

TENDER DOCUMENT

**TENDER FOR SECURITY & HOUSEKEEPING SERVICES**



**National Institute of Electronics & Information Technology, Gangtok**

**Ministry of Electronics & Information Technology, Govt. in India**

**Indira Bypass, Near K.B.T Fuel (Petrol Pump), Sichey, Barpipal, Gangtok-737101**

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**National Institute of Electronics & Information Technology, Gangtok**  
**Ministry of Electronics & Information Technology, Govt. of India**  
**Indira Bypass, Near K.B.T Fuel (Petrol Pump), Sichey, Barpipal, Gangtok-737101**

**Tender No: NIELIT/GTK/TENDER/2018-19/2**

Dated: 10/01/2019

National Institute of Electronics & Information Technology (NIELIT) is the education and training arm of Ministry of Electronics & Information Technology (MeitY), Government of India. An autonomous scientific society under the administrative control of MeitY, NIELIT is mandated to carry out Human Resource Development and related activities in the area of Information, Electronics & Communications Technology (IECT). The office of NIELIT Gangtok is at present situated at **Indira Bypass road, Sichey, Gangtok**. Also, the permanent campus of NIELIT Gangtok is coming up on 8.54 acres of land made available by Govt. of Sikkim at Bengthang, Pacheykhani Block in Pakyong.

NIELIT has a presence in more than 40 locations all over the country through its own Centres/Extension Centres/Branch offices/Regional offices etc., while its Headquarters is presently located in NIELIT Bhawan, Plot No 3, PSP Pocket, Sector-8, Dwarka, New Delhi - 110077.

NIELIT, Gangtok Centre, invites sealed tender for selection of Agencies to provide **'Security & Housekeeping Services for NIELIT, Gangtok office'** on annual contract basis in single bid system as per the Terms and Conditions.

Duly completed quotation with relevant enclosures in a sealed cover as detailed in the proceeding should be submitted on or before date: 05/02/2019 by 3 pm.

**Dates and Information:**

<b>S.No.</b>	<b>Description</b>	<b>Date &amp; Time</b>
1	Documents download / Issue	11/01/2019
2	Bid Submission starting	11/01/2019
3	Last Date for submission of Tender	05/02/2019 by 3 pm
4	Bid opening	05/02/2019 by 3 pm
5	Validity of Quotation	The tender submitted should remain valid for 90 days from the date of opening of bid.

## **DETAILS OF TENDER:**

### **ELIGIBILITY CRITERIA FOR BIDDERS**

1. Sealed tenders are invited under Two Bid system (Part-I: Technical Bid and Part-II: Financial Bid) from approved and eligible security & house keeping service providers meeting the following criteria:-

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

(b) The Company/Agency should have provided or currently be providing at least 05 security & housekeeping services at one location in a Government/ Semi Government organization/Public Sector undertaking/ University/ Academic Institute/Reputed private company for at least a period of last two years or more.

(c) 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 manpower services. Such CSPR must be signed by the authorized signatory of the organization concerned and should have been issued on or after 01.04.2017.

(d) Self-Attested copy of Memorandum of Understanding (MoU) shall be provided in case the Bidder comprises of Joint venture/consortium/ Partnership or relevant document about sole proprietorship.

(e) The bidder shall submit full details of his ownership and control or, if the bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.

(f) The Company/Agency must have valid ESI, EPF Registration and Income Tax Account No. (PAN) and Service Tax Registration.

(g) The company/Agency should possess adequate experience of at least two years of in security & housekeeping services providing duly certified by the clients.

(h) The agency must have a capacity to pay salary to its employees within 1<sup>st</sup> week of succeeding month . Copy of acquaintance of previous month duly signed by the persons at the disposal of NIELIT Gangtok should be attached along with the bills for claiming payment monthly.

(I)Firms blacklisted by Govt. /Autonomous Body/PSU/Corporate organization are not eligible to Bid. If any stage of bidding process or during the currency of contract, such information comes to knowledge of Office of NIELIT Gangtok shall have right to reject the bid and forfeit the EMD or terminate the contract as the case may be without any compensation to the bidder.

(j) All the copies of documents enclosed with the tender document should be attested.

(k) The Company /Agency should have an annual turnover of Five Lakh at least for the last 02 consecutive financial years. (Attach I.T. return and balance sheet for the last Two years).

(l) The company/Agency should possess adequate experience of at least two years of experience duly certified by the clients.

(m) Besides providing Security and House keeping Services the Company/Agency should be capable to monitor Parking & Trespassing.

(n) Financial bid be kept in a separate sealed envelope and should be super-scribed as “Financial Bid” for providing security & Housekeeping services at NIELIT Gangtok, and should contain only price bid without specifying any conditions. The financial quote should satisfy all the requirements and obligations contract labour (regulation and Abolition) Act. 1970; Contract Labour (Regulation and Abolition) Rules 1971; Minimum Wages Act- 1948; Payments of Wages Act- 1936; Payment of Bonus Act 1952d and Amendment Act 1988; Employees Insurance Act-1938 and Amendment Act-1989; Employees Provident Fund Act, 1952; Private Security Agencies (Regulation) Act-2005; and the Rules notified under these Acts, failing which the same be rejected.

2. The Tender Form along with other details can be downloaded form the website: [www.nielit.gov.in/gangtok](http://www.nielit.gov.in/gangtok). The completed tender must be submitted along-with Demand Draft of Rs. 500/- (Rupees Five Hundred Only) towards tender fees and Rs. 25000 (Rupees Twenty Five Thousand Only) towards Earnest Money Deposit respectively in favour of “NIELIT Gangtok”. Without EMD and Cost of the Tender Document, the tender will be rejected summarily. EMD of the unsuccessful bidders will be returned without any Interest

3. The Bidder should quote the rate and amount tendered by them in the financial bid in figures as well as in words without any corrections or over writing.

4. The tender should be filled up and signed in Hindi or English language only, the total amount tendered should also be written in the English numerals only.

5. At the first stage, the Technical Bids will be opened 5<sup>th</sup> Feb 2019 at 15:00 hours in the conference hall of NIELIT Gangtok, in the presence of bidders who choose to attend. The time and date of opening of Financial Bids shall be intimated later. The financial bids of only those bidders will be opened who are declared qualified / determined to be responsive in the Technical bid.

6. The Tender is not transferrable under any circumstances.

7. Telegraphic/Electronic, conditional or incomplete tenders will not be accepted. Canvassing of any kind, direct or indirect, shall lead to disqualification of the bidder.

8. The Tender should invariably be submitted in the prescribed form falling which it will not be entertained and will summarily be rejected.

9. Tenders with revised/modified rates/offer after opening of the tenders will summarily be rejected.

10. If the awardee does not start his work within the stipulated time, his entire Earnest Money deposit submitted with the tender will be forfeited.

11. NIELIT Gangtok reserves the right to accept or reject any or all or any part of the tender without assigning any reason thereof, and the decision of NIELIT Gangtok in this respect shall be final.

12. The Bid shall remain valid for a period of not less than 90 days after the last date of receipt of the Bids.

13. Basic rates of wages, quoted below minimum wages applicable for security and housekeeping by the chief labour commission shall render the bid to be disqualified for evaluation. The minimum rates of wages have been fixed by the Central Government will be applicable. (A copy of the latest minimum rates of wages issued by the Central Government must be enclosed with the quotation). Any offer or other charges that are levied should be clearly/expressively indicated.

14. The evaluation of bid will be done for all the items put together and the contract will be awarded to the lowest responsive bidder.

15. Each page of the tender document should be signed and stamped by authorized signatory and should be submitted in the technical bid

16. In case, any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.

17. Contractor shall not employ any person who is under the age of 18 years for specified works. The concerned in-charge is authorized to remove from work any such person who is below 18 years.

**DETAILS OF REQUIRED MANPOWER (SECURITY & HOUSEKEEPING) AT NIELIT,  
GANGTOK**

S. No	Name of Post	No. of Posts	Qualification	Age	Place of Duty
1	Security Guard	3	VIII <sup>th</sup> standard passed	Minimum 18yrs & Maximum 35 yrs.	NIELIT Gangtok, Indira Bypass Road, Near KBT Fuels, Sichey Gangtok, East Sikkim-737101
2	Housekeeping	1	VIII <sup>th</sup> standard passed	Minimum 18yrs & Maximum 35 yrs.	NIELIT Gangtok, Indira Bypass Road, Near KBT Fuels, Sichey Gangtok, East Sikkim-737101

**Security arrangement:**

- 1) Should be provided 24/7 x 365 days.
- 2) Provisioning of Security guards is subject to acceptance by NIELIT after submission of proof regarding their educational qualifications, verification of character antecedents, etc.
- 3) Guards once deployed should not be changed without intimation to NIELIT Gangtok. In case of any change, prior approval from NIELIT should be obtained

**Housekeeping arrangement:**

- 1) Staff to be deployed daily from 8.00 A.M. to 4.30 P.M. (6 days in a week).
- 2) If any staff is not attending the duty on any day, replacement needs to be provided by the Agency.
- 3) Furnish the details of cleaning material used, frequency of cleaning, etc.

**Duties and Responsibilities of the Agency:**

1. The agency should provide a whistle, torch and lathi to the security guard on duty.
2. The security guards must be rotated from their deployment at an interval of 6 months.
3. If it is found that any property of the NIELIT is lost/damaged due to the negligence or connivance of the security guards the same shall be made good on the depreciated value of the property damaged/lost from the security agencies bill.
4. The agency shall furnish the names and addresses of the Security Guards & Housekeeping posted in the premises of NIELIT and also when there is any change in Security Guards & Housekeeping.
5. The Security Guards & Housekeeping deployed will be deemed for all purposes and the agencies shall be fully responsible for payment of wages and other dues, and compliance of all labour laws applicable to them.
6. The agency should arrange for surprise checks (during day and night) to check the alertness and attentiveness of the security guard.

**Duties of the Security Guards:**

1. The personnel supplied ought to be polite but Firm, Disciplined, physically Fit and Alert, smartly dressed in uniform.
2. To attend with compliments to distinguished visitors, VIPs and Officers.
3. Not to leave the place of duty under any circumstances until and unless properly relieved.
4. The security guard shall ensure that all the electrical equipments/instruments/lights etc should be switched off at the time of closure of office who are part of the office.
5. Prevent of misuse of Electricity and Water.
6. The security guard should ensure that all the rooms are locked at the close of office and opened at the beginning of office hours.
7. The security personnel must be in proper neat and tidy uniform.
8. The names of the security guards should always be displayed by them on their uniforms for identification purpose.
9. The security guards shall at all times comply with all directions and instructions of NIELIT. Non-compliance of instructions can lead to termination of agreement.

### **Duties of Housekeeping:**

1. Daily cleaning and wet mopping of office building, laboratory, front desk, guest room, toilets and sweeping all the rooms. The cleaning of the office rooms should be completed before 9.30 am on all working days.
2. Daily collecting waste from dust bins from office and laboratory and dumping in the dustbins.
3. Placing Hand wash, air freshener, naphthalene balls, tissue papers, etc., whenever and wherever needed.
4. Blockage in toilets, waste water lines or storm water pipes should be attended as directed without any delay.
5. Dusting of all items of office ( wooden, steel and upholstered), fixtures, partition walls, doors, windows, notice boards, flower vases and art objects provided in all the places daily.
6. Cleaning of all the toilets, urinals, wash basins and sinks of the BGRL offices, twice a day.
7. Removal of cobweb periodically if necessary, from all the office rooms, the service block, staircases, common spaces of NIELIT office and its exterior.
8. In addition to the above any other work related to housekeeping/cleaning as directed by the NIELIT official should be carried out.
9. Any other additional services offered. Non-compliance of instruction can lead to termination of agreement

### **PAYMENT OF WAGES:**

Charges will be paid to agency as per the Government Gazette notification in force. Wages according to gazette notifications issued by Central Government for the above services will be considered towards the minimum wages.

The agency should make arrangement to disburse wages to the Security Guards & Housekeeping preferably through bank account in the name of the Security Guards & Housekeeping and evidence of such disbursement should be submitted along with the bill for the following month. Photocopies of payment towards ESI & PF should also be submitted along with the bill for the following month. The agency should also submit copies returns submitted to the ESI/PF for the relevant contributions duly identifying the names of the Security Guards & Housekeeping provided to NIELIT.

### **PAYMENT TERMS:**

Payment will be released within 15 days against the bill/invoice raised after the completion of the month.

### **SECURITY DEPOSIT:**

1<sup>st</sup> month Bill amount or Lumsum of Rs. 25,000/- will be kept towards Security Deposit OR the selected vendor EMD may be converted to security deposit

**FIDELITY INSURANCE:**

Successful bidder shall have to arrange fidelity insurance at their own cost for an amount of Rs.5.00 Lakhs.

**AWARDING OF CONTRACT:**

Contract will be awarded to the bidder who has emerged as L1 on the overall cost of Security Guards and House keeping services.

**SERVICE DELIVERY:**

Contractor should be able to commence the service within 15 days of the Work Order.

**LIQUIDITY DAMAGES:**

Contracts are subjected to Liquidity Damages

1. Deviation in any of the terms of the PO with due acceptance from NIELIT will not attract any liquidity damages.
2. The following liquidity damages are levied if there is a delay in the delivery schedule defined in the Purchase Order:
  - a) Within one week from scheduled delivery - 2%
  - b) Within 8-15 days from scheduled delivery - 3%
  - c) Within 16-30 days from scheduled delivery - 5%
  - d) Beyond 30 days -Order will be cancelled.

**PENALTY FOR NON PERFORMANCE/ UNDER PERFORMANCE:** If the Agency fails to provide competent and adequate number of personnel for satisfactorily completion of the NIELIT Gangtok work or in case of any delay in deployment of personnel shall be deducted proportionately.

**REJECTION OF BIDS:**

NIELIT-Gangtok reserves the right to reject the bids in the following circumstances:

- a) If the bids are not signed and sealed
- b) Not complying to any of the clauses mentioned above.

**SUBMISSION OF BIDS**

- A) The bidder shall submit their offer in two separate envelopes i.e. 1. EMD , Tender Fees & Technical Bid(Annexure-1 & II & III), 2. Financial Bid. These two envelopes must be sealed, stamped and put in bigger envelop duly sealed and super-scribed as "Tender for Providing Security and House keeping services at NIELIT Gangtok" and must be sent to the following address: To The Director, NIELIT Gangtok, Indira Bypass Road, Near KBT fuels, Sichey, Gangtok- 737101 B) The sealed cover of Technical Bid /financial bid must consist of the following documents:- (a) Technical Bid: Tender Fee & EMD and Technical Bid as per the prescribed format in original with copies documents as per the Checklist and Eligibility Criteria (b) Financial Bid:: Financial Bid as per the prescribed format in original



**OPENING OF BIDS:**

Bids will be opened on 05/02/2019 at 3 pm in our Office located at Indira Bye Pass Road, Near KBT Fuels, Sichey, Gangtok, Sikkim-737101.

**CANCELLATION OF WORK ORDER/CONTRACT:**

NIELIT, Gangtok reserves the right for cancellation of Work Order at any time if the services are found unsatisfactory.

**PERIOD:** The contract will be initially for one year from the date of signing of contract with selected agency and supplying/start utilizing the services by the Office of NIELIT Gangtok which on satisfactory performance may be extended for another year on the serving terms and conditions. However if the performance is found not satisfactory the contract may be curtailed / terminated at any time before the normal tenure owing to cessation of requirement or deficiency in service or substandard quality of manpower deployed by the service provider. Further, NIELIT Gangtok reserves the right to terminate the contract at any point of time even before the expiry of contract.

**SETTLEMENT OF DISPUTES CLAUSE:**

Any dispute and difference whatsoever arising between the tenderer and NIELIT shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996. Both NIELIT and the tender shall have the right to appoint an arbitrator each and the third, presiding arbitrator shall be appointed by the two arbitrators so nominated. The decisions of the arbitrator shall be final and binding on both the parties. The venue of the arbitration shall be at Gangtok. Legal issues, if, any, will strictly be under jurisdiction courts in Gangtok only.

**Signature of the Authorized person with seal**

**Date:**

**ANNEXURE-I**

<b>S.No</b>	<b>Particulars</b>	
1	Name of the Agency	
2	Date of establishment of the Agency	
3	Detailed office address of the Agency with Office Telephone No., Fax No. and Mobile No. and Name of the contact person	
4	Legal status of the Tenderer (attach copies of original document the legal status) a. A Society registered under the Societies Registration Act 1860 b. A Proprietary firm c. A partnership firm d. A limited company or Corporation	
5	Particulars of registration with various Government bodies (attach attested photocopy and give relevant page numbers) Organization/Place of registration/ license Registration/license No.	
6	Was the Tenderer ever required to suspend operation for a period of more than one month continuously after the bidder commenced the operation? If so, give the name of the project and reasons of suspension of work.	
7	Has the Tenderer or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandoned.	
8	Has the Tenderer or any constituent partner in case of partnership firm, even been Debarred/ blacklisted for tendering in any organization at any time? If so, give details	
9	PAN/TAN Number(copy to be attached): I. Income Tax Returns acknowledgement of the last two years II. Service Tax Registration No.: III. Experience Certificates/Work Order from the present user organizations: IV. Certificate to the effect that there is no litigation pending in any court:	

Name &Signature of the Authorized Representative with seal

**ANNEXURE – II**  
**UNDERTAKING – YEARS OF EXPERIENCE**

Tender No. \_\_\_\_\_ Due for opening on: \_\_\_\_\_

Name of the Service \_\_\_\_\_

I/We/M/s \_\_\_\_\_ hereby declare that:

1. Our agency has been in business for a period of last \_\_\_ years in Security Services & Housekeeping Services for which the relevant supporting documents are submitted.

S.No	Particulars (including copies of supportive documents with relevant page nos.)
1	Total years of experience in the field of Housekeeping
2	Total Annual Turnover in the Business of providing housekeeping services (determined from last year balance sheet)
3	Work performance

2. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within 15 days of award of contract.

3. We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of Institute at short notice (any increase in required manpower), if any such need arises during the tenure of the contract.

4. We fulfill all the statutory requirements of the relevant labour laws of India.

Name &Signature of the Authorized Representative with seal

**ANNEXURE – III**

**PROFORMA OF DECLARATION**

1. Name of the Contractor:
2. Full Address:
3. Email Address:
4. Phone Number:
5. Telephone Number:

**UNDERTAKING**

I/We \_\_\_\_\_ do hereby declare that we have carefully read all the conditions of the tender schedule of the NIELIT, Gangtok for tender quoted for the supply of outsourcing personnel for housekeeping services & Security Services at NIELIT, Gangtok for a period of one year from the date of acceptance of tender and shall be abide by all the conditions set in therein. The company is not/has not been blacklisted Central/ State Government/any PSUs/Private Sector for Non-Fraud and Non-Corrupt practices.

I/We also declare that the details furnished above are true and if found to be false I/We shall be liable to disqualification.

Signature of Authorized Representative  
of Agency/Firm/Contractor

Date:  
Place:

Name:  
Seal:

**FINANCIAL BID**

Name of the Vendor	
Contact Details along with E-mail address and Phone No.	

**Commercial Details:**

Sl.No	Requirement of Personnel	Number of Persons	Particulars	Charges per person per month(Security Guards)	Charges per person per month ( House keeping)	Total Charges for the month
1	Security Guard	3	a)Minimum Wages as per Central Govt. Gazette Notification			
2	House keeping	1				
			b)PF			
			c)ESI			
			d)Others charges(if any)			
			e)GST			
			f)Service Charge			
			g) Total cost			

**NOTE:** Quoted prices should be as per the Central Government Gazette notification  
 Quotes should include cost of training and uniform for security personnel etc.

**List of Enclosures:**

Photocopy of Company Registration	Enclosed/Not Enclosed
Trade License in Sikkim	Enclosed/Not Enclosed
Certificate of enlistment with Govt. of Sikkim	Enclosed/Not Enclosed
Any other Licenses pertaining to Sikkim state	Enclosed/Not Enclosed
Photocopy of Service Tax Registration	Enclosed/Not Enclosed
Copy of PAN Card	Enclosed/Not Enclosed
Photocopy of PF Registration	Enclosed/Not Enclosed
Photocopy of ESI Registration	Enclosed/Not Enclosed
Central Government Gazette Notification	Enclosed/Not Enclosed
List of clients in Sikkim with contact details	Enclosed/Not Enclosed

(Signature& name of the Tenderer with seal)