

TENDER DOCUMENT FOR SECURITY SERVICES

CENTRAL SOCIAL WELFARE BOARD

**AN AUTONOMOUS ORGANIZATION UNDER THE MINISTRY OF
WOMEN & CHILD DEVELOPMENT
GOVT. OF INDIA**

**DR. DURGABAI DESHMUKH SAMAJ KALYAN BHAWAN
B-12, QUTUB INSTITUTIONAL AREA,
NEW DELHI- 110016**

**Tel. No. (011) 26964447, 26543746
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Last date for receipt of bids	14/08/2018 (12.00 P.M.)
Date of opening of bids	14/08/2017 (02.30 P.M.)

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TENDER DOCUMENT

CENTRAL SOCIAL WELFARE BOARD
Dr. Durgabai Deshmukh Samaj Kalyan Bhawan
B-12, Qutab Institutional Area, New Delhi-110016

1. The Executive Director of Central Social Welfare Board, Dr. Durgabai Deshmukh Samaj Kalyan Bhawan, B-12, Qutab Institutional Area, New Delhi-110016 invites, on behalf of Central Social Welfare Board sealed tenders from specialized/reputed firms/contractor for the following work:

Name of work	Estimated cost for 12 Months	Earnest Money	Last date of submission of Application upto 12.00 P.M.
Annual Contract for Security Services of CSWB, Dr. Durgabai Deshmukh Samaj Kalyan Bhawan B-12, Qutab Institutional Area, New Delhi-110016	Rs. 30,00,000/-	Rs. 25,000/-	14-08-2018

A. GENERAL CONDITIONS:

1. The Agency would provide 09 (Nine) Security Guards experienced/Ex-servicemen (Army/Navy/BSF) + 01 (One) Supervisor including relievers. Out of 09 (Nine) Security Guards 03 (Three) will be deployed at 48-Institutional Area, D-Block, Janakpuri, New Delhi for round the clock security.
2. The contract will be initially for a period of one year and agreement will be signed by both the parties within 15 days from the date of issue of work order for which Agency will submit non judicial stamp paper of Rs.100/-.
3. The contract can be terminated during the operative period by giving one month's notice in writing by either party.
4. The Central Social Welfare Board reserves the right to terminate the said contract at any time on the ground of unsatisfactory services rendered by the agency or on any other ground, detrimental in the interests of the Central Social Welfare Board. The Central Social Welfare Board will be the sole judge in this regard. The decision regarding whether the security services is effective / proper / accurate etc., shall rest with Central Social Welfare Board.
5. Any dispute arising out of the terms of this contract on the interpretation of any clause herein shall be settled by mutual discussions between the nominated authorities of the Central Social Welfare Board and the authorized representatives of the agency.

6. The **Chairperson/Executive Director**, Central Social Welfare Board will be final authority in resolving such disputes and her decision will be binding on the Agency. In case the **Chairperson/Executive Director** decision as refer to in clause no.3 is challenged the dispute will be referred to arbitration. Any dispute arising out of the contract agreement shall come under the jurisdiction of the Hon'ble Courts in Delhi.

7. The Agency will co-operate with all other agencies at campus.

8. The agency should possess the requisite registration Licenses of ESI, EPF etc., from state / central government departments as applicable from time to time. The agency will have to maintain registers / records as required under the provisions of various Acts and complete the formalities prescribed there under. The Central Social Welfare Board shall not be responsible in any way for any breach of these rules and regulations by the agency. The contract is liable to be terminated if breach of rules & regulation is found after the award of contract.

9. All employees have to be paid wages, allowance, not lesser than the minimum wages rates prescribed by the Government under relevant rules.

10. All the employees have to be extended coverage EPF/ESI etc. as per the eligibility under the Act.

11. Appropriate deductions are to be made towards coverage of EPF/ESI as per the eligibility under the Act.

12. The following registers are required under provisions of various Acts & to be maintained up to date in the prescribed format, kept available in the premises of the Central Social Welfare Board for inspection of any statutory authority, on demand for example, Register of Persons Employed, Muster Roll, Register of Wages, Register of Deduction etc.

13. The License under the provisions of Contract Labour Act have to be obtained / renewed and kept operative.

14. The Agency will be responsible for the safety and security of the men machines and buildings belonging to the Central Social Welfare Board.

15. The Central Social Welfare Board has a right to amend or modify any of the terms and conditions during the period of the contract.

16. The Central Social Welfare Board has a right to increase or decrease the security points / manpower at any time and it will be binding on the part of the Agency to do so with mutual understanding with the Central Social Welfare Board. The Agency will also have to follow the telephonic instructions given by the authorised Central Social Welfare Board representative.

B. EMPLOYMENT OF SECURITY PERSONNEL:

1. The appropriate payment of wages and other benefits to the employees of the agency shall be the Exclusive Responsibility of the Agency and persons so employed by the Agency shall have No Claim whatsoever on the Central Social Welfare Board.
2. The Agency should issue identity cards to their employees, which they should always carry with them and make available for inspection by the Central Social Welfare Board at any time.
3. The Agency shall deploy 09 (Nine) personnel+ 01 (One) Supervisor who are courteous, trained, well-mannered and disciplined. The security personnel should be educated and conversant in English and Hindi should be extremely courteous with the visitors visiting the Central Social Welfare Board and should be more alert while on duty. The security personnel so engaged should observe decency and decorum during the course of their employment in and out of the Central Social Welfare Board.
4. The security personnel should always be vigilant while on duty to prevent any unhealthy incident. They should be in a position to judge any danger and should immediately report to the Authorised officer of the Central Social Welfare Board and the Agency.
5. The agency shall make surprise visits to Central Social Welfare Board complex on a regular basis, to ensure smooth functioning and satisfactory services by their guards.
6. All security personnel to be posted at Central Social Welfare Board complex and 48, Institutional Area, D-Block, Janakpuri, New Delhi-110058 should be healthy and medically fit. All legal formalities required in engaging them will be the responsibility of the Agency.
7. The Agency should provide proper uniform, woollen clothes, rain coats, gum boots, torches etc. to their employees. The Agency will ensure that the persons on duty are in neat and clean uniform.
8. The Agency should ensure that no security personnel leave his duty post in unauthorised way without a replacement.
9. The Agency should see that no unauthorised persons shall be permitted to enter the premises of the Office or no persons shall enter the premises through the fence or no animals such as cows, buffaloes, dogs etc. shall be allowed in the premises of the Office.
10. Any event of accidents injuries / harmful nature such as fire, short circuit, overflowing of water, leakage of water, damage caused to any property of the Central Social Welfare Board shall be reported immediately by the security personnel to the Administration.
11. In case of lapses on the part of the Agency the Central Social Welfare Board may impose appropriate penalty after joint assessment by the in-charge of the agency and Central Social Welfare Board authorities.
12. The Central Social Welfare Board will not accept any claim in the event of any of the Agency's employees sustaining any injury, damages or loss of life of the person either inside or outside of the Central Social Welfare Board Office premises.

13. In case the workers engaged by the Agency have any grievances, they will take it up with the agency without creating any disturbance on the campus. On the expiry of the contract the agency undertakes to leave the premises in peace with all the workers without creating any disturbances. The agency will be solely responsible if the workers engaged by it misbehave or create problems.

14. The security personnel of the Agency shall be only Indian nationals and their character and antecedents should be checked by the Agency without fail.

15. The security personnel of the Agency shall not involve themselves in any type of discussions, arguments, quarrel or fighting with any of the Central Social Welfare Board staff and shall behave politely and firmly while adhering to their duties. Any matter creating difficulties in their duties shall be brought to the notice of the Administration.

16. The Contractor shall change the security personnel on demand by the Administration within 24 hrs, if he /she commits unethical acts like while on duty Sleeping, Intoxicating, Negligence in performing duties, Disobedience, Theft, Dishonesty, indulging in illegal activities, which may expose the interests of the Central Social Welfare Board, involved in the work other than the allotted one or any other misconduct.

C. SCOPE OF WORK:

1. The job of providing security services to the Central Social Welfare Board shall be carried out by the agency on all week days during the contract agreement period including on all working days, holidays, closed weekly off of Central Social Welfare Board, to ensure overall safety & security of the Men, Machine, equipment's and premises of Central Social Welfare Board.

2. The Job shall include, access control to include manning, mustering, entry / exit gates, checking and verifying entries and exit of personnel, material and vehicles to and fro and assets on charges of Central Social Welfare Board and permit only authorised personnel entry and exit to the Office premises, round the clock, Proper Registration of visitors while entering and leaving the Office, preserving material gate passes and handing over to administration every quarter.

3. The Agency shall deploy required personnel (including relievers) in all the three shifts on a regular basis within the scope of operation.

4. Any material / equipment / machine etc. should not be allowed to be of Central Social Welfare Board premises taken out by any staff member or other person without the proper material Gate pass duly signed by the authorised officer/s of the Administration.

5. The Security staff on duty should ensure parking of the vehicles at the proper parking place and see that it does not cause inconvenience to the visitors.

6. The Agency should check damage, theft and pilferage of material by manning static security posts by required number of personnel and by regular patrolling in the campus and along boundary wall / fence during day and night.

D. RATES / QUOTATION:

Tenderer has to submit the quotation in the enclosed Technical and Financial Bid as per Annexure – ‘A’ and ‘B’. Incomplete quotes will be rejected summarily.

1. Tenderers should have 3 years’ experience of similar work in Govt. Semi Govt., State Govt., PSU Autonomous Bodies. The Tenderers shall submit completion/performance certificates from clients /owners in support of their claim for the year 2015-16, 2016-17 and 2017-18. Such certificates shall be signed by an officer not below the rank of Executive Officer or Project Manager or equivalent.

2. Tenderers should have average annual financial turnover upto Rs. 30.00 Lakhs (Thirty Lakhs Only) of Security Service work during the last three years ending 31st March 2018 i.e. 2015-16, 2016-17 and 2017-18. The applicants shall submit Audited Accounts or statement duly certified by Chartered Accountant in support of his claim.

3. The completed Tender in the Annexure duly accompanied by EMD amounting to Rs. 25,000/- in the form of DD drawn in the name Pay & Accounts Officer, Central Social Welfare Board, New Delhi and with self-attested copies of all the documents mentioned therein should reach before due date. In case the last date for receipt of the quotes mentioned in the tender notice happens to be closed holiday, the quotes will be received and opened on the next working day by maintaining the same time schedule. The Quotations received late and without EMD and the copies of the required documents will be rejected summarily.

4. The EMD is liable to be forfeited if the successful Agency fails to undertake the work from the stipulated date. On award of the contract to the successful bidder, the EMD amount of other bidders will be returned to them without any interest.

5. If the agency fails to provide required security personnel on any day, then the amount for such absence; along with requisite statutory charges including service charges and any amount due will be deducted from the bill, along with penalty, as deemed fit.

6. Any damage or loss caused by contractor’s persons to the CSWB in whatever form would be recovered from the contractor.

E. PAYMENT

1. The agency may submit bills by 1st day of every month along with copy of payroll, attendance and EPF/ESI challan payment will be made within 10 days from the date of receipt of the bills. Agency should make payment to its workers by Cheque/ECS on or before 10th day of the Month.

2. Income Tax as applicable will be deducted while making every payment.

3. Any correspondence made by the Central Social Welfare Board in connection with this contract matter with the Agency will form the part of this agreement.

4. The Service Tax is payable as per the prevailing rates and it will be revised as per Government of India orders from time to time in this regard.

5. The agencies are requested to quote Service charges and statutory charges, if any, in percentages in the quotation form.

6. The **Chairperson/Executive Director**, Central Social Welfare Board reserves the right to reject any or all quotations without assigning any reasons.

7. The contractor has to ensure payment to its staff not less than current minimum wages rates.

8. The contractor will have to make payment through e-transfer after opening of individual bank account for the workers deployed and also forward the copy of the monthly bank statements of the concerned workers to CSWB. Further, the copy of ESI cards, EPF No. issued to the workers should also be submitted to CSWB.

I/we also declare that, I/we will abide by all the rules and regulation of the tender document and applicable government rules, if awarded the Tender. I/we are also aware that the Tender Inviting Authority reserves his right to cancel our Tender in part or full without assigning any reason, what so ever, and for the same, I/we will have no right to challenge the same in any court of law.

Signature of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

QUOTATION FORM**Sub: Proposal for providing Security Services at Central Social Welfare Board.**

Sr. No	Name of the item	Details
1	Complete Name, address and phone nos. of the firm	
2	Name of the contact person with designation	Shri/Smt.
3	a. License No. And date under Contract Labour (Regulation & Abolition) Act, if any.	
	b. License No. under Private Security Agencies (Regulation) Act 2005	
	c. License No. Under Govt. of NCT	
4	Registration Number under Govt. of NCT	
5	Total number of year completed in the market since its inception.	Total: _____ years since _____.
6	PAN of the proprietor/firm (Attach copy of the latest I.T. return)	Proprietor: PAN Firm : PAN:
7	Provident Fund Code No. Certificate (Attach Proof)	
8	E.S.I. Code No. (Attach Proof)	
9	Service Tax Registration No. (Attach Proof)	
10.	Whether a list of present Organizations, where you are providing Security Services is attached?	Yes/No

Annexure-B
Financial Bid

	Monthly minimum wages and allowances payable thereon to the contract workers, service charges and service tax etc. thereon.	Category of the contract worker	
		Security Supervisor (01) (Semi-Skilled)	Rates for 01 (One) Security Guard (Unskilled)
(a)	1. Basic Wages (Attach documentary evidence)	Rs.	Rs.
(b)	E.P.F.		
(c)	E.S.I.		
(d)	Bonus		
(e)	Agency charges		
(f)	Service Charges		
(g)	Other Statutory Payments, if any (e.g.: ____ and its % (____)) (Attach Govt. order/rule copy, in support)		
(h)	Cost of Supervisor inclusive all		
(i)	Total cost of per Security Guards		

12. Any other relevant information: -

I have gone through the terms and conditions of the enclosed tender documents and the same are acceptable to me. I know that the uniforms of good quality are to be provided by me at my own cost to all the Security personnel engaged in this contract and washing allowance is also to be paid by me. I have given the above quotation after visiting / confirming the area under Security Services in Central Social Welfare Board.

Place: - New Delhi

Signature & Seal of the firm:

Date: -

Encl.: -

The DD of Rs. _____/- bearing D.D. No. _____ Dated: _____

Name of the Bank _____ is enclosed towards EMD.

Essential Certificates: (In absence of any one Certificate, the tender will stand rejected)

1. Copy of the latest & last 3 years Income Tax Return / Clearance certificate.
2. Copy of the Audited Accounts or statement duly certified by Chartered Accountant for the year 2015-16, 2016-17 and 2017-18 in support of annual financial turnover up to Rs. 10.00 Lakhs and above.
3. Copy of Registration Certificate.
4. Copy of License
5. Pan No.
6. Proof showing P. F. code No.
7. Proof showing E.S.I. code No.
8. Copy of Registration certificate for Service Tax.
9. Clearance certificate for Professional Tax.
10. Copy of license obtained under The Private Security Agencies (Regulation) Act.
11. List of present Clients with their latest phone numbers; with names of the contact, persons and copies of agreements if any.

The tender should reach with all above documents on or before 14-08-2018 at 12.00 pm at the following address: -

Shri, A.K. Sihna, Joint Director,
Central Social Welfare Board,
Dr. Durgabai Deshmukh Samaj Kalyan Bhawan,
B-12 Qutab Institutional Area,
New Delhi-110016.

FACE SHEET OF THE TECHNICAL/FINANCIAL BID

<u>Sl. No.</u>	<u>Description of documents attached</u>	<u>Pg. No.</u>
1.	Copy of the latest & last 3 years Income Tax Return / Clearance certificate.	
2.	Copy of the Audited Accounts or statement duly certified by Chartered Accountant for the year 2015-16, 2016-17 and 2017-18 in support of annual financial turnover up to Rs. 10.00 Lakhs and above.	
3.	Copy of Registration Certificate.	
4.	Copy of License	
5.	Pan No.	
6.	Proof showing P. F. code No.	
7.	Proof showing E.S.I. code No.	
8.	Copy of Registration certificate for Service Tax.	
9.	Clearance certificate for Professional Tax.	
10.	Copy of license obtained under The Private Security Agencies (Regulation) Act.	
11.	List of present Clients with their latest Phone numbers; with names of the contact, persons and copies of agreements if any.	
12.	Copy of Experience Certificate for the last three years	

ALL DOCUMENTS SHOULD BE SELF ATTESTED AND READABLE OTHERWISE TENDER WILL BE REJECTED.
