



THE KANGRA CO-OPERATIVE BANK LTD.

C-29, Community Centre, Pankha Road, Janakpuri, New Delhi - 110058

Ph. : 011-25500800, 25515969, 25525565

e-mail : md@kangrabank.com Website : www.kangrabank.com

Ref. No. : KCB/2026-27/45

To _____
M/s. _____

Date: 05.05.2026

SUB: QUOTATION FOR OUTSOURCING SERVICE/ CONTRACT STAFF

Sealed tender are invited from interested vendors for providing Man-Power- Graduate (for call centre), Attendants (Matric Pass) and House Keeping Staff. We have 12 Branches and Head Office.

You are requested to offer your competitive and best of quotes to compete the bidding process. However, bank reserves the sole discretions to accept or reject any or all quotation without assigning any reason.

Rate should be provided in the following format:

S.No	Particulars	Housekeeping	Attendant	Graduate (For Call centre)
1	Minimum Wages			
2	EPF on Minimum Wages Employee Contribution			
3	EPF on Minimum Wages Employer Contribution			
4	ESIC on Minimum Wages			
5	Bonus			
6	Gratuity Provision			
7	Total			
8	Service Charges			
9	Grand Total			

GST will be paid in addition to the above as per Govt. Rules

Following documents should be submitted with the quotation:

1. Latest Income Tax Returns and GST Regn. No
2. Details of E.S.I.C. Registration with Date
3. Details of E.P.F Registration with Date
4. Copy of Labour License issued by appropriate authority
5. Details of establishment Registration with date obtained from the concerned authorities
(enclose photo copies)





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Important Dates

Last Date for Submission of Tender 20-05-2026, till 5.00 PM

Date & time of Opening of Tender 22-05-2026, 3:30 PM

The tender should be sent either by Regd. Post/ Speed Post addressed to the CEO, The Kangra Co-operative Bank Ltd. C-29 Community Centre Pankha Road, Janak Puri, New Delhi-110058 or Deliver in person.

Other terms and conditions are as under:

1. The Service Provider shall submit an affidavit to the effect that the agency has neither been blacklisted nor debarred by any authority.
2. The Service Provider shall furnish bank guarantee for Rs. 2,00,000/- or sum equal to one month salary of the staff engaged, whichever is less.
3. The Service Provider shall pay wages/ salaries to Graduate (for call centre), office attendants and housekeeping staff at the prevailing rates based on minimum wages as applicable for Delhi and NCT. The Service Provider shall provide proof of having paid the wages along with respective challans for EPF and ESI etc.
4. Payment of monthly wages of the staff shall be made on receipt of monthly bill from The Service Provider by 3rd of every month complete in all respect and payment is released to the service provider within 3 working days positively of receipt of monthly wages bill each month to enable for making payments to the staff by 7th of each month. No advance payment shall be allowed to the service provider.
5. It shall be ensured by service provider that Saving Bank Accounts of all workers employed by him are opened with the Bank and that monthly wages are credited into their Saving Bank Accounts in order to minimize the chances of improper wages. Any violation of these instructions will be viewed very seriously and this will be considered as a valid ground to black list the firm.
6. Service provider shall submit documentary proof in support of deposit of EPF, ESI GST etc by 20th of each month that all deduction have been made, deposited and credited into the account of the concerned staff.
7. Service provider will not be allowed to sublet the work under any circumstances.
8. Consolidated cheque will be issued by the Department for all the contribution like EPF, ESI & any other tax etc which will be further deposited by the agency with the appropriate authority latest by 20th of every month and submit the acknowledgement of the same in the Department and that the service providers shall be responsible for implementation of all provisions of Labour Laws and rules made there-under.





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9. Service provider will provide minimum two sets of uniform and Identity Cards to workers before deployment. Uniforms and Identity Cards are required to be supplied by the contractor and this amount cannot be deducted from the wages of the workers. Service provider shall ensure that no worker is on duty on any day without proper uniform and identity card.
10. In case of wages of the month could not be distributed by 7th of the following month to any worker because of his absence or non availability, same shall be deposited by the service provider with the Bank with a statement incorporating complete addresses of the workers along with the challan for depositing of the amount involved and also statement and challan.
11. Bank shall have further right to adjust or deduct any amount on account of damages or loss caused due to negligence of duty by contractual staff deployed by service provider and can also be charged against the Bank Guarantee/ Indemnity Bond.
12. All applicable taxes will be deducted.
13. Manpower provided by service provider shall always remain employee of service provider for all intents and purposes and service provider alone shall be liable for any dispute which may have any sort of legal repercussions in a court of law.
14. In case, any employee of service provider is on leave or absent from the duty for any reasons, upon such intimation service provider would provide substitute/ replacement. Such temporary deputed person should have I-Card / Identification document duly approved by the Service Provider.
15. Service Provider shall ensure the preservation and protection of the security and confidentiality of customer information in the custody of the service provider.
16. Service Provider's staff will have limited access to customer information it shall be on 'need to know' basis, i.e., limited to those areas where the information is required in order to perform the outsourced function.
17. Service Provider is able to isolate and clearly identify the bank's customer information, documents, records and assets to protect the confidentiality of the information. In the instances, where service provider acts as an outsourcing agent for multiple banks, care should be taken to build adequate safeguards so that there is no commingling of information/documents, records and assets.
18. The bank shall review and monitor the security practices and control processes of the service provider on a regular basis and require the service provider to disclose security breaches.
19. The contract should provide for the prior approval/consent by the bank of the use of subcontractors by the service provider for all or part of an outsourced activity.
20. The Bank has right to conduct audits of the service provider whether by its internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any





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audit or review reports and findings made on the service provider in conjunction with the services performed for the bank.

21. The Reserve Bank of India or persons authorised by it to access the bank's documents, records of transactions, and other necessary information given to, stored or processed by the service provider within a reasonable time.
22. The Reserve Bank of India has full right to cause an inspection to be made of a service provider of a bank and its books and accounts by one or more of its officers or employees or other persons.

Sealed quotations complete in all respect given on the bank format specifically marked on envelope "Quotations for outsourcing service/ contract staff" must reach at the below stated address by registered post, courier or delivered in person. The late/ delayed tenders whether sent by post or delivered in person will be rejected.

Sh. Bhushan Lal Vasishat

CEO

The Kangra Co-operative Bank Ltd.

C-29 Community Centre Pankha Road,

Janak Puri, New Delhi-110058

Thanking you,

Yours faithfully,

The Kangra Co-op. Bank Ltd.

CEO

Bhushan Lal Vasishat

CEO

