

ONLINE TENDER DOCUMENT**SECURITY SERVICES AT NHHM (CRAFTS MUSEUM)****Government of India**

**Ministry of Textiles, O/o Development Commissioner (Handicrafts)
National Handcrafts and Handlooms Museum (NHHM)
Bhairon Marg, Pragati Maidan, New Delhi- 110 001**

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SCHEDULE TO TENDER

S.No.	Activity Description	Schedule
01	Starting Date and Source of Tender Document	Available from 15 Feb 2019 on online at URL http://eprocure.gov.in/e-procure/app or http://www. Handicrafts.nic.in
02	Last date for upload of bids	07 Mar 2019
03	Earnest Money Deposit	Rs. 1,00,000
04	Pre-bid meeting	22 Feb 2019
05	Cost of Bid document	Nil

e- TENDER / NOTICE
Security Services for providing round the clock security at NHHM

Introduction

1 The **National Handicrafts and handlloms Musdum (NHHM)**, popularly known as **Crafts Museum** located at Bhairon Marg Pragati Maidan New Delhi – 110001 is a Subordinate office of Development Commissioner (Handicrafts), Miinistry of Textiles, Govt of |India New Delhi

Description

2 On behalf of the President of India invites online bids in Two cover system through CPP Portal website <http://eprocure.gov.in/eprocure/app>) for providing **Twenty Security Guards** (without arms) including two lady guards for manning of Six guard posts round the clock in three shifts and lady guards for museum visiting hours. The number of guards mentioned here, is an approximate requirement and it may increase or decrease during the period of the contract subject to availability of budget and other related reasons.

Eligibility Criteria

3 The following are essential eligibility criteria :-

(a) Agency should have a legal status, whether it will be a registered proprietorship Firm / Partnership firm / Company under companies Act having all statutory license / registration under **PSARA** for carrying out such activity as well as have registration for income tax / PAN /GST / / Contract Labour (Regulation & Abolition) Act / ESI / EPF / etc .,

(b) The Agency should have minimum three years experience in providing the manpower to CG Ministries / Departments, State govts and PSUs / Autonomous / universalities etc., Agency should also submit the performance certificates from the clients in support of having rendered the satisfactory services to such CG Ministries / Departments, state govt and PSUs

(c) Agency should have its registered office in Delhi / NCR.

(d) Bidder should have at least annual turnover of Rs. 50 Lakhs in the last three consecutive financial years. Balance sheet / certificate duly certified by CA is to be attached.

(e) There should be no legal suit / criminal case pending or contemplated or legal notice having been served to this effect against the agency or its authorised signatory on grounds of moral turpitude or for violation of any of the laws in-force and should not be black listed by the any govt organisation

Methodology & Evaluation of bids

4 The following common methodology be adopted and selection procedure would be made on the basis of combined quality cum cost base selection. The technical score will be given a weightage of 70% and financial score will be given a weightage of 30%. Points on Financial bid calculated based on Financial bid of L1 treated as 100 marks and for other than L1 agencies will be evaluated using the formula i.e., L1 / Fin Bid of Agency)X 100, adjusted to two decimal places.

Technical Evaluation Criteria for 100 points

	Criteria	Supporting documents required
01	5 marks for each Ex-servicemen guard upto the age of 50 years, to be deployed at site compulsorily (Maximum Marks 60)	Copy of PPO & written Willingness by Ex-S to work as guard at NHHM for at least 1 year & countersigned by agency.
02	5 marks for one Guard cum Receptionist / Ticket counter operator (Maximum marks 05) Graduate having undergone computer courses / knowledge computers including Typing etc	Photo copies of Certificates for Graduation and computer course. Alternately, If any graduate having typing speed of min. 25 words per minute can take certificate from NHHM after typing test on software - Typing Master 10. & written Willingness by him to work as guard at NHHM for at least 1 year & countersigned by agency.
03	05 Marks for one Guard cum CCTV operator (Maximum marks 05) Min. 12 th pass and having 3 years min. experience in CCTV Operator / background of surveillance and monitoring or undergone certificate course on CCTV surveillance & related	Photo copies of 10 & 12 th certificate and Experience certificate . & written Willingness by him to work as guard at NHHM for at least 1 year & countersigned by agency.
04	05 Marks for one Guard cum Fire Guard (Expert in Fire operation) (Maximum marks 05) • Min. 12 th pass with having 3 years experience / ample knowledge in fire fighting functions	Photo copies of 10 & 12 th certificate and Experience certificate . & written Willingness by him to work as guard at NHHM for at least 1 year & countersigned by agency. Note : Lecture / Practical will be conducted before assessing , if reqd
05	Annual turnover in each for last three consecutive f/ys. Max Marks 10 05 marks for 51 laksh – 100 lakhs 10 marks for above 100 lakhs	Copy Certificate duly certified by CA

06	Appreciation / Awards Max.10 Marks 05 for Appreciation / Awards 05 marks for Media coverage for outstanding performance	Copy of supporting documents
07	05 marks for providing guards at any Govt Museums for not less than 2 years with satisfactory certificate.	Agreement / work order with satisfactory performance certificate
Note : -10 negative marks for complaints pending with any office related with unfair labour practices		

Bidder securing min. 60 marks in technical criteria will be declared as qualified and financial bid of only those bidders will be opened. The agency should submit the Declaration on e-stamp Non-judicial paper mentioning their details and assuring to deploy them on the site as per specimen format attached.

Scope of work

5 To provide security services for the protection of life and property against theft, pilferage, fire etc, safety to manpower, guiding visitors to the concerned officials/occupants, regulating entry of unwanted visitors/salesmen and maintenance of visitor's register.

1. To prevent entry of stray animals like cow, dogs etc. round the clock patrolling of the site(s).
2. Checking of gate passes and allowing the exit of material accordingly to regulate the entry and exit of vehicles.
3. Control the access of persons/vehicles into and out of the complex.
4. Responsible for frisking and checking of visitors during and after office hours.
5. The agency shall maintain records of inwards and outwards movement of men materials and vehicles, etc. with proper check as per instructions given from time to time by competent authority.
6. Ensuring the complete safety and security of man and materials.
7. Parking and traffic management within the premises.
8. Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills.
9. visitor management in common, and during other special occasions.
10. Having effective control on movement of materials in / out.
11. Physical guarding of entry / exit points.

12. Screening / directing of visitors.
13. Patrolling and guarding various common areas & surroundings to ensure adequate safety and security.
14. Assisting the occupants during the Emergency Evacuation of the building.
15. Rescue operation of passengers stranded in the lifts
16. Complete Disaster Management in case of Emergencies/ Disasters
17. Providing of Adequate Security as per the Requirement.
18. Ensuring and Monitoring the Operational condition of Boom Barriers & Access Control System.
19. Liaison with appropriate agencies in case of emergencies/Disaster & well equipped with their update contact numbers.
20. Lodging of complaints/FIRs in case of emergency/disaster under intimation.

Terms And Conditions

6 On job training training /familiarization of the Security and door keeping services required to be done by the personnel to be deployed by the Service Provider under the contract for 2 days and this period will not be counted as shift manned by Service Provider's personnel for the purpose of payment under the contract.

1. The Service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest here in any manner or degree directly or indirectly to any person, firm or corporation whatsoever.
2. The Service Provider will provide a log book register for making entries by the security personnel of their presence at duty site.
3. The Service Provider shall provide at his own cost proper clean uniform with whistles and badges and also photo identity cards as per laid down rules for Private Security Agencies.
4. The Service Provider shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
5. The Service Provider shall bear all the expenses incurred on the following items i.e. Provisioning of torches and cells, lathis / batons and other equipment to security staff, stationary for writing duty charts and registers at security checkpoints and records keeping as per requirements.

7. Special Terms And Conditions

1. The antecedents of security staff deployed shall be verified by the Service Provider from local police authority and an undertaking in this regard to be submitted to the department and department shall ensure that the Service Provider complies with the provisions.
2. The Service Provider will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the Buyer Department. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown.
3. Adequate supervision will 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 Service Provider deployed, the supervisory staff will move in their areas of responsibility.
4. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the Buyer Department.
5. The security staff shall not accept any gratitude or reward in any form.
6. The Service Provider shall have his own Establishment/set up/mechanism/Training institute to provide training aids or should have tied up with a training institute, with 2-3 Ex-Servicemen/Ex-Para Military Forces/Ex-Police for training purpose at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
7. Under the terms of their employment agreement with the Service Provider 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 Service Provider.
8. The Service Provider shall do and perform all such Security services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Department may issue from time to time and which have been mutually agreed upon between the two parties.
9. The Service Provider shall be responsible to maintain all property and equipment of the Buyer Department entrusted to it.
10. The Service Provider will not be held responsible for the damages/sabotage caused to the property of the Buyer Department due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
11. The Service Provider will deploy supervisors as per the need given by the Buyer Department. The supervisor shall be required to work as per the instructions of Buyer Department.
12. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Buyer Staff and should project an image of utmost discipline. The Department shall have right to have any person moved in case of its staff complaints or as decided by representative of the Buyer Department if the person is not performing the job satisfactorily or otherwise. The Service Provider shall have to arrange the suitable replacement in all such cases.

13. The personnel will have to report to the Buyer Department's security office at least 30 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by the Buyer Department.
14. The Service Provider shall deploy his personnel only after obtaining the Buyer Department approval upon duly submitting curriculum vitae (CV) and police verification details of personnel,
15. Buyer shall be informed at least one week in advance and Service Provider shall be required to obtain the Department's approval for all such changes along with their CVs.
16. Security staff engaged by the Service Provider shall not take part in any staff union and association activities.
17. Other parameters of the uniform shall conform to the specifications in the PSARA 2005.
18. Training of the staff must be as per PSARA 2005 before deployment.
19. The Security Agency should get medical check-up of its deployed staff at the time of their induction to ensure their fitness for the job assigned and annual medical check-ups as prescribed under PSARA. A record of the same shall be maintained in the personal file of the security personnel.
20. Physical standards for Security Guards should be as per the PSARA 2005.
21. The Service Provider shall comply with all the legal requirements for obtaining License under Contract Labour (Regulations and Abolition) Act, 1970 if any, at his own part and cost.
22. The Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Buyer Department or any other authority under Law.
23. The Service Provider shall ensure the following in respect of his employees-
 1. The working hours and days of the outsourced employees will be as per the existing applicable rules of the respective Central/State Government organisations. However, they have to work on holidays, if necessary and required based on demand of work.
 2. In an event of deployed personnel availing leave, and if required by buyer suitable substitute(s) shall be provided by service provider as per mutual understanding with buyer.
 3. Consequent to poor performance of deployed manpower, service provider shall immediately replace the deployed manpower thereby maintaining service levels and continuity.
 4. Working shifts (includes day and night shift) if any, and daily working hours shall be mutually agreed upon between buyer and seller prior to deployment of manpower.
 5. The attendance of the employees will be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance

system at the Buyer's premises. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Corporation or office concerned. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.

6. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

24. **The competent authority of NHHM has liberty to fill ¼ of guard posts with waiting candidates of compassionate appointment in view of service death case of employees of NHHM or otherwise as decided having with discretionary power .**

25. The Service Provider should have a legal status, whether it will be a registered Proprietorship Firm/Partnership Firm/Company under Companies Act having legal entity having all statutory licenses/registration for carrying out such activity as well as have registration for income tax.

26. The Service Provider shall ensure that all the relevant licenses / registrations / permissions which may be required for providing the services are valid during the entire period of the contract; failing so shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.

27. No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by the Buyer.

28. The Buyer will in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the employee or by the Service Provider. The employees as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the Buyer's department would not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules shall only rest with the Service Provider.

29. The Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.

30. The Buyer shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the Buyer , emergencies, exempted.

31. The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organisation by whatever name be called without the prior written consent of the Authority.

32. The Service Provider shall nominate a coordinator who shall be responsible for regular interaction with the Buyer Department so that optimal services of the persons deployed could be availed without any disruption.
33. For all intents and purposes, the Service Provider shall be the “Employer” within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Buyer Department.
34. The Buyer Department shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.
35. The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement.
36. Any other Terms and Conditions as mentioned in the Miscellaneous Terms and Conditions for Services.
37. The Guards with Spl qualifications i.e., Fire Guard, Receptionist / Ticket counter operator , CCTV expert, will also to be deployed for guards duties . However, their special services will be utilized by NHHM as and when required.

Payment

1. The Service Provider Agency shall also deposit EPF and ESI of both employer and employee share within 15th day of the month of payment for the support staff engaged from their account and prefer the bill to the Buyer Department for reimbursement of employer share only.
2. Employers share of EPF & ESI actually deposited to the respective authorities with proof of deposit of both employee and employer share by the end of the second week of the succeeding month. Employee share of EPF and ESI contribution shall be recovered from the gross remuneration & balance amount is to be released to the persons employed.
3. The Service Providing Agency shall furnish statement of amount paid for the month to the persons deployed along with cheque number and date and Bank account from which the payment has been made. Service Providing agency is to furnish copy of bank statement in support of amount paid as and when required by Buyer Departments.
4. The Service Provider shall be responsible for timely payment of take home remuneration to the supporting staff and deposit of EPF and ESI (both employee and employer share), failing which a penalty will be deducted.
5. The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly / quarterly / half yearly / annual return if any before the EPF and ESI authorities.
6. The payment to the Service Provider will be made on monthly and quarterly basis, depending upon the actual duration of the services rendered as per order.
7. Any violation of contractual obligations by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider confirms and

agrees that penalty whenever becomes payable, the same shall be deducted by the user department from the payments due to the Service Provider.

8. TA/DA shall be payable directly by the Buyer on production of travel documents in original and approval of appropriate authority of the Buyer for undertaking such travel for the project/assignment.
9. All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted is inclusive.
10. The Service Provider shall ensure payment regularly for the deployed manpower to their entitlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
11. In case the submission of monthly bills is delayed by the Service Provider beyond 15 days from the last day of the month in which the services have been provided, the entire liability towards payment of interest/penalty to the tax authorities would be borne by the respective Service Provider.
12. Escalation towards payment of salaries / wages of the employees shall not be accepted on any ground during the contract period.
13. The Breakup of the components to be provided to the Buyer Department. The Buyer Department will provide Minimum Wage as per the Notification applicable in their area for the category of Resource they want to procure.
14. The Total Price includes Minimum Wage, ESI, EPF, Admin Charge and GST on the mentioned components. Service Provider will thus quote over and above the following components as a Service Charge and Special Allowance if any:

Minimum Wage + ESI + EPF + PF Admin Charges + GST (on the Minimum Wage, ESI and EPF component), which is provided by the Buyer Department and the rest (GST on the component provided by the Buyer) is added by the platform.
15. In case of any changes in the minimum wages as per the Applicable Laws during the Contract period, Buyer shall pay the Service Provider the difference in wage from the amount mentioned in the contract on pro rata basis.
16. The cost of the Contract shall be valid for initial contract period . No price escalation, other than minimum wages revision, shall be entertained by the Buyer during the period.

Breach Of Contract

The following conditions shall specify breach of contract and buyer shall have right to immediately terminate the contract.

1. Cumulative penalties reach 10% of the contract value
2. Repeated breach of any provision of agreement beyond 3 instances in the entire contractual period shall be treated as breach of contract. Breach of SLA is defined as performance lower than defined lower performance in this agreement.

Penalties And Termination

1. The Service Provider shall be responsible for faithful compliance of the terms and conditions of this agreement.
2. In the event of any breach of the agreement, the same may be terminated and further the work may be got done from another Service Provider at the risk and cost of the Service Provider.

Duties of Security Guard. The **illustrative duties of the Security Guard** shall be as under :-

- (a) Checking and making a record of the inventory items coming in and going out of the premises (having gate pass / without proper permission)
- (b) Opening / closing of the building and rooms daily and keep a watch on house-keeping staff particularly when they perform their daily cleaning operations before office hours.
- (c) Maintain record of Vehicle / Truck entry / exit for loading / unloading in view of on going Rejuvenation work or any exhibition.
- (d) Must bring to the notice any fault in the civil / electrical / communication or any other system and simultaneously take up with the concerned authorities for their rectification.
- (e) To check the Entry Ticket of visitors and ensuring proper and orderly flow of visitors to Galleries.
- (f) Exercising strict vigilance for protecting the museum and other establishments of National Museum from damage, defacement and destruction.
- (g) To safeguard the antiquities on display in the galleries and those lying in the reserve collection as per charge entrusted to the guard.
- (h) Shall take regular rounds of the premises / patrolling to maintain vigil and remain alert.
- (i) Security Guards to know the action to be taken under various security and fire contingencies including smoke detection alarms and its zones. Ensure serviceability of all Fire Fighting Equipment and Security gadgets.
- (j) They are able operate all types of fire extinguishers
- (k) They should bring to notice and take prevention steps of any inflammable material which is likely to catch fire on account adequate safety measures or lying close to electrical equipment.
- (l) The security guards shall regulate courier services and other suppliers in case no other staff members are available.

- (m) To operate water pumps and ensure that the tank do not overflow.
- (n) Any other task assigned by management of museum.
- (o) They shall take regular rounds of the premises / patrolling to maintain vigil and remain alert.
- (p) Ensure availability of First-Aid materials all the time at the designated places.
- (q) He shall be responsible for opening / closing of the building and rooms as necessitated / directed by NHHM. The agency shall ensure that water taps / light / ACs are not left open / on after close of working hours on normal working days as well as on off days, as the case may be.
- (r) Enforce prohibition of consumption of alcoholic drinks, paan (including Paan masala), tobacco chewing, smoking, loitering etc without work.

Penalties: Lapses due to service provider will be viewed seriously and following penalties will be imposed on the service provider per guard for 1st instance. Half of the amount will increase for subsequent instance:-

- (a) Absent employee without replacement per incident : Rs. 500/-
- (b) Disobedience / misconduct/ Sleeping / Drinking per incident : Rs. 500/-
- (c) Attending duty in improper uniform / Delay in reporting :
Not in possession of photo ID / Whistle / Lathi
/ Torch during night shift by guard etc Rs. 100

INFORMATION AT A GLANCE : TECHNICAL BID

(All information should be given in writing with complete details mentioning words see at page number . . or Attached or Yes etc are not acceptable)

PART – I

<u>Sl No</u>			<u>Page No from – to</u>
01	Name & Address of the Agency includes name of authorised signatory, his office address, phone, mob, E mail ID etc relevant document to be attached		
02	Type of Agency & its Registration number & date relevant document to be attached		
03	PSARA Regn GST Number PAN Number ESI EPF License under Contract Labour. Relevant document to be attached		
04	Annual turnover of the firm for last three consecutive f/ys (Copy of audit balance sheet certified by CA along with ITR for last 3 years be attached).		
05	Details of Current assignments of similar contracts (attach a copy of agreement / document , name of clients, clients address, phone number)		
06	Details of experience of successfully completing in running similar security services with period from and to and claint name/address relevant document to be attached		
07	Details of Earnest Money Deposit (EMD) / Exemption supporting documents i.e, DD details or MSME/NSIC Regn No. & date relevant document to be attached		
08	Affidavit for never have been black listed by any of the Central / State organisation and no court case / Arbitration proceeding is pending against the agency, if so details thereof and the outcome may be mentioned.		
09	Other Information, if any		

Stamp with signature of authorised signatory

PART – II

SELF ASSESSMENT FOR 100 POINTS METHODOLOGY

Self assessment by bidder is to be made based on the criteria for technical evaluation as mentioned in the tender document to know your own scoring.

SI	Criteria wise maximum marks	(Marks assessed by bidder)	Page No from – to																																																				
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Stamp with signature of authorised signatory

UNDERTAKING BY THE BIDDER ON NON JUDICIAL STAMP PAPER

DECLARATION – 1

1. I _____ son / Daughter / Wife of Shri _____
Signatory of the agency / firm mentioned above is competent to sign this declaration and execute this tender document:
 - 2: I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:
 - 3: The information / documents furnished along with the above application are true authentic to the best of my knowledge and belief. I / we / am / are well aware of the fact that furnishing of any false information / fabricate document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law:
 4. We do hereby declare that the entries made in the Bid document are true and also that we shall be bound by the acts of our duly constituted Attorney.
 5. We do hereby declare that the Bidder has not been blacklisted /debarred by any Govt. Department/Public sector undertaking.

We hereby declare that the Bidder was blacklisted/debarred by _____ - (here give the name of the Department/Agency) for a period of _____ which period has expired on _____ (Full details of the reasons for blacklisting / debarring, and the communication in this regard, should be given (*).
- (* (Strike out whatever is not applicable).
6. We hereby declare that the contract entered into by the Bidder Firm with any Govt. Department/ Public Sector undertaking has not been terminated before the expiry of the contract period any point of time the last three year for breach of any terms and conditions.
 7. We also certify that none of relative (s) employed in NHHM , being a partner in the tendered company.
 8. We certify that all information furnished by the Bidder Firm is true & correct and in the event that the information is found to be incorrect/untrue, the museum have the right to disqualify the Firm without giving any notice or reason therefore or summarily terminate the contract, without prejudice to any other rights that the museum may have under the Contract and Law.

Signature of Bidder
Authorized Signatory
Seal

UNDERTAKING BY THE BIDDER ON NON JUDICIAL STAMP PAPER

DECLARATION - II

1. I _____ son / Daughter / Wife of Shri _____
Signatory of the agency / firm mentioned above is competent to sign this declaration and execute this tender document:

2. With reference to weight age / marks claimed in Technical Evaluation of bids, I, on behalf of the above mentioned firm hereby submitted undertaking that the following Guards, who are on pay rolls of our agency as on date _____ will be deployed at the site of NHHM. They will not be normally either transferred to any other sites without prior approval of NHHM. However, In case of disciplinary grounds and any other reasons beyond control, if the NHHM agreed for replacement, then the suitable replacement **of same category guard** will be provided within Five days. Beyond that period, if we fail to provide required replacement, we accept the penalty of Rs. 500 per day per guard.

	Rank Name	PPO Number
Ex-Servicemen Guards		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
	Name	Aadhar Number
Guard cum Fire Guard		
01		
Guard cum CCTV operator		
01		
Guard cum Receptionist / Ticket counter operator		
01		

Signature of Bidder
Authorized Signatory
Seal

INSTRUCTIONS FOR TECHNICAL BIDS

1. The Bidder/Firm/Agency should enclosed a notarized affidavit on a stamp paper of appropriate value to this effect that the company has not been blacklisted or their business dealings with the Government/Ministries/Department have not been banned etc (suggested format attached on next page)
2. The tender form should be clearly filled in ink legibly or typed. The Bidder/Firm/Agency should quote the number, rates and amount tendered by him / them in figures as well as in words. Alternation illegibly attested by the Bidder, shall disqualify the tender. The tender form should be signed by the Bidder himself.
3. Attested copies of the PSARA Registration of the firm, License No. (Under Contract Labour Act), Provident Fund Account No.(allotted by the Provident Fund Commissioner), ESI No., PAN No.(allotted by the Income Tax Department) and GST / ~~Service Tax~~ Number shall be enclosed.
4. Copy of the Income Tax Return Certificates of last Three years, GST / Service Tax Certificate and Satisfactory Performance Certificate issued by the concerned agency (s) organizations where such types of works / jobs have been performed by the contractor earlier shall also be enclosed.
5. The contractor shall have to produce documentary proof i.e. preferably Aadhar Card or Ration Card/ Telephone Bill / Electricity Bill / Income Tax Certificate in support of his identity.
6. Bidder/Firm/Agency who intends to participate in the tender should have 03 YEARS experience of handling minimum 30 guards / supervisors in field of security services for providing round the clock security guards.
8. Bidder should not be less than annual turnover of Rs. 50 Lakhs.
9. Earnest Money Deposit (EMD). Bidder must submit EMD at O/o NHHM on or before last date of bid submission in the form of an a/c payee DD in favour of **PAO(Textiles) Udyog Bhawan** payable at New Delhi. In the absence of Non-receipt of EMD or non-uploading of supporting documents for exemption of EMD, the technical bid cannot be considered for evaluation and the bids will lead to rejection.
10. False information/ documents provided for consideration would result in disqualification of the bidder.

FINANCIAL BID : SECURITY SERVICES AT NHHM

PART I



S.No.	Name of Items	Rate quoted per person/unit (in Rs.)
1.	Wages per guard per month (includes VDA, bonus and other all applicable allowances) and it should not be less than Min. Wages of Skilled Category.	(a) Per Guard Rs..... In Rupees
2	Uniform incl. washing Charges per person / per month	Rs..... In Word Rupees...
3.	Contractor Service / Administrative Charges per person per month .	Rs..... In Word Rupees...
4.	Total	Rs..... In Word Rupees...

PART II

Supply of Security Related items one time or on Demand as per requirement

(The cost includes taxes and its maintenance / warrant / guarantee for 2 years)

Note : It is the responsibility of agency to get it repaired / replaced at their own cost during the period of 2 years , in case of un serviceability within a week. Otherwise, repairing charges will be deducted from the next monthly bill)

S.No	Name of Items	Total cost (in Rs.)
1.	Hand held Metal detector Qty 04 Digitals / Metaprobe – 03 with (SIDDI Qty 2 & PETRICE Qty 2 super scanner with beep vibrator high quality)	(a) Rs..... In Rupees
2	 @ - Torch cum light 8w Qty 06 Rechargeable torch	Rs..... In Word Rupees...
	 # Long range Torch 40w Qty 04	Rs..... In Word Rupees...
3	Two hundred pages registers with binding and covering with water proof paper Qty 10	Rs..... In Word Rupees...
4.	Total	Rs..... In Word Rupees...

Signature _____

Date _____

Seal

Name _____

INSTRUCTIONS ON FINANCIAL BIDS

Min. Wages of Skilled Category as decided by Chief Labour Commissioner (C)\ NCT of Delhi Government, whichever is more is applicable. Relieving / Cost of weekly off charges @ 1/6th shall be payable for Guards deployed on shift duties .

2. No need to quote for EPF & ESI contributions and other applicable taxes, as the same shall be paid / re-imbursable on submission of original documents in addition to above quoted bid rates.

3. Unauthentic / Unrealistic financial bids will not be accepted.

(a) The service charges to be quoted should be enough to cover TDS GST @ 4% of the consolidated wages and maximum two digits after decimal points.

(b) The uniform charges so quoted is to be supported with three quotations from the Uniform' vendors. Further, the bidder is bound to supply the uniforms at the mentioned rate to other participating bidders, if they demand.

4. No fraction of a rupee will be considered and quoting in fraction of a Rupee may lead to summarily rejection of the financial bid.

@ Rechargeable Led Torch Light 8w Ultra Bright Torch + Emergency Lights High Power & Long Range Distance Focus Rechargeable Torch(Multicolor) of DOCOSS or similar standard company

- Metal 40 w Rechargeable Waterproof Bright Led Torch Light Laser Long Range Distance High Power Search Light Kisan Rechargeable Emergency Lights(Multi-Color) of DOCOSS or smiliar standard company

1. The Bidder/Firm/Agency should take care that the rate and amount should be written in such a way that interpolation is not possible. No column should be left blank which would otherwise make the tender liable for rejection.

2. All wages and allied benefits like P.F., ESIC etc. are to be paid by the agency. The agency shall remain liable to the authorities concerned for compliance of the provisions in this regard and will be liable for any contravention thereof.

3. "ESIC and EPF will be reimbursed to Bidder/Firm/Agency only after providing original deposit receipts. The Bidder/Firm/Agency shall submit every month the proof of having deposited the amount of contribution claimed by him on account of ESI & EPF towards the persons deployed in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount claimed towards ESI & EPF contribution shall be withheld till submission of required documents.

4. Agency shall have to abide by Minimum Wages Act as revised from time to time to the members of staff deployed by them. In case the minimum wage is raised by the local Govt. / Delhi Administration after submission of the tender, the payment of difference in the minimum wage will be considered by the Museum.

5. The firms which do not meet minimum wages criteria will not be considered and they will be treated as ineligible.
6. The Museum will deduct Income Tax at source as applicable form the contractor.
7. The Bidder should note that all kind of charges/profit required by the Company/Agency for providing the manpower is to be included in the Service charges and that no other hidden charges are to be claimed/recovered on any other count.
8. No commitment to accept lowest or any tender. NHHM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers.

DRAFT AGREEMENT FORMAT
(To be made on Rs 100.00 Non Judicial Stamp Paper)

This agreement is made at New Delhi on the _____ day of 2018 between _____ acting through Shri _____, _____, National Handicrafts and Handlooms Museum (NHHM) also known as Crafts Museum is a subordinate office of the Development Commissioner (Handicrafts) , Ministry of Textiles located at Bhairon Road, Pragati Maidan, New Delhi (herein after referred to as '**Client**') which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the **First Part.**

AND

M/s _____, having its registered office at

(hereinafter called the '**Agency**' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the **Second Part** .

WHEREAS the '**Client**' is desirous to engage the '**Agency**' for providing Security Services for at NHHM, New Delhi the terms and conditions stated below:

The Agency shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc relating to security personnel deployed in All India Institute of Ayurveda (AIIA), New Delhi. The "Agency" will give proof of fulfilling statutory obligations. The '**Client**' shall have no liability in this regard.

The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at in NHHM), New Delhi. The '**Client**' shall have no liability in this regard.

Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.

The contract can be terminated by giving one month notice on either side.

In case of non-compliance with the contract, the '**Client**' reserves its right to:

- a. Cancel/revoke the contract; and/or
- b. Impose penalty upto 10% of the total annual value of contract.

The '**Agency**' shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in NHHM, site which will not be less than prescribed DC rates.

The security personnel provided by the '**Agency**' will not claim to become the employees of NHHM, and there will be no Employee and Employer relationship between the personnel engaged by the '**Agency**' for deployment in NHHM, New Delhi.

There would be no increase in rates payable to the ‘Agency’ during the contract period except reimbursement of the statutory wages revised by the Govt.

The ‘Agency’ also agrees to comply with annexed, Terms and Conditions and amendments thereto from time to time. The contractor shall abide by the terms and conditions, Scope of work etc stipulated in the Tender document which is part of Agreement . (Tender document is also enclosed).

Decision of ‘Client’ in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the ‘Agency’.

The ‘Agency’ shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The ‘Agency’ shall keep ‘Client’ fully indemnified against liability of tax, interest, penalty etc. of the ‘Agency’ in respect thereof, which may arise.

In case of any dispute between the ‘Agency’ and ‘Client’, ‘Client’ shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at New Delhi.

THIS AGREEMENT will take effect from _____ day of _____ Two thousand ten and shall be valid for one year.

IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in New Delhi in the presence of the witness:

Signature on behalf of Contractor
Name
Designation
Deal

(Signature on behalf of NHHM)
Name
Designation
Seal

Agreement signed in the presence of following witnesses

Witness 1’ Sign :
Name
Address

Witness 1 Sign :
Name
Address

Witness 2 Sign
Name :
Address

Witness 2 Sign :
Name :
Address ;

GENERAL GUIDE LINE ON ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:
<https://eprocure.gov.in/eprocure/app>.

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link
“Online bidder Enrollment” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode/eMudhra etc.), with their profile
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders“ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or „Other Important Documents“ area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 125 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 11) All documents as per tender requirement shall be uploaded online through CPP Portal Website: <http://eprocure.gov.in/eprocure/app> and no documents except, original demand draft towards EMD and Tender Cost will be accepted offline.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

