

# **TENDER DOCUMENT**

**NAME OF WORK:  
FOR PROVIDING  
SECURITY SERVICES**



**BHARAT RATNA DR. B.R. AMBEDKAR UNIVERSITY,  
DELHI**

**Lothian Road, Kashmere Gate, Delhi - 110006**



**BHARAT DR. B.R. AMBEDKAR UNIVERSITY, DELHI  
LOTHIAN ROAD, KASHMERE GATE, DELHI - 110006**

**TENDER FORM FOR PROVIDING SECURITY SERVICES**

**1. ELIGIBILITY AND SELECTION CRITERIA**

1. A registered company, firm or agency having experience of at least **five years** in Security Services having minimum annual turnover of **Rs. 1 Crore** during the preceding three financial years ending **31<sup>st</sup> March 2013** and experience of undertaking at least three independent completed projects in security services worth Rs.15 Lakh each. The tenderer should have provided a minimum of 65 guards per month in an educational institution.
2. The Tenderer should be registered with the Competent Authority and should have PAN/TAN number, Sale Tax/Service Tax registration.
3. The Tenderer shall have well established office.
4. The Tenderer should have 5 years experience in security services in Govt. Deptt./Semi-Govt./ Corporate Sector/educational institutions.
5. The Tenderer should not have been blacklisted by any Govt. Deptt./Semi-Govt./Deptt. or any other organization.
6. The Tenderer must submit duly filled Tender form specified in **Annexure I (as Technical Bid)** of this document.
7. Certificate of registration, MOU in case of partnership firm, article of association etc shall be attached.
8. The Tender form shall be accompanied by the documents mentioned in checklist specified in **Annexure II** of this document.
9. The Tenderer without the qualifications as mentioned at Sl. No.1 to 7 above and Tender without all the documents mentioned at Sl. No.8 above, shall be rejected. Tenders incomplete in any form are liable to be rejected out rightly.
10. Tender is liable to be rejected without EMD.
11. Every page of Tender document should be signed by the Tenderer.
12. In case any person signs the tender/agreement on behalf of a limited company or firm, letter of authority/resolution passed by the Company/firm empowering him/her to sign the documents on behalf of company or firm shall be enclosed in the tender document.

## 2. SUBMISSION & OPENING OF TENDERS

1. Tenders should be submitted on specified format available on the university website along with Account Payee Demand draft, of any nationalized scheduled bank amounting to **Rs 2,00,000/-** with validity of not less than 3 months beyond the validity period of tender, drawn in favour of Registrar, Ambedkar University, Delhi towards **Earnest Money Deposit(EMD)**.
2. The E.M.D. of unsuccessful Tenders will be returned after finalization of the contract. No interest shall be paid on the E.M.D. In case of successful tender, amount paid as E.M.D. will be adjusted towards performance security deposit and this amount will not carry any interest.
3. No Tenders will be accepted after **12:00 pm dated 10.03.2014**
4. Both the Technical Bid & Financial Bid as at annexure I & III should be placed in separate sealed envelopes and both sealed in bigger envelope super-scribing "**Tender for Security Services**". EMD should be with Technical Bid.
5. Tenders should be reach the Registrar, Bharat Ratna Dr. B.R. Ambedkar University (AUD), Lothian Road, Kashmere Gate, Delhi- 110 006 on or before **10-03-2014 at 12.00 pm**.
6. Tender will be opened on **10.03.2014 at 03:30 pm** in the office of the Assistant Registrar (Administration), AUD at Kashmere Gate in the presence of tenderers, if any, and for opening of financial bid date, time, and venue will be conveyed to technically qualified tenderers by post/telephonically/e-mail.
7. All disputes arising out of this contract shall be referred to the sole arbitration of the Vice Chancellor, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006; The venue of arbitration shall be NEW DELHI (INDIA).
8. AUD reserves the right to reject any or all tender(s) without assigning any reason. The decision of AUD in this regard shall be final. No enquiries in this regard shall be entertained. Correspondence during tendering process may invite disqualification.
9. Before submitting the tender, the Tenderer must ensure that they strictly fulfill all the eligibility conditions to avoid rejection of their tender.
10. The Agency submitting the Tender would be presumed to have considered and accepted all the terms & conditions of this tender. No enquiry, verbal or written shall be entertained in respect of acceptance/rejection of tender.
11. Tenderers are advised to carry out survey of the University campuses (at Kashmere Gate and Dheerpur), before quoting so as to fully acquaint themselves of the conditions on ground.

## 3. SCOPE OF WORK TO BE EXECUTED BY THE CONTRACTOR

The contractor shall be fully responsible for providing the watch and ward services in both campuses of the university as laid down in the tender and the contractor shall work under the overall supervision and direction of Registrar, Ambedkar University, Delhi.

## TERMS AND CONDITIONS

1. Tender shall be issued to those specialized agencies that are in trade of providing security services for at least last five consecutive years with a minimum of 65 guards per month, in an educational institution/Govt. Department/Semi Govt./Corporate Sector.
2. The tender form should be clearly filled in ink legibly or typed. The tenderer(s) should quote the number, rates and amount tendered by him/them in figures and as well as in words. Alterations/cuttings unless legibly attested by the Tenderer, shall disqualify the tender. The form should be signed by the Tenderer himself. The forwarding letter should be along with quotations. Attested photocopies of the Registration Number of the Firm, Provident Fund Account Number allotted by the Provident Fund Commissioner, ESI Number, PAN Number allotted by the Income Tax Department and copy of the last Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agencies/organizations where such type of works/jobs have been performed by the contractor earlier and where at least 65 guards have been deployed per month should also be enclosed. The rate should be inclusive of and in accordance with the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Bonus, Gratuity, Leave, and Uniform Allowance etc.
3. The tenderer should have minimum annual turnover during the preceding three financial years ending 31<sup>st</sup> March, 2011, 2012 and 2013 for Rs. 1 Crore in Security Services. The details of turnover for the financial year indicated above should be produced in the following format on the **letter head** of the Tenderer and verified by submitting the copy of **Chartered Accountant Certificate** for the corresponding years.

<b>Year</b>	<b>Name of Client</b>	<b>Period of Service</b>	<b>Amount of Contract</b>	<b>Total Payment received during Financial Year</b>
April 2010 – March 2011				
April 2011 – March 2012				
April 2012 – March 2013				

Balance Sheet and Profit and Loss Account for last three years ending 31.03.2013 duly certified by Chartered Accountants.

4. Tenderer should give the documentary proof of minimum of five years experience (for the last 5 financial years) in providing security services. The experience shown should be for providing continuous service for atleast one year for each client. This should be given in the following format and it should be submitted on letterhead of tenderer.

Sl. No.	Year	Name and address of the client where experience in Providing Security Services is claimed
1.	2012-13	
2.	2011-12	
3.	2010-11	
4.	2009-10	
5.	2008-09	

### Performance Certificate

It is certified that (M/S Tenderer) had provided Security Services for the premises located at \_\_\_\_\_ have an area measuring \_\_\_\_\_ sq. mt. for the period from \_\_\_\_\_ (date to date). The Annual Financial component of the Security Services work contract for the above said work is Rs..... The performance of the firm was satisfactory/good/very good.

**Signature of the Client  
With Seal of the Client's Firm  
of the Tenderer**

Note: The tender committee may also accept performance certificate in other similar proforma and its decision shall be final.

5. Tender Form: Earnest Money Security Deposit
  - i. Tenderer will submit tender form for security services in the University along with Earnest money deposit amounting to **Rs. 2,00,000/-** to be paid in the term of Bank draft of any nationalized Bank in favour of Registrar, Ambedkar University, Delhi. The tender will not be accepted, if it is not accompanied by Earnest Money Deposit.
  - ii. The Earnest Money Deposit shall be adjusted towards performance security deposit of the successful bidder. The University shall not pay interest on Earnest Money or Performance Security Deposit.
  - iii. Total performance security shall be 10% of the total value of the contract per annum of the qualifying tender.
  - iv. If the amount of 10% of the contract exceeds 2,00,000/- the balance amount must be deposited by the qualifying tenderer within 30 days of the award of the contract in the form of a D.D. in favour of Registrar, Ambedkar University, Delhi
6. The contractor shall indemnify the University against all damages/charges and expenses for which the Government may be held liable or pay on account of the negligence of the contractor or his servants or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.

7. The University reserves the right to terminate the contract at any time without assigning any reason by giving 15 days notice to the contractor. However, contractor shall give two months notice in advance, if he wants to cancel the contract.
8. The individual signing the tender form or any document forming part of the contract on behalf of a firm shall be responsible to produce a proper power of attorney duly executed in his favour stating that he has authority to bind other such person(s) of the firms, as the case may be, in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the University may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable to all costs and damages. In case of registered or unregistered Partnership Firm, all the partners should sign the tender. In case any person signing the agreement on behalf of limited Company or firm, he will produce letter of authority/resolution passed by the company empowering him to sign the agreement on behalf of the company or firm.
9. The contractor shall seek instructions from the Registrar of the University or any other officer authorized by him for the purpose.
10. The contractor shall be fully responsible for the security/watch & ward services in the premises of the University as laid down in the Agreement.
11. Besides the normal security, the other functions required to be performed are:-
  - i) To maintain security/check posts located at the various gates and any other sensitive points specified by the University.
  - ii) Security personnel deployed by the agency shall check the material/property/public visitors/any other outsider going out of the Building through the procedure of the gate pass etc. as laid down by AUD.
  - iii) To perform watch and ward functions including night patrolling on the various points of deployment.
  - iv) To prevent the entry of stray dogs and cattle & antisocial elements, unauthorized persons and unauthorized vehicles into the building.
12. The contractor shall also be fully responsible for any loss of materials & property etc. of the AUD attributable to the negligence or failure of the security personnel in complying with the prescribed procedure. All such losses suffered by the AUD on this be compensated in full by the contractor. The decision of University in this regard shall be binding on the contractor.
13. The agency shall not sublet the contract/work to any other agency in any circumstances.
14. The contractor shall submit monthly duty chart of the security personnel to the Registrar or any officer of the University authorized by him/her prior to the commencement of the week. He shall also submit the daily attendance sheet of the security personnel for the previous working day. Failure to do so would result in non-payment to the contractor for the day/days for which the attendance sheet has not been furnished. In addition to the above contractor is also required to submit documentary proof of providing provident fund, ESI, Bonus etc. and daily attendance sheet duly signed by the guards in position at the time of preferring the monthly salary bill.

- 15.** The Contractor shall not replace the security personnel at random. This shall be done with the prior knowledge of the Registrar and full particulars of the security personnel so deployed shall be given to the Registrar through officer authorized by him as referred to above. In case, any of the security staff is found to be posted without the previous knowledge of the Registrar or any authorized officer no payment shall be made in respect of such security personnel by the University.
- 16.** The contractor shall be liable to make alternate arrangement in case of the absence of the security personnel. Similarly, the contractor shall have to make alternate arrangements in case of the weekly off; no extra payment shall be payable on this account. No short leave or meal relief shall be permitted to the security personnel unless the contractor provides suitable substitute without any extra payment. The contractor has to keep sufficient number of leave reserves.
- 17.** The University shall be authorized to fix timings of the various duty shifts. A single duty shift will have normal duration job of 8 hrs. In case of any compelling reasons, if the duty shift is to be extended, the same shall not be resorted to by the contractor without the prior consent of University. Normally there shall be 3 shifts of 8 hrs each.
- 18.** The contractor shall arrange to provide dress/uniforms to all the security personnel on duty smartly and neatly on service pattern and ensure good behavior with all the staff, students in the University as well as with the visitors to the University. The security personnels deployed shall not become members of any staff union. Further they shall also not involve themselves in any activities of the staffs or the union in the university. The contractor shall provide as a part of the dress, appropriate woolens to the security personnel in winter season. The dress shall be of uniform colour and design.
- 19.** The University shall not be liable to provide any residential accommodation to the security personnel. No cooking or lodging shall be allowed at the check posts and premises of the University.
- 20.** The contractor shall bear all the expenses incurred on the following:
  - i) Provision of torches and cells to the Security Guards/Supervisor on night patrol.
  - ii) Provision of Lathis/Ballams and other implements to the security checks points and for making entries of the visitors.
  - iii) Stationery for writing duty charts and registers at the security check points and for making entries of the visitors.
- 21.** The security staff shall be bound to observe all the instructions issued by the University concerning general discipline and behavior. In case of default by any person employed by the contractor who do not observe, the contractor shall replace such person with a suitable substitute at the request of the University.
- 22.** The University has also the right to check the various instruments/torches etc. The contractor shall maintain these items to the satisfaction of the University.
- 23.** No escalation will be payable on the quoted price at any stage during the contract period. Before submission of bills/final bill for payment, the contractor has to produce the records such as documentary proof of payments, statutory contributions and copies of all relevant records up to the previous month as may be notified by the University.

24. The University shall not be responsible financially or otherwise for any injury to the security personnel in the course of performing the security functions.
25. In case of breach of any of the terms of agreement, the security deposits of the contractor shall liable to be forfeited by the Registrar, AUD and that the University shall have the right to terminate the contract by giving 15 days notice.
26. The contractor shall be liable to be fined to the extent of minimum Rs.10,000/- ( Rupees Ten Thousand only) or actual (whichever is higher) in each case for any theft in the premises.
27. The contractor will ensure that no unauthorized entry is permitted and the guards at the entry points will be able to categories the legitimate visitors without causing any embarrassment to them.
28. The strangers/visitors (pedestrians, scooters, motor cyclist or motorists) shall be allowed only after entry has been made in the register at the entry gate. This practice is to be followed at each entry gate. Entry of cycles and vehicles such as scooters, motor cycles and motors of strangers/visitors shall not be allowed in the premises. Entry of any vehicle should be restricted subject to the permission of the Office Incharge concerned.
29. Duty hours of the security personnel will be as detailed below:
- |      |                       |   |                           |
|------|-----------------------|---|---------------------------|
| I.   | I <sup>st</sup> Shift | - | 06.00 hrs. to 14.00 hrs.  |
| II.  | 2 <sup>nd</sup> Shift | - | 14.00 hours to 22.00 hrs. |
| III. | 3 <sup>rd</sup> Shift | - | 22.00 hrs to 06.00 hrs.   |
- (Duty hours may, however be determined by the Registrar, AUD as per his requirements).
30. The respective Security Supervisor will be responsible for overall security arrangement of the University covered in the Contract.
- i) He will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
  - ii) He will be available mostly at the main gate. But during the course of his duty, he will take round of the entire Campus. His whereabouts, while on round, should be known to the security guard at main gate, as in case of need, he shall have to be available within 10 minutes at the main gate.
31. The Security Guard should ensure that entry of all vehicles entering in the premises is made in the register. Entry of all outsiders should also be made in the register.
- i) No outsiders are allowed to enter in the Building campus without proper entry in the register at the reception gate.
  - ii) No items are allowed to be taken out without proper gate passes, issued by the competent officers as laid down in the contract or authorized by the Registrar, AUD for in/out movement of stores. Specimen signature will be available to security personnel posted along with Telephone No. at the Office and residence of the above Officers.
  - iii) Department Officers and officials will keep their identity cards with them for checking and allowing entry by security staff.
  - iv) Requirement of posting of Guards/ Security Supervisors will be done and monitored personally by the University from time to time as per instructions called for and will be responsible for its optimum utilization.



- v) Security personnel deployed in the premises on holidays and Sunday will be assessed as per actual requirement and the number of personnel will be suitably reduced.
  - vi) The guard will also take round of the back side of all the important sensitive points (as specified by the University).
  - vii) Patrolling will be done round the clock. The guard on duty round the clock i.e. 24.00 hrs will also take care of all store(s) mentioned/lying within the University and University cycle stand, vehicle/car parking etc.( run by the University).
32. Entry of street dogs and cattle etc. into premises covered under the contract, is to be prevented. Not a single dog or cattle head should be seen in the premises.
  33. The security guards on patrol duty should take care of all the water taps, valves and water hydrants installed in the open, all over the premises, for horticulture purposes.
  34. It would be ensured that flowers, plants, trees and grassy lawns are not damaged either by the students/staff/outsideers or by the animals/monkeys.
  35. The security guards will also help the fire fighting staff in extinguishing the fire, if there is a fire or any other natural calamities.
  36. Any other provisions as advised by the Registrar, AUD shall be incorporated in the contract. The same shall also be binding on the contractor.
  37. The contractor shall indemnify the AUD and its officers and staff against any claim, in which by the virtue of the provisions of the Workman's Compensation Act, any compensation is ordered to be paid by any court of Law to such person employed by the contractor in execution of the work.
  38. The contractor shall provide as and when need arises extra security personnel to the University as per the **approved rates**. The contract will be initial for one year. However, on the basis of performance **extension for further period of two years** shall be considered.
  39. The contractor should abide by rules laid down by the university authorities, relevant to deployment of security guards.
  40. **An undertaking to the effect that the agency have not been black listed** by any of the Departments/Organizing of the Government, Central Government or State Government be submitted with the bid documents.
  41. The bidder should have a Support Centre operating in Delhi/NCR Delhi and complete details including telephone number for the same must be provided.
  42. The agency shall provide names and address, phone no. etc of the guards and police verification report copy thereof while submitting acceptance of offer.
  43. The contractor shall indemnify the University against all other damages/charges and expenses for which the Government may be held liable or pay on account of the negligence of the contractor or his servants or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.

**Bharat Ratna Dr. B.R. Ambedkar University, Delhi**  
Lothian Road, Kashmere Gate, Delhi - 110006

**TECHNICAL BID**

Technical Bid should indicate following information along with the self-attested photocopies of supporting documents:

1. Name of Firm/Agency/Tenderer:

\_\_\_\_\_

2. Registered address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Telephone No. (Landline):

\_\_\_\_\_

4. Fax No.:

\_\_\_\_\_

5. Mobile No.:

\_\_\_\_\_

6. Email Address:

\_\_\_\_\_

7. Name & Address of Branch, if any:

\_\_\_\_\_

\_\_\_\_\_

8. Type of Organization:

\_\_\_\_\_

(whether sole proprietorship/partnership/  
Private Limited for Cooperative body etc. attach proof)

9. Name of Proprietor/Partners/Directors \_\_\_\_\_

Of the Organization/Firm:

10. Details of Earnest money Deposit:

Name of the Bank	Draft/Pay Order No.	Date	Amount
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<b>S.No.</b>	<b>Documentary Proof of</b>	<b>Attached (Yes/No)</b>	<b>Page/Appendix No (If attached)</b>
i.	Proof of incorporation/inception of the Agency		
ii.	PF Registration proof		
iii.	Registration for manpower supply/ License to act as Private Security Agency		
iv.	ESI Registration proof		
v.	PAN card		
vi.	Income Tax Returns for the last three years		
vii.	Service Tax registration proof		
viii.	Proof of Registration with the Labour Commissioner		
ix.	Satisfactory Performance certificate from at least three organizations where the Agency has provided Security Services having a built up area measuring _____ sq. mt.		
x.	Annual turnover during the preceding three financial years ending 31 <sup>st</sup> March, 2011, 2012 & 2013.		
xi	Any other relevant information		

**Name and signature of the Tenderer  
of the Firm/Company**

**Check List:-**

1. Earnest money deposit (Demand Draft of Rs. 2 00,000/- (Rupees Two lakh) in favour of Registrar, Ambedkar University, Delhi.
2. Terms and Conditions of the Tender duly signed on each page.
3. Registration No. of the Firm (under Shops & Establishment Act) or registration no. of the company (under Companies Act, 1956), as applicable (attach attested copy of certificate).
4. Service Tax Clearance Certificate.
5. Income Tax Clearance Certificate.
6. PAN Card of Firm/Company (attach attested copy of PAN Card).
7. Provident Fund Account No. of Firm/Company (attach attested copy of certificate).
8. ESI No. of Firm/Company (attach attested copy of certificate).
9. The details of the turnover for the year 2010-11, 2011-12 and 2012-13 should be shown and verified by submitting the copy of Income Tax Returns of respective financial year.
10. The details of the Turnover on the Letter Head of the Tenderer.
11. Details of work executed by the tenderer in its letterhead.
12. Copies of Work Orders(s) issued by Tenderer's clients as per point 15 above.
13. Performance Certificate in security services (to be submitted on the letterhead of the Tenderer).
14. Technical Bid at Annexure-I.
15. **Financial Bid in the letterhead of the Firm /Company (Annexure) at Annexure III**
16. The above Documents shall **be placed in a single large envelope** and it should be **sealed** and **super-scribed**, as "Financial Bid for security services at Ambedkar University, Delhi".

Signature of the Tenderer  
**With Seal of the Firm/Company**

**Annexure - III**

**FINANCIAL BID**

In addition to the percentage on commission/service charges to be quoted below by the Contractor, the University will pay to the selected contractor minimum wages as revised by the Government of National Capital Territory of Delhi from time to time.

**Rate Analysis**

S.No.	Description	Minimum Wages (As per GNCTD)	Provident Fund	ESI	Bonus	Total
1	Security Guard					
2	Gunman					
3	Supervisor					

**Price Quote**

S.No.	Description of work	Specification	Quantity	Rate per Person	Total	
1	2	3	4	5	6	
1	Making arrangement of Security Guard in proper Uniforms, with torch, Stick & Whistle etc. for watch & ward round the clock, i.e. day & night complete as per direction of Registrar, AUD	Security Guard	57			
		Lady Security Guard	04			
		Gunman	01			
		Supervisor	03			
	<b>Total</b>					
2	Commission/Service Charges	(.....%)  (in word also)				
3	Service Tax					
	<b>Total Quoted Amount (Inclusive of All taxes) in Digits (In words)</b>					

**SIGNATURE OF THE TENDRER WITH SEAL**

**NOTES:**

1. The tenderer has to quote the percentage of commission/service charges on the total amount and also compute the total quoted amount. The quoted percentage and the total quoted amount should be filled in figures and words. If any discrepancy is noticed between the two, then the amount written in words shall be considered final. Also, if any discrepancy is noted between quoted percentage and amount, the quoted percentage shall be taken as final and amount will be accordingly corrected.
2. The quoted rates/amount are for complete items in all respects. It will be deemed to include all incidental charges, supervision, uniforms, transport, contractor's profit and establishment/overheads, all risks & insurance liabilities, compliance of labour laws and other obligations set out or implied in the contract.
3. The Tenderers quoted rates/amount are inclusive of all taxes, statutory contributions etc. except Service Tax which will be paid by AUD on actual against documentary proof on tax invoices raised by the tenderer.
4. Income Tax and other statutory deductions as applicable will be deducted from every bill.

**Dr B.R. Ambedkar University, Delhi**  
(A University Established by Govt. of NCT of Delhi through an act of Legislature)

***NOTICE INVITING TENDERS FOR SECURITY SERVICES***

*Sealed tenders are invited for providing security services at Ambedkar University Kashmere Gate Campus and Dheerpur Campus as per detailed terms & conditions available in the tender document which can be downloaded from University website [www.aud.ac.in](http://www.aud.ac.in). The last date of submission of Tender is 10/03/2014 by 12:00 p.m. at AUD Kashmere Gate Campus. Amendments/Corrigendum if any in the tender documents shall appear only on the website of the University.*

***Registrar***

Lothian Road, Kashmere Gate, Delhi-110006, Telephone: +91-11-23863655