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F. No. 31-1/2013-S&S  
Government of India  
Ministry of Human Resource Development  
Department of Higher Education  
S&S Section

Shastri Bhawan, New Delhi  
Dated, the 20 December, 2013

Subject: TENDER FOR PROVIDING SERVICES OF SECURITY GUARDS/SUPERVISOR AT JEEVANDEEP BUILDING AND R.K. PURAM OFFICE OF MINISTRY OF HUMAN RESOURCE DEVELOPMENT-REG.

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Sealed quotations are invited for providing services of security guards/supervisor for Security at offices of Ministry of Human Resource Development situated in Jeevandeep Building and R.K. Puram, New Delhi from registered, experienced and eligible firms who have executed similar nature of work in Government Ministries/Departments, Semi-Government organizations, including Public Sector Undertakings, and satisfying all other terms and conditions in this tender document.

**2. Instructions to the tenderers**

Quotations are invited in two bid system (i) Technical Bid & (ii) Financial Bid. The 'Technical Bid' should be submitted in a separate envelope containing the title 'Technical Bid'. It should contain full information as required in Annexure-I. The 'Financial Bid' should be submitted in a second envelope containing the title 'Financial Bid'. It should include full information as required in Annexure II. Both bids should be put in a third envelope which should be prominently super-scribed as **"QUOTATIONS FOR PROVIDING SERVICES OF SECURITY GUARDS/SUPERVISOR FOR SECURITY AT JEEVANDEEP BUILDING AND R.K. PURAM OFFICE OF MINISTRY OF HUMAN RESOURCE DEVELOPMENT, NEW DELHI"** and addressed to "Under Secretary (S&S), Department of Higher Education, Room No. 123 C, Shastri Bhawan, New Delhi - 110 001", and put in Tender Box placed at Information & Facilitation Centre, Ministry of Human Resource Development, Gate No.6, Ground Floor, Shastri Bhawan, New Delhi- 110001 on or before **9.1.2014 till 3.00 PM**. The tenders will be opened on the same date at 3.30 PM.

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-20/12/13

### 3. Period of Contract

The contract will be for a period of one year which can be extended further for two year, one year at a time, subject to satisfactory performance of the contractor.

### 4. Scope of Work

- (i) The place of duty shall be Jeevan Deep Building and R.K. Puram offices, New Delhi. But their services can be utilized at any other location of M/HRD also at the discretion of this Ministry.
- (ii) Security Guards/Supervisor should have minimum qualification of VIII standard pass. They should be polite but firm in nature, disciplined, physically fit and alert, smartly dressed in uniform while on duty.
- (iii) It will be duty of the contractor to have the credentials of the security guards/supervisor checked by the police.
- (iv) It must be noted that number of workers may increase or decrease at the sole discretion of the Ministry. In that case payment will increase/decrease proportionately.
- (v) Any other work of similar nature assigned by the Department.
- (vi) No. of persons to be deployed :

Sl.No.	Particulars	Traffic Guards/Supervisor Required
1.	Security Guards	07
2.	Security Supervisor	01
	Total	08

### 5. Duties and Responsibilities:

- (i) They should attend to distinguished visitors, VIPs and Officers with compliments.
- (ii) Security of person and property of the staff members of the Departments.
- (iii) Evacuation of staff members of the Department in case of fire or other natural calamities and to assist the relief operation.
- (iv) Protection of equipment, fixtures, plants, greenery and other movable/immovable property of the Department. To keep a check on all incoming and outgoing property/goods to ensure that the same are carried by authorized person(s) for bonafide purpose with proper gate pass.

*Signature*  
-20/11/13

- (v) Collecting intelligence about terrorists and other subversive elements/activities in the campus and promptly informing the concerned authorities.
- (vi) To maintain "Round the Clock" Security Services and not to leave the place of duty under any circumstances until and unless properly relieved.
- (vii) To prevent misuse of electricity/water/telephones and other property.
- (viii) To record in a given Vehicle Register details like Registration No. of vehicle, time of entry/exit and the purpose of visit especially during off hours/closed holidays.
- (ix) To keep strict vigil on suspicious looking persons/objects and take immediate action as deemed suitable.
- (x) To check/block the access to the premises of loitering/unlawful persons & vagabonds.
- (xi) To maintain highest order of integrity, moral and social responsibility especially towards ladies & Senior Officers.
- (xii) To act as a reliable informer to the authorities for safeguarding the Ministry/Public interests.

#### 6. Eligibility Criteria

- A. The agency applying **needs to be registered with any Department of State/Central Government** and should be having Income Tax PAN No. and Service Tax Account No. The agency should have an average annual turnover of at least Rs.20 lakhs each year during the last 3 years and should have a minimum experience of 3 years in providing Security Guards/Supervisor in Central Government/State Government Departments/Public Sector Undertakings/Autonomous Bodies. The agency should be capable of providing a solvency certificate of a minimum value of Rs.10 lakhs. Possession of valid ISO certificate in the same field may be an added advantage.
- B. Copies of the following documents should be submitted along with the Technical Bid.
  - (a) Audited Profit & Loss Account of last three years i.e. 2010-11 and 2011-12 and 2012-13.
  - (b) Service Tax Certificate.
  - (c) Income Tax PAN No.
  - (d) Income Tax Return for last three years i.e. 2010-11 and 2011-12 and 2012-13.
  - (e) ISO Certification. (optional)
  - (f) Solvency Certificate from Bank for Rs.10 lakhs

*Sanjay*  
-20/12/13

- (g) Latest Return of EPF
- (h) Latest Return of ESI
- (i) Latest Return of Service Tax Return
- (j) Experience Certificate of 3 years in providing services of security/traffic guards/supervisor in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies.
- (k) The Earnest Money Deposit (EMD) of Rs. 35,000/- (Rupees thirty five thousand only) in the form of Account Payee Demand Draft/Pay Order.. Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form, drawn in favour of Pay & Accounts Officer (Education), Ministry of Human Resource Development, Shastri Bhawan, New Delhi – 110001

7. **Evaluation of Bids**

- (i) The Technical Bid will be evaluated first. The Technical Bid must be complete in all respects. It must satisfy all the terms and conditions mentioned in this document and must be accompanied by all the requisite documents.
- (ii) The Financial Bid will be evaluated only if the tenderer's Technical Bid is found satisfactory in all respects by the tender committee.
- (iii) Filling up of all the columns in Technical Bid and Financial Bid is compulsory.

8. **Earnest Money Deposit**

The quotations should be accompanied by Earnest Money Deposit (EMD) of Rs. 35,000/- (Rupees thirty five thousand only) in the form of Account Payee Demand Draft/Pay Order.. Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form, drawn in favour of Pay & Accounts Officer (Education), Ministry of Human Resource Development, Shastri Bhawan, New Delhi – 110001, without which the quotations will not be considered. The earnest money will be returned to all the unsuccessful tenderers after finalization of the Contract.

*Sanjay*  
-20/11/13

9. **Performance Guarantee (Security Deposit)**

The successful bidder shall give **performance security in the form of Account payee Demand Draft/Fixed Deposit Receipt from a Commercial bank/Bank Guarantee from a commercial banks amounting to 5% of the total annual contract value** in favour of the Pay & Account Officer (EDU), Ministry of Human Resource Development, Shastri Bhawan, New Delhi-110001. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This deposit is liable to be forfeited, if during the period of contract the services of the contract are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the Department that the contractor firm may invite upon themselves due to any of the reasons specified above.

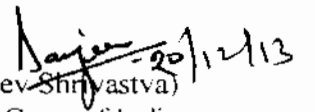
10. **Other terms and conditions**

- i. The competent authority has the right of accepting or rejecting any or all tenders without specifying any reason(s) thereof.
- ii. There is no obligation on the part of the Ministry to inform the unsuccessful tenderer of the outcome of the tender process.
- iii. The successful contractor shall, during the validity of the contract, engage a minimum of seven Security Guards and one Security Supervisor for ensuring effective security at Jeevan Deep Building and R.K. Puram offices.
- iv. Some situations, though rare, might arise to requisition the Armed Guards and in that case such Armed Guards shall be provided without levying any extra charges provided the number of Armed Guards does not exceed two for 24 hours in one given situation.
- v. It will be imperative on the part of Security Guards to subject persons of suspected/doubtful character to physical frisking if the situation so demands. However, for staff members such an exercise shall be subject to prior administrative approval.
- vi. Payment of contractual value, shall be released every month based on the performance in the preceding month. For this purpose, the firm is required to obtain certificates from the officers of the level of Deputy Secretary/Director incharge of the divisions of this Ministry located at Jeevan Deep Building and R.K. Puram office in support of their satisfactory services during the monthly period in question. The certificates so obtained should be submitted along with the bills/claim of 'monthly' charges.
- vii. It shall be mandatory on the Security Agency to conduct surprise/routine checks including at odd hours and to maintain such records. While preferring monthly bill,

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-20/12/13

details of such checks are to be enclosed, without which the bill for payment shall not be entertained.

- viii. In case of pecuniary loss suffered by the Ministry on account of negligence attribute to the Contractor, the Ministry will have the right to forfeit the Security Deposit and in case the Security Deposit falls short to match the pecuniary loss being insufficient, such balance will be recovered from the payments due to the Contractor.
- ix. A surprise check can be conducted by S&S Branch at any point of time.
- x. A register of surprise checks shall be maintained by the contractor which shall also be inspected by Section Officer (S&S).
- xi. Rates offered in the tender will not be enhanced during the period of contract except minimum wages or statutory wages as increased by Govt. of NCT of Delhi.
- xii. Under no circumstances shall the successful firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice, by the authority who has approved the award of contract.
- xiii. The payment will be released through ECS System.
- xiv. TDS and any other Government levies applicable on bill as per Government of India instructions issued from time to time shall be deducted.
- xv. Premature withdrawal of the tender by the tenderer shall forfeit the earnest money/performance security.
- xvi. All the pages of the tender document should be serially numbered and duly stamped and signed by bidder.
- xvii. A penalty of Rs.500/- per day per person will be imposed for non-attendance.
- xviii. The workers should always be in uniform and non-adherence to this will amount to imposition of penalty of Rs.200/- on each lapse.
- xix. It will be the sole responsibility of the contractor to ensure that the full payment is made to the workers as per the minimum wages or statutory wages/rate fixed by Government of NCT of Delhi and EPF/ESI for the employee, if any is deposited and the Ministry will not be responsible for any lapse of the contractor in such matters.

  
 (Sanjeev Shrivastva)  
 Under Secretary to the Govt. of India  
 Tele: 23073109

Copy to:

1. CPP Portal of the Government of India
2. All Ministries/Departments of Government of India for wide publicity.
3. Programmer CMIS with the request to upload the above said letter on the Website of the Department for wide publicity.
4. Firms as per list.

## Technical Bid

ANNEXURE-I

(1 of 3)

TENDER FOR PROVIDING SECURITY GUARDS/SUPERVISOR FOR SECURITY WORK AT JEEVANDEEP BUILDING AND R.K. PURAM OFFICES, DEPARTMENT OF HIGHER EXUCATION, MINISTRY OF HUMAN RESOURCE DEVELOPMENT, NEW DELHI

Sl.No.	Description	Indicate also page number where attached
1.	Name, address & telephone number of the agency/firm	
2.	Name, Designation, Address and telephone No. of authorized person	
3.	Please specify as to whether Tenderer is sole Proprietor/Partnership Firm/Private or Limited Company.	
4.	Name, Address and Telephone No. of Directors/Partners Fax No. E-mail Address.	
5.	Copy of PAN card issued by Income Tax Department and <b>Copy of previous 3 Financial Year's Income Tax Return</b> <b>2010-11</b> <b>2011-12</b> <b>2012-13</b>	
6.	Valid ISO Certificate in the field of Security/traffic guards, if any <b>(Please attach copy)</b>	
7.	Service Tax Registration No. <b>(Please attach)</b>	
8.	Bank Solvency Certificate issued by a Nationalized Bank of Rs.10 Lacs. <b>(Please attach)</b>	
9.	Latest Return of EPF <b>(Please attach)</b>	
10.	Latest Return of ESI <b>(Please attach)</b>	
11.	Latest Return of Service Tax Return <b>(Please attach)</b>	
12.	Annual Turnover during last 3 years :  2010-11 _____	

*Sanjay* - 20/1/13

	2011-12 2012-13 (Please attach proof in the form of Profit & Loss Account)	
13.	Experience Certificate of 3 years in providing services of security/traffic guards/supervisor in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies.	
14.	Details of Bid Security/Earnest Money deposit : a) Amount : b) Demand Draft/Pay Order/ Banker Cheque No. : c) Date of issue : d) Name of issuing Bank :	
15.	Any other information	

**Declaration by the bidder:**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself/ourselves to strictly abide by them.

Signature of the Tenderer with Seal

**Note: Please indicate the page numbers where documents attached. The entire tender document should be serially page numbered including enclosures.**

*Sanjeev*  
- 20/1/13



Previous experience(s) of the security services provided by the Agency to the Govt./Semi Govt. Department and reputed/Ltd. Companies (minimum three years experience is essential )

Sl. No.	Name	Billing Amount (in Rs.)	Period	Status

It is certified that the particulars given above are true to the best of my/our knowledge/behalf and I/We have read terms/conditions and duties/responsibilities of the Security Staff to be deputed for the purpose and have also understood the same and do hereby undertake to abide by the same without any reservations on any grounds whatsoever. In case of any breach of the said conditions, I/We shall be responsible for the consequences arising out of such situation(s).

Name & Signature of the  
Authorized Signatory of the Agency  
(with Seal of the Agency affixed)

Date :

Place :

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**Financial Bid****Charges per month per security guards/supervisor for Security work at Jeevan Deep Building and R.K. Puram offices.**

Rate quoted per person per month (in Rs.)

Sl.No.	Description	Security Guard	Security Supervisor
(a)	Minimum Wages (per person per month)		
(b)	Relieving Charges, if any		
(c)	Statutory Charges (per person per month) ESI EPF		
(d)	Total (per person per month)		
(e)	Contractor's Profit _____% on (c)		
(f)	Total (per person per month) (d +e)		
(g)	Any other Charges (please specify like bonus etc.) (monthly basis)		
(h)	Total (f +g)		
(i)	Service Tax		
(j)	Total Charges (h +i) (per person per month)		

Other terms and conditions of the tender for providing security guard/supervisor are acceptable to me. I hereby undertake to ensure that the payment/minimum wages, ESI, EPF, Bonus and other statutory payments to the workers will not be less than that fixed by Government of NCT of Delhi.

**Signature of Contractor with Seal**
