



केन्द्रीय कर, केन्द्रीय उत्पाद शुल्क व सीमा शुल्क के आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CENTRAL TAX AND CENTRAL EXCISE
सिकंदराबाद , बशीरबाग, हैदराबाद- 500 004
SECUNDERABAD GST COMMISSIONERATE, GST BHAWAN BASHEERBAGH, HYDERABAD -
500004

C..No. I/22/06/2018-Admin

Dated : 29.05.2018

**Notice Inviting Tender For Providing
Security Service to Central Tax and Central Excise, Secunderabad GST
Commissionerate, Hyderabad.**

The Commissioner of Central Tax and Central Excise, Secunderabad GST Commissionerate invites sealed quotations from reputed agencies who are engaged in the business of providing Security Services.

1. SCOPE OF WORK

1.1 Brief on office premises and security outline:

The bidders are required to provide 24×7×365 days security of Central Tax and Central Excise Department's property i.e. 287 quarters constructed for officers situated at Survey No. 1/5, Hasmathpet, Bowenpally, Secunderabad.

The scope of work for the bidders includes the following tasks

- i. To safe guard the property and material situated in the premises situated at the above address for 24 hours × 365 days a year by Manning the entrance gate and patrolling the premises and also regulating, monitoring and recording the entry of all persons, materials and vehicles coming in and going out of the premises.
- ii. Watch and patrol all building in all bocks situated in the premises including open yard, Rear sides of the building.
- iii. The security personnel should ascertain the authorization of visitors if any, by telephonically calling the department officials for authorization of their entry, in case of necessity. The security Guard will ensure the entry of Visitor with his address, contact particulars and purpose of visit.
- iv. Security team should conduct themselves in a professional manner while on duty and maintain logbook of events/ visitors/ vehicles entered
- v. Drugs & Liquor and smoking are prohibited inside the premises.
- vi. Reporting should be done on untoward incidents to the officer-in-charge or the designated Helpdesk.

1.2 Equipments to be provided

The basic equipment required for the Security Staff deployed should commensurate with the nature of work and should be at least as follows;

- i. Batons and whistles set of 6 Nos.
- ii. Forehead fastened battery operated powerful search light [3 nos]
- iii. Hand held search light/torch [3 nos]

1.3 Qualification requirement of the manpower deployed:

The personnel to be deployed by the bidder should have the following:

- i. Should have passed at least Secondary School or equivalent exam.
- ii. Should be males between 25-55 years of age.
- iii. Should have at least 5 years experience of the job in some reputed institution.
- iv. Should be medically fit for the job.
- v. Should have good character.
- vi. They should have been on the employment roll of the bidder for a minimum of six months before their deployment to the Departmental premises.
- vii. They should also satisfy the qualification requirement laid down in Scope of work.
- viii. Personnel at security gate should be able to communicate in English, Hindi and Telugu.
- ix. Should have knowledge of fire fighting.

1.4 Manpower requirement

Location	No of security personnel	No of security Supervisor	No of shifts	Total no of personnel (three shifts)
Security guard at entrance gate & patrol of premises	02	--	03	06
Manpower classification		Skill Category		
Security Guard gate Building/premise patrolling		Semi-skilled		

1.5 Shift Timing

Category	Job Nature	Shift-1	Shift-2	Shift-3	Timeline for reporting
Security personnel and patrolling	Security	02	02	02	08.00 17.00 23.00

1.6 Control registers to be maintained

Type of chart/Register	Periodicity of change	Timeline
Manpower/staff deployment register	Yearly	Entry by 0800/1700/2300 hrs daily
Visitors/vehicle movement register	Yearly	As and when they come and leave
Petrol monitoring chart	Yearly	On hourly basis
Register of Asset damage/lost	Yearly	As and when incident happen
Material movement register	Yearly	As and when material movement is there.

2.A. TERMS AND CONDITIONS

- i. Male Security personnel are required on contract basis for the building/ premises at Hasmathpet, Bowenpally, Huderabad. The successful bidder will have to enter into an agreement for the services to be rendered.
- ii. All the participants in the bid/ quotation should have GST Registration along with other statutorily required licenses. Quotation Price should be inclusive of all Government Taxes inclusive of GST.
- iii. Terms of Agreement: For **One year**, extendable with the consent of the Commissioner and based on performance and other factors for a further period of one year. The contract is tentatively proposed to be entered into with effect from **01/07/2018** or the date to be intimated.
- iv. The entire work included in the contract shall be executed by the successful bidder and shall not, directly or indirectly, be transferred, assigned or sublet any part or shared;
- v. A person deployed for any shift on a particular day shall not be put to duty again on any other shift on the same day. A penalty of Rs. 500/- will be levied for each such default.
- vi. The bidder should possess all the required statutory licenses and permissions to run such service.
- vii. A single room guardroom cum office will be provided for the legitimate use by the successful bidder for execution of the work under the contract.
- viii. The department reserves the right to terminate the agreement or recover the losses in the event of any failure or lapse on the part of the bidder.

ix. The Department may increase/ decrease number of persons required from time to time. If any person is to be deployed as per the requirement of department, the bidder is under obligation to provide such personnel.

x. The performance of the successful bidder will be continuously monitored by the Departmental Officer In-charge.

B. Staff (to be deployed) related

i. The successful bidder shall provide / supply uniform with personal protective equipment [PPE] i.e. shoes, raincoats, winter protection jackets etc. at his own cost and should ensure that the staff is on duty at all times in uniform. All the staff should sport their photo identity card prominently on their uniform.

ii. The bidder, supplying the persons, shall be responsible for the conduct of personnel provided by him/ them.

iii. The bidder shall obtain a valid Labour license under the Contract Labour (R&A) Act 1970 and the Contract Labour (R&A) Central Rules 1971, before commencement of the work and a copy of which should be submitted to the department. He shall continue to have a valid license until the completion of work. The bidder shall also abide by and comply with the provisions of the child Labour (Prohibition and Regulation) Act 1986, payment of /wages Act 1936, Minimum Wages Act 1984, Employees Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, Maternity benefits Act, 1961 and Apprentices Act, 1961 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time. The bidder is fully responsible to observe the above laws as amended from time to time in regard to his employees and compensation and other benefits/ risks in relation to employees to be engaged by him. Provisions of EPF and Misc. Provisions Act 1952 & Employees Provident Fund Scheme 1952 shall be followed by the bidder irrespective of staff engaged by them for performing the works of the Departmental property. The persons deployed by the bidder shall always carry the proof that they have been covered under ESI, PF. Mere proof of furnishing the code number of the bidder will not be sufficient. The proof of compliance shall be included in the monthly bill without which it will not be processed.

v. The Security personnel deployed shall be employees of the bidder and all statutory liabilities shall be paid by the bidder.

vi. The persons deployed for security purposes by the bidder will have no claim for regular Government job.

vii. The successful bidder shall indemnify the Department against payments to be made under and for the non-observance of the laws (if any).

viii. The successful bidder shall furnish the name, qualification, proof of identity and effective verification of investigation into the background, antecedents, past conduct and character of each person the bidder proposes to deploy in the premises of the Department.

C. Start of services

i. The successful bidder shall present himself for signing the contract along with the performance security in the form of Bank Guarantee immediately after receipt of communication of successful bid from the Commissioner, Secunderabad GST Commissionerate.

ii. Should the successful bidder fail to start services, Commissioner, Secunderabad GST Commissionerate shall be entitled to recover liquidated damages to the extent of the difference in charges incurred by Department in making alternative arrangements along with penalty of Rs. 2500 per day for the delay period.

iii. Near relatives of all Department employees, either directly recruited or on deputation, is prohibited from participation in tenders and execution of works. In this regard a certificate should be furnished.

D. Performance evaluation

i. The successful bidder's performance will be evaluated from time to time by the Department. Failing to achieve the minimum standard will not only attract imposition of penalty of Rs. 1000/- per month under the contract, but also liable for termination of the contract.

E. Extension and Termination of Contract

i. The Commissioner reserves the right to terminate the contract at a time with one month's notice without assigning any reasons thereof for which no letter of reason/ explanation can be sought for by the successful bidder. The Commissioner will also have the right to extend this contract on the same rates, terms and conditions at one time or in spells of lesser time period up to a cumulative maximum period of one year or till an alternate arrangement is made whichever is earlier. Any further extension on the same rates, terms and conditions will be mutually agreed upon.

ii. The Commissioner may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful bidder terminate the contract,

- a. If the successful bidder fails to provide the services as per the terms and conditions of this contract on the dates and on the specified times as requisitioned by Commissioner.
- b. If the successful bidder fails to perform any other obligation(s) under the contract.
- c. If the successful bidder fails to achieve standards demanded by the scope of contract.

F. Arbitration

i. In event of any question, dispute or difference arising under this agreement or in connection therewith, except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration of the Commissioner. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act,1996.

ii. The venue of the arbitration proceeding shall be the office of the Commissioner or such other places as the arbitrator may decide.

G. Force Majeure

Neither the successful bidder nor the Commissioner shall be liable for any delay, default or failure under this agreement if such delay, default or failure arose as a direct consequences of force majeure including strikes, lock out, war and civil unrest.

H. Court Jurisdiction

All disputes arising out of or in any way connected with the agreement shall be deemed to have arisen at Hyderabad and only courts in Hyderabad shall have jurisdiction to determine the same.

I. Penalty

i. In case of breach of any conditions of the contract and for all types of losses caused by the successful bidder, Commissioner shall levy penalty and make deductions as deemed suitable or as specified in the contract, and deduct the same from the bills preferred by the successful bidder.

ii. Nature of penalty leviable under this contract is summarized as under the convenience. Deployed guards continuously for more than one shift, Rs. 500/- per incident. Occupancy of outsiders in guardroom and in space allocated for guard equipment storage, Rs. 1000/- per incident. Failure to deploy equipments as per the contract, Rs. 100/- per day. Non-wearing of approved uniform while on duty, Rs. 50/- per person / incident. Found Chit – chatting, smoking, chewing pan, unwarranted loitering in corridors etc, Rs. 50/- per incident. Found in possession of personal mobile on person while on duty other than for supervisor, Rs. 50/- per

incident. Found using rooms other than allocated for personal conveniences, Rs. 50/- per incident. Delay in Commencing the service, Rs. 2500/- per day. Failure to improve performance evaluation grade after notification, Rs. 1000/- per month.

J. Payment

- i. The successful bidder is solely responsible for payment of wages to the staff deployed.
- ii. The successful bidder is responsible for deduction and payment of all Government Taxes including GST.
- iii. The successful bidder's monthly bills should be supported by muster rolls attendance etc. , for the respective month. If man power is not deployed as agreed, proportionate amount will be deducted from payment.
- iv. The Commissioner shall recover at source, Income Tax and other applicable taxes on the gross bill value, payable per month to the successful bidder at the rates prescribed and remit the same to the concerned authorities.
- v. Penalties, damages, and contract non-compliance recoveries quantified, if any, will be recovered from the monthly bill payments.
- vi. The successful bidder shall not petition for revision of rates tendered by him under any circumstance at any stage of work, either during execution or when the final claims are settled.

3. TENDER PROCESS AND AWARD OF CONTRACT

Quotation should be submitted in two sealed envelopes. One envelope should contain **Pre-qualification cum Technical Bid** [ANNEXURE-5]. The second envelope shall contain the **Financial bid** [ANNEXURE-6]. The envelopes shall be marked accordingly on the top. Both the envelopes should be put in another envelope marked '**TENDER FOR HIRING OF SECURITY PERSONNEL FOR THE PROPERTY SITUATED AT HASMATHPET, BOWENLPALLY SECUNDERABAD.**'

3.1 Pre-qualification criteria:

The agency shall satisfy the following conditions to participate in the tender process. **(Documentary proof shall be enclosed)**

- (a) The bidder (as on the date of filing the tender document) is engaged in security services contract with at least 05 (five) reputed organizations.
- (b) At least 50 or more guards should have been employed by the reputed organizations for the last three years **in** three reputed organizations.
- (c) **Legal Valid Entity:** The bidder shall necessarily be a legally valid entity either in the form of a company registered under the companies ACT, 1956 or a limited liability partnership or a partnership firm or a proprietary concern or an association of persons. A proof for supporting the status of the bidder

shall be submitted. i.e. copy of certificate of incorporation or partnership deed etc.,

- (d) **Financial Capacity:** the bidder should have the minimum annual turnover of **Rs. 75 lakhs (Rs Seventy Five Lakhs only)** each in the last **three** financial years, **2015-16,2016-17, 2017-18**. Individually or as a consortium.
- (e) **Registered Firm:** the Bidder should be registered with the GST, Income tax and also registered under labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation. Relevant proof in support shall be submitted.
- (f) **Experience:** The Bidder should have experience in the similar field of providing security services in the big organizations and or Government Departments/PSU for the last five years. Relevant proof in support shall be submitted.
- (g) **Man Power:** The Bidder should have on its roll a minimum of 50 manpower engaged in the similar nature of security services as on the last date of submission of the bid. Relevant proof in support shall be submitted.

3.2 Other Terms & Conditions:

- i. The quotations should reach this office latest by **05.00 P.M. on 19 .06.2018**.
- ii. The Department reserves the right to reject any or all the tenders without assigning any reason whatsoever.
- iii. At any time prior to the date of submission of bids, Commissioner may for any reason, whether at its own initiative or in response to clarification requested by a prospective bidder, modify the bid documents by amendment.
- iv. The amendments if any, shall be informed/intimated to all prospective bidders to the address intimated at the time of obtaining of bid document from the Commissioner and these amendments will be binding on them.
- v. In order to afford reasonable time to the prospective bidders to take the amendments into account in preparing their bids, the Commissioner, may, at his discretion, extend the deadline for the submission of bids suitably.
- vi. An evaluation of the firm for its reputation, infrastructure, system management & capability to provide required personnel etc. will be done by the department before finalizing the tender.
- vii. The successful bidder has to submit a Performance guarantee @ 5% of the Annual value of the contract in the form of Bank Guarantee within ten days after receipt of communication of successful bid. The security should be in form of irrevocable Bank Guarantee issued by a nationalized bank in favour of Commissioner and valid for the contract period of **12/24/36 months** from the date of execution of agreement of contract in the form provided in the Tender document at ANNEXURE-2. Such Guarantee shall remain in force for the period

of the contract. In case the contract is extended as per mutual agreement the period of validity of the Bank Guarantee should be for a period up-to two months following the period of contract.

viii. In the event of termination of the contract by the successful bidders without notice and before the contractual period, the Bank Guarantee is liable to be forfeited.

ix. The Department shall return the Bank Guarantee after the expiry of the agreement period after adjusting the dues, if any, which are to be recovered from the bidder for the losses/lapses as determined by the Commissioner.

x. The tenders shall be opened **on 20.06.2018 at 11.00 am** in the presence of bidders or their authorized representatives who wish to be present at the time of opening of bids on due date. Authorization letter to this effect shall be submitted by the bidder before they are allowed to participate in bid opening. In the event of the date being a closed holiday, the tender would be opened on the next working day at the same time. Unsealed tenders shall neither be opened nor considered. Such unsealed tenders shall be returned to the concerned bidder after received their written request. The Tender Opening Committee [TOC] shall open the sealed tenders.

xi. Compliance Report on all the terms and conditions of the contract must be submitted by the bidder as per the ANNEXURE-3.

xii. The Pre – qualification and technical bids will be evaluated for satisfaction of the terms of the tender.

xiii. Conditional tenders are liable to be rejected.

xiv. If on check there are differences between the rates quoted by the bidder in words and in figures or in the amount worked out by him, the following procedure shall be followed.

- (1) When there is a difference between the rates in figures and in words, the rates, which correspond to the amounts worked out by the bidder, shall be taken as correct.
- (2) When the bidder does not work out the amount of an item or it does not correspond with the rate written either in figures or in words, then the rate quoted by the bidder in words shall be taken as correct.
- (3) When the rate quoted by the bidder in figures and in words tallies but the amount is not worked out correctly the rate quoted by the bidder shall be taken as correct and not the amount.

xv. The Commissioner is not bound to accept the lowest bid. The Commissioner reserves the right to award the work to more than one agency depending upon exigencies and requirements.

xvi. The Commissioner reserves the right to disqualify such bidders who have a record of not meeting the contractual obligations against earlier contracts entered into with Commissioner or with any Central or State governments.

xvii. The Commissioner reserves the right to award the work on experimental basis for a period of not less than 2 weeks and not more than 12 weeks, to see and evaluate the performance of the bidder, before formal award of the tender. The bidder will do the work as per the terms and conditions of the tender.

xviii. Notwithstanding anything contained in aforesaid paras, Commissioner may award the work order to the successful bidder immediately on opening of the financial bid. The work order will be issued in writing and communicated through e-mail as provided by the successful bidder and sent by post to the address as provided in the tender document.

xix. The timelines for submission of 'Bank Guarantee' and start of service will commence from the date of receipt of communication of successful bid.

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