

SECURITY SERVICES CONTRACT AT IDRBT

NOTICE INVITING TENDER & TERMS AND CONDITIONS OF TENDER



Institute for Development and Research in Banking Technology

(Established by Reserve Bank of India)

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I TENDER NOTICE

IDRBT/EST/VB/25.7/1079/2013-2014

December 6, 2013

Dear Sir/ Madam,

Invitation of Tenders for providing Security Services to IDRBT, Hyderabad

(Last date for Submission has been extended till: 17.00 hrs, January 27, 2014)

The Institute for Development & Research in Banking Technology (IDRBT) is the premier Institute of Banking Technology in the country. Security is a very critical area of the Institute as it deals with sensitive technological infrastructure. The Institute requires a Security Agency, which can provide security of high standard with expertise in the latest techniques of security of sensitive installations against theft /sabotage/cyber crimes/ terrorism, etc.

Sealed Tenders are invited under “Two Envelope System” from Professional Security Agencies for providing Security Guards and Security Supervisors (ex-servicemen) for providing security to the premises and property of IDRBT, in two parts:

Part I: Envelope No. 1 to contain the complete tender along with details of constitution of company, details of registration with Competent Authority and testimonials in proof of eligibility, etc.

Part II : Envelope No. 2 to contain only the Price Bid.

I. ELIGIBILITY CRITERIA

1. The agency should be a Company registered under the Companies Act 1956. Any agency who had provided services to this Institute earlier NEED NOT apply.
2. The agency should be registered with Labour Dept. of Government of Andhra Pradesh / Central Govt., holding a valid license under the latest Contract Labour (Regulation & Abolition) Act for engaging a minimum of 250 employees and should be having valid ESI, EPF Code No., Income-tax Account No. Service Tax No, etc. The Tenderer should also be registered under AP Shops & Establishments Act. All statutory requirements, as stated above & as applicable should be fulfilled.

3. The agency should have an annual turn over of Rs. 1 Crore, during each of the last three years and should have a Security Staff of Fifteen or more per shift for one client and should have a minimum experience of 10 years in security agency business in large Multi-National Companies /Industries of repute / National Labs/ PSUs/ Nationalised Banks, etc. Three contracts in Hyderabad/ Secunderabad is necessary.
4. The Tenderer should also have license for wireless and weapons, possess adequate infrastructure in terms of vehicles, electronic/non-electronic gadgets and basic crowd control devices for an efficient functioning.
5. The agency should be capable of providing a solvency certificate for a minimum value for Rs. 10 lakhs from any scheduled bank.
6. Tenders shall be submitted under the “Two Envelopes System” duly sealed. The envelope No.1 should contain the complete tender documents along with details of constitution of company, details of registration with competent authorities and all testimonials in proof of eligibility, earnest money and should be superscribed as **“Tender Document for Security Services at IDRBT – General Conditions, Earnest Money, Testimonials, etc”** Envelope 1 SHALL NOT contain the price quote. The envelope No. 2 will contain only the price bid and should be superscribed as **“Tender Document for Security Services – Price Bid”**. Both the above mentioned envelopes may be put in one large envelope, superscribed **“Tender Document and the Price Bid for providing Security Services – in two separate duly sealed envelopes clearly marked so”**.
7. The tender along with Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Demand Draft drawn in favour of the “IDRBT” and addressed to “The GM, IDRBT, Road No.1, Castle Hills, Hyderabad 500 057” may be submitted so as to reach the Institute latest by 17.00 hours on January 27, 2014. Conditional tenders and tenders without EMD will be summarily rejected.
8. The EMD should be submitted in the Envelope No. 1. Tenders not accompanied by EMD shall be summarily rejected. The EMD will be refunded to the unsuccessful bidders without any interest in due course after opening of the tenders.
9. The earnest money of the successful bidder will be forfeited if he does not fulfill any of the following conditions:
 - a) **Furnishing of security deposit of Rs. 1,00,000/- (inclusive of the earnest money of Rs. 50,000/-)** by means of a bank draft /bank guarantee favouring “IDRBT, Hyderabad” within 10 days of the receipt of the letter awarding the contract. Alternatively, the successful bidder may also submit a Bank Guarantee for an equivalent amount in lieu of security deposit amount, which will expire three

- months after the expiry of the contract.
- b) Execution of the agreement within 10 days of the receipt of the award letter.
 - c) Commencement of work within 10 days of the signing of agreement and furnishing of security deposit.
 - d) To comply with all the terms & conditions of the award letter and agreement.
10. The bidder must quote his price only as per the proforma given in Schedule II of the tender document and submit it in Envelope 2 of his tender. The rate(s) quoted by the bidder should be all inclusive. The bidder must quote the rate in figure as well as in words. The amount of each item should be worked out and the total provided.
 11. Only those bidders /contractors who meet all the guidelines and terms & conditions in all respects should submit their tender(s).
 12. The Institute reserves the right to reject all or any of the tenders or to accept any tender either in whole or in part without assigning any reason whatsoever and to annul the bidding process at any time prior to award of contract without assigning any reason thereof.
 13. Canvassing in any form by the bidder will lead to summary rejection of his tender.
 14. Details of employees of IDRBT related to the bidder, if any, should be furnished in a separate sheet.
 15. All pages of the tender document must be signed by the authorized signatory and the power of attorney, if any, in favour of the authorized signatory should be enclosed. Conditional tenders will be rejected.

II. TERMS & CONDITIONS

1. The contract term shall be initially for a period of 6 months on probation. Based on satisfactory performance, the contract term would be renewed on a yearly basis at the sole discretion of the Institute, for a maximum all-inclusive period of three years, from the date of commencement of the contract. The contract is renewable thereafter at the discretion of the Institute on terms and conditions to be mutually agreed upon. Guards from the previous contractor shall not be employed.
2. The security services contract shall be for the entire premises occupied by the IDRBT and Staff quarters at Begumpet.
3. The contractor shall deploy young guards, supervisors (ex-servicemen) below the age of 47 years confirming to the security requirement as per Schedule I attached to this document.
4. A copy of the fortnightly duty roster of guards/supervisory staff should be made available to the Estate Department of IDRBT by the contractor.
5. The contractor shall ensure round-the-clock high standard security on a 24 X 7 basis on all the seven days of the week to safeguard the premises and assets of the IDRBT. The Contractor shall inspect the guards at night between 1 AM and 3 AM atleast twice a week and maintain a record.
6. The security guards and security supervisors deployed by the contractor for security duty should be well trained in fire fighting, operating the fire-protection system(s)/ equipment(s) and fire extinguishers and providing first-aid. Training may be carried out in the Institute's location on Saturday, with prior permission from Security Officer.
7. The contractor shall ensure that all his employees observe cleanliness and wear neat and clean uniforms with ID Cards duly displayed and that they are courteous, polite and prompt while rendering efficient service in their respective areas. Rs 50/- will be charged per guard in case of shabbily dressed or poor turnout etc., The contractor shall have full control over the security staff engaged by him. The contractor shall give necessary guidance and directions to his staff to carry out the jobs assigned to them by the contractor and /or IDRBT.
8. The contractor shall also be solely responsible for the payment of their wages and/or dues to his employees.
9. Bidders who can offer optional services for monitoring movement of persons, logical security through data analysis, AMC of CCTV and electronic surveillance, firefighting equipment will be given preference.

10. All liabilities arising out of violation of local laws and/or central laws shall be his responsibility. The contractor shall furnish a detailed fortnightly duty chart of his employees and keep informed the Estate Department of the Institute of any change in the list from time to time. The duty chart for the fortnight should give the specific names of employees and the respective duties they are required to attend to. A copy of the duty chart shall be displayed by him on the Notice Board also.
11. The contractor will provide all material(s)/ equipment(s) required for day to day security including torch, whistles, batons and neat and clean summer/winter uniform and protective materials like overcoats, umbrella, etc. at his cost.
12. The contractor shall maintain a register for marking the attendance by security personnel deployed by him, which shall be seen / verified by the Estate Department of IDRBT, regularly.
13. Entry in the Institute is restricted. The guards on duty at the gates/reception will ensure that only the authorised persons enter the Institute after proper verification and intimation from the Institute.
14. The contractor will not allow grazing of any type of animals; allow unauthorised entry to persons to roam about; cut trees /grass, collect firewood or damage any civil or electrical work / fittings or to scale or damage the boundary wall from in/out side of the Institute campus.
15. The contractor and the persons employed by him shall not divulge to outsiders any information about the equipment(s) installed in the Institute, divulge information about the employees of IDRBT as well as the activities of the IDRBT. The contractor will also have the responsibility to safeguard the Institute's moveable and immovable property, besides protecting the environment.
16. The contractor shall ensure opening and proper locking of all rooms of IDRBT. In case of any theft, breakage, pilferage of any fixture and/or fittings, furniture, equipment, etc., the responsibility shall be of the contractor and s/he shall report the same to the office. If after a departmental enquiry, it is found that the loss has occurred due to negligence of the contractor's guard/guards on duty, the Estate Department will have full power to recover the loss in full or adjust from the dues or security deposit of the contractor. The decision of the Institute in this regard will be final and binding on the contractor.

17. During surprise checks by any authorised officer of the Institute, if a particular guard is found negligent/sleeping/drunk on duty, the contractor will have to withdraw the guard from the Institute forthwith which may even entail cancellation/termination of contract for the rest of the period. For every default noticed, Rs.100/-per guard will be charged as penalty.
18. The contractor will have to enter into a contract for executing the work within 10 days from the date of receipt of the Work Order on a non-judicial stamp paper of appropriate value.
19. The contractor shall make payment of wages etc., to the persons so deployed by him by 10th of every month, in the presence of the Institute's officials, so that there is no disruption on the performance of duties of the deployed persons.
20. Contractor shall be paid at monthly intervals upon his presenting his bill(s) and compliance with all statutory requirements prescribed by the Government.
21. The contractor will pay rates and wages and observe hours of work and conditions of employment as per existing rules under Minimum Wages Act. It shall be his responsibility to ensure that he pays his workmen wages which are not lower than the minimum wages as prescribed from time to time by the union government/state government. He shall be responsible to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act /AP Shops & Establishments Act and rules thereunder. He must comply with and carry out all the provisions and obligations under the said Act and rules and furnish all information(s) to the Institute as may be required by the Act and Rules.
22. The Company shall pay the statutory payments such as PF, ESI, for the staff employed to provide the services to the Institute, through a separate challan, along with a list of employees and it should be submitted along with the monthly bill.
23. The contractor shall indemnify the Institute against any penalties/claims arising from any default on his part. Such Indemnity Bond has to be provided/executed on a non-judicial Stamp Paper worth Rs. 100/-. The cost of such Stamp Paper shall be borne by the Contractor.
24. The amount of the security deposit will be returned to the contractor along with the earnest money of Rs. 50,000/- after satisfactory completion/termination of the contract and after adjusting the dues, if any payable by the contractor to the Institute.
25. The contractor shall furnish a list of security guards and supervisory staff deputed by the contractor in IDRBT to the Estate Department of IDRBT detailing the name, age, qualification, present and permanent address, the Army/Air/Navy command unit from where the person has retired, the date of retirement, number of pension payment order for the record of IDRBT.

26. Deployment of any fresh staff in replacement should be only with the prior permission of the Institute. The contractor shall deploy only those whose antecedents have been verified by the Police Authorities/District Sainik Board/Record Officers of the Defence Services.
27. The contractor shall fully comply with all the applicable laws, rules and regulations relating to EPF Act including the payment of PF contributions, payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, Contract Labour (Regulation & Abolition) Act relating to certificates of registration, relating to license, relating to issue of employment card and relating to annual returns of the principal employer, Essential Commodities Act, Migrant Labour Act and/or such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including TDS as per IT Act, and any other act as may be relevant as applicable to him from time to time. The contractor shall be fully responsible for security clearance, both for his security agency and the persons deployed by him, wherever required.
28. The contractor shall be solely responsible for all the claims of his employees and the employees of the contractor shall not make any claim whatsoever against the Institute.
29. The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the PF/ESI contributions with authorities concerned and providing proof to the Institute.
30. The wages paid to the Guards and Supervisor shall not be lower than the Minimum wages as stipulated by Govt. Further, the bidder shall maintain all the statutory documents required to be maintained with the principal employer, with the Institute.
31. The security agency or his employees shall not use the premises allotted to him / her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Institute or the participants at the Institute
32. The security agency or his employees shall not aid or participate or support any anti-institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract.
33. The contractor's rate(s) shall be inclusive of all taxes etc. The contractor's rate(s) shall remain constant throughout the contract period except where minimum rates/wages are revised by the Govt.
34. Income tax/other taxes/charges levied from time to time by the Govt. shall be deducted at source by IDRBT from the monthly bills of the security contractor on the full amount of bill.

35. In the event of a guard not reporting for duty, alternate arrangements shall be made by the contracting agency, immediately without jeopardizing the security of the Institute. For every guard remaining absent **double the rates** quoted will be charged as penalty
36. The contractor or his nominee shall ensure his presence at a short notice when required by the Institute.
37. No residential accommodation will be provided to the security guards/security supervisors. The Contractor shall properly maintain an account for all the items of furniture, registers, etc. prescribed by IDRBT.
38. The Contractor shall conduct mock exercise in fire fighting, on quarterly basis, at his expenses, so as to keep his staff acquainted with the latest fire-fighting techniques.
39. IDRBT reserves the right to cancel/terminate the contract at any time during the currency of the contract after giving one month notice to the contractor.
40. The contractor shall engage personnel who are medically fit. They should be free from all infections/diseases. The contractor shall get his employees medically examined before deploying them at the Institute and once in a year and submit medical fitness certificate as instructed by the Institute.
41. The contractor shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
42. The contractor shall provide weekly off/holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services on all days on a 24 x 7 basis. No workman shall be deployed on double duty. In case such a deployment is noticed, it would be viewed seriously and may result in termination of the contract. The security personnel on duty shall be rotated from one shift to another at proper frequency on 3-shift basis.
43. The contractor shall ensure the following:
 - a) No property of IDRBT of any kind is removed by any official/private person without a proper gate-pass issued by the authorised officials of IDRBT.
 - b) Any loss/damage to goods or property of IDRBT due to negligence on the part of the security personnel of the contractor shall be made good by the contractor within 7 days of the date of its communication to him. Non-compliance of the same shall entail forfeiture of the security deposit along with recovery of the loss in part or in full from the dues and earnest money of the contractor and/or termination of the contract.
 - c) No report for any loss/damage to property of IDRBT shall be lodged with police by the contractor without the written approval of IDRBT.

44. The IDRBT shall have the right to adopt any measures/set-up a system for ensuring proper performance of duty of security personnel deployed by the contractor, their being in proper uniform, equipped with batons/lathis, torches, whistles, punctuality etc. The number of guards can be increased or decreased depending upon the workload to be assessed by IDRBT periodically and intimated to the contractor.
45. It shall be the duty of the contractor to remove all the persons deployed by him on termination of the contract for whatsoever reason and ensure that no person creates any disruption/hindrance/problem of any nature to the Institute.
46. In the event of any question, dispute/difference arising under the agreement or in connection herewith (except where resolution has been specifically provided under the agreement) the same shall be referred to the Sole Arbitration of the GM. The award of the arbitrator shall be final and binding on both the parties.
47. Any disputes arising out of or in any way connected with this contract shall be deemed to have arisen in Hyderabad and only the courts in Hyderabad shall have jurisdiction to determine the same.

III. LIST OF DOCUMENTS TO BE SUBMITTED ALONGWITH THE TENDER – ENVELOPE 1

1. Registration Document/Details of the Company.
2. Earnest money deposit by way of DD for Rs. 50,000/- drawn in favour of IDRBT, Hyderabad.
3. Profile of the Company
4. Details of Constitution of firm / Company and its registration with competent authority.
5. Proof of Qualification with regard to:
 - a. Annual turnover of Rs.1 Crore during each of the last three years.
 - b. Minimum experience of 10 years in security agency business in large multi-national companies / industry of repute / national labs / PSU / Nationalised Bank etc.,
 - c. Proof of providing security staff of 30 or more per shift for three clients.
 - d. Valid License under the latest contract Labour Contract Act/ AP Shops & Establishments act for engaging a minimum of 250 employees
 - e. Registration for ESI and its contribution
 - f. Registration with EPF and its contribution g. Submit last three IT returns
 - h. Balance sheet and profit and loss account statement for the last three years
 - i. Clientele list at Hyderabad indicating number of security personnel deployed at each unit.
 - j. Latest solvency certificate from a nationalized bank for a minimum value of Rs.10 lakhs.

- k. Power of attorney in favour of authorized signatory, if required so.
6. Details of Minimum physical standards adhered to in deploying the personnel at IDRBT.
7. Details of training imparted to the security personnel.
8. Undertaking to be given by the tenderer informing the Institute that he / they have read the tender documents and have understood the contents fully and accordingly had submitted their quote in the price bid (Envelope 2) abiding to the terms and conditions laid down there at.

IV. SCHEDULE-I

The contractor shall provide 1 Supervisor, 7 Security Guards per shift of 8 hours for round-the-clock deployment on 3 shifts basis, throughout the year. Additionally, Four Security Guards, one of which shall be a lady, are required from Monday to Saturday, throughout the year. One Security guard per shift shall be deployed at Staff Quarters at Begumpet 24 X 7. IDRBT may requisition for additional manpower on certain occasions with 48 hours notice, which shall be provided. IDRBT may also reduce manpower due to organizational or business changes.

Security Supervisor shall be responsible for:

1. Briefing of day and night guards
2. Proper deployment of the guards and maintenance of various registers kept at the Reception namely; Key Register, Visitors Register, Telephone Register, Late hours Register, etc.
3. Maintenance of proper records of gate passes in respect of material going out of IDRBT premises and to ensure proper scrutiny before permitting any material to be taken out.
4. Maintain liaison with authorized IDRBT officials.
5. Detailing in rotation, security guards for patrolling, surprise checking at the floors of IDRBT building.
6. Carrying out any other tasks as may be assigned by the Institute.

Security Personnel: - Total 3 +29 Guards

Sl.No.	Staff Type	Deployment Post	Remarks	Number of Staff
1.	Security Supervisor	Main Gate	1 No. per shift – round the clock	3
2.	Security Guard	Main Gate	2 Nos. per shift – round the clock	6
3.	Security Guard	Reception	1 No. from 8.30 AM to 4.30 PM (Monday to Friday)	1
4.	Lady Security Guard	Main Gate & Reception	1 No. from 8.30 AM to 4.30 PM (Monday to Friday)	1
5.	Security Guard	EFC Entrance	1 No. per shift- round the clock	3
6.	Security Guard	EFC II Floor (Data Center)	1 No. per shift- round the clock	3
7.	Security Guard	Director's Bungalow/ Guest house	1 No. per shift- round the clock	3
8.	Security Guard	Rear of EFC Block	1 No. per shift- round the clock	3
9.	Security Guard	EFC III Floor	1 No. from 7.00 AM to 2.00 PM 1 No. from 2.00 PM to 10.00 PM (Monday to Friday)	2
10.	Security Guard	EFC IV Floor	1 No. from 7.00 AM to 2.00 PM 1 No. from 2.00 PM to 10.00 PM (Monday to Friday)	2
11.	Security Guard	Rear Gate of Academic Block	1 No. from 7.00 AM to 2.00 PM 1 No. from 2.00 PM to 10.00 PM (Monday to Friday)	2
12.	Security Guard	Staff quarters, Begumpet	1 No. per shift- round the clock	3

V. SCHEDULE-II

PRICE BID – ENVELOPE 2
(IN SEPARATE SEALED COVER)

NAME OF CONTRACT: Contract for providing Security Services to IDRBT, Hyderabad.

Sl. No.	Type of Deployment	Rate per hour
1	Wages / Payment in respect of providing Security Services under the category of Security Supervisor (Ex-Servicemen)	
2	Wages / Payment in respect of providing Security Services under the category of Security Guard.	
3	Service Provider Charges @% (if any)	
4	Sub Total Rs.	
5	Service Tax @ 12.36%	
6	Total Per Month for IDRBT	

Note: Rate analysis/ Wage calculation supporting the above quoted rates should be enclosed along with this price bid clearly indicating the minimum wages, PF Contribution, ESI Contribution, Bonus, Leave reserve, other Statutory levies and other charges etc.

Signature of the Bidder with seal

Address: