

NATIONAL INSTITUTE OF SOCIAL DEFENCE
WEST BLOCK-1, WING-7, GROUND FLOOR, R.K.PURAM,
NEW DELHI-66

TENDER FOR
PROVIDING SECURITY SERVICES
FOR NATIONAL INSTITUTE OF SOCIAL DEFENCE

Sub: Tender for engagement of security agency for providing security services in National Institute of Social Defence (NISD), R.K.Puram, New Delhi & at Sector 10, Dwarka, New Delhi (Plot area of 2 acres of NISD)

1. Sealed quotations are invited for providing security services in National Institute of Social Defence (NISD), R.K.Puram, New Delhi & for Sector 10, Dwarka, New Delhi. (Plot of 2 acres of NISD)

A total of 11 (Eleven in Nos) guards, to look after the Security of the premises of NISD , R.K.Puram, and plot at sector 10 Dwarka are required.

The break up are **Six (6)**, Security guard are required for security services of the institute in 3 shifts round the clock at RK Puram, & **Five (5)** personal on shift basis for NISD plot at sector 10, Dwarka, New Delhi. At least 75% of the security guards should be from the **Ex-service Man/ex-paramilitary forces category.**

2. The intending tenders may please note that their annual average turnover in the preceding three completed financial years should be at least Rs. Thirty lakhs for each financial year to be eligible to quote the rates. Further, the tenderer should have executed one single contract of value not less than 10 lakhs per annum with central Govt./PSU/reputed company during the last 3 year. The tenderer should be having a permanent employees/staff on their rolls with clear and regular recruitment policy. The tenderer fulfilling the conditions may quote their rates in the tender form at Annexure-"I"
3. The tenderer who fulfill, the above conditions may obtain the tender from Administrative Section of the Institute on payment of Rs. 50/- in cash.
4. Sealed tender in prescribed form (Annexure-I) duly filled in must be submitted addressed to Director of Institute latest by **16th January, 2012 up to 12.00 Noon** sharp. A sealed tender box for tenderes who intend to deposit the tender form duly filled will be placed in the committee room of the Institute till 12.00 Noon. Tender form submitted thereafter will not be considered. The envelope should be marked as " Tender for Security services Serviices for NISD, New Delhi and the name of the firm should be mentioned on the envelope.
5. The tender will be opened on **16th January, 2012 at 3.p.m** in the committee room of the Institute by the tender opening committee in the presence of tenderers who intend to participate.

General Conditions

1. The tenderer should be an Indian security agency and should have been in the field of providing security services for at least preceding five years as on the date of opening of the tender.
2. The tender should have a separate Provident Fund code No. allotted by the concerned Regional Provident Fund Commissioner to provide Provident Fund benefits to workers engaged by it, as provided under EPF Scheme, 1952. The total strength of employees/staff on the rolls for whom PF is being deposited under the PF Act should not be less than 150 in the preceding financial year.
3. The tenderer should possess license under the Contract Labor regulation and abolition Act to provide security services.
4. The tenderer should be registered with ESI, having an independent ESI code valid for working at New Delhi to cover his employees under the ESI Act.
5. The rates for security guards and security supervisors should be quoted separately as stipulated in Annexure-I. The rates should be inclusive of and in accordance with the provision of the Minimum wages Act, Contract Labour regulation and abolition act and other statutory provisions regarding Provident Fund, ESI, Bonus, Gratuity, leave, uniform etc. The rates should also inclusive of the charges for weekly off, No amount over and above the rate quoted shall be considered or paid.
6. The tenderer should please note that it will be his entire responsibility to adhere to the provisions of the statutory Rules/Acts mentioned above in the matter of payment of the EPF subscription ESI subscription, service tax etc. Therefore, the rates should be quoted with explicit understanding of his statutory obligations.
7. The tenderer must have valid and latest. Income Tax clearance certificate issued by Assessing Officer. PAN No. allotted by the Income Tax department which should be quoted and a photocopy should be enclosed.
8. The tender form should be accompanied by a earnest money of Rs.10,000/- in the form of demand draft in favour of Director, **National Institute of Social Defence (NISD)**, payable at New Delhi. The successful tenderer will also be required to deposit Rs. 20,000/- as security deposit. The earnest money in respect of un-

successful tenderers will be returned by cheque. No. interest shall be paid by the Institute on the earnest money/security deposit.

9. The tender forms are clearly filled in ink legibly. The tenderer should quote the rates in figures as well as in words, the rates and amount tendered by him/them. Alterations unless legibly attested by the tenderer, shall disqualify the tender. Every page of the tender document should be signed by the tenderer duly stamped. The forwarding letter should be signed along with quotation.
10. The Director, of Institute reserves the right to cancel/reject any or all tenders without assigning reasons therefore.
11. In addition to the above mentioned terms and conditions, the terms and conditions stated in Annexure-II attached hereto form part of the tender document. Tenderers submitting a tender would be presumed to have read, understood and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.
12. In the event of any breach/violation or contravention of any terms and conditions contained herein by the contractor, the security deposit shall be forfeited by the Institute.
13. The firm applying for tender should certify that they will adhere, fulfill and meet the terms of payment of Minimum wages under Minimum Wages Act as declared by Govt. from time to time.

ANNEXURE –I

**TENDER FORM FOR PROVIDING SECURITY SERVICES IN
NATIONAL INSTITUTE OF SOCIAL DEFENCE,
WEST BLOCK-1, WING-7, GR.FLOOR,
R.K.PURAM, NEW DELHI-110066**

1. Cost of tender form Rs.50/-
2. Last date and time for submission

Affix duly attested
passport size
photograph of the
tenderer/authorized
representative.

3. Name, address of the tenderer with Telephone No. _____

4. Registration Number of the tenderer _____

5. Name, Designation, Address and Telephone No. of Authorized person of the tenderer
to deal with _____

6. Please specify as to whether tenderer
is a sole Proprietor/Partnership _____
Address and Telephone No. _____
of Director/Partners should _____
be specified. _____
(If necessary, use separate sheet)

7. PAN of Income Tax Deptt.(Attach Proof) _____

8. Provident Fund Account No. (Attach Proof) _____

9. ESI No. (Attach Proof) _____

10. License No. under Contract Labourer (R&A) Act(Attach Proof) _____

11. Details of earnest money deposited

- a. Amount Rs. _____ (Rs. In words) _____
b. Bank Draft Pay Order No _____
c. Date of Issue of DD/Pay Order _____
d. Name of of the issuing bank _____

12. Proposed rates (Per Month) for per Security guards (ALL INCLUSIVE) (Ex-servicemen/Para Military Forces personnel's)

Rs. _____
(Rupees _____)

Total rates for 11 (Eleven Nos) Security guards / Per Month is

Rs. _____
(Rupees _____)

[A total of 11 (Eleven Nos), security guards are required for security services of the Institute in 3 shifts round the clock. (Six security guard for NISD building at R K. Puram & Five security guard at Sector 10 Dwarka).

13. Details of experience with regard to

Security services (with full details of organization with whom contract(s) was/were entered into for Providing security services). Copies of the satisfactory reports should be attached. Separate sheet may be used for indicating experience etc.

14. Any other Information

15. Declaration by the contractor:-

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions and instructions contained herein and attached herewith. I undertake myself/ourselves to abide by the said terms and conditions.

Dated:

(Signature of Tenderer)

Name:

Designation:

Address:

Phone No.(O)

(R)

ANNEXURE –II

TERMS & CONDITIONS

1. The contract shall be awarded for a period of one year only.
2. The Institute will deduct Income Tax at Source under section 194-C of the Income Tax Act, 1961, from the Contractor.
3. The contractor shall be solely liable for payment of service tax and all other taxes and levies as may be subsequently imposed.
4. The contractor shall provide a non-judicial stamp paper of Rs.10/- for preparing a Contract agreement.
5. The contractor shall seek Instructions from Director of the National Institute of Social Defence ("Director") for any other officer authorized by him for the purpose ("Authorized Officer")
6. The contractor shall be fully responsible for the security/watch in the premises of the Institute.
7. The contractor shall deploy at least 75% of the staff from amongst the categories for Ex-serviceman/Ex-Para Military Personnel up to the age of 60 yrs. Before the security personnel report for duty or with in such time as the Director may allow, necessary documents to prove that the personnel belongs to Ex-serviceman/Ex-Para Military Forces Personnel category, shall be produced by the contractor before the Director of the Authorized Officer, who shall accept only those personnel on duty in respect of whom documentary proof has been tendered to his satisfaction. In addition to this, if performance of any of the security personnel deployed is found to be unsatisfactory, he shall have to be withdrawn immediately from the place of duty on receipt of a communication to this effect from the Director or Authorized Officer. Bills shall be raised by the contractor in accordance with the approved rates for security personnel, i.e. Security Supervisor/Security Guard. No wages shall be payable in respect of such security staff in whose case documentary evidence as aforesaid is not submitted in time by the contractor.
8. A complete list of the security personnel, engaged by the contractor for deployment in the Institute, will be furnished by the contractor along-with complete addresses and other antecedents. The contractor shall deploy only those whose antecedents have been verified by the Police Authorities/District Sainik Board/Record Officers of the Defence services.

9. The Contractor shall submit weekly duty chart of the security personnel to the Director or Authorized Officer prior to the commencement of the week. He shall also submit the daily attendance sheet of the security personnel for the previous working day to the Director or the Authorized officer. Failure to do so shall result in on-payment for the day/days for which the attendance sheet is not furnished.
10. The contractor shall not replace the security personnel at random. This shall be done with the prior knowledge of the Director or the Authorized Officer and full particulars of the security personnel so deployed shall be given to the Director or the Authorized Officer.
11. The Contractor shall be liable to make alternate arrangements in case of the absence of the security personnel. Similarly, the Contractor shall have to make alternate arrangements in case of National Holiday/Gazetted Holiday/Weekly off; bi extra payment shall be payable on this account. The security personnel shall maintain the security check posts and other locations on all weekdays. No short leave or meal relief shall be permitted to the security personnel unless the contractor provides suitable substitute without any extra payment. The contractor shall keep sufficient number of leave reserves.
12. In case of absence of security guard(s) on any particular day compensation @ of Rs.200/- per guard(s) per absence will be recovered from the monthly bill of the contractor.
13. The Contractor shall ensure that no time any security point is unmanned. A register shall be maintained by the contractor at every gate where round the clock duty is performed to record the movements. Double Duty shall not be permitted unless specifically approved by the Director or the Authorized Officer.
14. The Institute shall arrange to provide locks/seal for stores, go downs and offices etc. To the satisfaction of the contractor and show pilferable items lying in open to the contractor. Suitable record of the same shall be maintained duty signed by the Contractor and the Director or the Authorized Officer.
15. The main premises, which may be specified by the Institute , shall be guarded in all respects. The main building of the Institute shall be closed after working hours and locked in the presence of the representatives of the Institute. The premises in locked condition shall be unlocked the next morning in the presence of the representative of the Institute.
16. The Contractor shall compensate the Institute in full for the loss sustained by the Institute on account of any theft, burglary and any other kind of intrusion in building/areas given for security. The amount of loss to be compensated by the contractor shall be determined by the Director or the Authorized officer. It shall be binding on the contractor. The contractor shall also be fully responsible for any loss of materials and property etc. of the Institute attributable to the negligence or failure of the security personnel in complying with the prescribed procedure. All losses thus suffered

by the Institute shall be compensated in full by the contractor. The decision of Director of Institute in this regard shall be binding on the contractor.

17. The Institute shall fix timings of the various duty shifts. A singly duty shift will have normal duration of Eight Hours(8 hours). In case of any compelling reasons, if the duty shift is to be extended, the same shall not be resorted to by the contractor without the prior consent of the Director or the Authorized Officer.
18. The contractor shall arrange to provide dress/uniform to all the security personnel on duty and ensure good behaviour with all the staff of the staff of the Institute and as well as with the visitors and patients visiting the Institute. They shall abstain from taking part in any staff union and association activities. The contractor shall provide separate dress, for summer and winter seasons. The security personnel shall not be permitted to wear any odd wrappers. The dress shall be of uniform color and design. Each person deployed by the contractor shall wear a badge bearing his name and designation.
19. The Institute shall not be liable to provide any residential accommodation to the security personnel. No cooking or lodging shall be allowed in the premises of the Institute.
20. The contractor shall bear all the expenses incurred on the following.
 - i) Provision of torches and cells to the Security Guards on night patrol.
 - ii) Provision of Lathis/Ballams and other implements to the security personnel.
 - iii) Stationery for writing duty charts and registers at the security check points and for making entries of the visitors
 - iv) Directors for frisking.
21. The security staff shall be bound to observe all the Instructions issued by the Director and the Authorized Officer concerning general discipline and behavior. In case, any person employed by the Contractor is inefficient, quarrelsome, infirm, and invalid or indulges in unlawful activity or the like, the Contractor shall replace such person with a suitable substitute immediately.
22. The Institute has also the right to check the various implements/torches etc. The contractor shall maintain these items to the satisfaction of the Institute.
23. The contractor shall provide at his cost all statutory benefits to the security personnel deployed by it at the Institute including, but not limited to weekly off for 6 days work and off on National Holidays. The Institute will not entertain any liability whatsoever on this account. The contractor shall comply with all the statutory provisions as laid down under various Labour Laws/Acts/Rules in respect of Minimum Wages, Provident Funds, ESI, Labour Legislations's. The contractor shall comply with all legal requirements for obtaining license under the Contract Labour (R&A) Act, 1970 at its won cost. In case of any violation of Labour Laws by the Contractor, there will not be any liability on the Institute and the contract shall be solely. liable. The contractor shall produce for inspection of the Director or the Authorized Officer payment of wages register and all other registers/records/books maintained by the contractor under different Labour statutes.

24- The security personnel deployed by the Contractor shall be the employee of the Contractor. The contractor shall bear all expenses in connection with the employment. The Institute shall not be responsible financially or otherwise for any injury to the security personnel in the course of performing the security functions.

25- The contractor shall not be permitted to transfer/ assign his rights and obligations under the contract to any other agency or organization or contractor.

26-The duration of the contract shall be one year and after the expiry of the said period of one year, the contract may, at the sole discretion of the director be extended for a further period of one year on the same rate and terms and conditions.. Director of the Institute shall have the absolute right to terminate the contract at any time without assigning any reason thereof, by giving to the contractor 15 days notice of his intention to terminate the contract. Director will also have the right to extend the contract on the same terms and conditions until such time, the new security agency take over in case fresh tendering is required.

27- In case the contractor wishes to terminate the contract, he shall give three months advance notice in writing to this effect to the Institute.

28-In case of failure of the contractor to commence work or in the event of breach of any of the terms of the contract, the security deposit of the contractor shall be forfeited. Any sum of money due to the Contractor, including the Security deposit refundable to him under the contract may owe to the Institute. The Institute may after cancellation of the contract get the work done through any other agency for the remaining term of the contract at the risk and costs of the contractor.

29- Duty hours of the security personnel will be as detailed below:

Duty Hours (For all ranks)

- i. Ist shift – 06.00 hours to 14.00 hours
- ii. 2nd shift – 14.00 hours to 22.00 hours
- iii. 3rd shift – 22.00 hours to 06.00 hours

Duty hours may, however, be changed by the Director of the Institute or the authorized officer without any prior intimation.)

DUTIES AND RESPONSIBILITIES OF SECURITY STAFF

The security staff deployed by the contractor shall perform the following functions:

- i. The main security / check posts located at the various gates of the Institute's premises and other sensitive points specified by the Director or the Authorised Officer.
- ii. To check the material/property going out of the building and outsiders entering the building through the procedures of the gate pass etc. as laid down by the director of the Authorised officer.
- iii. To perform watch and wards functions including night petrol on the various points of deployment.
- iv. To prevent the entry of stray dogs, cattle's antisocial elements, unauthorized persons and vehicles into the building.
- v. To prevent unauthorized entry. The security personnel should be able to categorize the legitimate visitors without causing any embarrassment to them.
- vi. To allow entry to visitors, only after an entry has been made in the registrar at the entry gate. This practice is to be followed at each entry gate. Entry of cycles and vehicle such as scooters, motor cycles and motors of strangers /visitors shall not be allowed in the premises, unless otherwise permitted by the director or the Authorisd Officer.
- vii. The guards will also take round of the backside of all important and sensitive points as specified by the Director or the Authorised Officer.
- viii. The security guards on patrol duty should take care of all the water taps, valves and water hydrants installed in the open, all over the premises, for horticulture purposes.
- ix. Security guards should ensure that the flowers, plants, trees and grassy lawns are not damaged either by the staff or by outsiders.
- x. The security guards will also help the fire fighting staff in extinguishing the fire, if there is a fire or any other natural calamities.
- xi. The Security Supervisor will be responsible for overall security arrangement. He will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.

30- Any other provision as may be deemed appropriate by the Director or the Authorised Officer shall be incorporated in the arrangement. The same shall also be binding on the Contractor.

31- If any information furnished by the contractor is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the Institute.

32- All disputes and differences of any kind whatsoever arising out of or in connection with this agreement shall be referred to the arbitration of a sole arbitrator to be appointed by the Director. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The place of Arbitration shall be New Delhi. The courts in Delhi alone shall have jurisdiction to deal with any matter arising out of the arbitration proceedings.

Check List

Please check whether the attested copies of the following documents have been attached or not and tick accordingly.

- | | |
|--|--------|
| 1. Registration No. of the Firm/ Company /Agency | Yes/No |
| 2. PAN No and Income Tax Clearance Certificate | Yes/No |
| 3. Provident Fund Account No. issued by the competent Authority | Yes/No |
| 4. ESI Registration No. issued by the Competent Authority | Yes/No |
| 5. Contract License issued by the Labour Commissioner
under contract Labour (Regulation and Abolition) Act | Yes/No |
| 6. Bank Draft/Pay Order (Original) | Yes/No |
| 7. Detail of experience certificate with regard to Security work along with the satisfactory report issued by the agencies where such work was undertaken earlier | Yes/No |
| 8. Proof of Contractor and 75 % of security guards proposed to be deployed, be as ex-serviceman, ex-paramilitary forces personnel | Yes/No |
| 9. The firm applying for tender should certify that they will adhere, fulfill and meet the terms of payment of Minimum wages under Minimum Wages Act as declared by Govt. from time to time. | Yes/No |

SCOPE OF WORK:

House Keeping of NISD office at RK Puram

Sl.No.	Description of work	Periodicity	Remarks
1	Sweeping and cleaning of floors, passages, corridors and staircases.	Twice	Using cleaning powder and wipeout for floors
2	Cleaning of tables, chairs, filing cabinets, Computers sofas, curtains etc.	Daily	Daily Conventional way of Cleaning
3	Cleaning gents and ladies toilets wash basins & mirrors	Daily	Using phenyl, hydrochloric acid, detergent powder, if so required, naphthalene balls to be added regularly to urinals pots before earlier balls are fully consumed. Liquid soap containers should be filled up with liquid daily .

All cleaning materials required for the above mentioned cleaning jobs (a) are to be supplied at the contractor's cost. If the required materials for cleaning are not supplied in time and if workers remain without work or absent, proportionate deductions will be made from the respective quarterly bill as a penalty measure. The cleaning material to be provided should be of highest quality and methodology used for cleaning should be using standard protocol.

INSTRUCTIONS REGARDING DUTIES TO BE PERFORMED UNDER HOUSE KEEPING CONTRACT.

- a) Cleaning & sweeping of rooms, corridors, cabins and wiping the stair case areas, door glasses and all kinds of partitions of the office and open areas daily.
- b) Cleaning of all type of sofas, chairs, furniture and fixture, telephones and carpets.
- c) Collecting all the dustbins and waste paper baskets then cleaning it.
- d) Cleaning of toilets and washbasins daily by using vim, phenyl, soap oil and disinfectant materials like naphthalene balls, Air cakes and urinary cubes.
- e) The timing for cleaning and sanitation work can be changed as per requirement/needs of this office.
- f) Any other related work assigned to them.

Signature of Tenderer with seal

GENERAL TERMS AND CONDITIONS OF HOUSE KEEPING

The agreement will be in force for a year from the date of execution and subject to satisfactory performance and can be terminated by one-month notice and either side.

The further extension there-after, can be decided later, on satisfactory completion of the above tenure.

The contractor shall provide House Keeping personal from 8 a.m to 6 p.m. on all working days (if necessary in shift duties).

Proper uniform must be provided to the personnel by the contractor. The House Keeping personnel must maintain highest discipline in the office.

Rate quoted as below :

s.no	Name of services	Rate per month per person for House keeping in(Rs)	Total personal required	Total cost per month in Rs
1	House keeping			

Signature of Tenderer with Seal