

F.No.17-9/2015-S&S
Government of India
Ministry of Human Resource Development
(Department of Higher Education)

New Delhi, the 5 August, 2015

TENDER DOCUMENT

Online tenders are invited for providing services of traffic guards/supervisor for parking work at Shastri Bhawan, Department of Higher Education, Ministry Of Human Resource Development, New Delhi.

Date of issue of Tender Document	:	5 August, 2015
Last date & time for submission of Tender Document	:	27 August, 2015 up to 11.00 AM
Date & time for opening of Tender Document	:	
Technical Bids	:	27 August, 2015, at 11.30 AM
Financial Bids of eligible Tenderers	:	Would be informed later

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F.No.17-9/2015-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

Shastri Bhawan, New Delhi
Dated the 5 August, 2015

e-TENDER NOTICE

Online e-tenders are invited by the Ministry of Human Resource Development in two bid systems (i.e. **Part-I: Technical Bid and Part-II: Financial Bid**) from reputed, experienced and financially sound Companies/Firms/Agencies providing services of traffic guards/supervisor for parking work at Shastri Bhawan, Department of Higher Education, Ministry Of Human Resource Development, New Delhi initially for a period of one year which is extendable for further period of two years, one year at a time subject to mutual consent/agreement on the same terms and conditions after satisfactory performance..

2. Complete Tender Documents can be downloaded from the website "<http://eprocure.gov.in/eprocure/app>" from **7 August, 2015 to 27 August, 2015** (up to 11.00 AM).

3. The interested firms may submit the tenders online at "<http://eprocure.gov.in/eprocure/app>" in two bid system (i.e. **Part-I: Technical Bid and Part-II: Financial Bid**) in the prescribed proforma. Tenders are to be submitted only online through e-Procurement portal "<http://eprocure.gov.in/eprocure/app>". All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode will not be accepted. Quotation of any bidder disclosing its price bid in any document other than the Price Bid (BOQ) shall be summarily rejected.

4. The Earnest Money of Rs.30,000/ (Rupees thirty thousand only) in the form of a Account payee Demand Draft/pay order/fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts officer (Education), Department of Higher Education, Shastri Bhawan, New Delhi has to be submitted to Shri Kumar Kalikanand, Section Officer, S&S-I Section, MHRD, Room No.123-C, Shastri Bhawan on or before the last date/time of Tender submission. Bids shall not be considered in case the earnest money is not submitted by prescribed date and time (**27 August, 2015 up to 11.00 AM**). Late receipt of earnest money viz., after closure of online bidding time, or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.

5. The Technical Bids will be opened online on **27 August, 2015 at 11.30 AM** in Room No.123, 'C' Wing, Shastri Bhawan, New Delhi. At the first instance the technical bids shall be evaluated by the Tender Evaluation Committee. At the second stage, the financial bids will be opened of only those bidders who qualify in the technical bid.

6. The Competent Authority in the Ministry reserves right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.

7. The Ministry of Human Resource Development reserves the right to reject any or all the quotations without assigning any reason thereof.

(Sanjeev Shrivastava) 18/15
Under Secretary to the Government of India
Tele: 23073109

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2. GENERAL INSTRUCTIONS FOR TENDERERS

- (i) Ministry of Human Resource Development, Shastri Bhawan, New Delhi requires the services of reputed well established and financially sound "Service Providers" of Security services for providing services of traffic guards/supervisor for parking work at Shastri Bhawan, Department of Higher Education, Ministry Of Human Resource Development, New Delhi
- (ii) The contract shall be initially for a period of one year from the date of letter of awarding the contract. However, the contract may be extended subsequently, on mutual consent, for a further period of one year at a time (up to a maximum of two extensions of one year each) or as may be decided by the competent authority, after review of performance.
- (iii) The successful bidder will have to deposit with the Ministry of Human Resource Development, a Performance Security Deposit of Rs.70,000/ (Rupees seventy thousand only) in the form of Account payee Demand Draft, Fixed Deposit, Bank guarantee from any Commercial bank in an acceptable form in favour of the **Pay and Accounts officer (Education), Department of Higher Education, Shastri Bhawan, New Delhi** for the due fulfillment of the contractual obligations which is refundable without any interest on termination of the contract after deducting any penalty/any liability of any kind imposed by the Ministry of Human Resource Development on account of unsatisfactory services.
- (iv) Conditional bids shall not be considered and will be rejected summarily.
- (v) All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be scanned and uploaded. The tenderers are to upload the information of the Technical bid given in Annexure-IV and upload copies of all the documents along with it in the technical Bid. Quotation of any tenderer disclosing its price bid at the technical Bid stage shall be summarily rejected and Price Bid has to be made only in the financial Bid (BOQ) proforma.
- (vi) The technical Bids shall be opened online on the scheduled date and time i.e. at **11.30 AM on 27 August, 2015.**
- (vii) The financial bids of only those tenders will be opened who qualify in the technical bid. The schedule time for opening of financial bids would be indicated later.
- (viii) The bidding firm has to give a self certificate to the effect that it has not been blacklisted by any Central Ministry/Department, PSUs or Banks etc. The certificate has to be scanned and uploaded along with the tender documents. If it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents, etc. The earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefore.
- (ix) No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.
- (x) The site for the work is available and can be seen on any working day during office hours by contacting Care Taker/Section Officer (S&S). The tenderer should quote his price taking into account all factors which may affect the work and cost.

Signature of Tenderer with Seal

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3. Scope of Work, Duties and Responsibility and Eligibility criteria

A. Scope of Work

- (i) The place of duty shall be Shastri Bhawan, New Delhi.
- (ii) Traffic Guards 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 with a baton while on duty. Possession of whistle is a must.
- (iii) Their duty hours would be from 9.00 a.m. to 6.30 p.m. on every working day (i.e. from Monday to Friday).
- (iv) It will be duty of the contractor to have the credentials of the traffic guards/supervisor checked by the police.
- (v) It must be noted that number of workers may increase or decrease at the sole discretion of the Ministry.
- (vi) Nos. of persons to be deployed :

Particulars	Total
2 traffic guards each for the A, B, C & D Wing of Shastri Bhawan	12
Traffic Supervisor	01
Total	13

- (vii) Duties and Responsibilities:
 - a. To regulate traffic within the Shastri Bhawan Compound.
 - b. To ensure that the vehicles are properly parked.
 - c. To report violations of parking rules to the competent authority.
 - d. To maintain list of defaulting vehicles on every day basis and submit the same at the end of the day to the SO (S&S)/Caretaker.

C. Eligibility Criteria

- I. The agency applying **needs to be registered with State/Central Government** for providing Security services and should be having Income Tax PAN No., Service Tax Account No., ESI, EPF Code No. The agency should have an annual turnover of at least Rs.10 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.

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- II.** Copies of the following documents should be scanned and uploaded along with the Technical Bid.
- a. A certificate showing a minimum annual turnover of Rs.10 lakh per annum during last three year (2012-13, 2013-14 and 2014-15)
 - b. Copy of registration with State/Central Govt. for providing security services
 - c. Service Tax Certificate.
 - d. Income Tax PAN No.
 - e. Income Tax Return for last three years i.e. 2012-13 and 2013-14 and 2014-15.
 - f. ISO Certification. (optional)
 - g. Solvency Certificate from Bank for Rs.10 lakhs
 - h. Latest Return of EPF
 - i. Latest Return of ESI
 - j. Latest Return of Service Tax
 - k. Experience Certificate of 3 years in providing services of security/Parking guards/supervisor in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies etc.
 - l. The Earnest Money Deposit (EMD) of Rs. 30,000/- (Rupees thirty 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

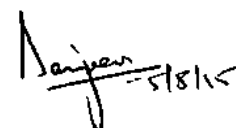
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4. Other terms and conditions

- i. Rates offered in the tender will not be enhanced during the period of contract except minimum wages or statutory wages increased by Govt. of NCT of Delhi.
- ii. The rates finally approved/accepted by the Department shall be valid for the whole of the contract period and no upward revision will be allowed under any circumstances.
- iii. 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.
- iv. The bills in triplicate, for the services prepared on the basis of rates will have to be submitted in favor of D/o Higher Education, Shastri Bhawan, New Delhi for effecting payment together with the copies of jobworks carried out duly signed by user officers/sections. No advance payment shall be made for the services.
- v. The payment will be released through ECS System.
- vi. The job carried out shall be to the satisfaction of the Department, failing which deductions @ 10% of the total bill shall be deducted. Depending upon the severity of negligence, this Ministry reserves the right to blacklist the agency for a suitable period or from further participation in any of this Department's contracts.
- vii. A penalty of Rs.500/- per day per person will be imposed for non-attendance. In case it is found that worker is sitting idle and not performing his duties a penalty of Rs.200/- will be imposed for each lapse. The workers should always be in uniform and non-adherence to this will amount to imposition of penalty of Rs.200/- on each lapse.
- viii. TDS and any other Government levies applicable on bill as per Government of India instructions issued from time to time shall be deducted.
- ix. Premature withdrawal of the tender by the tenderer shall result in forfeiture of the earnest money.
- x. All the pages of the tender document should be serially numbered and duly stamped and signed by bidder.
- xi. The firm should have three years of experience in the field of providing security/traffic guards in the Government Ministries/Departments/Semi Government organizations including public sector undertaking.
- xii. There is no obligation on the part of the department to inform the unsuccessful tenderer of the outcome of the tender process.
- xiii. The successful contractor shall, during the validity of the contract, engage a minimum of twelve Traffic Guards and one Traffic Supervisor for ensuring effective traffic arrangement at the Shastri Bhawan. The Department reserves right to increase or decrease the number of workers at its discretion.
- xiv. Payment of contractual value, in appropriate proportion, shall be released every month based on the performance in the preceding month. The firm will also maintain an attendance sheet of workers.
- xv. The traffic guards and the supervisors will ensure that the traffic plan of the Ministry is adhered to completely. They will guide and help all the employees in parking their vehicles properly as per the plan. Their duties will also include imposition and collection of penalty amount from the employees/visitors as decided by the Ministry of Human Resource Development.
- xvi. In case of pecuniary loss suffered by the Department on account of negligence attributable to the Contractor, the Department 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.

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- xvii. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.
- xviii. Surprise check shall be conducted by the Department at regular intervals. A register of surprise checks shall be maintained by the contractor which shall also be inspected by Section Officer (S&S).
- xix. The Traffic Guard shall perform any other work of similar nature assigned by the Department from time to time.
- xx. The Department, reserves the right to review the performance whenever it so desires, and also to terminate the contract at any point of time during the currency of the contract in case the performance and the service rendered by the contract firm is found to be un-satisfactory. The decision of the competent authority shall be binding on the contractor.
- xxi. 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 necessary statutory contribution like EPF, ESI are duly deposited for all the employees employed under the above contract and the department will not be responsible for any lapse of the contractor in such matters.
- xxii. The firm entrusted with the work shall have to carry out the contract at the rates approved by the Department, which shall be valid for the whole of the period of the contract and no upward revision will be allowed during the period of the contract under any circumstances except minimum wages or statutory wages increased by Government of NCT of Delhi.

Signature of the Tenderer with Seal

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5. Technical Bid

Sl.NO.	Description	Information to be given/documents to be uploaded
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.	A certificate showing a minimum annual turnover of Rs.10 lakh per annum during last three years : 2012-13 _____ 2013-14 _____ 2014-15 _____	A certificate from CA showing a minimum annual turnover of Rs.10 lakh per annum during last three years must be uploaded
6.	Copy of registration with State/Central Government for providing Security services	A copy of registration for providing Security services must be uploaded
7.	Valid ISO Certificate (Optional)	A copy of Valid ISO Certificate to be uploaded
8.	Service Tax Registration No.	A copy of Service Tax Registration must be uploaded
9.	Bank Solvency Certificate issued by a scheduled Bank of Rs.10 Lacs.	A copy of Bank Solvency Certificate must be uploaded
10.	Latest Return of EPF	A copy of latest Return of EPF must be uploaded
11.	Latest Return of ESI	A copy of latest Return of ESI must be uploaded
12.	Latest Return of Service Tax	A copy of latest Return of Service Tax must be uploaded
13.	Experience Certificate of 3 years in providing	Experience Certificate of 3 years

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	services of security/ traffic guards/ supervisor in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies.	signed by an officer not below the rank of Section Officer in providing services of security/supervisor must be uploaded
14.	Details of Bid Security/Earnest Money deposit : a) Amount : 30,000/- b) Demand Draft/Pay Order/ Banker Cheque No. : c) Date of issue : Name of issuing Bank :	A copy of Demand Draft/Pay Order/Bankers Cheque must be uploaded.

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.

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Previous experience(s) of the security services/ traffic guards 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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6. Financial Bid

Charges per month per Parking Guard/supervisor for Parking regulation work in Shastri Bhawan.

Rate quoted per person per month (in Rs.)

Sl.No.	Description	Traffic Guard	Traffic Supervisor
(a)	Minimum Wages (per person per month)		
(b)	Statutory Charges (per person per month) ESI EPF		
(c)	Total (per person per month)		
(d)	Contractor's Profit _____ (If a firm quotes 'Nil' charges/consideration after deduction of applicable TDS and other charges if any, the bid shall be treated as unresponsive and will not be considered)		
(e)	Total (per person per month) (c +d)		
(f)	Any other Charges (please specify like bonus etc.) (monthly basis)		
(g)	Total (e +f)		
(h)	Service Tax		
(i)	Total Charges (g +h) (per person per month)		

Other terms and conditions of the tender for providing traffic guard/supervisor are acceptable to me.

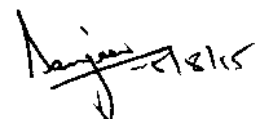
Signature of Contractor with Seal

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- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
- 3) Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'any tenders' folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

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- 18) The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
- 19) The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exist option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to cphp-nic@nic.in.

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- 13/11/15

8. TENDER ACCEPTANCE LETTER

(To be filled on Company Letter Head)

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work:-

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' for the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in it's totally / entirely.

5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

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