

CIVIL SERVICES OFFICERS' INSTITUTE

NOTICE INVITING TENDER

SECURITY SERVICES WITH CCTV SURVEILLANCE

Sealed offers are invited from Delhi-based **licensed Security Agencies** for providing professional security services with CCTV surveillance system in Vinay Marg, Chanakyapuri, New Delhi complex of CSOI for a period of two years from the date of award of tender. The detailed terms and conditions can be referred in the tender document available from CSOI Reception (**32034885 & 23383572**) of K.G.Marg, New Delhi from February 8,2012 till February 29,2012 between 11 AM and 5 PM on working days (except Tuesday) on cash payment of Rs. 2000 /- only (non-refundable) or can be downloaded from the CSOI website www.csoi.org.in (attach a demand draft of Rs. 2000/- in favour of CSOI, New Delhi) along with their tender bid in the Cover-I "Technical Bid.

- a) Date for Sale of Tender Documents in CSOI : **February 8, 2012 to February 29, 2012**
- b) Last Date and Time of Submission : **5 p.m on March 01, 2012 (Thursday)**
- c) **Pre Bid Meeting** : **11.30 a.m. on February 27, 2012 (Monday)**
- d) Address : **Civil Services Officers Institute**
M.S. Apartments,
Kasturba Gandhi Marg,
New Delhi – 110 001,
Ph. 011-23383438/23383572,
Fax 011-23381779

BRIEF INTRODUCTION OF CSOI.

The Civil Services Officers' Institute is presently functioning at Kasturba Gandhi Marg, New Delhi as a registered body, set up in 1998 to provide welfare, recreational and entertainment facilities to the officers of Group 'A' All India Services and the Central Government and their families viz. IAS, IFS, IPS, IRS, IES, ISS, etc. **The second complex of CSOI at Vinay Marg, Chanakyapuri, New Delhi will be operational shortly.**

Members of the Institute are of the grade of Deputy Secretary and above to the Government of India. There will be about 5000 members in the Institute at Chanakyapuri. Institute will provide various facilities to include 10 Guests Rooms, two Specialty Restaurants, Lounges, Party venues, Card Room, Billiards Room, Auditorium, swimming pool and a modern Gymnasium and Health Club with Spa facilities. On weekends there shall be a movie show for the members and a Tambola session in the evening. Besides above, various other events will also be organized for entertainment of members viz. New Year Eve, Diwali Mela, X-Mas Eve, Holi & Baisakhi festivals which is attended in large numbers by the members along with their family and guests. On an average 600 members may visit the Institute daily with families and their guests to avail various facilities.

Eligibility criteria for Bidders

1) The bidding firm (Licensed security agency) should be presently in the business of providing security services to reputed organizations for the **last three years** in the Hospitality Industry (Hotels, Clubs, Resorts, Malls). The bidder should submit a list of NAME, ADDRESSES AND TELEPHONE NUMBERS OF CLIENTS FOR WHOM IT HAS RENDERED SERVICES IN THE PAST TWO YEARS. CSOI reserves the right to CHECK THE REFERENCES LISTED BY THE BIDDER and carry out the capability assessment of the Bidders. The decision of CSOI shall be final in this regard.

2) Profile of the company with its organization structure and experience in the trade with certified copies of the performance from the clients with which the bidder has worked or is working.

- 3) Valid **license to provide security services & manpower**, VAT registration; PAN no. and any other registration if any. Registration Number of the Agency/Agency under the Shop & Establishment Act of Delhi Administration or any other Act for providing manpower/ Agency Memorandum & Profile /Labour license/ Provident Fund Code Number/ ESI Code Number/ Income Tax Number/ Service Tax Number in its name. Attested copies of these documents are to be enclosed. The tenderer will be responsible for adhering to applicable laws like Minimum Wages Act, statutory provisions like PF Act, ESI, Bonus, Gratuity, Leave etc.
- 4) Copy of the **audited balance sheets** for the **last three years** along with tax audit reports and a copy of valid ID proof of owner /proprietor.
- 5) Acknowledgement of all terms and conditions of the tender.
- 6) Earnest Money Deposit of Rs. 25,000/- by a bank draft in favor of CSOI, payable at Delhi.
- 7) The bidder should have his Registered Office or one of the Branch Offices in Delhi /New Delhi or NCR.
- 8) The bidder should have an annual turnover of **minimum Rs. 40 Lacs per annum for the last three financial years** from security services.
- 9). The bid document should be submitted in original, all pages duly signed and stamped, in support of prequalifying requirements along with the proof of purchase of the NIT document along with a covering letter on the company letter head with list of all the submitted documents.

COVERING LETTER BY THE BIDDER ON LETTER HEAD

1. Please refer to your advertisement for security services published in Times of India edition dated February 7, 2012 (Tuesday).
 2. I hereby submit following documents for the tender.
 - (a) EMD of Rs. 25,000/- .
 - (b) Company Profile (with a copy of valid License from Delhi Police).
 - (c) Details of Past THREE YEARS experience of providing security services in the Hospitality Industry / MNC/ PSU/ Autonomous bodies with satisfactory certificate from the client.
 - (d) Last three years annual turnover (Rs. 40 lacs per annum) details with audited Balance Sheet.
 - (e) Income Tax Returns (copy attached).
 - (f) Labour license (copy attached).
 - (g) Service Tax Registration (copy attached).
 - (h) Vat No (copy attached).
 - (i) Pan Card details (copy attached) and copy of valid ID proof of the owner/proprietor.
 - (j) Valid security License from Delhi Government.
 3. Technical and financial bids in two sealed envelopes.
 4. I have carefully read and understood all the terms and conditions of the NIT and hereby convey my acceptance of the same.
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ACKNOWLEDGEMENT FORM

The information / documents furnished along with the above declaration are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any vague / false information / fabricated document that would lead to **rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.**

Signature of authorized person

Date: _____ Full Name: _____
Place: _____ Company's Seal: _____

Note: The above declaration duly signed and stamped by the Bidder / Agency in token of their acceptance should be enclosed with Technical bid.

Evaluation of Technical Bid:

1. The technical proposals will be opened by a Committee on the date indicated in the NIT and verified with respect to the eligibility criteria.
2. Eligible proposals shall be evaluated by the Selection Committee with respect to the following parameters:

S.no	Parameters	Marks
1	Understanding the scope of work	15
2	Performance / Experience - Number of Years along with the profile of client and satisfactory completion certificate from the client in providing security services	25
3	Suggested Methodology of job work	25
4	Presentation on services to be provided with strength, training schedule & plans for disaster management.	25
5	Resources for staff training	10
	Total	100

NOTE: After the presentation the Committee will decide on the bidders eligible for Financial Bid opening.

All bidders securing 60 marks or more will be eligible for the opening of financial bid.

FINANCIAL BID is as under : -

Statutory Obligations	Amt(Rs.) Per Civilian Guard	Amt(Rs.) Per Supervisor
Basic Wages		
PF @ 13.61% on Basic +D.A		
ESIC @ 4.75%		
Total Cost to the contractor		
		Monthly Charges from CSOI
Statutory Payments (for 4 supervisor and 29 guards)		
Contractors monthly Profit		
Service Tax		
Total		
<u>Additional guard on daily basis and for any function/event in CSOI.</u>		

Note: In case of discrepancy in the amount quoted in figure and words, the amount written in words will be taken into consideration.

- i) Please enclose the copy of the latest Govt Order on Minimum Wages.
 - ii) No other charges would be payable by CSOI.
 - iii) There would be no increase in rates during the Contract period
- (Financial bid without EMD will not be considered)

Signature of the authorised signatory

Name & Designation:

Name of the Firm/Company:

Date:

Terms & Conditions for the BIDDERS

Interested firms/Agencies/Companies having experience of at least 3 years in providing these services in **Hospitality Industry / MNC/ PSU / Autonomous bodies** may submit their sealed tenders for the contract for providing these services in CSOI as per terms and conditions as under: -

1. This tender document is non-transferable.
2. The tender will be in two parts i.e. (i) Technical Bid (ii) Financials Bid, in TWO SEPARATE SEALED ENVELOPES and PUT IN A BIGGER COVER WHICH SHOULD ALSO BE SEALED AND DULY SUBSCRIBED. Financial Bid shall be opened only in respect of those tenderers who qualify for Technical Bid. Financial Bid must have all the details filled in properly with required documents attached.
3. The Technical Bid should be accompanied by Bid Security (Earnest Money Deposit) of Rs.25,000/- (Twenty five Thousand) in the form of DD/Pay Order in favour CSOI (New Delhi). Tenders received after the prescribed date and time shall not be considered. The Technical bids will be opened on a date to be informed later by CSOI, in presence of tenderers or their representatives, who may be present in CSOI, K.G.Marg, New Delhi. Those who do not qualify, the pre-qualification conditions shall be summarily rejected and their financial bids shall not be opened. However, CSOI reserves the right to accept or reject any tender without assigning any reason.
4. The EMD should be valid for a maximum period of 90 calendar days from the date of opening of tender.
5. No interest shall be paid by CSOI on the EMD for the above said period.
6. The EMD is liable to be forfeited if the bidder unilaterally withdraws amends, impairs or derogates from the terms and conditions in any respect during its currency. The EMD of successful tenderer shall be returned after the contract & performance deposit is furnished.
7. **Performance Security deposit:** As a guarantee towards due performance and compliance of the contract work, the successful bidder (Bidder) will deposit Rs.4 lac (four lacs) towards Security Deposit by way of demand draft in favour of "CSOI" drawn on any Nationalized Bank/Scheduled Bank and payable at New Delhi.
The EMD deposited by successful Bidder will be adjusted towards Security deposit as mentioned above. The EMD amount shall be forfeited, if the successful bidder: (a) Fails to furnish the difference amount between Security Deposit and EMD within 10 (ten) days after the issue of letter of award of work. (b) Does not comply with other requirements for start of the contract. The security Deposit shall be released without interest after 3 months of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In

case of any change of constitution of the Agency, the rights of CSOI will not suffer. The deposit is liable to be forfeited if the successful bidder unilaterally withdraws amends, impairs or derogates from terms and conditions in any respect during the currency of the awarded contract.

8. EMD of all un-successful tenderers shall be returned. If the successful tenderer fails to furnish the performance guarantee deposit on the terms and conditions laid down by CSOI, the EMD shall be forfeited.

9. CSOI reserves the right to accept or reject any or all the tenders without assigning any reason.

10. The bidder must provide the Certificates from at least 3 heads of Institutions where they are providing security/ manpower certifying that their services are professional and to their satisfaction.

11. The average annual turn over for the last two years i.e. 2008-09 & 2009-10 should be Rs. 40 Lacs per annum.

12. The time & date of opening of Financial Bids of those Tenderers who qualify at Technical bid stage shall be intimated to them later.

13. In Technical Bid, the tenderer shall submit all the **applicable documents** i.e. ESI, EPF, Work Contract Registration Certificate issued by Department of Trade & Taxes, Registration with Labour Department of Govt. of Delhi under Contract Labour (Regulation & Abolition) Act 1970, Service Tax No, PAN No, along with the Copies Income Tax Returns of last 3 years and experience certificates with details (minimum three years in Hospitality Industry).

14. In Financial bid the tenderer shall only quote the monthly charges of Supervisor/ civilian guard with necessary breakup of the charges.

15. The rates offered in the tender shall be valid for a period of TWO YEARS from award of contract. Any further increase in wages will be borne by the bidder.

16. Tender not conforming to these above requirements will be summarily rejected and no correspondence thereof shall be entertained whatsoever.

17. The tender form should be legibly filled in ink or typed. The tenderer should quote the number, rates and amount tendered in figures as well as in words.

18. The tenderer should take care that the rate and amount should be written in such a way that interpolation is not possible. No blanks should be left which would otherwise make the tender liable for rejection.

19. CSOI will deduct Income Tax from the contractor at such rates as applicable under the rules.

20. Every trained guard so appointed by the tenderer to whom the work is awarded shall wear the prescribed seasonal uniform and a badge bearing his name and designation, while on duty. The contractor at his own cost shall provide the said uniforms, etc. The security staff shall be penalised for accepting any gratitude or reward in any shape from any Member/Guest of the Institute.

21. The Security Guard on duty shall not leave the premises until his reliever reports for duty. The Security Supervisor/Guards are required to display courtesy and mature Behavior, especially towards female staff and female visitors.

22. The Security Guards/Supervisors should be trained to handle CCTV aided surveillance operations and are also trained for disaster management with first aid to include incidents of terrorist strike, Fire, building collapse or earthquake. They should be perfect in handling of fire fighting equipments available on the spot. They will also help the staff in extinguishing the fire or in any other natural calamities. In emergent situations, security staff / supervisor deployed shall also participate as per their role defined in the disaster plan. Guards/Supervisors should be sensitized for their role in such situations.

23. The security staff provided to CSOI will be in the age group of 25 to 40 years with perfect smart bearing and age relaxation of 5yrs for supervisor with minimum height of 160cm.

24. Quotations must be unconditional.

25. The agency shall provide the following items / articles at its own cost:

- I. Whistle, Baton, Torches and cells to the personnel on duty.
- II. Rain coats to their personnel for rainy season.
- III. Uniform for on duty personnel.
- IV. Two hand held detectors.
- V. Regular monthly First aid & Fire Training.
- vi. umbrellas.

26. Duty hours on all seven days of the week (regular overtime & stretching of duties beyond 8 hrs. will not be accepted by CSOI for the shortage of manpower deployed)

1. First shift: 07:00 hrs to 15:00 hrs.
2. Break Shift: 12 noon to 4 p.m. & 7 p.m. to 11 p.m.
3. Second shift: 15:00 hrs to 23:00 hrs
4. Third shift: 23:00 hrs to 07:00 hrs

27. It will be the responsibility of the duty supervisor to open the locks of various facilities to enable housekeeping / cleaning activities in the building and guards will be vigilant during the entire work of the cleaning operation.

28. **Payment Terms:** Payment shall be made within 10 days of the submission of monthly bill with necessary documents and only on satisfactory performance of the

services after statutory deductions like Tax Deduction at Source as applicable from time to time. If as a result of post payment audit any overpayment is detected in respect of the work done by the agency or alleged to have been done by the agency under the tender, it shall be adjusted from the performance guarantee.

29. In the event of any loss occasioned to the CSOI, as a result of any lapse on the part of the contractor, the said loss can be claimed from the contractor up to the value of the loss & penalty. The decision of the General Manager, CSOI will be final and binding on the agency.

30. In case of any accident/calamity, the service provider will indemnify CSOI of any compensation to its employee. Entire liability of compensation will be borne by the agency.

31. In case of any dispute or difference, the award of the Arbitrator appointed by the President, CSOI will be final and binding on the parties to the contract and the court of Delhi/New Delhi shall only have the jurisdiction over the same.

32. A **Service Level Agreement (SLA)** will be signed between the successful bidder and CSOI after the award of the contract.

33. Termination of Contract: In case of any default by the Contractor and violation of any of the terms & conditions, CSOI without prejudice to any other right/ remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or in part, by giving 15 days notice in writing to the Contractor. During the course of contract, if any person of the agency is found to be indulging in any corrupt practices causing loss of revenue to CSOI, shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.

Note: A pre-tender meeting for briefing all the applicants will be organized in CSOI K.G.Marg, New Delhi on February 27, 2012 at 11.30 a.m. for clarifications/ doubts, if any.

SCOPE OF WORK

1. Deployment of Staff:
 - a) 1 Supervisor and 12 guards – First Shift (Morning – 7 am to 3 pm) – entry gate, Reception, time Office, Parking, Staff Entry/receiving gate, one on each floor.
 - b) 2 Supervisor and 12 guards – Second Shift (3 p m to 11 pm) – Entry Gate, Reception, Time Office, Parking, Staff entry / receiving gate, one on each floor.
 - c) 1 Supervisor and 5 guards – Third Shift (Night – 11 pm to 7 am) – Entry Gate, Reception, Time Office, Staff entry/receiving gate.

Total 4 Supervisors and 29 guards (24 x 7 x 365 days) (one supervisor on reserve)
2. Staff Criteria:
 - 1) Educational Qaulifications:
 - a) Supervisor : Plus 2
 - b) Guards : 10th (Metric Pass)
 - 2) Age:
 - a) Supervisor : upto 40 years
 - b) Guards : 25 to 30 years
 - 3) Physical status:
 - a) Height – 175cm (min)
 - b) Weight – 70 Kgs.
 - c) Vision – 6/6
 - d) Chest – upto 45”
 - e) Waist not above 35”} difference of min 10 cm between chest and waist
3. The agency shall provide the following items / articles at its own cost:
 - a) Whistle, Baton, Torches and cells to the personnel on duty.
 - b) Rain coats to their personnel for rainy season.
 - c) Two uniforms (summer & winter each) for on duty personnel.
 - d) Two hand held detectors.
 - e) Regular monthly First Aid & Fire Training.
 - f) Felt cap with Logo, Dark Navy blue trouser with sky blue full sleeve shirt, belt, name plate, Lane yard.
4. Duty hours on all seven days of the week (regular overtime & stretching of duties beyond 8 hrs. will not be accepted by CSOI for the shortage of manpower deployed.)
 - a) First shift - 07.00 hrs to 15.00 hrs
 - b) Break Shift – 12 noon to 4 p.m. & 7 p.m. to 11 p.m. (if required)
 - c) Second Shift – 15.0 hrs to 23.00 hrs.
 - d) Third Shift – 23.00 hrs to 07. 00 hrs
5. It will be the duty of the supervisor to open the locks of various facilities to enable housekeeping / cleaning activities in the building and will also be vigilant during the entire work of the cleaning operation and close the building after working hours. He will maintain the duty log for 24 hours before deployment and give daily feedback.
6. Entry / exit record of vehicles with timings will be maintained by the gatekeeper. All consignments in and out of the Institute will be recorded by the gate sentinels.
7. The duty supervisor of morning shift will submit duty register of any incident/accident in past 24 hrs to the duty Manager.
8. The duty supervisor will inform the duty manager on telephone for any incident / accident. He will man the security surveillance room in the basement with one guard to record all events.