

**TENDER INVITATION
FOR
SECURITY & VIGILANCE SERVICE**

**TENDER NO.: C-DOT/TENDER/ADMIN/ SECURITY-VIGILANCE-2019-2022/005
Tender Invitation**

NOTICE INVITING TENDER FOR PROVIDING SECURITY SERVICES

1. **Sealed tenders are invited under Two-Bid system from reputed Professional Security Agencies, empaneled/registered under Private Security Agencies(Regulation) Act 2005, either by themselves or as a joint venture/consortium/partnership as the case may be must be legal business entity with valid registration, having capacity to provide the required number of uniformed trained manpower for the security services at Centre for Development of Telematics (C-DOT), at New Delhi for a period of 3 years (starting from 01.04.2019 to 31.03.2022) on contract basis through Open Tender**

C-DOT a Government of India R&D organisation, engaged in developing Telematics Technology and Products invites tender bids from Reputed Agencies/contractors for providing Services Contract for Security & Vigilance of their R&D campus located at Mandi Road, Mehrauli, New Delhi - 110 030.

No agency shall be allowed to participate in tender process, if any case is pending against them in any statutory organization, such tenders shall be rejected.

2 Two-Bids System

1. C-DOT adopts a two-bid Tender System. Therefore, separate TECHNICAL and FINANCIAL BIDS are to be submitted as per following procedure, by the interested bidders.
 - 2.1.1 **Envelope 'A'** duly superscribed, as "Technical Bid/SECURITY-VIGILANCE/2019-2022/005" shall consist of:
Details of the Agency and other relevant details as per Annexure-A including requisite enclosures.
Undertaking that Earnest Money deposit (EMD) is submitted in the Financial bid.
The cost of the tender document, if downloaded, by means of Demand Draft in favour of C-DOT, New Delhi
 - 2.1.2 **Envelope 'B'** duly superscribed "Financial Bid / SECURITY-VIGILANCE/2019-2022/005" shall consist of:
Commercial / Financial Bid duly filled as per Annexure-B. No other format shall be acceptable.
Earnest Money Deposit (EMD) by means of Demand Draft for 3 months which has to be further renewed for 3 months OR Bank Guarantee for 6 months.
 - 2.1.3 Envelope 'A' and Envelope 'B' shall be sealed and kept in another **Main Envelope 'C'** duly superscribed "C-DOT/TENDER/ADMIN/SECURITY-VIGILANCE /2019-2022/005".
Technical Bids shall be opened first and shall be evaluated technically. The Financial Bid of the technically accepted Bidders shall be opened, the date of which shall be notified to the technically qualified bidders.
2. The tenderer shall have the register office in office/branch in New Delhi.
3. The tenderer shall be accompanied by **EMD of Rs.175000/-** (One Lakh seventy five thousand only) payable in the form of Demand Draft from any of the scheduled bank drawn in favour of "**Registrar, C-DOT**" and payable at Delhi.
4. The tenderer shall have an annual turnover of Rs.4.00 Crore, during each of the last five years and shall have a Security Staff of Forty or more per shift for one client and shall

- have a minimum experience of five years in security agency business in Government/PSU/Corporate sector.
5. No tenderer shall be allowed to participate in tender process, if any case is pending against them in any statutory organization. Such tenders shall be rejected.
 6. **Last Date/Time of Receipt of Tenders:**
Tenderers must ensure that offer is posted/delivered well within time so as to reach C-DOT Reception latest by
1100 hours on 25 February 2019.
Tender shall be addressed to:
**The Registrar
Centre for Development of Telematics
Mandi Road, Mehrauli
New Delhi 11 030**
 7. **Date/Time of Technical Bid Opening:
25 February 2019 at 1130 hours**
 8. **Financial Bid Opening:**
The date shall be intimated subsequently to only technically qualified bidders. In case EMD is not found in the financial bid, the technical bid shall also stand rejected, even if technical shortlisted. The decision of C-DOT in this regard shall be final.
 9. Tender shall either be delivered in person or sent only by Registered Post. Telegraphic/ telex/ fax/ email quotations shall be summarily rejected. C-DOT shall not be responsible for any delay(s) including postal and force majeure.
 10. A **pre-bid meeting** shall be conducted at C-DOT Campus, Delhi **at 1130 hours on 04/02/2019.** All the queries in this regard (in *.xlsx format only) shall reach C-DOT through e-mail latest **by 1700 hrs on 30/01/2019** to admin.del@cdot.in. No query shall be entertained after the above said date and time. A maximum of 02 authorised representatives shall be allowed to attend the Pre-Bid meeting.
 11. In the event of no such clarification sought, it shall be deemed that the bidders have understood the parameter / requirement indicated / enunciated / described completely and are complying with the same at the time of submission of the tender. The bidders may also note that no request for clarifications shall be entertained after the above date. The replies to pre-bid queries shall be uploaded on our website.
 12. Tenderer are requested to study the terms and conditions of the tender carefully, and then submit their tenders accordingly. Any bid received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the tender document and the bidder quoting against this tender shall be deemed to have read, understood and accepted the same.
 13. Technical and Financial bid must be submitted giving complete details as sought in the enclosed Annexures.
 14. Each page of the bid shall be properly indexed against mentioned requirements and bear the signature, name and title of the person signing the offer with date and rubber stamp of the tenderer.
 15. The total amount quoted shall be written both in figures and in words. In case of any discrepancy between the two, the amount mentioned in words shall prevail.
 16. Tender document is not transferable.

17. Properly indexed bids preferably shall be free from erasures, alterations etc. However, bids containing erasures or alterations shall not be considered, unless authenticated by the authorized signatory.
18. Bids, which do not comply with the conditions laid down in the tender document, are liable to be rejected.
19. The entire schedule of the tender shall be quoted for and the quote shall be unconditional, failing which the tender bid shall be rejected.
20. The scope of services proposed shall not be altered and if found altered, the tender bid shall be rejected.
21. C-DOT shall be under no obligation to accept the lowest tender and shall be entitled to reject any tender without assigning any reason whatsoever.
22. Any family member of C-DOT staff is not eligible to participate in the tender.

3 TENDER TERMS AND CONDITIONS

1. Bidder shall PAY a Demand Draft/ Pay Order of Rs. 1180/- (Rupees one thousand one hundred eighty only) in favor of C-DOT, New Delhi, towards cost, applicable GST 18% of the tender document at the time of obtaining the same from the C-DOT Campus or submit the same along with the technical bid if downloaded from the C-DOT's website (www.cdor.in). Bids without Tender Fee shall be rejected outright.
2. C-DOT reserves the right to reject/accept any or all the tender(s) without assigning any reason whatsoever. The decision of C-DOT shall be final and non-questionable.
3. C-DOT reserves the right to award the contract to deserving parties either in full or in parts. The decision of C-DOT shall be final and binding.
4. C-DOT alone reserves the right to terminate the contract without assigning any reason whatsoever after giving one month's advance notice to the agency.
5. Bids shall be complete in all respects and incomplete bids shall be summarily rejected. No clarification shall be entertained by C-DOT in this regard.
6. Any falsification/suppression of information could lead to the disqualification of the bidder.
7. Any bidder found influencing, canvassing in any form or intimidating other bidders /tender process is liable for disqualification.
8. Tenderers are advised to read and understand all the technical and financial implications of all the terms and conditions of the bid, understand the magnitude of the job involved before submitting their bid. Clarifications with respect to the tender may be sought one week before the last date for submission of tender bids and it may be noted that C-DOT is not responsible for the delay whatsoever.
9. Tenderers may also visit the C-DOT Campus during office hours on all working days for this purpose with prior appointment.
10. Where the bidder makes counter terms and conditions of business, the tender shall not be deemed responsive, unless C-DOT in its discretion, may give specific written acceptance thereof.
11. The successful bidder shall commence the services within seven days from the receipt of the award of the contract or from the date indicated by C-DOT during the award of contract.
12. In case of additional services of similar in nature required during the contract period, the same has to be provided at the contract rates only. Similarly, C-DOT reserves the right to curtail the requirement, if necessary.
13. The payments to the successful bidders are subject to all statutory deductions, e.g. deduction of Income Tax at source as are applicable at the time of payment.

14. The contract shall be governed by C-DOT's Terms & Conditions of Tender, the Letter of Award issued by C-DOT and the Agreement between the parties. In case of any discrepancy in between the above, the later document shall prevail.
15. The C-DOT representative shall intimate the date and time of the meeting.
16. Prices quoted shall be inclusive of all charges applicable for free delivery/services at C-DOT premises and excluding statutory levies and taxes which shall be clearly specified.
17. The tender submitted shall be valid for acceptance by C-DOT at least for a minimum period of six months from the closing date of the tender.
18. To qualify for award of the contract, each Tenderer in its name shall have minimum of five years of experience in State/ Central/ Government Undertakings /PSU/Reputed corporate houses having experience of providing Security of minimum 80 employees during the preceding five years viz. 2013-14 to 2017-18 and during the current financial year 2018-19. Experience of supply of personnel towards House-keeping, Landscaping is not considered.
19. Annual Turnover of Rs. 4.0 crores in any three of the last five financial years. Copies of Audited report must be enclosed and shall demonstrate proof of experience of Supply of man power for Security Services for the preceding three years viz. 2015-16 to 2017-18. A certificate in original from a Chartered Accountant on the turn over for Supply of man power for the reference years shall be submitted.
20. Copies of experience certificates, copies of work orders and completion certificates shall be submitted as supporting documents along with the tender. Only Work orders cannot be considered as proof of experience.
21. The Bidder, to qualify for the award of contract, shall submit a written power of attorney authorizing the signatories of the bid to participate in the bid.
22. Memorandum of Understanding shall be provided in case the Bidder comprises of Joint venture/Consortium/partnership.
23. Nomination of one of the members of the partnership, consortium or joint venture to be in charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/joint venture/partnership firm as the case may be must be legal business entity with valid registration.
24. Details of the intended participation by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.
25. The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.
26. Bidder or members of a partnership, joint venture or consortium shall submit a copy of PAN card No. under the Income Tax Act.
27. Bidder or members of a partnership, joint venture or consortium shall submit a copy of GST Registration No. under the Goods & Services Tax Act.
28. Bidder must submit copies of all documents required, duly self-attested, along with technical bid of the tender.
29. Each Bidder (each member in the case of partnership firm/joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or shall be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They shall have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or shall be paid and that the tender price shall not include any such amount. If C-DOT subsequently finds to the contrary, C-DOT

reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.

30. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid shall be an offence under Laws of India. Such action shall result in the rejection of bid, in addition to other punitive measures.
31. Bids shall be complete in all respects and incomplete bids shall be summarily rejected. No clarification shall be entertained by C-DOT in this regard.
32. The awarded contractor or his authorized representative has to attend a meeting every fortnight for discussion /and evaluation of performance with the C-DOT Administration. The C-DOT representative shall intimate the date and time of the meeting.
33. Prices quoted shall be inclusive of all charges applicable for free delivery/services at C-DOT premises and excluding statutory levies and taxes which shall be clearly specified.
34. The tender submitted shall be valid for acceptance by C-DOT at least for a minimum period of six months from the closing date of the tender.
35. For the purpose of comparison of the rates, conditional discounts, if any, offered shall not be taken into account. However, C-DOT reserves the right to avail of the same as part of award of the contract.

4 DOCUMENTS TO BE SUBMITTED WITH BID DOCUMENT

1. The agency shall be a licensee as an outsourcing man power supply agency with the Office of the Labour Commission (Central), Delhi since last five years.
2. Valid registration certificate of Firm or agency under relevant act since last five years.
3. Valid registration with ESI since last five years and latest copy of the Challans deposited.
4. Valid registration with EPF since last five years and latest copy of the Challans deposited.
5. Electronic Challan cum Returns (ECR).
6. Registered with Labour Dept., under relevant category since last five years.
7. EMD drawn in favour of the Registrar, C-DOT and payable at New Delhi in the form of Demand Draft from Nationalized / Scheduled Banks.
8. Latest Income Tax Returns filed. The agency shall be Income Tax payee for minimum five years.
9. List of Present Clientele with contact address & telephone numbers.
10. The bidders shall produce experience certificates of providing Security of minimum 80 employees in the similar category / categories in any three year preceding five years viz. 2012-13 to 2017-18.
11. The bidders shall furnish the information with regard to the existing commitments with proofs such as work orders, agreements etc.
12. The bidders shall produce Articles of Association (in case of registered firms), Bye laws and certificates for registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm).
13. An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central / State Government institution / Cases pending in any statutory organizations (like Central Labour Commissioner, Regional Provident Fund Commissioner, Service Tax Institute and there has been no litigation history with any government or C-DOT on account of similar services and the same shall be submitted.
14. The tenderer must have an office at Delhi/NCR.
15. The tenderer must remit the EPF & ESI and other taxes to the Institutions concerned.
16. The latest challans towards remittance of EPF & ESI shall be uploaded/ submitted.
17. Security supply registration.
18. Firm registration.

19. PAN card.
20. GST Registration Certification.
21. ISO Registration.
22. Turn over details of last 5 years certified by a CA.
23. Experience certificate of providing Security employees – Value.
24. Experience certificate of providing Security employees for 80 Numbers.
25. ESI Registration.
26. EPF Registration.
27. Latest Challans of ESI & EPF up to the month of December 2018 along with the details of employees in a statement.
28. Electronic Challan cum Returns (ECR).
29. Experience certificates from Government Organizations/Corporation/Universities/PSUI.
30. Self-declaration on blacklisting & litigation history.
31. EMD Rs.175000/- by way of Demand Draft only drawn in favour of Registrar, C-DOT.
32. For each security staff they shall submit the qualification certificates at the time of deployment.
33. Certificate showing minimum five years' experience in Security Services to Government Institutes / Government Undertakings.
34. List of present clientele with contact addresses & telephone numbers.
- 5 **One Bid per Bidder:** Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
- 6 **Cost Of Bid:** The bidder shall bear all costs associated with the preparation and submission of the bid and C-DOT in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
- 7 **Visit To C-DOT:** The bidder shall bear all costs associated with the preparation and submission of the bid and C-DOT in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
- 8 **Tender Documents**
 1. Contents of Tender Documents
 2. The Tender Invitation Document has been prepared for the purpose of inviting tenders for providing Security Services at C-DOT. The Tender document comprises of:
 - 8.2.1 Notice of invitation of tender
 - 8.2.2 Instruction to the Bidders
 - 8.2.3 Terms and Conditions
 - 8.2.4 Technical Bid Submission Form (Annexure-I)
 - 8.2.5 Tender form for providing security services
 - 8.2.6 Check list for Pre-Qualification of Bid
 - 8.2.7 Undertaking
 - 8.2.8 Security Deposit or Bank Guarantee of Performance Security
 - 8.2.9 Price Bid for Security Services
 3. The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the Tender document in every respect shall be at the bidder's risk and may result in rejection of his bid.
 4. The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the tender document or

- submission of a tender not substantially responsive to the Tender document in every respect shall be at the bidder's risk and may result in rejection of his bid.
5. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.
 6. The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform C-DOT.
 7. In case the bidder has any doubt, about the meaning of anything contained in the Tender document, shall seek clarification from the Office of Manager (P&A), C-DOT not later than one week before submitting his bid. Any such clarification, together with all details on which clarification had been sought, shall also forwarded to all bidders without disclosing the identity of the bidder seeking clarification. All communications between the bidder and C-DOT shall be carried out in writing.
 8. Except for any such written clarification by C-DOT, which is expressly stated to be an addendum to the tender document issued by the Office of Manager (P&A), C-DOT, no written or oral communication, presentation or explanation by any other employee of C-DOT shall be taken to bind or fetter C-DOT under the contract.

9 **EARNEST MONEY DEPOSIT (EMD)**

1. **EMD and Other Details:**

- 9.1.1 Bidder shall submit an EMD of Rs.175000/- (One lakhs seventy five thousand only). EMD amount shall be submitted by way of a crossed Demand Draft favoring "C-DOT New Delhi"/ Bank Guarantee only. EMD in the form of DD shall be valid for 3 months which has to be further renewed for 3 months and if in the form of Bank guarantee shall be valid for 6 months, and to be kept in the financial bid. The EMD has to be from a nationalized/scheduled Bank. This amount shall be returned interest free to the unsuccessful bidders within six months from the closing date of the tender or one month after the award of the contract whichever is later.
- 9.1.2 The EMD is payable by all categories of bidders, to be enclosed in the technical bid and no exemption is permissible. Only Government bodies/PSU's and SSI organizations are exempted from payment of EMD on production of relevant proof. EMD in the form of cheque /cash shall not be acceptable. **Bids without EMD shall be treated as invalid forthright.**
- 9.1.3 In case of successful bidder, EMD shall be returned interest free on encashment/ acceptance of Security Deposit / Bank Guarantee for performance. (Refer section 15 for details of Security Deposit/Performance Bank Guarantee (PBG)).
- 9.1.4 The EMD amount shall be forfeited to C-DOT in the following cases:
 - 9.1.4.1 Any financial bid received against this tender shall be governed by the terms and conditions indicated in the tender document. If, after submission of the financial bid, the bidder fails to honor the contract, if awarded, or refuses to comply with any/all of the terms and conditions of the tender.
 - 9.1.4.2 If the bidder withdraws the offer during the validity period of the financial bid.
 - 9.1.4.3 If the successful bidder fails to commence the service/supply, in accordance with the terms and conditions of the contract.
 - 9.1.4.4 If the successful bidder fails to submit the Security Deposit/Bank Guarantee within the stipulated time. This shall also warrant closure or termination of contract.
 - 9.1.4.5 If any information furnished is found to be incorrect.

9.1.4.6 Any unexcused delay in providing services shall not only warrant forfeiture of EMD amount but also closure/ termination of the contract for default, entailing liability for compensation to C-DOT.

10 PRICE AND VALIDITY

- 10.1.1 The Rate must be quoted as detailed in Annexure 'B' covering the entire activity as per the scope of the contract. RATES SHALL BE INCLUSIVE OF ALL CHARGES WHATEVER IS APPLICABLE VIZ. MINIMUM WAGES/PF/ESI/RELIEVER CHARGES AND OTHER STATUTORY LEVIES. Minimum wages payable by the contractor shall be as per the rates applicable for the respective indicated manpower categories. BIDDERS WHO ARE FOUND QUOTING LESS THAN THE MINIMUM WAGES OF THE MENTIONED CATEGORIES SHALL BE REJECTED OUTRIGHT. As and when there is a revision in minimum wages duly notified by the Govt. of India, the rates are to be revised accordingly. However, any such changes as and when notified, shall be considered only on submission of documentary evidence.
- 10.1.2 Offer quoted shall be valid minimum for a period of SIX MONTHS from the date of opening of Technical Bid.
- 10.1.3 **Financial bid from tendering agency quoting wages less than the Minimum Wages of the respective skill category as per notification from Central Government against respective categories of the required manpower shall be liable to be disqualified.**
- 10.1.4 **Financial bid quoting service charges as NIL shall be treated as unresponsive and shall not be considered.**
- 10.1.5 **Financial bid with service charges quoted less than the minimum ROI that is expected on the services to be rendered under contract shall also not be considered.**
- 10.1.6 The bills raised to C-DOT after rendering the services shall be subject to tax deduction at source.
- 10.1.7 For the purpose of comparison of the rates, conditional discounts if any offered will not be taken into account. However, C-DOT reserves the right to avail of the same as part of award of the contract.
- 10.1.8 Tenderers are advised to understand the magnitude of the job involved for services for security and vigilance services before submitting their bids. They are advised to visit C-DOT Campus at Mehrauli during working hours with prior appointment. For appointment and any clarification regarding Tender, please contact at Ph. No: 2680 2856. No clarification will be entertained after receiving bids.

11 DURATION OF THE CONTRACT

1. The Contract shall be valid for a period of three years. However, in order to evaluate the performance and services, of the contractor, the contract shall cover a probationary period of 4 months. Only after the services are found to be satisfactory during the probationary period, the contract shall be confirmed for a further period of 32 months under the same terms and conditions.

TIMINGS: SECURITY AND VIGILANCE SERVICES ARE REQUIRED ROUND THE CLOCK ON ALL DAYS INCLUDING HOLIDAYS AND NATIONAL HOLIDAYS.

12 MINIMUM Selection Criteria for shortlisting of BIDDERS:

1. **TECHNICAL BID**

The tendering agency shall furnish the properly indexed bid having all the information required as per Annexure A. Incomplete bids shall be liable to be summarily rejected.

- 12.1.1 Security Agency shall be a ISO Certified Company having Minimum five years' experience in security & vigilance and as mentioned in the scope of our tender document (Enclose Regn. certificate).
- 12.1.2 Agency shall have executed 2 contract of similar nature of annual value of Rs. 1.5 Crores per annum.in last 3 years with companies of repute. (Enclose copy of existing contracts.. SELF-CERTIFICATION SHALL NOT BE ACCEPTED.
- 12.1.3 Agency Shall have PF/ESI registrations and TIN/PAN and GST registration number. Copies of the registration shall be enclosed.
- 12.1.4 Should possess license from Home Department of Govt. of NCT, Delhi as per section 25 of the Private Security Agencies Regulation Act (PSARA) 2005, read with Delhi Private Security Agency Rules 2009.
- 12.1.5 Annual Turnover of Rs. 4.0 crores in any three of the last five financial years. Copies of Audited report must be enclosed.
- 12.1.6 The contractor agency shall have a minimum working strength of 80 employees in security related functions. The agency personnel shall be capable to handle fire arms/ explosives and shall be trained in handling metal detectors and other electronic surveillance equipments.
- 12.1.7 Details listed above (from 11.1.5 to 11.1.6) shall be separately enclosed with the technical bid along with Agency details as laid out in Annexure-A.
- 12.1.8 Affidavit or undertaking to transfer to C-DOT amount equal to 2.5% of the contract value in the form of Performance Bank Guarantee from Nationalized/Scheduled Bank.
- 12.1.9 The bidder shall have his own Establishment/set up/mechanism/Training institute to provide training aids or shall have tied up with a training institute, with 2-3 Ex-Servicemen/Ex-Para Military Forces/Ex-Police for training purpose of his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
- 12.1.10 Registration Certificates with all authorities/bodies concerned with Labour Supply, EPF, and ESIC shall be provided. Supporting documents with respect to meeting the criteria listed in the above clauses should be enclosed along with Annexure I, which is an important requirement for evaluation. Tender document without these enclosures will be summarily rejected.
Preferably, registration under Gratuity, Workmen Benevolent Fund, and with labour welfare schemes undertaken various Yojanas, Schemes, shall be an advantage.
- 12.1.11 **In addition to the minimum eligibility criteria as specified above being fulfilled, a bidder shall be adjudged technically qualified who secures maximum marks out of 100 distributed among the following parameters.**
The tendering agency shall submit the Technical Evaluation Sheet for Tendering Agency based on the facts and figures supplied in the bid document.

| Technical Evaluation Sheet for Tendering Agency | | | | | |
|--|---|----|--|--|----------------------|
| | Marks Obtained → | | | | Maximum Marks |
| | Parameters/sub-parameters | | | | |
| 1 | Experience of tendering agency in providing security services | | | | 20 |
| | Beyond 5 years and up to 8 years | 10 | | | |

| | | | | | |
|----|---|---|----|----|----|
| | Beyond 8 years and up to 10 years | | 15 | | |
| | Beyond 10 years | | | 20 | |
| 2 | Average Annual Turnover in excess to the mentioned in minimum required | | | | 15 |
| | Up to 1.0 Crores | 5 | | | |
| | Up to 2.0 Crores | | 10 | | |
| | Above 2 Crores | | | 15 | |
| 3 | Availability of manpower trained in security services | | | | 15 |
| | Between 150-200 Trained Manpower | 5 | | | |
| | Between 200-250 Trained Manpower | | 10 | | |
| | Above 300 Trained Manpower | | | 15 | |
| 4 | Availability of in-house training facilities in security services with tendering agency | | | | 10 |
| | Having own in-house training facilities | | 5 | | |
| | Having hired training facilities | | | 10 | |
| 5 | Continuity of the tendering agency in providing security services to the client | | | | 10 |
| | Having continuity for 02 years | | 5 | | |
| | Having 03 or more years of continuity | | | 10 | |
| 6 | Handling capabilities of security personnel available with the tendering agency in fire-fighting and disaster management. | | | | 8 |
| | Beyond 10 and up to 20 personnel trained and certified for fire-fighting and providing First-Aid on site. | 4 | | | |
| | Beyond 20 and up to 30 personnel trained and certified for fire-fighting and providing First-Aid on site. | | 6 | | |
| | Beyond 30 personnel trained and certified for fire-fighting and providing First-Aid on site. | | | 8 | |
| 7 | Plan and Strategy document explaining proposed security and vigilance services for C-DOT campus. | | 3 | | 6 |
| | Presentation of Plan and Strategy document explaining proposed security and vigilance services for C-DOT campus. | | | 6 | |
| 8 | Compliance of tendering agency with | | | | 6 |
| | EPF/ESIC | 2 | | | |
| | Payment of Bonus Act (Form C may be asked evidence) | | 4 | | |
| | PMO originated Yojanas | | | 6 | |
| 9 | ISO Certification of tendering agency | | | | 5 |
| 10 | Welfare measures adopted by the Company for its security | | | | 5 |

| | | | | | |
|--|---|---|---|---|------------|
| | Retaining Personnel after long leave | 2 | | | |
| | Medical Assistance beyond ESI and retaining personnel after long leave | | 3 | | |
| | CCL/Sick Leave Provision + Medication Assistance beyond ESI + Retained Personnel after long leave | | | 5 | |
| Total of Technical Evaluation Score | | | | | 100 |

- 12.1.12 **Tendering agency shall have no claim of being Lowest as the marks obtained on the technical parameters in the above table shall be basis for bidder to qualify for financial bid evaluation.** This is to be filled and submitted by tendering agency along with other documents required for Bid submission.
- 12.1.13 **Financial bid from tendering agency quoting wages less than the Minimum Wages of the respective category as per notification from Applicable Government bodies against respective categories of the required manpower shall be liable to be disqualified.**
- 12.1.14 **An affidavit from the tendering agency validating the service charges quoted in the financial bid shall be submitted along with financial bid. Financial bid submitted without such affidavit validating service charges shall be liable to be rejected.**

13 **SCOPE OF THE SECURITY CONTRACT**

- 13.1.1 The Agency shall deploy around 60 security personnel at various levels (excluding the relievers) i.e. Assistant Security-officers, Supervisors, Head Guards, Guards, Lady Guards (Ex- serviceman/civilians/gunman during night shifts), in three shifts of eight hourly duty and as per Security requirement of C-DOT. However, no of security personnel may be increased or decreased as per C-DOT requirement. The Agency shall not appoint any other Agency or third party to carry out any obligation / task/ function, under the contract. It shall be liable to engage personnel(s) of an independent agency to carry out dispensation of case of theft.
- 13.1.2 The Security guards shall be minimum 12th pass with preferably 2 year experience or 10th pass with 4 years experience and must be medically fit. The Security guards shall be in skilled category. The Head guards shall be minimum 12th pass with 4 years experience or 10th pass with 6 years experience and must be medically fit. The Head guards/Gunman shall be in highly skilled category. Supervisors shall be ex-servicemen in the rank of Subedar or equivalent in paramilitary/ state police force. Supervisors shall be in category as per agency Guidelines of Security Supervisor from Directorate General of Resettlement, MoD. The Assistant Security Officer (A.S.O.) shall be ex-servicemen not below the rank of J.C.O. or equivalent in paramilitary/ state police force. The A.S.O. shall be in category as per agency Guidelines of Assistant Security Officer from Directorate General of Resettlement, MoD.
- 13.1.3 The Agency shall provide uniform, during all weathers of year, to its employees along with name plates. No security personnel shall be allowed for work without uniform. Winter clothing, umbrellas, rain coats, gumboots and hoods are to be provided during seasons. The agency shall provide at least 4 new bi-cycles to security personnel for

movement within the campus. The agency shall also provide Batons, Torches, Lathis Whistles to their personnel..

- 13.1.4 The Agency shall provide mobile phones to some of its personnel as instructed by C-DOT Admin. Representative.
- 13.1.5 The security shall cover complete C-DOT Campus Main Gates, Entrance, Checking of incoming and outgoing personnel, Facility Control room, Visitors Management, Crisis Management, Material Control (incoming/outgoing). Supervise the transport (Buses/Cars/Vans) meant for C-DOT employees. Maintain proper Registers for material in/out, occurrence register and other statutory records laid down in standing order/circular or through instructions.
- 13.1.6 The Security personnel shall keep emergency exits open during office hours and ensure closing of the same after office hours. Locking and sealing of Office Blocks, Labs, Stores, etc. A proper record of the same shall be maintained.
- 13.1.7 All entry & exit points, border areas as well as work areas shall be effectively patrolled to ensure proper movement of staff members, and materials by insisting on identity cards, visitors badges and gate passes respectively. No outsider vehicles shall be allowed to enter the campus without proper entry in the respective registers. The dicky of the visitor cars shall be checked before allowing in and while going out of the campus. No material shall be allowed to be taken out without proper gate pass.
- 13.1.8 The personal bags of staff members shall be searched as and when required.
- 13.1.9 All the Security Personnel shall be searched by their immediate Superior while going out of the Campus and when there is a need to do the same.
The agency shall indemnify C-DOT for any loss due to theft to the C-DOT's Property which is directly attributed to the security agency because of a security lapse/negligence on the Agency's part. The decision of C-DOT in this regard shall be final.
- 13.1.10 The Security personnel shall also carry out vigilance work, liaison with the police and other investigating agencies as and when required by C-DOT. Security Supervisors/guards shall be trained personnel for use of Walkie Talkie, CCTV, Computers, and other electronic gadgets used for security and/or surveillance.
- 13.1.11 The Security personnel shall protect all Employees, Material and Property against any loss, damages by mischief, fire sabotage etc. The Security personnel shall answer telephone calls, regulate movement of office personnel after office hours and on holidays. Important messages received after office hours are to be passed to the concerned persons by quickest means of available modes.
- 13.1.12 The Agency shall have a proper system for checking the guards on duty, day & night for every shift. Records of the same shall be effectively maintained and shortcomings if any shall be immediately rectified. A daily report to be submitted to the Security Officer. The Agency shall supply Guard Check Books to all guards post wise at its own cost. All such records shall be subject to scrutiny by C-DOT.
- 13.1.13 The security personnel provided shall be the employees of the Contractor and all statutory liabilities shall be paid by the contractor such as ESI, PF, Workmen's compensation Act, etc.
- 13.1.14 The list of staff going to be deployed shall be made available to C-DOT and if any change is required on part of C-DOT fresh list of staff shall be made available by the agency after each and every change.
- 13.1.15 The contractor shall abide by the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the Security personnel engaged by him.

- 13.1.16 It shall be the responsibility of the contractor to provide details of manpower deployed by him, in C-DOT and to the Labour Commission.
- 13.1.17 EPF shall be the duty of the Contractor to get EPF code number allotted by RPFC against which the EPF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution shall be deposited with the respective EPF authorities within seven days of close of every month. Giving particulars of the employees engaged for Security work, is required to be submitted to C-DOT. In any eventuality, if the contractor failed to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, C-DOT is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particular of personnel engaged for C-DOT.
- 13.1.18 The antecedents of security staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to C-DOT and C-DOT shall ensure that the contractor complies with the provisions.
- 13.1.19 The Contractor shall maintain a register on which day to day deployment of personnel shall be entered. This shall be countersigned by the authorized official of C-DOT. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, shall be shown. The Contractor has to give an undertaking (on the format), duly countersigned by the concerned official of C-DOT, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.
- 13.1.20 All liabilities arising out of accident or death while on duty shall be borne by the contractor.
- 13.1.21 Adequate supervision shall be provided to ensure correct performance of the said security services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff shall move in their areas of responsibility.
- 13.1.22 All necessary reports and other information shall be supplied immediately as required and regular meetings shall be held with C-DOT.
- 13.1.23 Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by C-DOT and shall not knowingly lend to any person or company any of the effects of C-DOT under its control.
- 13.1.24 The security staff shall not accept any gratitude or reward in any shape.
- 13.1.25 The contractor shall have his own Establishment/set up/mechanism/Training institute to provide training aids or shall have tied up with a training institute, with 2-3 Ex-Servicemen/Ex-Para Military Forces/Ex-Police for training purpose of his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract. The contractor shall have proper standard and procedures of recruitment and training and shall provide a copy of Training Manual for inspection to C-DOT. The training Institute, owned or engaged, shall be duly approved under PSARA 2005.
- 13.1.26 Under the terms of their employment agreement with the Contractor the Security staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
- 13.1.27 That in the event of any loss occasioned to C-DOT, as a result of any lapse on the part of the contractor which shall be established after an enquiry conducted by C-

DOT, the said loss can be claim from the contractor up to the value of the loss. The decision of the Head, C-DOT shall be final and binding on the agency.

- 13.1.28 The contractor shall do and perform all such Security services, acts, matters and things connected with the administration, superintendence and conduct of the arrangement as per the direction enumerated herein and in accordance with such directions, which C-DOT may issue from time to time..
- 13.1.29 The contractor shall be responsible to maintain all property and equipment of C-DOT entrusted to it.
- 13.1.30 The contractor shall not be held responsible for the damages/sabotage caused to the property of C-DOT due to natural calamities like earthquakes, lightening etc. like activities or any other event of force majeure.
- 13.1.31 The contractor shall deploy supervisors as per the need given by C-DOT. The Supervisor shall be required to work as per the instructions of C-DOT.
- 13.1.32 The personnel engaged by the contractor shall be dressed in neat and clean uniform including proper name badges, failing which invites a penalty on each occasions and habitual offenders in this regard shall be removed from C-DOT premises. The penalty on this account shall be deducted from the Contractor's bills.
- 13.1.33 The eight hours shift generally shall be from 06.00 hrs. to 14.00 hrs., 14.00 hrs. to 22.00 hrs. and 22.00 hrs. to 06.00 hrs. But the timings of the shift are changeable and shall be fixed by C-DOT from time to time depending upon the requirements.
- 13.1.34 The personnel shall have to report to security office at C-DOT premises at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by C-DOT.
- 13.1.35 The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for C-DOT.
- 13.1.36 The payment would be made at the end of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of C-DOT and the contractor/his representative/personnel authorized by him. No other claim on whatever account shall be entertained by C-DOT.
- 13.1.37 Any damage or loss caused by contractor's persons to C-DOT in whatever form would be recovered from the contractor.
- 13.1.38 In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of guards/supervisors absent on that particular day shall be levied by C-DOT and the same shall be deducted from the contractor's bills.
- 13.1.39 In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it shall be treated as absence and penalty as mentioned in clause 17 shall be levied.
- 13.1.40 In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from C-DOT system immediately.

- 13.1.41 In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, C-DOT reserves the right to impose the penalty as detailed below: -
- 13.1.41.1 20% of cost of order/agreement per week, up to four weeks' delays.
- 13.1.41.2 After four weeks' delay, Principal Employer reserves the right to cancel the contract and withhold the agreement and get this job be carried out preferably from other contractor(s) from open market or with other agencies. The difference if any shall be recovered from the defaulter contractor and also shall be black listed for a period of four years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.
- 13.1.42 The contractor shall ensure that its personnel shall not at any time, without the consent of C-DOT in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by C-DOT and shall not disclose to any information about the affairs of C-DOT. This clause does not apply to the information, which becomes public knowledge.
- 13.1.43 The contractor shall deploy his personnel only after obtaining C-DOT approval duly submitting curriculum vitae (CV) of these personnel, C-DOT shall be informed at least one week in advance and contractor shall be required to obtain C-DOT approval for all such changes along with their CVs.
- 13.1.44 The contractor shall ensure round-the-clock high standard security on a 24 X 7 basis to safeguard the premises and assets of C-DOT Delhi.
- 13.1.45 The security guards and security supervisors deployed by the contractor for security duty shall be well trained in fire-fighting, operating the fire-protection system(s) / equipment(s) and fire extinguishers and providing first-aid.
- 13.1.46 The contractor shall ensure that all his employees observe cleanliness and wear neat and clean uniforms with ID Cards duly displayed and that they are courteous, polite and prompt while rendering efficient service in their respective areas. Penalty shall be levied per guard in case of shabbily dressed or poor turnout etc. The contractor shall have full control over the security staff engaged by him. The contractor shall give necessary guidance and directions to his staff to carry out the jobs assigned to them by the contractor and /or C-DOT Delhi.
- 13.1.47 The contractor shall also be solely responsible for the payment of their wages and/or dues to his employees.
- 13.1.48 All liabilities arising out of violation of local laws and/or central laws shall be his responsibility.
- 13.1.49 The contractor shall furnish a detailed weekly duty chart of his employees and keep informed the Security-In-Charge of C-DOT of any change in the list from time to time. The duty chart for the fortnight shall give the specific names of employees and the respective duties they are required to attend to. The contractor shall maintain manpower register at all location. The same shall be produced for verification as and when required. Security staff also may be asked to enter their attendance through biometric system provided at the specified entry point.
- 13.1.50 Entry in the C-DOT is restricted. The guards on duty at the gates/reception shall ensure that only the authorized persons enter C-DOT after proper verification and intimation from C-DOT.
- 13.1.51 The contractor shall not allow grazing of any type of animals; allow unauthorized entry to persons to roam about; cut trees /grass /firewood or damage

any civil or electrical work / fittings or to scale or damage the boundary wall from in/out side of C-DOT campus.

- 13.1.52 During surprise checks by any authorized officer of C-DOT, if a particular guard is found negligent/sleeping/drunken on duty, the contractor shall have to withdraw the guard from C-DOT forthwith which may even entail cancellation/termination of contract for the rest of the period. For every default noticed, penalty per guard shall be levied on the contractor.
- 13.1.53 The contractor shall furnish a list of security guards and supervisory staff deputed by the contractor in C-DOT to the Security-In-Charge of C-DOT detailing the name, age, qualification, present and permanent address, etc.
- 13.1.54 Deployment of any fresh staff in replacement shall be only with the prior permission of C-DOT. The contractor shall deploy only those whose antecedents have been verified by the Police Authorities/District Sainik Board/Record Officers of the Defense Services.
- 13.1.55 The contractor or his nominee shall ensure his presence at a short notice when required by C-DOT.
- 13.1.56 The Contractor shall conduct mock exercise in fire-fighting quarterly at his expenses, so as to keep his staff acquainted with the latest fire-fighting techniques. A certificate to this effect to be submitted to C-DOT every quarterly.
- 13.1.57 The contractor shall engage personnel who are medically fit. They shall be free from all infections/diseases. The contractor shall get his employees medically examined before deploying them at C-DOT and once in six months and submit medical fitness certificate as instructed by C-DOT.
- 13.1.58 The manpower proposed to be deployed by the contractor shall be subject to screening by C-DOT, to ascertain their suitability and skills. Before deploying a person in C-DOT premises, the contractor shall furnish complete particulars and obtain written approval from security representative from C-DOT and only approved security staff shall be allowed to work in C-DOT, and they shall not be disturbed by agency without the express permission of C-DOT.
- 13.1.59 The security Guards shall provide security at C-DOT premises and effectively control the general public/crowds against thefts and any damage to the costly items, vehicles parked and parking of vehicles at the places earmarked etc.
- 13.1.60 The Security Guards shall regulate the entry of visitors at the entrance by proper verification of visitors. For improper enforcement and irregularities, if found, the contract is liable for cancellation with one month notice. Any unlawful activity done by any Security Guard whether on duty shall entitle cancellation of the contract within 24 hours' notice.
- 13.1.61 The security personal doing duties during rainy days shall be provided with raincoats/umbrellas.
- 13.1.62 They shall ensure that nobody carries any explosive materials or fire arms/ammunition, etc, within the premises of C-DOT.
- 13.1.63 The Contractors personnel shall not claim any benefit/ compensation/ absorption/ regularization of services from/in this office under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the Contractor to C-DOT.
- 13.1.64 The Service Provider personnel shall be polite, cordial, positive and efficient, while handling the assigned work. The Service Provider shall be responsible for any act of indiscipline on the part of persons deployed by him. The agency shall be bound

to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer in-charge upon any matter arising under the clause shall be final and binding on the agency.

- 13.1.65 The functional control over the personnel deployed by the Agency shall rest with this office and the disciplinary administrative / Technical control shall be with the Agency.
- 13.1.66 This office may require the contractor to dismiss or remove any person or persons, employed by the contractor from the place of work, who may be incompetent or for his/ her/their misconduct and the contractor shall forthwith comply with such requirements. The contractor shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
- 13.1.67 The contractor has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss shall be reported immediately.
- 13.1.68 The contractor shall be contactable at all times and messages sent by phone /email/ fax / special messenger from this office shall be acknowledged immediately on receipt on the same day. The contractor shall strictly observe the instructions issued by this office in fulfillment of the contract from time to time.
- 13.1.69 The contractor shall not assign, transfer, pledge or sub contract the performance of services..
- 13.1.70 That on the expiry of the agreement as mentioned above, the contractor shall withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the contractor, it shall be the entire responsibility of the agency to pay and settle the same.
- 13.1.71 The Security personnel shall take responsibility of lodging complaints with police in case of unruly elements, unsocial activities, eve teasing, assaults, etc., The Supervisors & management of security agency shall liaise with local Police station for such cases.
- 13.1.72 To regulate the entry of visitors the visitor's passes shall be issued by the on duty Security Supervisor. Security agency shall ensure that no outsider enters into the campus without a valid pass. In case there of any lapse, the Security Agency shall be suitably penalized.
- 13.1.73 The contractor shall ensure that no information about the software, hardware, database and the policies of C-DOT, is taken out in any form including electronic form or otherwise, from C-DOT site by the Security staff deployed at C-DOT.
- 13.1.74 The contractor or security staff deployed at C-DOT, by virtue of working in C-DOT premises, can't claim any rights on the work performed by them. The Registrar, C-DOT shall have absolute rights on the work assigned and performed by them. Neither any claims of the contractor nor its deployed professionals shall be entertained on the deliverables.
- 13.1.75 The Security persons shall be professionally trained in fire safety methods. They shall lead the staff in adopting fire safety measures, put off the fire in case of fire and ready to fight the fire using various fire-fighting appliances available in C-DOT. They shall also be trained in rescue of staff from Lifts in case of emergency. They shall

be able to take immediate action to secure the service of Delhi Fire Service to fight the fire.

- 13.1.76 The contractor shall ensure that the security guards posted are sincere, honest, well mannered and well trained. They shall be able to communicate properly to various employees of C-DOT as and when required. They shall have no habit of smoking and/or chewing of paan or gutka.
- 13.1.77 All security guards and supervisors shall be rotated on continuous basis at different locations as per the directive of C-DOT.
- 13.1.78 The contractor shall ensure that deployed personnel are trained on handling metal detectors and other electronic surveillance gadgets. The deployed personnel shall be provided regular training also every three months by the contractor.
- 13.1.79 The contractor shall arrange replacement as necessary at his own expenses in case of sickness, absenteeism, leave of your employees or absence of his personnel for any reason whatsoever. On occasions when due to paucity of men it is not immediately possible to provide suitable relief for an absentee/absentees, it shall see to it that no post is left unmanned and that the remaining security personnel perform extra duties, subject to prior approval from C-DOT Administration Department.
- 13.1.80 The contractor shall arrange periodical surprise check during day or night to supervise the performance and turn-out of the security force provided by the contractor. Report of such surprise checks shall be submitted every quarter.
- 13.1.81 In the event of an accident to the deployed staff while discharging their duties at C-DOT premises, C-DOT shall not be held responsible for the same. The contractor shall therefore be solely liable for treating his staff medically, with ESIC provisions or otherwise, payment of compensation if any, etc.
- 13.1.82 The contractor shall replace immediately such Security personnel who do not perform their duties effectively and those who commit acts of indiscipline.
- 13.1.83 Proper identity of C-DOT employees may have to be established as per the drill laid down by C-DOT. Proper police verification shall be carried out by the contractor for all personnel deployed at C-DOT. Proof for the same shall be submitted to C-DOT.
- 13.1.84 All security staff shall all be well built and physically fit
- 13.1.85 Security personnel shall be adept in using/handling the walkie-talkie handsets provided by C- DOT.
- 13.1.86 For proper management of security guards there shall be day & night roaster system to be followed for which proper register shall be maintained by the contractor.
- 13.1.87 In case there is an increase in the requirement of guards by C-DOT, the same shall be provided by the contractor within two days from the date of requisition on similar terms and conditions.
- 13.1.88 If at any stage, the performance of security guards or supervisors is found unsatisfactory, C-DOT reserves the right to seek his replacement. The substitute for such security guard(s) and or supervisor(s) is to be provided by the contractor within 24 hours. C-DOT campus is a tobacco free premises. Smoking of cigarette, bidi etc, or chewing of gutka, paan, tobacco is strictly prohibited. No security guard shall have this habit. Any security person found violating this rule shall be removed immediately by the C-DOT management.
- 13.1.89 The services specified above are indicative only and are there to provide guideline to the contractor agency. The contractor agency is expected to use its experience and expertise in providing the services in order to exceed the expectation

of C- DOT. The contractor agency shall ensure that all aspects of security and vigilance services are adhered to.

- 13.1.90 The Statutory Compliances shall be sole responsibility that the contractor agency shall abide by legal and labour provisions prescribed by the Government of India which shall include Income tax, Insurance, Personal Accident Insurance of deployed staff, Accident, ESI, EPF, Minimum Wages, Contract Labour R&A Act etc. The contractor shall ensure EPF/ESI contributions deposited every month for each employee and statement of compliance submitted to C-DOT. Any change in the minimum wages shall be paid extra as and when announced by the Govt. Corresponding benefits shall also be computed accordingly. The same shall be paid to the contractor only after providing proof of payment of the same by the contractor.
- 13.1.91 The Lady Guard/searcher shall have minimum education to the level of 12th pass with preferably 3 year experience or 10th pass with 5 years' experience. She shall be presentable, and able to speak/understand English Language trained in handling electronic gadgets, CCTV and other equipments of security and/or surveillance.
- 13.1.92 The contractor shall have a control room round the clock with proper telephone numbers/Mobile phone enabling C-DOT to contact them at any time.
- 13.1.93 The contractor shall have sufficient manpower of Field Managers, to conduct night and holiday checks over deployed security personnel.
- 13.1.94 The contractor shall be responsible for submitting medical reports of all his employees at C- DOT offices every six months from the Govt. Hospital or Medical Centre approved by C-DOT to ensure that only medically fit employees are on the job.
- 13.1.95 Materials on its arrival at our office shall be inspected by C-DOT security personnel and proper entry shall be made in the registers maintained for this purpose. Similarly, all material moving out of C-DOT premises shall be accordingly kept track. Weekly/Monthly reports shall be given to the C-DOT in this regard.
- 13.1.96 The quality of guards shall be assessed through the clients and information received from the feedback system. A profile of the guard which is required for information is built up with:
- 13.1.96.1 Photo + Bio – data
- 13.1.96.2 Copy of Certificates
- 13.1.97 C-DOT reserves the right to retain any Supervisor/Guard. All deployed security guards/head guards/supervisors/ASO, have to be approved/interviewed by C-DOT Representative and shall not be removed by the agency without C-DOT approval.
- 13.1.98 The security agency shall be registered with Home Department, Govt. of Delhi and other appropriate authority and shall have valid license to run a security agency as per section 25 of the Private Security Agencies Regulation Act 2005 read with Delhi Private Security Agency Rules 2009.
- 13.1.99 It shall be obligatory for the contractor to make payment of wages to personnel deployed at C-DOT (on the basis of notified minimum wages) on the 7th of each month in presence of C-DOT representative irrespective of date of payment to the contractor from C-DOT.

14 MANPOWER REQUIREMENT

1. ASSISTANT SECURITY OFFICER : 01

- 14.1.1 Highly Skilled Manpower as per agency Guidelines for Assistant Security Officer from Directorate General of Resettlement, MoD
- 14.1.2 Preferred Age Group : 40-60 Years

- 14.1.3 Should be ex-servicemen not below the rank of Hony. Captain/ Subedar Major (J.C.O.) or equivalent rank in any paramilitary force.
 - 14.1.4 The Assistant Security Officer shall possess ample experience in all security and allied functions. Should be in a position to organise the security force, suggest improvement in all matters of policy in respect of security as an adviser.
 - 14.1.5 The Assistant Security Officer shall also carryout or supervise protocol activities of receiving, escorting, seeing off VIPs to C-DOT and to liaise with police and other investigating agencies as and when required by C-DOT. He shall be available in general shift on all working days. He shall be accessible 24/7 for any emergency. He shall visit our Centre on holidays/after working hours, if required, to supervise the work of the security.
2. **SECURITY SUPERVISOR:** 3 Nos.
 - 14.2.1 Skilled Manpower as per agency Guidelines for Security Supervisor as per Directorate General of Resettlement, MoD
 - 14.2.2 Preferred Age Group: 45-55 Years
 - 14.2.3 Should be ex-servicemen in the rank of Subedar or equivalent rank in any paramilitary/ state police force.
 - 14.2.4 The Security Supervisor shall take charge of the shift working of security staff and shall be able to handle the security arrangements independently during his shift. The Security Supervisor shall handle the supervision of security control room with the help of surveillance equipment (CCTV cameras). The Security Supervisor shall also assist / personally handle protocol activities of receiving, escorting, seeing off important visitors to C-DOT or other assigned duties whenever required. The Security Supervisor shall work in shifts on rotation.
3. **HEAD GUARD:** 3 Nos.
 - 14.3.1 Skilled Manpower
 - 14.3.2 Preferred Age Group: 25-55 Years
 - 14.3.3 The Head Guards shall have knowledge of Security related matters, fire safety methods, industrial safety and allied functions. They shall be minimum 12th pass with 2 years experience / 10th pass with 4 years experience and must be medically fit. A good physique and personality is a prerequisite. They have to work in shifts round the clock and shall assist the A.S.O./ Security Supervisor as required.
4. **SECURITY GUARD:** 49 Nos. Skilled Manpower
 - 14.4.1 Preferred Age Group: 21-50 Years
 - 14.4.2 The Security Guards shall have knowledge of Security related matters, industrial safety and allied functions. They shall be minimum 12th pass with preferably some experience / 10th pass with 2 years experience and must be medically fit. A good physique and personality is a prerequisite. They have to work in shifts round the clock.
5. Lady Guard: 02
 - 14.5.1 **LADY GUARD:** 2 Nos.
 - 14.5.2 Skilled Manpower
 - 14.5.3 Preferred Age Group : 21-50 Years
 - 14.5.4 The Security Guards shall have knowledge of Security related matters and documentation of Security records. In time of need, they shall be able to assist in documentation, handling files, Reception etc. The lady Guards shall be able to handle telephone calls and shall have knowledge of English and Hindi (reading and writing) and would be required to carry out baggage check of lady staff/visitors/contract employees. They shall be minimum 12th pass with preferably some experience / 10th

pass with 2 years' experience and must be medically fit. They shall be available in general shift on all working days.

6. **GUNMAN:** 2 Nos.

14.6.1 Highly Skilled Manpower

14.6.2 Preferred Age Group : 21-50 Years

14.6.3 The Gunman shall be well versed in handling of arms and shall have a license from the government to have and operate a gun. A good physique and personality is a prerequisite. They have to work in shifts.

15 **SECURITY DEPOSIT/ PERFORMANCE BANK GUARANTEE**

1. In order that the Security Agencies fulfils the above obligations under the terms of the contract, the contractor agency shall provide C-DOT with the Performance Bank Guarantee (PBG) equivalent to provide 2.5% of the contract value (for 3 years) from any nationalized/scheduled Bank, in the prescribed format. The above **Performance Bank Guarantee** shall be submitted within 02 weeks from the date of award of contract and **shall be valid for over three months after the expiry of period of the contract**. C-DOT shall be free to en-cash this Bank Guarantee in the event of any failure on the part of the contractor to meet his obligation under the contract or in the event of any demand by the concerned Statutory Authorities for dues from the contractor at its sole discretion.
2. After acceptance of the contract if any/all the terms and conditions of the contract is /are violated, C-DOT reserves the right to terminate the contract. In such cases, the security deposit shall be forfeited to C-DOT at its discretion.

16 **REPORTS**

1. **Weekly basis**

16.1.1 Lost and found articles

16.1.2 Absentees of Security Personnel

16.1.3 Vehicles Movement Records

16.1.4 Employees visiting office before and after office hours

16.1.5 Employees leaving office after 9:00 PM

16.1.6 Employees visiting office during holidays

2. Following reports shall have to be given to C-DOT officials on periodicity agreed/determined with C-DOT.

16.2.1 Routine checks carried during day/night time

16.2.2 Surprise checks carried during day/night time

3. Following reports shall have to be given to C-DOT officials on quarterly basis.

16.3.1 Satisfaction Certificate from security staff deployed in C-DOT campus every quarter

4. Any other information sought relating to Security & Vigilance

17 **PENALTY**

1. The decision of C-DOT in the implementation of above penalties shall be final and unquestionable.
2. Responsibility for protection of C-DOT assets/property shall be of the contractor. In the event of theft, the amount towards the same shall be recovered from the contractor or through encashment of the performance bank guarantee after replacement of the personnel immediately.

| S No | Description | Penalty |
|-------------|---|---|
| 1. | Security Supervisor/Head Guard sleeping while on duty | Rs.250/- per occasion per person, Removal of concerned security staff on repeat occurrences |
| 2. | Shortage of Security Supervisor/ Head Guard | Rs. 300/- per occasion per person |
| 3. | Shortage of Security Guard/Lady Security | Rs. 250/- per occasion per person |
| 4. | Posting the same personnel continuously without reliever | Rs. 500/- per occasion |
| 5. | Allowing materials to go out without Security check | Rs. 1000/- per occasion + Cost of materials being allowed outside |
| 6. | Allowing people inside C-DOT without valid reason | Rs. 250/- per occasion |
| 7. | Misbehavior like quarrelling, arguing, abusing etc., between the staff employed by the agency and causing disturbance in the premises | Rs 200/- per occasion plus immediate replacement of the staff |
| 8. | Intercepting the belongings of the occupants in their absence and pilfering or stealing goods/properties from the office | Rs 500/- per occasion plus immediate replacement of the guard/supervisor |
| 9. | Misuse of telephone, allowing the phones to be used by outsiders. | Rs 200/- per occasion |
| 10 | Misbehaving with neighbours. | Rs 200/- per occasion |
| 11 | Lending C-DOT assets/materials to outsiders without express permission of C-DOT officials | Rs 200/- per occasion with recovery cost of asset(s)/material(s) |

3. Penalties for any other lapses would also be levied at the discretion of C-DOT.
4. Penal deductions shall be made for any other poor services on the basis of assessment by C-DOT representative.

18 PAYMENT SCHEDULE & TERMS

1. Payments shall be made based on the actual attendance certified by the contractor and Security- In-charge, C-DOT.
2. For claiming the bill for the first month the contractor need to furnish the registration details of ESI and EPF of each of the Security Personnel and from the second month onwards the contractor shall furnish the challans of the remittances made towards ESI, EPF of each of the Security Personnel and challans of the GST paid and copies of Form 26 AS of the Income Tax paid.
3. The agency shall strictly observe and follow the statutory regulations like The Contract Labour (Regulation and Abolition) Act 1970, Payment as per The Minimum Wages Act

1948, service obligations under MCD regulations, The Employees' Provident Funds & Miscellaneous Provisions Act 1952, The Employees State Insurance Scheme under ESI Act 1948, The Payment of Gratuity Act 1972, The Workmen's Compensation Act 1923, and all other relevant Statutory regulations during the period of the Contract, covering its employees with appropriate insurance, etc. The Contractor shall be solely responsible for its failure to fulfill these statutory obligations and shall indemnify C-DOT against all such liabilities, which arise or likely to arise out of the agency's failure to fulfill such statutory obligations. The agency shall inform C-DOT the names and all details of persons engaged for this work. All documents, registers pertaining to this contract shall be maintained meticulously and shall be submitted every month to C-DOT for the purpose of reimbursement.

4. The contractor shall submit its claim for the services rendered showing distinctly the charges payable, no. of manpower employed, additional manpower employed for services and odd jobs. These claims are to be made in the first week of the month immediately following the month for which the bill is raised.
5. The Contractor shall submit his claim for the services rendered showing distinctly the charges payable. These claims are to be made after paying minimum wages to security staff deployed C-DOT latest by 7th Day of following month. The contractor shall claim these claims only after ensuring that minimum wages have been paid to security staff deployed at C-DOT for the month claims are being submitted. The contractor shall submit their bills along with proof of PF, ESI, Service tax and other necessary statutory remittances for security staff deployed in C-DOT.
6. Payment shall be made against bills to be submitted by the contractor during the following week of every month immediately after minimum wages are paid, latest by 7th Day of the month, to the security staff deployed. Payment shall be released after documents required for verified to the level of satisfaction shall be processed within stipulated timeframe. The submitted documents may include statements of minimum wages, and statutory payments and deductions and other dues, applicable bank statement, passbook statements of the employees deployed in C-DOT.
7. **In case the contractor fails to make payment of wages to its employees deployed at C-DOT campus within the prescribed period, latest by 7th Day of the month, then, C-DOT as the principal employer may take legal action after 15 Days thereafter.**
8. **The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by C-DOT and other supporting documents. No other claim on whatever account shall be entertained by C-DOT. The Contractor shall ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure shall be adopted.**
 - 18.8.1 **Contractor shall pay their entitled Minimum Wages latest by 7th Day of every month. It shall not be linked to the payment of the bill.**
 - 18.8.2 **Payment to such workers must be electronically transferred to respective account of the individual personnel deployed at C-DOT. Under no circumstances payments shall be made in cash. To ensure this, service providers shall get a bank account opened at Canara Bank C-DOT branch for each and every personnel deployed at C-DOT.**
 - 18.8.3 **The contractor must ensure that entitled wages of the workers are credited to their bank account latest by 7th Day of the month**

18.8.4 While submitting the bill for the next month, the contractor must file a certificate certifying the following along with Form 7 of ESIC and other supporting documents as directed by C-DOT.

18.8.4.1 Wages of workers were credited to their bank accounts on _____ (date).

18.8.4.2 ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (date) (copy of form 7 and the challan enclosed).

18.8.4.3 EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (date) (copy of the Challan enclosed).

18.8.4.4 We are complying with all statutory Labour Laws including Minimum Wage Act.

18.8.5 The contractor shall submit the bill in accordance with the above time schedule. In case, he fails to submit the bill in time, even then he has to make the payment to the workers on the latest by 7th Day of every month.

18.8.6 The contractor shall compulsorily issue monthly salary slip to each and every personnel deployed at C-DOT campus duly indicating the salary particulars including deductions. C-DOT shall be entitled to verify payment of wages against the monthly claims/bills submitted by the contractor.

9. Income Tax shall be deducted at source as per rules in force from time to time.

10. In the event of any query, objection, delay or dispute with regard to any bill or a part thereof, the Contractor shall not be entitled to any interest to be paid by C-DOT for late payment.

11. C-DOT shall at any time terminate the work order / contract by giving written notice of one month to the contractor, without any compensation to the contractor agency, in case the contractor agency becomes bankrupt or otherwise insolvent.

19 TERMINATION OF THE CONTRACT FOR DEFAULT

1. If the contractor agency fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof.

2. If the agency fails to perform any other obligation(s) under the contract / work order.

3. If the contractor agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice (or takes longer period in spite of what C-DOT may authorize in writing), C-DOT may terminate the contract / work order in whole or in part. In addition to above, C-DOT, may at its discretion also take the following actions.

4. The Registrar, C-DOT may transfer upon such terms and in such manner, as it deems appropriate for default of the successful bidder. Work orders for similar support service to other agency shall be issued by C-DOT and the defaulting agency shall be liable to compensate C-DOT for any extra expenditure involved towards such support service to complete the scope of work totally.

20 OTHER TERMS AND CONDITIONS

1. The performance of the Agency shall be reviewed on a monthly basis by the concerned C-DOT officer. Where the performance is below the standard expected or where damages to C-DOT property was caused by/at the instance of Agency's staff or logbook where materials agreed to be brought by the Agency as per the requirements are not provided, then appropriate deductions shall be made as per the assessment made by the officer concerned shall be final and binding. No further representation shall be entertained by C-DOT.

2. Vendors shall attach the documentary proof/details of their experience regarding competence of undertaking contract of similar magnitude while submitting their quote.
3. In case the date of opening of the tenders happens to be a holiday, then, the tender shall be opened on the next working day at the same time and place.
4. Any dispute, difference or disagreement between C-DOT and the Agency concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the Sole Arbitrator, to be nominated by the Executive Director, C-DOT. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be New Delhi. The arbitration award shall be final and binding on both the Parties.

Any dispute arising out of above tender will be referred to courts having jurisdiction in Delhi

5. **Sub-contracting is not allowed by the contracting agency. If it is found that the job has been sub-contracted, the contract shall be terminated with immediate effect with forfeiture of the Security Deposit.**

C-DOT/TENDER/ADMIN/ SECURITY-VIGILANCE-2019-2022/005

ANNEXURE A

AGENCY DETAILS

Please provide details as per format given below only.

| S No. | Item | Name of supporting document | Page No. |
|-------|---|-----------------------------|----------|
| 1.0 | Name/ADDRESS OF AGENCY Tele. nos. Fax nos. | | |
| 2.0 | Statutory Requirements: Please state whether the agency is Registered Co./Proprietary/Society/ or Registered under Shops & Establishment Act. Please enclose copy of registration accordingly. | | |
| 3.0 | Number of Employees | | |
| 4.0 | Name of the Directors and their occupation | | |
| 5.0 | Experience (Years) in the field of providing security | | |
| 6.0 | Nature of any other Business carried by your company | | |
| 7.0 | Location of the main office from where the vehicles are monitored. | | |
| 8.0 | EPF/ESI Registration Nos. (As per norms) (Copy of registration to be enclosed) | | |
| 10.0 | Are you covered by Labour Legislations such as EPF, ESI, Gratuity Acts etc.? | | |
| 11.0 | Have you registered under ESI Act 1948? If so, enclose copy of registration. | | |
| 12.0 | Enclose copy of latest remittance made by Bidder's Agency towards ESI | | |
| 13.0 | Have you registered with any other Public Health Authorities State/Central? (Optional) If so, enclose copy of registration | | |
| 14.0 | Have you registered under Employees Provident Fund & Miscellaneous Provision Act 1952? If so, enclose copy of Registration. | | |
| 15.0 | Enclose copy of latest remittance made by Bidder's Agency towards EPF | | |

| | | | |
|------|--|--|--|
| 16.0 | Are you registered under Gratuity Act 1972? (Optional) | | |
| 17.0 | Enclose copy of latest remittance made by Bidder Agency towards Gratuity (Optional) | | |
| 18.0 | Have you registered under section 69 of the Indian Finance Act 1994 & Service Tax Rules 1994? If so, enclose copy of Registration | | |
| 19.0 | Enclose copy of latest remittance made by Bidder's Agency under service tax rules | | |
| 20.0 | Specify whether there are/have been any issues/ disputes against Bidder's Agency before Commissioner Provident Fund, Commissioner ESI, Income Tax authorities, Labour Tribunal State/Central Public Health Authorities, etc. | | |
| 21.0 | Satisfaction certificates from at least two (2) from past and existing clients | | |
| 22.0 | Has bidder company been blacklisted by any of his/her clients? If yes, document/certificates with details to be submitted | | |
| 23.0 | What is the time limit you require to take over the services if you are selected? | | |
| 24.0 | Banker's Name and Address | | |
| 25.0 | What is the annual Turnover of the Agency for the following years : 2014-2015 2015-2016 2016-2017 2017-2018 2018-2019 (provisional) Enclose copies for above. | | |
| 26.0 | Details of any other information / document which may help C-DOT in assessing tenderer's capabilities for award of contract. | | |
| 27.0 | Furnish details of infrastructure maintained by your Agency/ Company for providing security services. | | |

| | | | | |
|------|---|--------------|----------------|----------------|
| 28.0 | Mobile phones allotted to staff working in your Office who can be contacted on emergency. | | | |
| 29.0 | No. of Employees on rolls of your agency / company & details of welfare measures provided to the Staff? | | | |
| 30.0 | Is any transport facility provided to your staff to reach the office in the mornings. | | | |
| 31.0 | Do you issue Uniform to your staff totally free or subsidized or on full payment? | | | |
| 32.0 | Do you pay Bonus? If so, what is the quantum of bonus proposed to be paid? Details about how bonus proposed to be worked. | | | |
| 33.0 | Time duration required to start the services. Deployment plan/strategy to be submitted | | | |
| 34.0 | Filled Technical Evaluation Sheet for Tendering Agency as mentioned in the 12.1.11 | | | |
| 35.0 | Plan and Strategy Document for proposed services in C-DOT campus. | | | |
| 36.0 | The undertaking for inclusion of the affidavit validating the service charges being quoted in financial bid in bid document as mentioned in the para 12.1.14 of Minimum eligibility criteria. | | | |
| 37.0 | Who are the major corporate clients of your Company / Agency to whom security services are provided? Furnish Name & Telephone No. Of the Officer, who controls the security services provided for? Please provide minimum three references. | Client Names | Contact Person | Contract Value |
| | | | | |
| | | | | |
| | | | | |

C-DOT/TENDER/ADMIN/ SECURITY-VIGILANCE-2019-2022/005

Annexure B

Financial Bid

Tendering agency to submit the financial details to furnish the financial bid as per table given below: -

Table 1: Financial Bid

| S No | Financial Component | AS O | Security Supervisor | Head Guard | Security Guard | Lady Guard | Gunman | Remark |
|-------------|---|-------------|----------------------------|-------------------|-----------------------|-------------------|---------------|---------------|
| 1. | Basic Salary | | | | | | | |
| 2. | DA/VDA | | | | | | | |
| 3. | HRA, If any | | | | | | | |
| 4. | Relieving Charges (1/6 th of Basic Salary) | | | | | | | |
| 5. | Total* | | | | | | | |
| 6. | ESI @4.75% on Total* | | | | | | | |
| 7. | EPF/EDLI/Adm in Charges (13.36% of Basic Salary or as per latest notifications from EPFO) | | | | | | | |
| 8. | Bonus @8.33% on basic salary with a cap as per latest notification | | | | | | | |
| 9. | Gratuity / Terminal Benefits @4.81% on Basic Salary | | | | | | | |
| 10. | Total | | | | | | | |
| 11. | Cost per head | | | | | | | |
| 12. | Any Other Charges | | | | | | | |
| 13. | Service Charges @ | | | | | | | |
| 14. | Cost of Uniforms (two | | | | | | | |

| | | | | | | | | |
|-----|-------------------------------|--|--|--|--|--|--|--|
| | winter + two summer) | | | | | | | |
| 15. | Uniform and Washing Allowance | | | | | | | |
| 16. | Total | | | | | | | |
| 17. | GST | | | | | | | |
| 18. | Grand Total (in Figures) | | | | | | | |
| 19. | Grand Total (in words) | | | | | | | |

Note:

1. The rates quoted for wages of different categories of security guards shall not be less than the Minimum Wages fixed / notified for such categories by the Central Government authorities from time to time.
2. If a tendering agency quotes NIL charges, the bid shall be treated as unresponsive and shall not be considered.
3. No correction / overwriting shall be made or eraser used in the financial bid.

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Annexure C

Financial Summary

Table 2: Summary of financial cost to C-DOT based on details provided in Table 1

(Not to be part of Financial Bid)

| S No. | Security Personnel (no. required at C-DOT) | Per head | Billing Cost to C-DOT Requirement (in figure) | Billing Cost to C-DOT Requirement (in words) | Remark |
|--------------|---|-----------------|--|---|---------------|
| 1. | ASO (1) | | | | |
| 2. | Security Supervisor (3) | | | | |
| 3. | Head Guard (3) | | | | |
| 4. | Security Guard male (49) | | | | |
| 5. | Lady Guard Female (2) | | | | |
| 6. | Gunman (2) | | | | |
| | Total Monthly Cost | | | | |
| | Total Yearly Cost | | | | |