



**TENDER DOCUMENT
FOR
PROVIDING SECURITY SERVICES
AT
TEZPUR UNIVERSITY**

Tender No.: TU/ 27-99/2016/ GA-I/ 5291 Dated 19.02.18



**TEZPUR UNIVERSITY
TEZPUR, NAPAM, 784028
ASSAM**



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Joint Registrar
Tezpur University



TEZPUR UNIVERSITY

TEZPUR, NAPAAM 784028, ASSAM

TENDER NOTICE FOR PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY

Tender No.: TU/ 27-99/2016/ GA-I/5291 Dated 19.02.18

Tezpur University invites sealed tender offers in 2(two) bid systems from Professional Security Agency's registered under Private Security Regulation Act with minimum **Five years** of experience of providing Security Services with at least 100 security personnel to University/IIT/NIT/IIM, for providing service to Tezpur University. The Agency should have more than 300 security personnel on roll and having at least 2 years of experience as prescribed in documents. The engagement of security services agency for Tezpur University Campus shall be for a period of **Three years** extendable for further period subject to satisfactory performance. The Security Agency must have license to operate at Sonitpur District of State of Assam. Detailed tender document along with other details can be downloaded from Tezpur University website www.tezu.ernet.in. Duly filled tender document along with necessary supporting documents should reach the 'Registrar, Tezpur University, Tezpur, 784028, Assam' on or before 1400 hours on 12.03.18. Tender document received after the stipulated date and time and in unsealed cover will not be considered under any circumstances. The sealed cover must be superscribed with "**Tender for Providing Security Services at Tezpur University**", Tender No. TU/ 27-99/2016/ GA-I/ 5291 Dated 19.02.18.

**Joint Registrar
Tezpur University**



IMPORTANT INSTRUCTIONS /INFORMATION

1. Tender document need to be downloaded from Tezpur University Website (www.tezu.ernet.in).
2. This Tender document contains 35 Pages.
3. To read the tender document carefully before filling.
4. To Sign each page with seal of the agency before submission.
5. **PART A: Technical Bid** should contain
 - (a) Tenderer Profile, with all relevant signed documents as mentioned in Terms & Conditions in Part II and the documents and experience details as mentioned in PART A: Technical Bid Proforma (Section I to IX).
 - (b) Tender Fee
 - (c) Earnest Money Deposit (EMD)
 - (d) To Seal the cover with superscription **TECHNICAL BID FOR PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY: PART A**
6. **PART B: Financial Bid** should contain only Financial Bid.
 - (a) Seal the cover with superscription **FINANCIAL BID FOR PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY: PART B**
7. **PART A: Technical Bid** and **PART B: Financial Bid** (separate, sealed covers) need to be put in one cover and seal it and addressed to “**The Registrar, Tezpur University, Tezpur 784028, Assam**” with superscription on the cover as **TENDER FOR PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY** Tender No. TU/ 27-99/2016/ GA-I/ 5291 Dated 19.02.18. and send to Registrar , Tezpur University and it should reach before the last date and time as mentioned in the Tender notice.
8. Completed tender document, with signature on each page, should be accompanied with tender fee (non-refundable) of Rs. 5,000/- (Rupees Five Thousand) and Earnest Money Deposit (EMD) of Rs 50,000 (Rupees Fifty thousands) in the form of Demand Draft, drawn in favour of “**Registrar, Tezpur University**”, payable at Tezpur. Tender document without the above prescribed fees will not be considered. EMD submitted earlier to the University is not valid for this tender.
9. Tenderer who had participated in **Tender No.: TU/27-99/2016/ GA-I/3539 Dated 16.11.17** may not participate again. However, they may submit their revised bids if any. Tender Fee/ EMD need not be submitted again by them.
10. Important time schedule:

Last date of Tender document submission	: 1400 hours on 12.03.18
Opening of Tender document (only PART ‘A’)	: 1500 hours on 12.03.18

Joint Registrar

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PART I

SCOPE OF THE WORK

Tezpur University intends to outsource the Security Services pertaining to the University Campus. The nature of Security Services Agency will be for the protection of property against theft, pilferage, etc., ensuring safety of manpower, guiding visitors to concerned Faculty/Staff/ Students, regulating entry of the visitors for maintaining discipline, office decorum, maintenance of visitors' registers, preventing entry of stray animals like dogs, cows etc., round the clock patrolling in the campus, checking of gate passes and allowing the exit of material accordingly, regulating the entry and exit of vehicles etc. The security agency is required to provide the following services:

- (a) Complete security to the life and property of the residents and the assets of the University
- (b) Safeguard against trespass and maintain vigil and undertake surveillance for control of untoward incidents
- (c) Security covers to various official functions organized by the University, campus community and control of vehicular traffic
- (d) Assist the University in maintenance of day-to-day discipline and smooth running of various activities
- (e) Pursuance of cases registered by the University/campus community with local police and provides timely intelligent input(s) to the University administration.

The agency will bear overall responsibility for maintaining peace and tranquillity on the campus. It has to ensure a theft and incident free campus from law and order point of view. The total number of Security Personnel requirement will vary from time to time. However, at this moment, all together approximately 100 number of Security Personnel services will be required. Whenever additional services are required, the agency will have to arrange for the same . The selected Security Agency shall deploy security personnel to work in three shifts of eight hours' duration on every day. The timings of the shifts will be as under:

- (a) A Shift : 0500 hrs to 1300 hrs
- (b) B Shift : 1300 hrs to 2100 hrs



- (c) C Shift : 2100 hrs to 0500 hrs (next day)

The security guards will have the following minimum qualification/standards

- (a) Have a minimum educational qualification of 10th Class or equivalent
- (b) In the age group of 18 - 45 years
- (c) Healthy, smart with good physical bearing with at least 167 cm height, 80 cm chest measurement for men and with height 152 cm for women
- (d) All security guards must have working knowledge of speaking Hindi or English language .
- (e) No person who has been convicted by court/who has been dismissed or removed on grounds of indiscipline, 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.
- (f) All security Guards (except Ex-servicemen) must be trained at Agency's own training establishment for drill, discipline and in preliminary laws along with required Guard duties before their deployment on duty. All guards must have to possess a Certificate of Training issued by the Agency or any other recognized Authority.
- (g) All deployed security guards should be trained/oriented to be Gender Sensitive while discharging their duties.



PART II

SUBMISSION OF TENDER DOCUMENT AND EVALUATION

[1] ELIGIBLE TENDERER

Tenderer must fulfil the following eligibility criteria and shall provide sufficient documentary evidences and the declarations to satisfy the following conditions accordingly.

- (a) A registered and licensed Security Agency Private Security Regulation Act, Govt. of Assam, with minimum **Five years** of experience of providing Security services, with at least 100 security personnel on outsourcing basis to University/IIT/NIT/IIM.
- (b) The Security Agency must have valid ESI, EPF, PAN /TAN (TDS Account Number), and GST Nos. in their name.
- (c) The Security Agency should have at least **Five years** of experience in the field after registration and should have more than 300 security personnel on roll who have at least 2 years of experience .
- (d) The Security Agency should have an annual turnover of 5 (five) Crore at least, for the last three financial year ending 31.03.2017 (minimum turnover 05 (five) Crore for each of the financial year 2014-15, 2015-16 and 2016-17).
- (e) The Security Agency must have license to operate at Sonitpur District of the State of Assam.
- (f) The Security Agency should be capable of providing adequately trained, healthy and smart guards.
- (g) The Security Agency besides providing Security Services Agency should be capable to monitor and control traffic, safety, parking and trespassing.
- (h) The Security Agency should have office at Tezpur or Guwahati.

Desirable

- ISO 9001:2008 Certification
- Running contract in higher Educational Institute(s) of National Importance



- Capability to provide wireless communication equipment to the staff
- Capable of providing equipment's for frisking and breath analyzing
- Disaster Mitigation Services training of the security personnel.
- Winning Awards by the Agency in this field.
- Good length of experience in the field of Security Service.
- Trained security guards in handling standard firefighting equipment

[2] TENDER DOCUMENT

- (a) Tender document is to be downloaded from the University Website (www.tezu.ernet.in) and duly filled-in is to be submitted along with tender fee (non-refundable) of Rs. 5,000/- (Rupees Five thousand) .
- (b) Tender should be accompanied with an Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand) only, by way of Demand Draft drawn in favour of “**Registrar, Tezpur University**”. EMD will not carry any interest and the same will be refunded to the unsuccessful Tenderer within 30 days from the date of tender opening or finalization of the tender process, whichever is later.
- (c) The Tenderer is expected to examine all the instructions, terms and conditions, etc. as mentioned in the tender document. Failure to furnish the information in the tender document or submission of a tender not substantially responsive to the tender document in every aspect will be at the Tenderer's risk and is likely to result in out-right rejection of the tender document.
- (d) At any time prior to the due date for submission of the tender, Tezpur University reserves the right to amend the tender document through web notification only.
- (e) Validity of the contract offer should be for the entire engagement period from the proposed date of opening of the **PART A: Technical Bid** of the tender document. Tender document without this validity will be rejected. In exceptional circumstances, University may solicit the consent of the tenderer to an extension of the period of validity of the offer beyond the contract period. The request and the response there of shall be made in writing.
- (f) The Tenderer shall submit all the rates in Indian Rupees only, on the format for **PART B: Financial Bid** of the tender.
- (g) Important time schedule



Last date of Tender document submission : 1400 hours on 12.03.18
Opening of Tender document (only PART 'A') : 1500 hours on 12.03.18

[3] SUBMISSION OF TENDER DOCUMENT

- (a) The first envelope should be superscribed as **PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY: PART A** at top of the envelope and name and address of the tenderer should be given at the left hand side bottom of the envelope. The first envelope should be sealed and addressed to '**Registrar, Tezpur University**' along with the following documents: (a) Demand Draft of Rs. 5,000/- drawn in favour of "**Registrar, Tezpur University**" as tender fee (b) Demand draft of Rs. 50,000/- drawn in favour of "**Registrar, Tezpur University**" as EMD (c) Filled-in **Part A: Technical Bid** Proforma (Section I to IX) and (d) All other supporting documents except the Part B: Financial Bid.
- (b) The second envelope should be superscribed as **PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY: PART B** at the top of the envelope and name and address of the tenderer should be given at the left hand side bottom of the envelope. The second envelope should be sealed and addressed to '**Registrar, Tezpur University**' with **Financial Bid only** in the prescribed format.
- (c) The third envelope should contain the **first and second** sealed envelopes only and superscribed as **TENDER FOR PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY, No. TU/ 27-99/2016/ GA-I/5291 Dated 19.02.18.** at the top of the envelope and name and address of the tenderer should be given at the left hand side bottom of the envelope. The third envelope should be sealed and addressed to '**Registrar, Tezpur University, Tezpur, 784028, Assam**'.
- (d) Tender received after due date and time will not be considered. Tender received late due to postal delay or otherwise will not be considered and Tezpur University shall not be responsible for such delay.
- (e) EMD will be forfeited in case of tenderer wishing to withdraw the Tender document after the submission. EMD of the successful bidder who fails to honour the execution of the contract with prescribed terms and conditions shall stand forfeited. No representation in this regard shall be entertained by the University.



- (f) Furnishing of any false information/ fabricated document would lead to disqualification and rejection of Tender or contract agreement at any stage during the contract period.
- (g) There shall not be any price/rate indication in the PART A: Technical Bid. If for any reason, it is found that the PART A reveals the price/rate bid related details in any manner, whatsoever, or envelope containing Part B: Financial Bid is not sealed properly, will be summarily rejected in the first instance itself.
- (h) All the pages of the tender document must be signed by the authorized signatory and the envelopes must be sealed by the tenderer or the authorized person on behalf of the tenderer.

[4] TENDER OPENING AND EVALUATION

The procedure of opening of the bid shall be as under :

- (a) The tender submitted in a sealed envelope as described in 3(c), where in sealed envelope with **PART A: Technical Bid** and **PART B: Financial Bid** as described in 3(a) and 3(b) respectively are enclosed will be opened.
- (b) First envelope, which contains **PART A: Technical Bid** (Section I to IX) shall be opened at the time and date mentioned in the Tender Notice by Tezpur University in the presence of tenderer, or their authorized representatives along with the committee formed by Tezpur University to evaluate the Tender documents.
- (c) The evaluation of PART A: Technical Bid will be based on the (i) *completeness of the tender document* (ii) *more than 5 years of experience in providing Security Services with at least 100 security personnel on outsourcing basis to University/IIT/NIT/IIM* (iii) *At least 300 number of Security Personnel on roll with minimum 2 years of experiences* (iv) *annual turnover of 5 cores or above for last three financial years (2014-15, 2015-16 , 2016-17)* (v) *satisfactory feedback from the client (educational organizations) where services in last five years are rendered as per PART A: Section VI* (vi) *Quantitative Assessment marks of more than 70 as per PART A: Section IX* and (vii) *based on the certified relevant documents against each claim.*
- (d) Second envelope PART B: Financial Bid shall be opened only after the evaluation of PART A: Technical Bid suitability of the offers. Second envelope of only those Tenderer shall be



opened who qualify in the PART A: Technical Bid evaluation. The date and time of opening of second envelope (Part B: Financial bid) shall be communicated (via e-mail only), who qualify in the PART A: Technical Bid evaluation.

- (e) Unsuccessful Tenderer who does not qualify in PART A: Technical Bid evaluation process shall be informed (via e-mail only) the reasons for non-qualification.
- (f) Request for amending any commercial terms and condition shall not be entertained under any circumstances.
- (g) All the Tenderer shall essentially indicate the break-up of costs including Taxes as applicable in the PART B: Financial Bid.
- (h) The Financial bids shall be evaluated on the basis of the Service Charge as quoted by the tenderer. The service charges should be in % (percentage) of the monthly payment of the bill.
- (i) Contract should ordinarily be awarded to the lowest quoted rate (L1) tenderer whose bid is found to be responsive, eligible and qualifies to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document. However, the L1 quote should not be the Abnormally High Rate (AHR) or Abnormally Low Rate (ALR) compared to reasonable rates on the basis of the prevailing market rate. If L1 rate is AHR or ALR, then it will not be considered for the contract and next lowest bidders (L2 or L3) may be considered, if otherwise found suitable, rate is reasonable on the basis of prevailing market rates, and agrees upon to work at L2 or L3 rate.
- (j) If more than one Agency has quoted same Service Charge (L1), then Quantitative Assessment marks as per PART: A Section IX will be considered along with the feedback from the clients (educational organizations) as per PART: A Section VI to select the Agency.
- (k) An agreement shall be signed between Tezpur University and the successful Tenderer before commencement of the work on a Non Judicial Stamp Paper of Rs.100/-.

[5] Confidentiality of the Tender :

This Tender document is confidential and the Tenderer shall ensure that anything contained in this Tender shall not be disclosed to any third party in any manner, whatsoever.



PART III

TERMS AND CONDITIONS

- [1] The qualified agency willing to work at the L1/University accepted rate of Service Charge which shall be valid for a period of three (03) Years /duration of the contract.
- [2] The selected Security Agency shall be fully responsible for the security of the entire campus of Tezpur University comprising of Academic Buildings, Administrative Building, Hostels, Hospital Building, Commercial Complex, Library, Computer Centre, Power House, Water Treatment Plant, Sports Complex (Indoor & Outdoor sports), Residential Quarters etc. including all structures, installations, fittings, equipment, vehicles, offices and household appliances and materials, building materials, any other property owned by the Tezpur University or inmates residing or working in or visiting the campus of the Tezpur University, and any other buildings which may be built during the contract period.
- [3] The selected agency shall commence the work from the date as specified in the office order, which may be within or not more than 30 days from the receipt of the office order.
- [4] The agency shall compensate the loss (in full) to Tezpur University or its campus inmates on account of theft, burglary and any kind of intrusion in the campus, if any which is entrusted to the agency for security. The amount of loss to be compensated by the agency shall be determined by the Registrar, Tezpur University or otherwise, on findings of a Joint Enquiry Committee, which includes Representatives of both the Tezpur University and the agency, and the same shall be binding on the agency. If, the Agency does not have enough deposits with the University to recover such amount, legal remedies will be resorted to as per the relevant law. The agency shall also be fully responsible for any loss of material and property of the Tezpur University attributable to the negligence or failure of the Security personnel in complying with the prescribed procedure. All losses suffered by Tezpur University on this account shall be compensated in full by the agency. The decision of the Registrar, Tezpur University in this regard shall be final and binding on the security agency. In case of any theft or burglary, it will be the duty of the security agency or its representative to lodge an FIR at the concerned Police Station with due intimation/permission from the University Authority.



- [5] The contract agreement with the selected agency shall be valid for a period of **Three years** from the date of commencement of offering the service on renewal basis. The contract period will be assessed at the end of every year and based on the satisfactory performance, it will be renewed for the successive year. The contract agreement may be terminated within the contract period on either side by giving three months' notice. The University shall also have the right to extend the contract in writing on the same terms and conditions or with certain modification for a further period of maximum Two more years or for a shorter period until such time as a new security agency takes over (from the empanelled list) or in the event of Tezpur University resorting to the process of selection of a new agency.
- [6] The security agency shall deploy only qualified persons as specified in Scope of Work, and such persons shall only be pension drawing Ex-Serviceman or paramilitary personnel such as BSF, CRPF, etc. or trained persons as Security Guards below the age of 45 years only for the purpose of this contract. The Assistant Security Officer/ Security Supervisors shall be below the age of 50 years. Out of total staff to be deployed at the University under the agreement, at least 20% of the staff (under each individual category) should be from Ex-Military/ Paramilitary/ Police Force.
- [7] The Agency shall provide details of the security personnel's, proposed to be deployed at the University viz. their name, father's/husband's name, date of birth, residential address, phone number, recent passport size photograph, security training certificate and local police verification certificate (recent one) in the form of a data base in both hard and soft form to the Registrar or Authorized Officer of the University within 30 days of deployment in the University. Same details should be furnished for any new security personnel deployed at University either directly or as replacement of any existing guard. Only those personnel shall be deployed by the agency on duty, whose documentary proof verification has been rendered to the University's satisfaction.

No wages shall be payable in respect of such security personnel in whose documentary evidence in support of their being qualified is not provided on time by the agency. The agency shall deploy only those, whose antecedents have been verified by the police authorities. Further, for safety and security reasons, the agency may deploy only such personnel who are not residing in the close vicinity of Tezpur University Campus.



- [8] The right to decrease/increase the strength of security personnel posted at any time rests with Tezpur University. The agency will provide decrease/increase strength of security personnel within 24 hours of such requirement. In case of increase in number of security personnel, the agency will arrange for endorsement of the labour license for the total strength being deployed at the University within two weeks of such increase.
- [9] The agency shall ensure that the security personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the University / Government of India / any State or any Union Territory. If it is found that any security personnel participating in any prejudicial activity, they shall be removed immediately, no claim shall be maintainable against University against such removal.
- [10] The agency shall undertake, at their own expense but to the satisfaction of the University, a continual updating of skill, processes and procedures followed by the security personnel deployed in the University by organizing suitable training programs for them on routine basis. This training program may be included as compulsory beyond their duty schedule, like two hours in a week. It may include various aspects of security of vital installation, major expected threats, and measures to curtail these threats, use of various security equipment's, and disaster mitigation, etc.
- [11] The agency must have resources to assist the University in conducting Security Audits, Surveys, and Investigation etc. and shall also be able to render professional advice on matters relating to security, intelligence and surveillance, free of charge.
- [12] During the flag hoisting in the University on 21st January, 26th January and 15th August the agency shall ensure that the security personnel deployed are in proper uniform and the rehearsal of the parade has been done one day in advance.
- [13] The security agency shall maintain a Complaint Book at the main entrance gate of the University, which will be made available to the residents/employees/visitors of the University to registrar complaints, if any.
- [14] The University reserves the right to engage any other security service at any time, whenever it felt its requirements under intimation to the security agency on contract.
- [15] None of the security personnel shall enter into any kind of private work within the University campus which shall affect their duty.



- [16] The rates payable to the agency for Security Services Agency viz. Commanding Officer, Security Supervisor, Security Guard are required to be quoted separately in **PART B: Financial Bid**. The agency will be paid the minimum wages as applicable within the meaning of Minimum Wages Act, 1948 (as applicable in the State of Assam), that will be treated at par with Skilled/Semi-skilled/Unskilled category as the case may be. Minimum wages for the Assistant Security Officer will be treated as Skilled category, Security Supervisor will be treated as Skilled/Semi-skilled category, and Security Guard shall be treated as Semi-skilled category within the meaning of Minimum Wages Act, 1948; and will be based on the current rates laid down by the Central Labour Department under the Minimum Wages Act, 1948.
- The agency will follow all the statutory requirements as per labour laws prevailing during the contract period and will be wholly responsible for following all such laws. It shall be the responsibility of the agency to ensure that the security personnel deployed by him, as the case may be, at no point of time, is paid less than the minimum rates of wages as prescribed and revised from time to time for the respective categories. In case of revision/increase of rate of Minimum Wages by the Government, the excess amount pertaining to Minimum Wages along with EPF & ESI will be paid by the Tezpur University. The agency is required to quote GST separately at the rates applicable.
- [17] The agency shall submit the monthly wages bill not later than 7th of every month duly certified by the concerned authority of the University. University shall make necessary arrangement for payment of the Wages to the agency and the agency shall directly pay to their bank accounts (DBT). The duty schedule and attendance register must be produced to the concerned authority of the University on weekly basis for counter sign by the concerned authority. Monthly submission of payment records of EPF, ESI etc. shall be mandatory to the University before monthly payment. The agency shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify the University against all such liabilities, which are likely to arise out due to the failure of the agency to fulfil such statutory obligations.
- [18] The agency shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify the University against all such liabilities, which are likely to arise out due to the failure of the agency fulfil such statutory obligations.



- [19] All taxes will be deducted at source (TDS) as per prevailing Tax Laws and certificate to this effect shall be provided to the agency by the University.
- [20] Successful Tenderer has to deposit security amount of **Rs. 5,00,000** (Rupees Five Lakh) only, which will be free of interest, immediately after commencement of the contract. The security deposit is for due performance of his/their obligations under the contract. This security deposit is to be furnished in the form of FD/ Bank Guarantee of SBI or any nationalized banks or scheduled commercial banks having branches at Tezpur pledged in favour of 'Registrar, Tezpur University'. The security deposit will be forfeited in case of breach of contract. After successful completion of the contract period, the security deposit will be refunded within 60 days after adjusting dues, if any, to the University from the agency.
- [21] The successful tenderer has to deposit an amount of Rs. 10,000 (Rupees Ten Thousand) during the contract period towards the treatment of security personnel in the University Health Centre OPD for emergency only. This annual deposit amount is not refundable to the agency.
- [22] Tezpur University shall not be responsible financially or otherwise for any injury to the security personnel caused in the course of their performing the duties, or liable for payment of any compensation whatsoever thereof.
- [23] The agency will have to submit weekly duty chart of the security personnel to the Tezpur University authority prior to commencement of the week. The agency will also submit the list of security personnel deployed at different duty points on weekly basis. The agency shall ensure that at no time, any designated security point is unmanned.
- [24] Duty timings for Security Personnel
- Commanding Officer (Overall in-charge): 09:30 hrs - 17:30 hrs. However, he/she has to be stationed in the campus round the clock to meet any emergency or unforeseen activities.
 - Security Supervisors (One each in the three shifts for effective supervision of all security functions); (i) 05:00 hrs -13:00 hrs (ii) 13:00 hrs - 21:00 hrs and (iii) 21:00 hrs - 05:00 hrs (next day).
 - Security Guards: Nominal duty points for effective security coverage in the campus including necessary patrolling in respective shifts.



If any necessary changes made in the above timings, it should be made as per the directives of the competent authority of Tezpur University.

- [25] No leave of any kind shall be sanctioned by University authority to the security personnel. The agency shall be liable to make substitute arrangements in case of leave absence of the security personnel. No short leave shall be permitted to the security personnel unless the agency provides suitable substitute without any extra payment. The agency will have to provide sufficient number of leave reserves personnel stationed at the campus at its own cost.
- [26] A register shall be maintained at the main entrance gate where round the clock duty is performed, for the purpose of taking charge/ handing over of the duty by the security personnel. A register will also be maintained by the agency at the main entrance gate to enter incoming and outgoing vehicles. Apart from this, the agency may have to maintain any such register as required from time to time. The agency will have to abide by any other regulatory system as deemed necessary by the University at any point of time.
- [27] No security guard who has performed duty during the night shift will be permitted to perform duty immediately in the following day-shift. Continuous duty of more than 8 hours'/double shift duty are not allowed.
- [28] The agency will have to arrange to robe all the security personnel on duty smartly and neatly on the pattern of Uniformed Services and ensure their good behaviour with the Faculty/Staff/Students/Visitors/Campus dwellers of the University.
- [29] The agency will bear full responsibility of providing uniform to the security personnel. There will not be any burden on this account on part of security personnel employed by the agency or on the University. The details of uniform/other items to be provided per annum per security personnel are as follows: -
- Two shirts and two trousers for male guards
 - Two sets of Salwar Suit or *saree* (Blue Colour) for female guards
 - Two pairs of shoes and socks
 - Two jersey pullovers
 - One jacket and one monkey cap or commando cap
 - One Cap and one Belt
 - Scarf, torch, batteries, lathi, whistle and stationery items etc.



- Ceremonial uniform for special occasions as and when required for the security guard at the gate and the office complex in working hours of the Tezpur University.
 - Any extra warm clothing required in case of extreme cold will be of same pattern.
 - One Rain coat, one pair of Gum boots and one umbrella
- [30] The agency shall supply uniforms (all weather) with Name Badge (in English) to the security personnel. The University shall not allow any security personnel to perform duty inside the University without uniform except in cases wherein especially asked for. The agency shall get the Identity Card of each employee who will display the same on his uniform while on duty.
- [31] The University will provide the accommodation for the security personnel in security barrack within the University campus, preferably those who will be engaged for night duty which requires stay in the campus. No charges for electricity/water will be levied for the same.
- [32] In case the security personnel deployed by the agency commit any act of omission or commission constituting misconduct or indiscipline, the agency will be liable and responsible to take disciplinary action against the concern security personnel, including suspension, dismissal from service etc. or removal from University campus.
- [33] **Penalty clause**
- (a) For Complaint, non-adherence of terms and condition specified in tender document, indiscipline and unsatisfactory action of Security Services Agency a penalty of up to Rs. 2500/- per day will be levied on the agency. For unsatisfactory action of Security Services Agency noticed during the inspection by University Officials, a penalty of up to Rs. 5000/- per day will be levied on the agency.
- (b) The University reserves the right to inspect, from time to time, duty, the uniforms worn by the security personnel as well as their fitness to perform duty up to the satisfaction of the University. If the security personnel's are found absent from their duty place / or without proper uniform at the time of duty, at the time of inspection, then penalty of Rs. 250/- per security personnel per day shall be imposed on the agency.
- [34] The security agency has to ensure that the motor cycles and four wheeler deployed for patrolling duty are reasonably in good condition, so as to ensure efficient service.
- [35] It shall be binding on the selected security agency and their staffs that, during their association with Tezpur University, if they are given, prepare, produce or otherwise receive any drawings,



official documents, samples, prototypes, products, equipment or knowledge of such items NOT to divulge/disclose the same to any party, private or public. Violations of these conditions will attract termination of the contract with appropriate compensation to Tezpur University by the agency.

This clause shall survive the contract period of 5 years or earlier termination thereof.

- [36] In case of breach of any of the terms of agreement, the security amount deposit of the agency will be liable to be forfeited by the Tezpur University. In addition, the contract/ agreement will also be liable to be terminated. Any sum of money due or payable to the Tezpur University including the security amount deposit refundable to them under the contract can be appropriated by the University against any amount which the agency may owe to the University.
- [37] Tender document should be complete in all respects. All the documentation in the tender document should be in English.
- [38] The agency shall not be permitted to transfer or sublet or assign his rights and obligations under the contract to any other organization or otherwise.
- [39] In case of any difference of opinion or dispute arising between the two parties regarding interpretation or implementation of any of the terms and conditions of the Contract /Agreement, the same shall be referred to the sole arbitration of the Vice-chancellor of the Tezpur University, whose decision shall be final and binding upon on both the parties.
- [40] Notwithstanding any other provisions in this contract, the University reserves the absolute right to terminate the contract , if it is found that continuation of the contract is not in University/public interest. The agency is not eligible for any compensation or claim in the event of such cancellation.
- [41] The University reserves the right to reject any or all the tender documents, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the Registrar, Tezpur University shall be final and binding.



PART IV
Quantitative Assessment of the Agency

I. Experience		Total marks 30				
Number of contracts the agency was/is providing in last five years <i>(Maximum Marks -10)</i>	Number of contracts	0 - 4	4-6	6-8	8-10	Above 10
	Marks obtained	2	4	6	8	10
Number of manpower deployed for the contract <i>(Maximum Marks -10)</i>	Number of Manpower	0-200	201-300	301-400	401-500	Above 500
	Marks obtained	2	4	6	8	10
	<i>The calculation will be made on the basis of the maximum number of manpower deployed in a month in any particular organization in last five years. (Tenderer must produce documentary evidences for this).</i>					
Amount of contract per month (Rs. in lakhs) <i>(Maximum Marks -10)</i>	Contract value (Rs in lakhs/month)	0-20	21-30	31-40	41-50	Above 50
	Marks obtained	2	4	6	8	10
	<i>The calculation will be made on the basis of maximum contract/billed amount in a month in any particular organization in last five years. (Tenderer must produce documentary evidences for this).</i>					
II. Present Strength of the Agency		Total marks: 35				
Assistant Security Officer <i>(Maximum Marks -5)</i>	Number of Assistant Security Officer	0-2	3-4	5-6	7-8	Above 8
	Marks obtained	1	2	3	4	5
Supervisor or equivalent <i>(Maximum Marks -5)</i>	Number of Supervisor	0-4	5-8	9-12	13-16	Above 16
	Marks obtained	1	2	3	4	5
Security Guard <i>(Maximum Marks -5)</i>	Number of Security Guard	0-150	151-300	301-450	451-500	Above 500
	Marks obtained	1	2	3	4	5
<i>The above claim with regard to manpower strength to be substantiated with documentary evidences.</i>						
Vehicles deployment <i>(Maximum Marks -10)</i>	Number of vehicles to be deployed at Tezpur University	5 cycles	5 cycles +1 Motor cycles	5 cycles+ 2 motor cycles	10 cycles+ 4 motor cycles	10 cycles+2 motor cycles +1 four wheeler
	Marks obtained	2	4	6	8	10
<i>Tools/Equipment (Maximum Marks -10)</i>	Number of Tools/Equipment will be used at the	Lathi	Lathi +Search Lights	Lathi + Search lights+ Alcohol	Lathi + Search lights+ Alcohol	Lathi + Search lights+ Walkie Talkie +



	University			detector	detector+ Walkie Talkie	Alcohol detector+ Handheld Metal Detector
--	------------	--	--	----------	----------------------------	--



	Marks obtained	2	4	6	8	10
	<i>Minimum number of Lathi=40, Minimum number of Search Lights=10, Minimum number of Alcohol detectors = 05, Minimum number of Walkie Talkies = 10, Minimum number of Handheld Metal Detectors = 2, (The above marks only will be awarded with documentary proof/undertaking).</i>					
III. Proposed plan to provide Security Service at Tezpur University		Total marks: 35				
Quality of Service (Maximum Marks -5)	The marks will be calculated based on ratio between number of supervisor and number of security guards. The higher the quality factor (Q), higher mark will be awarded. Q (%) = (Number of supervisor (s) / total number of security guards) X 100.					
	Q value	0- 2%	2.01-3%	3.01-4 %	4.01-5%	Above 5%
	Marks obtained	1	2	3	4	5
Plan for smooth operation of Visitors and Vehicle entry (Maximum Marks – 10)	Procedure	Paper base visitor data entry+ Manual Vehicle checking	Computer base visitor data entry+ Manual Vehicle checking	Computer base visitor data entry + Alcohol detector + Manual Vehicle checking	Computer base visitor data entry + Alcohol detector+ Handheld metal detector	Computer base visitor data entry + Alcohol detector+ + Handheld metal detector Sensor base vehicle entry
	Marks obtained	2	4	6	8	10
Disaster Management Plan (Maximum Marks – 10)	Training	Fire	Fire+ Accident	Earthquake	Fire+ Earthquake	Fire+ Accident+ Earthquake
	Marks obtained	2	4	6	8	10
Traffic control Management (Maximum Marks -10)	Planning	Regular Traffic control	Traffic Management for various events at University	Traffic Management during dignitaries visit to University	Traffic management for special event such as Convocation	All events at University
	Marks obtained	1	2	3	4	5

The maximum marks for the Quantitative Assessment is 100. The minimum marks to be secured more than or equal to 70, to be considered as qualified along with other requirements specified in Tender Evaluation section at 'PART A: Technical Bid' evaluation.

**Joint Registrar
Tezpur University**



PART V

DECLARATION BY THE TENDERER

I/We (hereinafter referred to as Tenderer) being desirous of tendering for the work, under this tender and having fully understood the nature of the work and having carefully noted all the terms and conditions, etc. as mentioned in the tender document do hereby declare that-

- [1] The Tenderer is fully aware of all the requirements of the tender document and agrees with all provisions of the tender document and accepts all risks, responsibilities and obligations directly or indirectly connected with the execution of the work.
- [2] The Tenderer is fully aware of all the relevant information for the work, with respect to the proposed place of work, and is well acquainted with actual and other prevailing working conditions.
- [3] The Tenderer is capable to carry out the work as required in the tender and is financially capable to execute the work. The Tenderer is sufficiently experienced and competent to perform the contract to the satisfaction of Tezpur University.
- [4] The Tenderer has no collusion with other Tenderer or with any other person or agency in the preparation of the tender. The Tenderer has not been influenced by any statement or assurance made by any of Tezpur University employees but only by the tender document.
- [5] The Tenderer is responsible for payment of claims for compensation due to loss of life/ injury etc. of any security personnel engaged in the work. Medical Insurance cover of the security personnel engaged by the agency is the responsibility of the agency. Payment of minimum wages as fixed by the Ministry of Labour & Employment, Government of India, and modified from time to time, is ensured by the Tenderer.
- [6] The Tenderer fulfils all statutory requirements pertaining to minimum wages and other statutory benefits like ESI, EPF, GST etc. The Tenderer is solely responsible for any failure to fulfil the statutory obligations and has to indemnify the University against all such liabilities, which are likely to arise out due to the tenderer's failure to fulfil such statutory obligations.
- [7] The Tenderer shall defend, indemnify and hold the University harmless from any liability or damage, law suits, penalties imposed by any State or Central Government Department or



statutory body or by a third party for reasons of violation of any of their statutory provisions or requirements. The University shall not be made liable for any damage or compensation payable to any workmen/workwomen or to any person as a consequence of any work and the University shall be completely indemnified accordingly.

- [8] The Tenderer has never been debarred or blacklisted from similar type of work by any Government Organizations or Tezpur University.
- [9] The Tenderer accepts that the Earnest Money Deposit (EMD) may be absolutely forfeited by Tezpur University, if the Tenderer fails to sign the contract or withdraw the Tender document or to undertake the work within the stipulated time. EMD will not carry any interest and the same will be refunded to the unsuccessful Tenderer within 30 days from the date of tender opening or finalization of the tender (issue of work order) whichever is later.
- [10] This offer shall remain valid for the entire contract period from the proposed date of opening of the PART A: Technical Bid of the tender document. Tenders without this validity will be rejected. In exceptional circumstances, University may solicit the consent of the Tenderer to an extension of the period of validity of the offer beyond the contract period. The request and the response there of shall be made in writing.
- [11] All the information, documents and the statements submitted with the tender document are true.

Date:

Signature of Tenderer, Seal & address



Note: To Put in Separate Envelope and Seal it with Sealing Wax.

PART A: TECHNICAL BID

SECTION I

PROFILE OF THE TENDERER

TENDER FOR PROVIDING SECURITY SERVICES AT TEZPUR UNIVERSITY

Sl. No.	Items	Details
1	Name of the Agency (Block Letters)	
2	Name of proprietor\partners \directors	
3	Permanent address	
4	Agency profile either in Brochure / handout/ proper documentation	
5	Telephone No. / Mobile No./ Email id & Name of the contact Person	
6	Do you have any office at Tezpur/Guwahati? If so, please provide the address, mobile No. & Name of the contact person	
7	Numbers of years of experience in providing Security Services as per the tender requirements	
8	Security Agency registration number and date of registration under Private Security Regulation Act	
	PAN Number	
	EPF Number	
	ESI Number	
	GST Number	
	Labour Licence Certificate Number, Validity and numbers of Workers permitted in the Licence	

Date:

Signature of Tenderer, Seal & address



PART A: TECHNICAL BID
SECTION II
DOCUMENTS ENCLOSURE DETAILS

Sl. No.	Items	Details
1	Tender Fee: Amount, Bank Draft No., Date, Bank name and branch.	<i>(write down the name of the Tenderer at the back of the demand draft)</i>
2	EMD: Amount, Bank Draft No., Date, Bank name and branch	<i>(write down the name of the Tenderer at the back of the demand draft)</i>
3	An affidavit duly certified by a Notary that the Agency is/ are not involved in any Police case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court (in original)	<i>(write down the enclosure serial number)</i>
4	An affidavit duly certified by a Notary that the Partners of the Agency or Sole Proprietor or Agency has never been black listed or changed the name of the agency (in original) .	<i>(write down the enclosure serial number)</i>
5	Income Tax Return (last three years) <i>(enclose photocopies and attested by the Tenderer)</i> 2016-17 2015-16 2014-15	<i>(write down the enclosure serial number in each items)</i>
6	Audited Balance Sheet and Profit/ Loss A/C <i>(enclose photocopies and attested by the Tenderer)</i> 2016-17 2015-16 2014-15	<i>(write down the enclosure serial number in each items)</i>
7	Security Agency registration number and date of registration under Private Security Regulation Act <i>(Photocopy and attested by the Tenderer)</i>	<i>(write down the enclosure serial number)</i>
	PAN CARD <i>(Photocopy and attested by the Tenderer)</i>	<i>(write down the enclosure serial number)</i>
	EPF Number <i>(Photocopy and attested by the Tenderer)</i>	<i>(write down the enclosure serial number)</i>

Date:

Signature of Tenderer, Seal & address



7	ESI Number <i>(Photocopy and attested by the Tenderer)</i>	<i>(write down the enclosure serial number)</i>
	GST Registration Number <i>(Photocopy and attested by the Tenderer)</i>	<i>(write down the enclosure serial number)</i>
	Labour Licence Certificate Number, Validity and numbers of Workers permitted in the Licence <i>(Photocopy and attested by the Tenderer)</i>	<i>(write down the enclosure serial number)</i>
8	Proof of Financial Capacity from his banker <i>(in original)</i>	<i>(write down the enclosure serial number)</i>
9	Details of experience for providing Security Services Agency for the past five years <i>(Section IV Proforma)</i>	<i>(write down the enclosures serial number)</i>
10	Details of experience from each client i.e. educational institution such as University/IIT/NIT/IIM, where services was/is provided. <i>(Section V Proforma)</i>	<i>(write down the enclosures serial number)</i>
11	Details of feedback from each client <i>(Section VI Proforma)</i>	<i>(write down the enclosures serial number)</i>
12	Details of the present strength of the Agency <i>(Section VII Proforma)</i>	<i>(write down the enclosures serial number)</i>
13	Details of Manpower deployment plan and proposed plan to provide Providing Security Services at Tezpur University <i>(Section VIII Proforma)</i>	<i>(write down the enclosures serial number)</i>
14	Details of the Quantitative Assessment of the Agency <i>(Section IX Proforma)</i>	<i>(write down the enclosures serial number)</i>
15	Have you signed all the pages of the Tender document with your office seal?	Yes/No

Date:

Signature of Tenderer, Seal & address



PART A: TECHNICAL BID

SECTION III

Undertaking

Litigations / Ineligibility for corrupt or fraudulent practices / Blacklisted with any of the Government or Public Sector Units or Educational Institutions or Tezpur University

(To be submitted on the Letterhead of the responding agency)

To
The Registrar
Tezpur University
Tezpur 784 028
India

Subject: Declaration for not involved in any litigation, not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units or Educational Institutions or Tezpur University

Dear Sir,

We, the undersigned, hereby declare that

We are not involved in any litigation with any client,

We are not under a declaration of ineligibility for corrupt or fraudulent practices,

We are not blacklisted with any of the Government or Public Sector Units.

Thanking you,

Yours faithfully,

(Signature of the Tenderer)

Name:

Designation:

Seal:



PART A: TECHNICAL BID

SECTION IV

Experience Details of the Agency in providing Security Services to University/IIT/IIM/NIT

Sl. No.	Name of the Client	Details of person to whom reference can be made (Name, Address, Telephone number, Email ID etc.)	Number of Manpower services provided	Annual contract value (Rs. In lakhs)	Number of years the services provided

(can use separate sheet, if necessary in same format)

**Place
Date**

Signature of Tenderer, Seal



PART A: TECHNICAL BID

SECTION V

Details of Experience (to be submitted for each client separately)

Sl. No.	Particulars	Details
1	Name of the work	
2	Name of the Client/ Educational Organization	
3	Details of person to whom reference can be made (Name, Address, Telephone number, Email ID etc.)	
4	Location of the work	
5	Annual cost of services / contract value	
6	Contract period	
7	Security personnel deployed (Numbers)	
a	Supervisor	
b	Security Guards (Male)	
c	Security Guards (Female)	
8	Completion	
9	Number of years for which services were provided.	
10	If certificate of Feedback is enclosed.	

Place

**Signature of Tenderer Date
Seal**



PART A: TECHNICAL BID
SECTION VI

Details of Feedback to be submitted from each client separately

Feedback about M/s (Name of the Agency) : _____

Engaged by (Name of the client) : _____

Sl. No.	Activities	Excellent	Very Good	Good	Satisfactory	Poor
1	Turnout					
2	Record maintenance					
3	Crime detection and follow-up action					
4	Welfare measure by the agency to their staff					
5	Gadgets used (Wireless, Alcohol detector, Handheld metal detector etc.)					
6	Disaster management mechanism					
7	Monitoring mechanism					
8	Training (in-door/out-door/traffic control)					
9	Liaison / Rapport with local police, if necessary					
10	Behaviour with University/Institute Authority/ Faculty/Staff/ Students/Guests					
11	Disciplinary action against security personnel or agency, if any					
12	Overall Performance					

**Place
Date**

**Signature of the client
Seal**



PART A: TECHNICAL BID

SECTION VII

Present Strength of the Agency

Sl. No.	Particulars	Details	
1	Number of contracts the Agency was/is providing since last five years		
2	Number of manpower deployed for the contract <i>(Maximum number of manpower in a month in any particular organization in last five years)</i>		
3	Amount of contract per month (Rs. in lakhs) <i>(Maximum contract/billed amount in a month in any particular organization in last five years)</i>		
4	Number of Assistant Security Officers		
5	Number of Supervisors or equivalent		
6	Number of Security Guards	Male	
		Female	
7	Number of Cycles/Vehicles owned by the agency	Cycles	
		Motor cycles	
		Four wheeler	
8	Number of Tools/Equipment owned by the agency	Lathi	
		Search Lights	
		Alcohol detector	
		Walkie Talkie	
		Handheld Metal Detector	
9	<i>Any other information wants to be provided by the agency/agency/agency</i>		

[Proof to be attached, in case not available then, a declaration to be submitted in separate sheet in letter head of Tenderer]

**Place
Date**

**Signature of Tenderer
Seal**



PART A: TECHNICAL BID

SECTION VIII

MANPOWER DEPLOYMENT PLAN AND PROPOSED PLAN TO PROVIDE SECURITY SERVICE AT TEZPUR UNIVERSITY

MANPOWER DEPLOYMENT PLAN							
Sl. No.	Type of Security Staff	Total Number	Qualifications	Training	Years of Experience	Place of Experience	
01	Assistant Security Officer						
02	Security Supervisor						
03	Security Guard (including driver) Male: Female:						
PROPOSED PLAN TO PROVIDE SECURITY SERVICE							
01	Plan for smooth operation of Visitors and Vehicle entry	Paper base visitor data entry	Computer based visitor data entry	Manual Vehicle checking	Alcohol Analyzers	Sensor based vehicle entry	Handheld metal detector
02	Disaster Management Plan	Fire		Accident		Earthquake	
03	Traffic control management Plan	Regular Traffic control	Traffic Management for various events at University	Traffic Management during dignitaries visit to University	Traffic management for special event such as Convocation		Any special events at University

Place
Date

Signature of Tenderer
Seal



PART A: TECHNICAL BID

SECTION IX

Quantitative Assessment of the Agency

Sl. No.	Particulars	Details	Documentary evidences serial number in the Tender document	Marks obtained <i>(to be filled by Tezpur University)</i>
Experience				
1	Number of contracts the agency was/is providing since last five years			
2	Number of manpower deployed for the contract			
3	Amount of contract per month (Rs. in lakhs)			
Present Strength of the Agency				
4	Number of Assistant Security Officer			
5	Number of Supervisor			
6	Number of Security Guard			
7	Number of vehicles/ Type of vehicles to be deployed at Tezpur University by the agency at their own cost			
8	Number of Tools/Equipment will be used at the University			
Proposed plan to provide Security Service at Tezpur University				
9	Quality of Service Number of supervisor Number of security guards			
10	Plan for smooth operation of Visitors and Vehicle entry			
11	Disaster Management Plan			
12	Traffic control Management			

Place
Date

Signature of Tenderer
Seal



Note: PART 'B' to put in Separate Envelope and Seal it with Sealing Wax.

**TENDER FOR PROVIDING SECURITY SERVICES
AT TEZPUR UNIVERSITY**

(Against Tender No. TU/ 27-99/2016/ GA-I/ 5291 Dated 19.02.18.)

PART B: FINANCIAL BID

- 1 Tenderer Name :
- 2 Full Address :
- a. Telephone No. :
- b. Fax :
- c. e-mail :
- 3 Registration Details :
- 4 Financial details per manpower/month

Sl. No.	Description	Details	Assistant Security Officer	Security Supervisor	Security Guard
			Skilled	Skilled/Semi Skilled	Semi-skilled (Watch and Ward)
1	Wage*				
2	EPF				
3	ESI	_____ % of 1			
4	Total (Rs)	(1+2+3)			
5	GST **	_____ % of 4			
6	Total (Rs)	(4+5)			
7	Service Charge	_____ % of 6			
8	Any Other Charges				
9	Total (Rs)				
10	Rate/per hour above the normal duty of 8 hours/day				

* Salary to be paid per month per person on actual days engaged in the services of the University (category wise) (wages should be adhered to Minimum Wages Act etc. as per Ministry of Labour and Employment, Govt. of India).

** If applicable.

Place
Date

Signature of Tenderer
Seal



NOTE:

1. In order to avoid ambiguity in the wages rate, latest notification issued by State/Central Government for calculation of wage component will be taken into consideration.
2. The wages rate may change in future as per Government Order, since Minimum wages are subjected to increase as per the Government notification.
3. Rate quoted per person per month should be inclusive of all statutory requirements as per the Minimum Wages Act of 1948 (as applicable in State of Assam) and in accordance with statutory provisions and requirements laid down by all Labour Acts applicable or any other statutory requirement in force at the applicable time.
4. All the prices (even for taxes) are to be entered in Indian Rupees only.
5. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.
6. Tezpur University reserves the right to ask the Tenderer to submit proof of payment against any of the taxes, duties, levies indicated.
7. The Tenderer needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.