

**Tender For Outsourcing of Security Services
for Central Board Of Secondary Education,
Delhi & NCR.**



CENTRAL BOARD OF SECONDARY EDUCATION

“SHIKSHA KENDRA” 2, COMMUNITY CENTRE, PREET VIHAR, DELHI 110092

DOCUMENT CONTROL SHEET

1.	Name of Organization	Central Board of Secondary Education
2.	Scope of Work	Tender for outsourcing of security services from Central Board of Secondary Education, Delhi & NCR for providing round the clock (24 Hours) Security at C.B.S.E., Delhi and NCR premises.
3.	Tender Type	Open
4.	Tender category	Services
5.	Tender document download start date	08.08.2017
6.	Tender document download end date	28.08.2017
7.	Bid validity	180 days beyond the closing date of tender
8.	Location of work	Shiksha Kendra-2, Community centre, Preet Vihar – 110092
9.	Tender fee (non-refundable and non-adjustable)	Demand draft of Rs. 1,000/- in favour of "Secretary, CBSE" or Electronic Fund Transfer.
10.	Earnest money deposit (EMD)	Rs. 9,50,000/- in favour of "Secretary, CBSE" in the form of account payee demand draft, fixed deposit receipt, banker's cheque or bank Guarantee from any commercial bank.
11.	Date of publication	08.08.2017
12.	Date of Pre-bid meeting	17.08.2017 at 3:00 p.m.
13.	Last date and time for submission of Bids	28.08.2017 upto 02:30 p.m.
14.	Date and time of opening of technical bids	28.08.2017 at 03:00 p.m.
15.	Tender should be addressed to	Secretary, CBSE, Shiksha Kendra-2, Community Centre, Preet Vihar – 110092
16.	Address for communication	Joint Secretary(A&L)ShikshaKendra-2, Community Centre, Preet Vihar, Delhi – 110092
17.	Period of completion of work	As per terms & conditions of tender and Award letter
18.	Validity of contract/rates	1 (one) year from date of award of work & can be extended up to a maximum period of 3 years on satisfactory performance on same terms & conditions.

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A. INSTRUCTION TO THE BIDDERS

- 1) Please go through 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 documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender document/schedule.
- 3) Bidders should take into account any corrigendum published on the Tender document before submitting their bids.

B. TERMS AND CONDITIONS

Rates & Price

1. The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities in force at the time of entering into the contract and in the prescribed format only. The rate however shall be considered for revision based on minimum wages or any change in statutory/taxation rates.
2. The rates quoted are to be strictly as per latest minimum wage structure of Central Govt. applicable for Delhi. Further the agency may also be asked to produce the record of compliance of central and state labour welfare provisions and such production of documents/compliance is must and binding.
3. The offers/bids which are not in consonance of any labour laws will be treated as invalid.
4. In case more than one price bid quoting the same rates are received, the award of the contract will be decided on the basis of evaluation of their experiences & past performance. The decision of the Board in this regard shall be final and binding of the bidders.
5. Any disputes arise out of this contract shall be within jurisdiction of Delhi.

B (i) -Statutory Obligations

1. The security agency will have to pay minimum wages as per the prevailing minimum wages of Central Govt. rate applicable to Delhi.
2. The minimum wages should include all the items of wages, allowances and statutory emoluments dues as notified by Govt. of India from time to time.
3. Taxes if any shall be paid by the Agency and may be reimbursed by the Board.
4. The contractor shall make all rounds statutory compliances regularly in respect of the personnel deployed. Payment of the wages shall be made by the contractor through bank and the agency shall get their workers accounts opened in the banks. The agency

shall submit wage bill, proof of bank remittance to worker's bank account, proof of statutory compliance such as ESI, EPF and Service Tax along with the bill of subsequent month.

5. The agency will be responsible to comply with all labour legislations including social security, Service Tax wherever applicable and such other statutory orders by the Govt./ Municipality which may be in force from time to time. The Successful bidder/ tenderer shall obtain a valid license under the Contract Labour (R&A) Act, 1970 and rules framed there under and shall continue to hold it till completion of the contract. The agency should also maintain all necessary records as required by administration. The agency should be registered with EPF, ESI and Service Tax authorities and shall possess valid code numbers.

6. Under no circumstances, the employees of the security agency shall be treated, regarded or considered or deemed to be the employees of the Board and the security agency alone shall be responsible for their remuneration, wages and to their benefits and service conditions of all the employees deployed by the agency and shall indemnify and deep indemnified the Board against any claim that may have to meet towards the employees of the security agency.

7. The Bio-Data of Security Personal along with proof of latest antecedent report from the concerned Police Station would have to be submitted at the time deployment.

B (ii) - Validity of the contract

The contracts shall be valid for a period of one year and on satisfactory performance it may be extended for another one year at the same rate (shall be revised time to time as per the revision in minimum wages), terms and conditions on mutual consent.

B (iii) - Termination of contract

Post award to the contract to an Agency, it can be terminated in any of the following contingencies and circumstances:-

- a) On the expiry of contract period, without any notice;
- Or
- b) On giving three months notice at any time during the current services, by either of the Board of service provider.
- Or

- c) On assigning of the contract or any part thereof or any benefits or interest therein or there under by the contracted agency to any third person for subletting the whole or a part of the contract to any third person, without any notice;
Or
- d) On contracted agency being declared insolvent by the competent Court of Law without any notice;
Or
- e) Provided that during the notice period for termination of contract, in the situation contemplated above, the contracted agency shall keep on discharging his duties as before till the expiry of notice period.

B (iv) - Billing and Payment

- a) The agency shall submit wage bill in duplicate, along with attendance sheet, proof of bank remittance to worker's bank account, proof of statutory compliances such as ESI, EPF and Service Tax by 15th of the month. Bill completed in all respect shall be processed within 10 working days of its receipt.
- b) In case of any exigency following which the contracted agency is unable to perform its part of contract / work and the payment being unpaid, the agency in all cases shall be liable to make payment including ESI, EPF etc to Security Personnel.

B (v) - Other Terms and Conditions

1. The rate once offered and accepted by the authority, shall not be altered during the entire period of contract unless it is revised by the statutory bodies.
2. The Board reserves the right to increase/ decrease the number of security guards at later date during course of contract with existing terms & conditions.
3. The successful agency shall have to enter into an agreement with Board and cost incurred in this connection shall be borne by the agency.
4. Any theft, loss and damages of the property of Board on account of negligence of agency's personnel shall be borne by the agency.
5. The Competent Authority reserves the right to reject tender partly or completely at the any stage of the tender without assigning any reason thereof.
6. The Agency will be responsible for such conduct of the persons engaged by it in the Board which will be conducive for maintaining the harmonious atmosphere in the

Board premises. The Agency will have responsibility for any act of commission and omission of such persons.

7. In case of mutual extension of contract beyond one year, the agency shall provide the guards on rates once approved by the Original Tender & agreement though taxes, if any are subject to applicability as per Government norms.
8. The agency shall provide Security staff who should be smart, healthy and having good character antecedent and conduct. If any security person is found under the influence of alcohol or narcotics or found in a state of inebriation in the premises, a penalty of Rs.1000/- per instance shall be deducted from contractor's bill and such employee shall be immediately removed from duty and shall not be allowed to enter the premises in future.
9. The Agency should not allow its employees to participate in any trade union activity or agitation in the premises of Board.
10. The Agency shall not sublet, transfer or assign the contract to any other party.
11. Any addition/deletion/modification of this tender made before the due date of the tender will be displayed in Board website only.
12. Central Board of Secondary Education shall have no liability toward personnel/ all equipment of the agency. All statutory requirements for workmen are to be borne by the agency and shall be the sole responsibility of the agency.

B (vi) - Resolution of disputes

Board and the agency shall make every effort to resolve amicably, by direct informal negotiations, any disagreement or dispute arising between them under or in connection with the contract or any issue arising out of it. If after thirty days from the commencement of such informal negotiations, Board and the agency have been unable to resolve amicably a resolution by formal conciliation the Competent Authority of the Board shall appoint a sole Arbitrator who will not be related to the agency and the decision shall be final and binding.

B (vii) - List of Documents to be attached

1. Tender application forms (Annex I) in original.
2. Quotation of Rate (Annex II) in original.

3. Duly signed tender documents (signed on every page).
4. ESI, EPF, Service Tax, Trade License, Registration under contract Labour (R&A) Act, Pan Card/ Registration documents. (Self Attested Photocopy).
5. Firm/ Company registration certificate (Self attested copy).
6. Experience Certificate or work order (Self attested copy).
7. Demand Draft towards earnest money for **Rs.9,50,000/-** (Refundable).
8. Demand Draft towards Tender Fee of Rs. 1,000/- (Non refundable).
9. PSRA Empanelment notification copy.
10. Latest copy of Minimum wages notification of Central Govt. specified wage structure.
11. Audit Report of last three year (F/Y 2013-14, 2014-15 & 2015-16).

C. SCHEDULE OF REQUIREMENTS/ELIGIBILITY CRITERIA

1. The agency should be registered with Government (Central/Delhi) to work as security agency. (Submit the relevant registration certificate with Technical Bid)
2. The agency should have satisfactory experience of not less than 03 (three) years in the field of security services in government organization and proven track record in the field to be produced. (Submit the relevant Work Experience with the Technical Bid) particularly in the educational & examination body.
3. The agency must have executed/ have a running contract in any Government organization with deployment of minimum 70 security personnel in a single contract. (Submit the relevant work order with Technical Bid).
4. The agency should have average annual turnover of Rs. 1.5 crore (Rupees One & half Crore only) per year in last three years (F.Y. 2013-14, 2014-15 and 2015-16). (Submit the audit report of the relevant financial year with technical bid)
5. The agency should have a valid labour license, trade license, PAN Card, registration under ESI, EPF and Service Tax authorities. (Submit the relevant documents with technical Bid)
6. There should be no legal suit/ criminal case pending or contemplated against the proprietor of the agency or any of its directors (in the case of Pvt. Ltd. Company) on grounds of impropriety or for violation of any of the laws in force. (Submit the declaration with Technical Bid). Further, the agency should submit antecedent verification of all security personnel from the police authorities.
7. An affidavit stating the agency is not blacklisted by any central/ DELHI Government institutions/ Educational institution/ Company etc. form last three years.

C (i) - Tender Fee And Earnest Money Deposit

1. The tender fee (non-refundable and non-adjustable) of Rs. 1000/- in shape of Demand draft of Nationalized/scheduled commercial bank shall be submitted in favor of the "Secretary, CBSE" payable at Delhi or could be paid through Electronic Fund Transfer (A/c No. 91471010000016, IFSC Code SYNB0009147, Syndicate Bank ,Preet Vihar Branch, New Delhi).
2. Earnest money deposit (EMD) of Rs. 9,50,000/- in shape of A/c payee Demand Draft/Bank Guarantee/Fixed Deposit from any Commercial Bank shall be submitted

in favor of the “Secretary, CBSE” payable at Delhi.

3. Both the tender fee and earnest money deposit will be submitted in sealed cover prominently marked as “Tender fee and EMD Tender for outsourcing of security services from Central Board of Secondary Education, Delhi & NCR”.
4. The bidders should write the name of their organization on the backside of the Demand Drafts.
5. Bids without tender fee and EMD shall be rejected. However, the Bidders who are registered with NSIC under Single Point registration schemes for security service provider may be considered for exemption from furnishing the EMD by the Competent Authority. In such cases, an attested copy of the VALID Registration Certificate from NSIC must be furnished. Mere registration as a SSI Unit does not qualify the Bidders for claiming exemption from furnishing the tender fee and EMD. In the absence of valid certificate from the NSIC, such tenders shall be rejected straightway. The bidders claiming for exemption from furnishing the Tender Fee and/or EMD must submit the supported documents duly attested as per the tender notice in sealed envelopes super-scribing “Request for consideration for exemption from furnishing the Tender Fee and/or EMD” to the “Secretary, CBSE”.
6. In the case of those Bidders who fail to qualify the eligibility criteria and whose technical bid does not qualify, the Earnest Money Deposit (EMD) will be refunded to them without any interest within one month from date of finalization of technical bids.
7. Earnest Money Deposit of the successful bidder will be returned after submission of the performance bank guarantee.

C (ii) - Performance Security Deposit

The successful bidder shall be required to deposit security money equivalent to 8% of the estimated annual value of the contract in the form of A/c Payee Demand Draft/ Term Deposit/Bank Guarantee within 21 days from the date of award of contract. The Performance Guarantee will have to be valid for a period of 60 days beyond the expiry of the contract. The security money so deposited shall be released thereafter on claim, subject to adjustment if any, by the Board arising out of terms and conditions pertaining to the tender.

C(iii) - Scope of Service

1. The persons to be deployed as Security Guards must have good health, good character, conduct and behavior, competent and qualified to perform the work for which they are deployed.

2. The tentative requirement of Security to be deployed at CBSE offices in Delhi-NCR is to be approximately 125 (One hundred and twenty five) which may increase or decrease as per the requirement including six lady security guards.
3. The security personnel deployed shall not below the age of 25 years and not above 55 years.
4. The required number of Security Guards with/without Arms would be intimated at the time of award of contract.
5. The security personnel have to attend duties in neat uniform for which the cost will be borne by the agency. Identity badges (Showing the name of the personnel) shall have to be provided by the agency which should be displayed on uniform of all the security personnel while on duty.
6. The watch and guard will be round the clock and 7 days of the week and shall be changing as per requirement of the Board from time to time. In case there is any change in deployment of security guard, such change shall be intimated in writing by the Agency in advance to the Board.
7. The entry of the visitors will be regulated by the security personnel in the manner as will be instructed by this office from time to time. They will also ensure that all the electrical equipment/instruments/light/Fans must be switched off as the time of closure of this office.
8. The security agency will provide the security services round the clock in three shifts running from 6:00 am to 2:00 pm; 2:00 pm to 10:00 pm; 10:00 pm to 6:00 am. The security will work invariably between the shifts, including two ladies Security guards between the age of 25 to 45 years to perform duties during day time 09:30 AM to 05:30 PM.
9. The security personnel should be provided with the whistle, Torch and lathes by the Agency as per their requirement in the duty.
10. The security personnel should not leave the point unless and until the reliever comes for shift duties.
11. The security supervisor will maintain all the registers, which are kept at the main gate and other points.

12. The security personnel should not give lenient or casual impressions in the duties and they should be alert and attentive. They should observe movement of all the staff, labours and visitors etc. They should not allow any visitors with vehicle to office or inside the campus with proper entry in the visitors registers.
13. On requirement, the agency shall have to provide extra or more guards, or gunman as and when required for which separate charges shall be paid as per the contract rate.
14. The agency has to pay salary to deployed persons by 07th of the next month through NEFT or in the form of cheque.
15. The Agency shall organize surprise visits (during day and night) to check the alertness and attentiveness of the security guards.
16. The security guard must be rotated from their deployment at an interval of three months.
17. The contractor shall submit a monthly report of compliance and happenings in the premises under the supervision.
18. The security personnel should be properly trained and should be alert in performance of his duty. The performance, if not found satisfactory, the concerned personnel shall be replaced by the contractor, within a period of one day.
19. The character & antecedents of the guard to be deployed are to be verified from the local police station by the agency and submit report. All security personnel should possess Adhar Card at the time of their deployment.
20. To check people on entry/exit base on production identity cards system, issue of passes, etc, and maintain visitor's record.
21. Thorough checking of incoming and outgoing material against proper Gate Pass duty signed by the authorized signatory.
22. To ensure that no hawkers, marketing persons or vendors are allowed into the campus without permission.

23. To bring to notice any suspicious activity noticed during discharge of duties by security guards.
24. To attend fire-fighting operations i.e. capable of handling fire hydrants and attending fire alarm system whenever required.
25. Conduct periodic training to the deployed manpower on its own.
26. Carry out any other jobs assigned by the authorities of the Board in the interest of security of the Board.
27. The Agency/Service provider has to follow all the statutory provision as prescribed under labour laws and monthly compliance report will be submitted to the Board.
28. In any case, Guards shall not be replaced by the agency without prior approval of the Board. In case of violation, a penalty of Rs. 2000/- shall be imposed in every case.
29. When the Guards are not on duty or on leave and no guards are provided, salary on pro-rata basis up to three days shall be deducted and beyond three days, a penalty of Rs. 2000/- per week shall be levied for continuous absence.
30. For any misconduct, mischief, criminal act etc, the security personnel and the agency shall be at the mercy of the prevailing law.

D. TECHNICAL BID

1. Name of the Agency
2. Full Address
3. Telephone No. (N)
4. E-mail/Fax
5. Whether a register Firm/Company incorporated, and if so, the details thereof
6. Name of the owner/Partner/Director/Managing Director
7. Name of bankers with full address & Bank A/c No.
8. ESI code.
9. EPF code.
10. PAN no.
11. Private Security Agency Regulation Act registration certificate.
12. Service Tax/GST Regd. No.
13. Any other statutory body's registration No.
14. Previous experience details
15. Contract labour registration certificate
16. Annual Turnover of last three years i.e. F/Y 2013-14, 2014-15 & 2015-16.
17. Earnest Money details
18. Tender Fee details
19. Declaration whether agency was blacklisted by any government/ Central/ State (enclosed affidavit on Rs.100/- Non Judicial Stamp Paper).

UNDERTAKING

I/we here by agree the terms and condition of the tender and will abide by the same as well as the statutory obligation as required by the law.

Date:

Place:

Signature of the Proprietor/ Partner/
Managing Director with stamp

E. FINANCIAL BID

Rates Quoted for Security Personnel per month

Sl. No.	Name of the Items	Security Personnel		
		Security Guard (With Gunman)	Guard Arm/ (Without Arm)	Supervisor
1.	Basic Wages			
2.	ESI*			
3.	EPF*			
4.	Employees Deposit Linked Insurance*			
5.	Administrative charge (if any)			
6.	HRA			
7.	ESI on HRA*			
8.	Bonus*	-----	-----	-----
9.	GST as applicable (payable by CBSE)			
10.	Total			

* As per the prevailing rate of Central Government/ Statutory Bodies.

* Not applicable

Date:

Place:

Signature of the Proprietor/ Partner/
Managing Director with stamp

F. NOTICE INVITING TENDER (NIT)

- 1) CBSE invites open tenders in two bids format from security agencies on behalf of the Secretary, CBSE for providing round the clock (24hours) protection and security of Office premises of CBSE located at Delhi and NCR. The Technical and Financial Bids be kept in two separate envelopes superscribing (i) Technical bid for providing Security Agency to C.B.S.E., Delhi & NCR (ii) Financial bid for providing Security Agency to C.B.S.E., Delhi & NCR and both envelopes be kept in another bigger envelope duly sealed and superscribed as Comprehensive bid for providing Security Agency to C.B.S.E., Delhi & NCR. and addressed to the Secretary, CBSE, Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi-110092. The Tender Form can be downloaded from CBSE website www.cbse.nic.in from **08.08.2017 to 28.08.2017** for which Bank Draft of Rs. 1000/- be enclosed with the Tender Form in favour of Secretary, CBSE payable at Delhi or Electronic Fund Transfer (A/c No. 91471010000016, IFSC Code SYNB0009147, Syndicate Bank, Preet Vihar Branch, New Delhi) and enclosed copy of acknowledgement with the Tender Form before its submission. The T&C duly signed by the Tenderers and the form complete in all respects along with EMD & tender fee may be dropped in the Tender Box kept on the ground floor of the CBSE Building or sent by post **upto 02.30 pm on or before 28.08.2017.**
- 2) The Secretary, CBSE reserves the right to reject any or all tender without assigning any reason.

For details you may visit link "Tender" on CBSE website www.cbse.nic.in or CPP Portal.

**Sd/-
JOINT SECRETARY (A&L)**

G. PRE-BID MEETING:

A pre-bid meeting would be held on 17.08.2017 at 1500 hrs at CBSE, Conference Hall, 2 Floor, Shiksha Kendra, Preet Vihar, Delhi-110092. All prospective bidders may attend the meeting to clarify doubts, if any. The bidders can also seek clarification on email id- asadm@cbse.gov.in.

In case, any substantive or important clarification emerges during pre-bid meeting, the same shall be shared to all through CBSE website www.cbse.nic.in.

H. BID OPENING PROCESS

- 1) Technical bids of only those bidders, whose Tender Fee and EMD instruments are found to be in order, will be opened on the date and time of opening of Technical Bid in the presence of the representatives of the bidders who chose to remain present at CBSE Office.
- 2) The financial Bids of only those Bidders short listed from the Technical Bids will be opened in the presence of their representatives on a specified date and time to be intimated to the respective Bidders and the same will be evaluated by a duly constituted Committee.
- 3) No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid whether technical and financial, till final decision in this regard conveyed to the successful bidder(s). However, Committee of the Board can make any enquiry / seek clarification from the bidder, which the bidders must furnish within the stipulated time or else the bid of such defaulting bidders will be rejected.