

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुवनंतपुरम  
(मानव संसाधन विकास मंत्रालय, भारत सरकार के तहत स्वायत्त संस्था)  
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH THIRUVANANTHAPURAM  
(An Autonomous Institution under MHRD, Government of India)  
सी.ई.टी परिसर, तिरुवनंतपुरम /CET Campus, Thiruvananthapuram-695016  
Tel: 0471-2597459 / 2597488 Fax : 2590498 E-mail: [registrar@iisertvm.ac.in](mailto:registrar@iisertvm.ac.in)

**TENDER NOTICE – HIRING OF SECURITY SERVICE**

ADVT NO. 22/2015

DATE: 01/06/2015

**TECHNICAL BID**

## Section – I

### GENERAL TERMS & CONDITIONS

The offer to the Notice Inviting Tender shall be in two parts viz:

- Technical Bid and
- Financial Bid

1) **Technical Bid** shall consist of copies of mandatory certificates (**Service Tax, PAN, Agency Registration Certificate etc**), experience (in years), existing client list (with CSPP), **EMD (Rs. 25000/- in the form of DD)** favoring Indian Institute of Science Education and Research Thiruvananthapuram), **Tender Cost** (Demand Draft for Rs. 525/- for downloaded tender documents), **Bank Details** and other documents as specified in the Technical Bid attached. Technical details should be submitted in **duplicate**. Deviations if any, from tender terms, clause-wise should be clearly mentioned. ***Technical bids without Tender Fee, EMD and other supporting documents will not be considered for evaluation.***

2) **Financial Bid** should be given in the enclosed format and shall consist of the rates with break-up details. Financial Bid to be submitted in **duplicate**.

3) The technical bid and financial bid should be submitted in **individual separate sealed envelopes**, which shall again to be put in the duly sealed envelope super scribing '**Tender for Security Services**'. All the covers should bear seal of the agency.

4) The tenders should reach the Office of the **Registrar, IISER TVM Annex Building, Engineering College P.O, Thiruvananthapuram - 695016** before due date and time. The same can also be dropped in the tender box kept in the **Office of the Registrar**. Tenders dropped / delivered at offices other Office of the Registrar will not be considered. Institute will not be responsible for postal delay or dropping of tenders in places other than specified.

5) The bidder must be a Proprietary/Partnership firm/Limited Company/ Agency/Society legally constituted or registered under the relevant Act and having a valid license under Private Security Agency (Regulation) Act 2005 or other relevant act to operate in the State of Kerala.

- 6) The security agency/firm/company should have the minimum **THREE YEARS** experience as on 31 May 2015 in providing at least **50** trained security guards services at one location in a Government/ Semi Government organization/Public Sector undertaking/ University/ Academic Institute or **25 or more** trained security guards at **two** different locations. Documentary proof to this by way of bank credit details of the pay disbursement should be attached with the technical bid. No other proof in this regard will be accepted.
- 7) The bidder must submit Customer Satisfactory Performance Report (CSPR) from the organizations for which experience certificate is being submitted for the financial year in which they have provided the qualifying Security Services. Such CSPR must be signed by the authorized signatory of the organization concerned and should have been issued on or after 01 May 2015.
- 8) The Agency should be registered with the state/central authorities for fulfilling the eligibility criteria.
- 9) The contracting agency/firm/company should be based at **Thiruvananthapuram** or having its office in Thiruvananthapuram.
- 10) **VISIT TO THE INSTITUTE:** The bidders are is advised to visit the Institute and acquaint himself with the operational system in place. The costs of visiting shall be borne by the bidder. It shall be deemed that the Contractor has undertaken a visit to the Institute and is aware of the requirement and operational conditions prior to the submission of the tender documents.
- 11) **Cost Of Bid:** The bidder shall bear all costs associated with the preparation and submission of his bid and the Institute will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process
- 12) **One Bid Per Bidder:** Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
- 13) **Tender form should be submitted along with technical bid and each and every page of the tender document should bear the rubber stamp and signature of the authorized signatory.**

- 14) Rates quoted should be inclusive of all. Nothing shall be paid by IISER-TVM in addition to the rate quoted by the Tenderer.
- 15) Corrections if any should be attested with dated initials by the same party who is signing the Tender form. Overwriting will render your tender liable to be rejected.
- 16) Conditional tenders are liable to be rejected.
- 17) **Any attempt to negotiate or influence directly or indirectly from tenderer's side will result to disqualification.**
- 18) Only Technical Bids shall be opened on the scheduled date, ie **18 June 2015 at 3:30 PM**. The Financial Bid of only those bidders who are technically qualified will be considered for which email or written intimation will be given. You are at liberty to be present/authorize a representative to be present during the opening of tenders at the time and date as specified above.
- 19) Director, Indian Institute of Science Education and Research Thiruvananthapuram (IISER-TVM) reserves the right to choose, accept or reject any or all requests/offers, in full or part, at any stage without assigning any reason. The decision in this regard will be firm and final.
- 20) Upon evaluation of offers, the award of contract will be intimated to the successful bidder.
- 21) The bidder, whose tender is accepted, should send a letter immediately to IISER-TVM conveying their acceptance of the terms and conditions and the rates.
- 22) **Performance Bank Guarantee:** The successful bidder should submit a Performance Bank Guarantee (PBG)/Demand Draft within 15 days equal to 10% of the total annual contract amount or **Rs.75,000/- (Rupees Seventy five thousand only)** whichever is higher. The PBG will be released after successful completion of contract period/extended contract period, whichever is later. In case the bidder fails to deposit the P.B.G/D.D within the time limit, the offer of acceptance will be treated as cancelled and in such event, the contract may be awarded at the discretion of the competent authority, to the next bidder at the lowest approved rate and the EMD so deposited by the withdrawn bidder will be treated as forfeited.
- 23) The successful bidder shall execute an agreement on the above subject within the time as may be specified by IISER-TVM.

24) The contract will be valid for a period of one year starting from **01 Jul 2015** or the date of signing the contract agreement whichever is later and shall be extendable to further periods depending on the performance of the contractor. It can however be terminated by either parties at any time giving two month's notice.

25) The contracting agency/firm/company and the IISER TVM shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues / disagreements / disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at Thiruvananthapuram.

### **Other Terms and conditions of the contract**

(i) The agency shall ensure that all statutory rules/regulations as stipulated under Payment of Minimum Wages Act, Employees State Insurance Scheme, Employees Provident funds Act, Child Labour prevention Act, Laws on prevention of Sexual harassment at workplace, etc., are fully adhered to and no infringement on this account is caused directly or indirectly.

(ii) The personnel deployed as Security Supervisor / Guard should have good moral character, behaviour, health and pleasing personality. The agency should also ensure that disruptions in services are not occurred due to labour issues with agency and the persons deployed as security guard / supervisor. The agency should settle the matter amicably and Institute will not be a party towards settlement of issues except from the principal employer's point of view.

(iii) The agency shall, on its own expense, undertake the police verification of the personnel to be engaged/deployed under this contract.

(iv) The contractor shall furnish to Director, IISER TVM, before commencement/assignment of the security contract, the details of personnel deployed like name, photograph, residential address and other details along with a complete set of the report of the character and antecedents verification done in respect of the personnel to be engaged/deployed under this contract. The same procedure is to be ensured whenever a new person is deployed at the campus site.

(v) The agency shall indemnify, Director, IISER TVM, and IISER TVM Administration, against all possible damages (including violation of any of the provisions of Statute/Acts/Laws) caused to the personnel/equipment of the agency on account of agencies staff's negligence while undertaking the security jobs in the Institute.

(vi) The contractor shall raise the payment bills for the service provided on monthly basis. While submitting the Bill, the Company will submit a **certificate to the effect that all salaries for the month have been disbursed in full before 07<sup>th</sup> of every month and should also submit copies of challan of deposit of PF and ESIC contributions with the concerned agencies for previous month. The staff should be provided with salary slip every month.**

(vii) The contractor shall deploy a suitable person as manager / coordinator, **at agencies cost**, who is capable and qualified to provide training, supervise and regulate the employees deployed by the agency as Security Supervisor / Security Guard. The coordinator thus deployed should also be able to interact, in a polite way, with the officers/faculty members/students of IISER TVM. The person thus deployed should be able to resolve the day to day issues which may come up during the course of contract.

(viii) The contractor shall ensure that sufficient leave reserve personnel are arranged and no delinquency is shown in the services to be provided. It is to ensure that no person is working beyond the stipulated working duration of eight hours per day.

(ix) The Institute reserves the right to increase or decrease the number of personnel to be deployed. The additional requirement projected to be met within forty eight hours.

(x) Institute reserves the right to demand the withdrawal of a person deployed. The agency has to withdraw her/him from the Institute's job, even without any particular reason, when such demand is being made by the Institute authorities.

(xi) The agency should ensure that the personnel deployed at the Institute should not be employed elsewhere during the period of the contract.

(xi) Only personnel on duty will be allowed to enter in the Institute premises.

(xii) The agency has to maintain the following documents at duty place and has to ensure necessary stationery for the same:-

- (a) Daily attendance register.
- (b) Guard checking register.
- (c) Daily Briefing register.
- (d) Occurrence register.
- (e) Beat book at sentry post

(xiii) The agency should provide proper uniform to the Supervisor / Guard at their own cost and ensure that the personnel deployed are properly attired during duty time .The guard has also to be provided with baton, whistle and torch at agencies cost.

**Section – II**  
**Scope of Work of the Contract**

1. The scope of work under this security contract is as follows:-
  - (a) Providing round the clock general security services and guarding the Institute's buildings, assets and areas earmarked.
  - (b) Patrolling of campus and adjoining facilities
  - (c) Keeping vigil against trespassing by strangers, vehicles, stray animals etc.
  - (d) Verifying the identity of the persons entering the Institute premises and prevents the entry of unauthorized persons, anti-social elements, unauthorized vehicles etc.
  - (e) Assist the Institute's staff and students during emergency situations.
  - (f) Ensure fire safety in the campus
2. The Selected Security Agency will deploy security personnel, to work in three shifts of eight hour's duration, every day. The shifts will be as under:

(i)	A' Shift	–	0600 hrs to 1400 hrs
(ii)	'B' Shift	–	1400 hrs to 2200 hrs
(iii)	'C' Shift	–	2200 hrs to 0600 hrs (next day)
(iv)	'General Shift'	–	0900 hrs to 1730 hrs
3. The security guard deployed should be preferably below the age of 56 years who are physically fit and mentally alert and should have minimum qualification of 10<sup>th</sup> class. The guard deployed should be trained in handling of various electric and non-electric security equipment, firefighting equipment and able to maintain documents as per the security guidelines and instructions of the Security Section of IISER TVM. They should also possess knowledge in First Aid /driving/ handling wireless equipment /modern security gadgets etc. The contracting agency will also ensure that the security guards/security supervisors are free from any infectious disease before deployment for work.
4. All Security Guards posted must be able to communicate in Hindi / English.
5. The guard should have work experience for at least 2 years in security assignment in similar Academic Institutions / Universities etc.
6. No person who has been convicted by a competent court/who has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the armed forces of the Union, State police organization, Central or State Governments or in any private security agency shall be employed or engaged as a security guard or supervisor.

## **DUTIES AND RESPONSIBILITY OF SECURITY SUPERVISOR**

Apart from approximately 24 Security Guards, three security supervisors are to be deployed, one each per shift. The supervisor should possess educational qualification of 10 +2 or above and Ex-serviceman not below the rank of JCO is preferred. The duties and responsibility of the Security Supervisor are as follows:-

- (i) The Security Supervisor will be responsible for overall security arrangements of the Institute covered under the contract as per the direction of the Security Officer or other responsible authorities of the Institute.
- (ii) Security Supervisor should ensure that the security instructions are complied with and that all the security guards are closed up on duty and make periodical reports to the specified authorities.
- (iii) Security supervisor should be responsible for monitoring of vehicle movement in and out of the campus and to regulate movement of Institute's vehicle as per the schedule assigned by the concerned authority of the Institute.
- (v) Security supervisor should monitor the movement of personal and stores in and out of the premises of the Institute. The identity card of the staff and students has to be verified before allowing access to the Institute premises. No visitor should be allowed to enter the premises without proper visitor pass. The items received / taken in of the premises should be entered the material receipt register and items are not to be allowed to be taken out of the premises without proper gate pass from the authorized officer.
- (vi) Security Supervisor should take periodical / surprise round of the sentry posts and ensure that the guard on duty is properly attired and is vigilant.
- (vii) Security Supervisor should ensure that the premises are secured / locked after office hours and the keys are submitted at the security desk. He will also ensure that the electric equipment / installations are switched off.
- (viii) Security Supervisor should be well verse with latest firefighting technologies and should be able to coordinate the activities in case of fire accident in the campus.
- (ix) Security Supervisor should ensure that the sentry posts are manned at all times and guard should not be relieved until the reliever takes over the duty.



(x) Security Supervisor should ensure that the important installations of the Institute are secured all times.

(xi) Security Supervisor should immediately report any untoward incident to the Institute's Security Officer or other authorized officer and has to act in accordance with the instructions of the authority.

**UNDERTAKING**

I/We \_\_\_\_\_ have carefully gone through and understood the contents of the tender and its terms & conditions including the scope of work expected from the Guard / Supervisor to be deployed and I/we undertake to abide myself/ourselves by all the terms and conditions set forth.

Date:- \_\_\_\_\_

SIGNATURE

\_\_\_\_\_

Place:- \_\_\_\_\_

NAME \_\_\_\_\_

(Authorized Name & Signatory of Agency/firm with stamp)

**DETAILS OF FIRM**

1	Name and Address of the Tenderer/Agency with Telephone Number/Fax No./Mobile No.	
2	State of Agency (Registered Co./Proprietary/Society/Registered under Shops & Establishment Act) (attach copy of Registration Certificate)	
3	Details of registration as per Private Security Agencies Regulation Act, 2005 or other relevant act (attach copy of certificate)	
4	Service Tax Registration No. (attach copy of certificate)	
5	Permanent Account Number (PAN) (attach copy)	
6	Number of Employees employed by the bidder/agency	
7	Experience in the field of providing security services (in Years) (Attach CSPR from the institutions where similar services were provided).	
7	Nature of any other business run by the agency	
8	Address/Location of the office from where security services are going to be controlled	
09	Bankers Name and Address with their solvency certificate (To be enclosed separately)	
10	Bankers IFSC Code	
13	Details of EMD (DD No., date & amount) (to be submitted alongwith technical bid)	

Date:- \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Place:- \_\_\_\_\_

(Authorized Name & Signatory of Agency/firm with stamp)

**CHECK LIST FOR ATTACHMENTS**

**(Put a "tick" in the appropriate column)**

<b><u>Sl</u></b>	<b><u>Attachment</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
(a)	Address Proof		
(b)	Copy of Registration Certificate		
(d)	Copy of Service Tax Registration Certificate		
(e)	Copy of Pan Card		
(g)	Proof of experience (attach proof of pay disbursement through bank)		
(h)	Bank Details with IFSC code		
(i)	EMD (for Rs. 25000/- in the form of DD)		
(j)	Tender Fee (Rs. 525/- )		
(k)	Signed copy of tender form		
(l)	Undertaking		

Date:-\_\_\_\_\_

SIGNATURE \_\_\_\_\_

Place:-\_\_\_\_\_

NAME

\_\_\_\_\_

(Authorized Name & Signatory of Agency/firm with stamp)