# F.No.31-3/2015-S&S Government of India Ministry of Human Resource Development (Department of Higher Education)

# New Delhi, the 20<sup>th</sup> July, 2015

## TENDER DOCUMENT

For providing services of Security Guards/Supervisor at Jeevan Deep Building and R.K. Puram offices of Ministry of Human Resource Development, New Delhi

Date of issue of Tender Document		20 <sup>th</sup> July, 2015
Last date & time for submission of Tender	:	11 <sup>th</sup> August, 2015 up to 11.00 AM
Document		
Date & time for opening of Tender Document	:	
Technical Bids	:	11 <sup>th</sup> August, 2015, at 11.30 AM
Financial Bids of eligible Tenderers	:	. Would be informed later

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### F.No.31-3/2015-S&S Government of India Ministry of Human Resource Development Department of Higher Education (S&S Section)

Shastri Bhawan, New Delhi Dated the 20<sup>th</sup> July, 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 for providing services of Security Guards/Supervisor at Jeevan Deep Building and R.K. Puram offices of 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 "<u>http://eprocure.gov.in/eprocure/app</u>" from 20<sup>th</sup> July, 2015 to 11<sup>th</sup> August, 2015 (up to 11.00 AM).

3. The interested firms submit the tenders online may 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.35,000/ (Rupees thirty five 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 (11<sup>th</sup> 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  $11^{th}$  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 guotations without assigning any reason thereof.

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### 2. <u>GENERAL INSTRUCTIONS FOR TENDERERS</u>

(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 job in the Ministry at Jeevan Deep Building and R.K. Puram offices (West Block-I & West Block-II).

(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 it 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 11<sup>th</sup> August, 2015.

(vii) The financial bids of only those tendrers 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, tec. The earnest money deposit or the performance security deposit, as the case maybe, 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.

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Signature of Tenderer with Seal

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

## Scope of Work

A. (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. The firm is required to submit a copy of Aadhar Card/Voter ID Card and VIII class. certificate of the Security Guards, whom it will employ to Section Officer, S&S-I Section. 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 Guards 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 Ministry.

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

(vi) No. of persons to be deployed :

B. 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 Ministry. 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.
- (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 property 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.

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(xii) To act as a reliable informer to the authorities for safeguarding the Ministry/Public interests.

### Eligibility Criteria

C.

I.

- The agency applying **needs to be registered with State/Central Government for providing security services** and should be having Income Tax PAN No. and Service Tax Account 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. <u>Possession of valid ISO certificate</u> in the same field may be an added advantage.
- 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 Return
  - k. Experience Certificate of 3 years in providing services of security guards/supervisor in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies etc.
  - 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

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#### 4. Other terms and conditions

- The competent authority has the right to accept or reject 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 do 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. 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.
- vii. 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.
- viii. 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, details of such checks are to be enclosed, without which the bill for payment shall not be entertained.
- ix. In case of pecuniary loss suffered by the Ministry on account of negligence attributable 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.
- x. A surprise check can be conducted by S&S Branch at any point of time.
- xi. A register of surprise checks shall be maintained by the contractor which shall also be inspected by Section Officer (S&S).
- xii. 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.
- xiii. Under no circumstances shall the successful firm appoint any sub-contractor or sublease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice.
- xiv. The payment will be released through ECS System.
- xv. TDS and any other Government levies applicable on bill as per Government of India instructions issued from time to time shall be deducted.

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xvi. Premature withdrawal of the tender by the tenderer shall forfeit the earnest money/performance security.

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.

Signature of the Tenderer with Seal



#### Annexure-IV

# 5. <u>Technical Bid</u>

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

SI.No.	Description	Information to be given/documents to be uploaded		
1.	Name, address & telephone number of the agency/firm	- <del> </del>		
2.	Name, Designation, Address and telephone No. of authorized person			
3.	Please specify as to whether Tenderer is sole Proprietor/Partnership Fitm/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 :	A certificate from CA showing a minimum annual turnover of Rs.10 lakh per annum during last three years must be uploaded		
	2013-14 2014-15 (Please attach proof in the form of Profit & Loss			
6.	Account) 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		

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13.	Experience Certificate of 3 years in providing services of security/supervisor in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies.	signed by an officer not below the	
14.	Details of Bid Security/Earnest Money deposit : a) Amount :	security/supervisor must be uploaded A copy of Demand Draft/Pay Order/Bankers Cheque must be	
-	<ul> <li>b) Demand Draft/Pay Order/ Banker Cheque No. :</li> <li>c) Date of issue : Name of issuing Bank :</li> </ul>	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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SI. No.	Name	Billing Amount (in Rs.)	Period -	Status
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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)

5313-115

Date :

Place :

.

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# 6. <u>Financial Bid</u>

## Annexure-V

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.)

SI. No.	Description	Security Guard	Security Supervisor
(a)	Minimum Wages (per person per month)		
(b)	Relieving Charges 1/6 <sup>th</sup> on (a)	· .	
(c)	Statutory Charges (per person per month) ESI EPF	· · · · · · · · · · · · · · · · · · ·	~
(d)	Total (per person per month)		
(c)	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)	•	
(f) .	Total (per person per month) (d+e)		
( <u>g</u> )	Any other Charges (please specify like bonus etc.) (monthly basis)	· · · · · · · · · · · · · · · · · · ·	-
(h)	Total (f+g)	- m. ann cun - f an far fhing a f ann an ann an ann an ann an ann an ann an a	
(i)	Service Tax		-
(j)	Total Charges (h +i) (per person per month)		

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#### 7. Instructions of Online Bid submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <u>http://eprocure.gov.in/eprocure/app</u>

- 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 "<u>Online Bidder Enrollment</u>" 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.
- S) 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 c-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 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 <u>-cppp-nic@nic.in</u>.

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#### Annexure-VII

#### TENDER ACCEPTANCE LEFTER

(To be given on Company Letter Head)

Date

Sub: Acceptance of Terms & Conditions of Tender.

8.

Tender Reference No:

Name of Tender / Work:-

Dear Sir,

То

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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Validity un Digitally signed by Date: 2015.07.21 Location: India