in respect for each point of Pre-qualification table should be submitted along with Tender document. PSAs/Firms, which score more than 70 points, will only be considered for Technical evaluation. Criteria mentioned above are just minimum requirement. The Bank at its discretion may upgrade / downgrade the criteria. No complaint on this account will be entertained under any circumstances.

NOTE: Photocopies of relevant documents/ certificates / Challan / receipts must be submitted along with offer as a proof in support of claims made.

II. Qualitative Requirements for Security Guards

1. Security Guards (with weapon) should be either ex-servicemen of Indian Armed Forces or ex- paramilitary personnel or ex-CAPF or ex-state Reserve Police Forces
2. Security Guard (un-armed) shall be deployed at Bank Branches/ Office sites/ ATM Mobile Van.
3. Age of Security guard (Armed/ Unarmed) at the time of first deployment should not be more than 52 years.
4. Security Guard (Armed) should have been released from his parent service in medical category SHAPE-1 or equivalent and should be medically fit in all respects at the time of deployment. The medical fitness will be considered as per fresh medical



certificate from Registered Medical Practitioners with qualification not less than M.B.B.S as produced for verification by his employer, i.e. the Private Security Agency. The Certificate should specify that the individual is fit medically & physically to handle weapon.

5. Security Guard should perform their duty for eight hours per shift per location. Weekly off shall be provided after six working days.

6. Security Guard (Armed/Unarmed) shall perform duty in proper uniform and should be in possession of photo-identity card provided to them by their employer i.e., the PSA.

7. Security Guard (Armed) deployed at branches shall perform duty with their own or the PSAs firearms held under a valid arms license. **The bank will not take the responsibility for the safe-custody of the firearms and its ammunition** and will not allow him to keep weapon inside branch after banking hours.

8. The place of duty for the Security Guard (Armed) in the branch should be generally at the entrance or at a vantage point. The guard should not be seen sitting during the business hours.

9. The duty of the Security Guard (Armed) is to keep a watch over persons visiting the branch for the purpose of safety & Security and guard against infiltration and against removal of Bank's property by any unauthorized persons AND/OR to watch and guard, as against above, the movement of cash from one place to another whether inside or outside Bank.

10. The Security Guard (Armed) while performing duty shall use his firearm only for his right to private defense as provided u/s 96 to 106 of the Indian Penal Code. This condition will be incorporated as a separate clause in the agreement to be executed jointly with the PSA.

11. The services of Security Guard (Armed) may be utilized for escorting cash remittances.

12. For Armed guard's character of ex- serviceman and ex- Para Military personnel at the time of retirement should be **exemplary and very good respectively**.

13. Armed guards will be deployed by Private Security Agency/Agencies only after proper police verification of his antecedents. The proof for same will be submitted to the bank prior to deployment. No relaxation will be given on this issue.

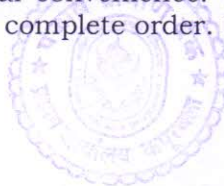
14. All the guards which will be provided to the Bank shall be fully trained. The PSA should have effective infrastructure for the training of the Guards. Address of training center should be enclosed. Agency should have it's own training Centre Or should have formal tie-up with the Govt. approved training center. Copies of training certificates of all guards to be deployed by the agency in the bank should be submitted to the respective Region within 10 days of receiving work order.

15. The PSA shall deploy its employees i.e. Security guards in the branches/offices within a period of 10 working days commencing from the date of acceptance of the offer by the Bank. In case, after acceptance the offer the PSA fails to deploy Armed Guard within prescribed time, the bank shall be at its sole discretion to accept the offer from the other PSA for the deployment of security guards.

16. Any delay in deployment over the stipulated period will attract penalty of 5 % of the total monthly payment for each day of delay, subject to maximum of the monthly payment of PSA per branch for the delay. The Bank reserves its right to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the supplier or from the Bank guarantee or EMD.

All format of documents/Annexure mentioned in this RFP are final and not open to any modification.

The Bank reserves the right to distribute the work among the shortlisted firms keeping in view their relative strengths and operational convenience. Therefore, the lowest tendering firm shall not have sole claim over the complete order. If on receiving



the order agency is not able to provide the guards in time, penalty charges as mentioned above will be charged maximum for two time. The further orders will be given to other empanelled agencies. Similarly if the agency at any time is not able to provide the proof of statutory obligations like PF, ESI etc, the services of Agency will be immediately terminated. Other necessary emoluments are to be paid to security Guards as per govt. guidelines. Such components may be quoted in Price bids when called by the bank. However If any of the component mentioned in price bid is/are not found as per norms, the particular bid will be summarily rejected.

For participation in the above e-tender, the bidder shall have to get them registered with <https://www.tenderwizard.com/PGB> and get user ID & password. Class 3 Digital Signature Certificate (DSC) is mandatory to participate in the e-tendering process. **The Technical and price bids (Annexure X & XI)/ offers should be submitted only in online mode latest by 03.00 PM on 19.09.2023 in excel format only.**

Extra page/s may be added if required.

The Technical Offer should be complete in all respects and contain all information asked for in this document. It should not contain any price information. Price Bids should be strictly as per **Annexure X**.

The Bank will shortlist Private Security Agencies, who satisfy the technical & other requirements laid down in this document. **Financial bids from only short listed PSAs will be opened.**

Note: The tender documents should be submitted only in online mode at URL: <https://www.tenderwizard.com/PGB>

Fax/ telegram/ telex / e-mail will not be acceptable.

Only required documents should be attached and repetition of attachments should be avoided.

Please do not attach copy of this RFP.

No Erasures or Alterations

Details must be completely filled up. Corrections or alterations, if any should be authenticated. No request for alterations/erasures will be entertained after submission of Bids under any circumstances.

Any dispute will be subject to the exclusive jurisdiction of the courts at Kapurthala only.

III. Scope of Work

Scope of work includes providing Armed Guards (with weapon) at branches for 8 hourly duty mostly during day. The number of watchmen and armed guards required will be approximately as follows and this could vary depending upon requirement of the bank / or future need:

Sr .N o.	Armed Guards (With weapon) only Ex-serviceman/ ex-Para military/CAPF during day for 08 hourly duties in Branches/ATM Mobile Van.	Watchman for Head Office & Other controlling offices preferably ex-serviceman/ ex- Para Military/CAPF/ ex - Police/ ex-home guards/ civilians last priority
1.	439	11



It should be noted that one or more Private Security Agencies may be short listed depending upon the requirement of the Bank.

IV. Submission of Bid/ Application

Bid/ Application as per **Annexure IV**, complete in all respect can be submitted on line at URL: <https://www.tenderwizard.com/PGB> along with proof of payment of Tender Application money (Non-Refundable) and earnest money deposit by way of on line payment latest by Date 19.09.2023 03.00 PM.

For participation in the above e-tender, the bidder shall have to get them registered with <https://www.tenderwizard.com/PGB> and get user ID & password. Class 3 Digital Signature Certificate (DSC) is mandatory to participate in the e-tendering process. The PSA must upload duly filled and signed bid application form along with supporting documents, failing which the bid application is liable to be rejected. The application received without application money and EMD is liable to be rejected.

V. Validity Period

The empanelled firms will remain in the empanelled list of the Bank for three years from the date of empanelment. In the event of any change in policy/guidelines of the bank, this empanelment may be terminated even before expiry of the three-year period and a fresh empanelment would be carried out. It may be noted that although the empanelment is for a three-year period, Bank would be awarding contract only for one year, which can be renewed on mutual agreement till the empanelment is valid, if the services are found to be satisfactory.

VI. Extending Validity period for price

The minimum wages will be revised as per notification given by Government / Competent Authority from time to time during contracted period. The proof of notification will be produced along with request letter by each contracted Private Security Agency.

VII. Agreement between the PSA and the Bank

The successful PSAs shall execute an agreement with the Bank on a non-judicial stamp paper of appropriate value, as per the format provided by the Bank (**Annexure XIII**), and all the expenses shall be payable by the PSAs. A copy of the agreement will be retained both by the Bank and the PSA concerned.

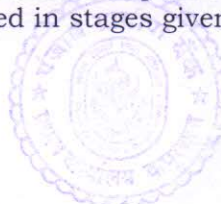
VIII. Pre contract Integrity Pact

As per central Vigilance Commission (CVC) directives, it is required that Bidder/ Contractor/ Suppliers observe the highest standard of ethics during bidding process. Further, all bidders to submit "**Pre Contract Integrity Pact**" as per **Annexure XII** on non judicial stamp paper of Rs.100/-

IX. Process

Offers will be evaluated & work order will be given in the following stages:

Process: The constituted committee of Bank will open the bids in the presence (on line) of bidders or their authorized representatives on the date & time defined in the RFP. Initially only technical bids will be opened and evaluated. The online price bids of technically qualified PSAs approved for empanelment shall be opened to decide L-1 bidders. The technical bids & price bids shall be evaluated in stages given below:



a. Stage-I

- i. Technical bids from bidders **not accompanied** with on line payment mode information for cost of RFP as per **Annexure I** and EMD for the bid as per **Annexure II**, shall be summarily rejected except for PSAs claiming exemption on Cost of RFP & EMD who are registered with National Small Industries Corporation (NSIC) provided proof document for registration is submitted.
- ii. The registration with NSIC of PSAs claiming exemption shall be verified with NSIC based on the proof documents and if found ineligible for such exemption, the tender of such PSAs shall be summarily rejected.

b. Stage -II

- i. Bidders qualifying Stage-I shall be evaluated against the stipulated minimum eligibility criteria purely based on proof documents submitted. Proof documents submitted along with the tender shall be considered as the final & conclusive proof and Bank shall not call for any further documents.
- ii. Offers not complying or adhering with any of the minimum eligibility criteria or not submitting proof documents shall not qualify the stage.

c. Stage -III

- i. Veracity of documents/facts of bidders qualifying stage-II will be further revaluated/ verified through site visits to the offices/training establishments/tie-up arrangements of the bidders.
- ii. Feedback from reference sites as indicated in the tender documents by the bidders shall be obtained in writing and evaluated.
- iii. Bidders with unsatisfactory feedback from reference sites or documents/facts not found in order on verification as per stipulated criteria's of labor acts/rules applicable shall not qualify this stage.
- iv. Bidder qualifying this stage becomes eligible for empanelment.

d. Stage - IV

- i. Price bids of only qualified bidders will be opened in presence of the empanelled bidders or their authorized representative at the given date & time (to be intimated later).
- ii. **Price bids of bidders shall be evaluated and price bids found below the sum of latest rates of minimum wages and other statutory contribution/payments shall be disqualified.** L1 price bid(s) will be decided from qualifying price bids along with its itemized breakups.
- iii. **If there are more than one L1 PSAs, then the work orders shall be distributed amongst them equally. If L1 is declared only one, then the Bank reserve the right to split the work order between two bidders i.e. L1 & L2.** Written offers shall be given to L2 and L3 bidder to match L1 price. The Bank reserves the right to distribute the work amongst the shortlisted firms keeping in view their relative strength and operational convenience for the area of deployment. Therefore, the lowest tendering firm shall not have sole claim over the complete order. However, in case of distribution of work, the L-1 respondent will get at least 60% of the work contract and remaining work orders will be distributed equally among the L2 and L3 respondent, provided a written acceptance to work in the L1 rates is given by the L2 & L3 respondents. PSAs of L4 rate and beyond shall not be considered for any contract arising out of this tender process. If any of the shortlisted PSAs is unable to fulfill the order within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other shortlisted PSAs

after giving 30 days notice to the defaulting PSA. **If there are more than one L1 PSAs, then the work orders shall be distributed amongst them equally and in such cases no option shall be granted to L2 and L3 to match the L1 rate.**

The Bank reserves the right to cancel the tendering process and or empanelment at any point of time without assigning any reason what so ever by giving a month's notice.

e. Stage- V

Offices requiring security guard services in their respective area of operation would be intimated of the selected PSA & the approved rates, which would then individually place order with the selected PSA for deployment of guards as and when required.

X. Opening of Offers

Technical bids will be opened at 03.30 p.m., on 19.09.2023. The interested offerers/ bidders/ their representatives may be present at the time of opening of the Technical bids. No separate intimation will be sent in this regard to the Private Security Agencies for deputing their representatives. The Technical bids will be opened at the time and date stipulated above irrespective of the number of offerers / bidders or their representatives present.

XI. Cost of Tender Document, Earnest Money Deposit & Bank Guarantee.

Cost of Tender Document is Rs.5000/- (non-refundable), which must be submitted along with the offer in the form of on line payment. Interested PSAs are also required to submit Earnest Money Deposit of Rs.5,00,000/- (Rupees Five Lakh) along with the Technical and financial bids. The EMD amount will be forfeited if the selected Private Security Agency refuses to accept the offer for providing unarmed and armed guards allocated to it or having accepted the offer, fails to deploy required number of guards within the stipulated time frame. The EMD of the selected bidder would be refunded only after completion of deployment and submission of Performance bank Guarantee. The EMD will be refunded to unsuccessful PSAs within the period of three months. Bank guarantee in lieu of EMD will not be accepted & no interest will be payable on EMD.

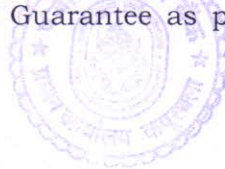
As per Rule 170 of General Financial Rule (GFRs) 2017, Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security.

Further, in lieu of Bid Security, bidder to sign "Bid security Declaration" accepting that if they withdraw or modify bid during period of validity etc., they will be suspended for **three years**

In the event of non-submission of the cost of Tender Document / fee the proposal will be rejected.

XII. Performance Bank Guarantee

The finally selected Private Security Agency/ Agencies, having qualified after the financial bid process, for work order to deploy guards will submit at the time of entering into an agreement, a Performance Bank Guarantee as per **Annexure XIV**,



from a scheduled commercial bank (other than Punjab Gramin Bank) for an amount equal to 10% of the annual amount payable by the Bank to PSA, obtained in favour of Punjab Gramin Bank and valid for the period of the **3 years** from the date of contract or renewal of contract. **Issuing bank should be liable to pay Punjab Gramin Bank unconditionally and on mere demand.** Performance bank guarantee should be sent directly to our office at the above address by Registered AD post by issuing bank.

XIII. Order Cancellation

If the Private Security Agencies fail to comply with the terms and conditions laid down in contract then immediately the contract shall be cancelled. However in case the PSA desires to repudiate the contract, the agency shall have to give one month's notice to the bank. The Bank reserves the right to cancel the contract after giving one month's notice to the Agency.

XIV. Payment Terms

No advance payment will be made to the Private Security Agency/ Agencies. Bank will reimburse the monthly wages of security guards to PSA after cross tallying the attendance of security guards, if they furnish the details with proof of wages of security guards to respective bank account number, where wages are being disbursed and proofs of payment all mandatory deductions as per government guidelines/rules. Compliance of Statutory Obligations such as EPF, ESI, etc is mandatory. PSA will also submit the proof of their contribution details of EPF, ESI and Bonus (if applicable)

With a view to ensure payment of minimum wages and its compliance, the PSA is required to open an account with our bank of each person, deployed in our branch/ Offices etc. His wage / salary shall be paid in this account,

XV. No commitment to Accept Lowest or Any Tender

Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever, any time during the process.

XVI. Liquidated Damages and Termination

In case of breach of any/ or more of the conditions in the agreement and/or services provided by the PSA are found not satisfactory (not maintaining the man power, found not alert on duty, indiscipline and improper uniform/ turnout etc.) during any period of the agreement, an amount subject to minimum 10% of the monthly bill would be deducted as liquidity damages for one month and if the performance continues to be unsatisfactory in any of the subsequent months the services of the PSA can be terminated by giving a short notice of seven days or even 48 hours depending upon the exigencies and also disqualifying them for participating in the future empanelment. Besides, the PSA will be responsible to indemnify any pecuniary loss, if any, caused due to such action of the agency/ security guard.

XVII. Pre-Bid Meeting & Pre-Bid queries

Bidders are required to submit pre-bid queries, within the stipulated timelines as given in the General Tender details, through mail. Bidders are also required to bring hard copy of the same queries on their letter heads, signed and stamped by their authorized signatory. **Queries not submitted in hard copy will not be responded.**



Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/ Suggestion/ Remarks

The queries submitted before pre-bid meeting and submitted in hard copy as mentioned above, will only be discussed in the pre-bid meeting and their subsequent responses will be uploaded on our Bank website or can be send through e-mail.

Only two persons per bidder will be allowed to attend the pre-bid meeting provided they have authorization letter from competent authority to attend the pre-bid meeting from the company. Bidders attending the pre-bid are also required to submit a copy of their I-card issued by their company or proper identity proof.

Bidders are required to go through the RFP and any subsequent corrigendum's/ clarifications meticulously and submit their queries timely to avoid any last minute issue.

The Bank reserves the right to reject any/all offers without assigning any reason whatsoever. For further clarifications, if any, you may contact at the following address:

**Chief Manager,
Human Resources Development Department (HRDD),(Security Cell)
Punjab Gramin Bank,
Head Office,
Markfed Road, Kapurthala (PB) -144601
01822-230231
82838-23500**

