

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION NEW DELHI

IIPA invites sealed tenders under 2-bid system for providing Watch & Ward & Door Keeping Services at IIPA, 4B, I.P. Estate, Ring Road, New Delhi. The EMD and Technical bid should be put in one sealed envelop superscribed as Envelope-I. The Financial Bid should be put in the second envelope superscribed as Envelope-II. Both the sealed envelope should be put in one envelope, sealed and superscribed as Tender for Security/Watch & Ward Services at IIPA.

TERMS AND CONDITIONS FOR SECURITY AGREEMENT IN IIPA

1 ELIGIBILITY CONDITIONS (Document of evidence to be provided)

- (i) A registered Private Firm/Company (under applicable Act) having experience of at least five years in providing security services in Central Government/State Governments Departments (including Public Sector Companies/Undertakings/ Autonomous bodies/Multinational Companies.
- (ii) Having a minimum annual turnover of Rs. Two Crore in the preceding three financial years (2015-16 to 2017-18).
- (iii) Should have staff strengths of at least 30 employees.
- (iv) Should be registered firm under EPF/ESI and Shops & Establishment Act and GST.
- (v) If a firm quotes NIL Charges/Consideration, the Bid shall be treated as unresponsive and will not be considered.

2. WORK PROFILE

A. The contractor shall be fully responsible for the Watch and Ward & Door Keeping Services of the IIPA Campus on 24X7 basis. The functions require to be performed are:-

- (i) To man various gates and any other sensitive points specified by the Institute.
- (ii) To record and facilitate the entry of visitors to the premises of the Institute
- (iii) To check the material/property/casual workers entering and exiting the building through the procedure of entry pass/gate pass, as laid down by the Institute.
- (iv) To perform the watch and ward functions including night patrol at the various points of deployment.

- (v) To prevent the entry of stray dogs, cattle, anti-social elements, unauthorized vehicles into the premises.
- (vi) Unlocking and Locking the rooms in the main building before and after office hours respectively and auditorium as and when required.
- (vii) Any other related functions as may be assigned by the Institute.

B. THE AGENCY WILL DEPLOY GUARDS AND SUPERVISORS IN ACCORDANCE WITH REQUIREMENTS AS ASSESSED BY THE INSTITUTE FROM TIME TO TIME

3 LIABILITIES

- i. The contractor shall compensate in full the loss sustained by the Institute on account of any theft, burglary and tampering with the locks in the premises. Amount of the loss to be compensated shall be determined by the Institute and the same shall be binding on the contractor. In addition, the contractor shall also be liable to pay a penalty in each case of any theft in the premises.
- ii. The contractor shall also be fully responsible for any loss of office equipments, fixtures and articles installed within the campus. All losses suffered by the Institute on this account will be recovered in full from the contractor. The contractor can suggest any practical proposal for an effective vigilance/surveillance. The same will be considered on merit by the Institute. The decision of the Institute shall be binding on the contractor.
- iii. The contractor shall deploy at least 50% of the personnel from amongst the categories of Ex-Servicemen/Ex-Paramilitary Forces/Ex-Police Personnel and all the personnel deployed should be aged above 18 years and below 50 years and minimum 10th pass. The supervisor deployed should be an ex-serviceman and at least 12th pass. The personnel deployed must be medically fit for the job and free from any contagious disease. To ensure compliance of this clause relevant documents of each of the personnel shall be submitted by the contractor to the Institute.
- iv. A complete list of the watch and ward personnel, engaged by the contractor for deployment in the Campus, shall be furnished by the contractor alongwith complete addresses and other antecedents. The contractor shall deploy only those personnel whose antecedents have been verified by the Delhi Police Authority. No wages shall be payable in respect of such watch and ward personnel in whose cases documentary evidences are not submitted by the contractor to the Institute.
- v. The contractor shall submit weekly duty chart prior to the commencement of the week and the daily attendance sheet of all the watch and ward personnel deployed at the Institute.
- vi. The contractor shall not replace the watch and ward personnel at random. This shall be done with the prior approval of the Institute and full particulars of the

- watch and ward personnel so deployed shall be given to the Institute immediately.
- vii. The contractor shall ensure that at no time, any watch and ward point is left unmanned. The contractor shall be liable to make substitute arrangements in case of the absence of the watch and ward personnel. Similarly, the contractor shall make substitute arrangements in case of the weekly off without any additional payment.
 - viii. A vehicle register shall be maintained at the main gate and the visitor's registers shall be maintained at the entry points of the Institute and the hostel.
 - ix. The contractor shall arrange to dress all the on-duty watch and ward personnel smartly and neatly on the patterns of the security forces according to season (summer uniform during summer and winter uniform during winter) and a badge bearing the name and designation. The dress shall be of uniform colour and design. The contractor shall also ensure good behaviour of watch and ward personnel with officials/residents of the Institute as well as visitors.
 - x. The contractor shall ensure that there is no unauthorized entry. The watch and ward personnel at the entry points are expected to recognize the legitimate visitors without causing any embarrassment.
 - xi. The quality and discipline of the watch and ward personnel shall be ensured regularly. Daily reports prepared by the contractor shall be submitted to the Institute. Appropriate records in reference to above shall be maintained by the contractor at its own cost.
 - xii. The contractor shall also provide the following items/articles at its own cost:
 - a. Torches and cells to the watch and ward personnel on night duty.
 - b. Duty charts at specified locations for inspection.
 - c. Raincoats to their watch and ward personnel for rainy season.
 - d. Metal detector
 - e. Invert mirror for vehicles.

4. **DUTIES AND RESPONSIBILITIES OF WATCH AND WARD PERSONNEL**

- i. The watch and ward Supervisor shall be responsible for overall watch and ward arrangements of the Institute.
- ii. The supervisor shall ensure that all the instructions of the Institute are strictly followed and there is no lapse of any kind.
- iii. Requirement of posting of watch and ward supervisors/guards will be reviewed and monitored by the Institute from time to time.
- iv. The watch and ward personnel will also take round of all the important sensitive points regularly at the interval of one hour and the duty report will be prepared at the interval of every shift.
- v. The watch and ward personnel will be on duty for twenty four hours (round the clock in three shifts of eight hours each) and will also take care of the all

articles mentioned/lying within the premises, including the cycle stand, vehicle/car parking etc.

- vi. The watch and ward personnel shall ensure that all the rooms in the main building are unlocked by 8.45 a.m. and locked by 6.00 pm if the occupant has left for the day. The changes in timings, if any, will be informed accordingly.
- vii. The watch and ward personnel shall carry out such other duties as are entrusted to them from time to time by the Institute.
- viii. Entry of stray dogs and cattle etc. into the premises is to be prevented by the watch and ward personnel.
- ix. The watch and ward personnel on patrol duty should take care of all the water taps, valves, tube well motors and water hydrants installed in the open area and other parts of the premises.
- x. Watch and ward personnel should ensure that flowers, plants, trees and grassy lawns are not damaged either by the staff or the outsiders.
- xi. Watch and Ward personnel shall be available all the time as per their duty roaster and they shall not leave their place for duty without being duly relieved.

5. TENDER FORM, EARNEST MONEY & SECURITY DEPOSIT (PACKET-1)

- i. Tender form is available at cash counter of the IIPA for Rs. 1000/-
- ii. Tenderer will submit the duly filled in tender form for Watch and Ward Services in IIPA premises along with interest free Earnest Money Deposit amounting to Rs.1,00,000/- lakh to be paid in the form of Bank Draft of any nationalized or reputed private bank in favour of IIPA. In no case cheque or any corporative Bank Demand Draft and/or cash will be accepted. Tender without earnest money will be summarily rejected.
- iii. The tenderer should submit the tender form along with the following documents:
 - a. Earnest money deposit.
 - b. Original Notice Inviting Tender duly signed by the authorized signatory along with the seal of the firm;
 - c. Original terms and conditions of tender documents duly signed by the authorized signatory on each page along with the seal of the firm;
 - d. Demand Draft/Pay Order of Rs. 1000/- should be enclosed in case the tender form has been downloaded from the website. In case the tender form has been purchased from the Institute, the original cash receipt should be enclosed.

- e. Copies of income tax returns for the last three years alongwith attested copies of the Balance Sheets issued by the Chartered Accountant.
 - f. Documentary proof of minimum five years' experience in providing Watch & Ward Services in Central Government /State Government Departments (including public sector companies/undertakings/autonomous bodies/ MNCs as per the following performance proforma.
- iv. The successful bidder shall have to deposit an interest free performance security of 5% of the annual contract amount within seven days of award of the contract. The EMD provided by the successful bidder will be adjusted in the amount of the Performance Security. The rest amount shall have to be deposited by the bank demand draft issued by any nationalized bank or established Private Bank.
 - v. The EMD of unsuccessful bidders will be refunded within 45 days of award of the contract without any interest.
 - vi. The performance security will be refunded without any interest within two months after the contract is over successfully.

PERFORMANCE CERTIFICATE

It is certified that M/s. (tenderer) had provided watch & ward/security services to our organization for the premises located at _____ and had deployed _____(in words) _____number of security guards and _____number of Security supervisors in this premises for the period from _____(date)to _____(date). The financial component of the watch & ward /security work contract for the above said work was Rs. _____(in words)_____. The performance of the firm was satisfactory/good/very good/excellent/outstanding.

**Signature of the client (of the tenderer)or
its authorized signatory with Seal**

- i. The tender committee can also accept performance certificate in any other similar proforma.
- ii. The documents submitted should have the seal of the Firm or Company and every document/paper in the Packet-I should be signed by the authorized

signatory of the tenderer on every page (including the performance certificate issued by tenderer's clients).

- iii. The envelope (Envelope-I) containing tender form EMD & technical bid shall be super-scribed as Envelope-I (**Tender form EMD and Technical Bid for Watch & Ward Services**) and it should be wax sealed.
- iv. The bidder must ensure that the rates quoted are as per Minimum Wages rates and must not be lower than that otherwise the bid shall be summarily rejected.

6. **FINANCIAL BID/BIDS QUOTED IN ANY OTHER FORMAT OTHER THAN GIVEN HEREUNDER MAY BE REJECTED SUMMARILY**

TENDER FOR SECURITY ARRANGEMENT IN IIPA

Sl. No.	Description	Rate Per month (Rs. in figures of service charges PF/ESI and others statutory obligations as applicable to Delhi) excluding GST	Total amount for 12 (Twelve) months (Rupees in figure and words)
1	Providing round the clock security (Watch and Ward & Door Keeping Services) at IIPA as per Annexure- I attached and terms & conditions of the agreement.		

Name of the Owner of the Agent

Residence Address including Office address mobile No.

Stamp of the Firm/CO _____

Date _____

- ii. The tenderer should take care that the details, rate and amount should be written in such a way that interpolation is not possible. No overwriting in the Financial Bid will be allowed and such type of tender is liable for rejection.
- iii. The financial bid should have the seal of the firm or company and signed by the authorized signatory on every page.
- iv. The envelope containing the financial bid shall be superscribed as Envelope-II (**Financial Bid for Watch & Ward**) and it should be sealed.

- v. The financial bid of only those bidders will be opened who have qualified in technical bid.

7. **PERIOD OF TENDERED WORK**

The tender will be awarded for a period of two years from the date of award. The Institute may extend the contract further on an annual basis on the same terms and conditions subject to satisfactory performance.

8. **PAYMENT OF BILLS**

- i. Bill payment will be made by the Institute within one month from the date of submission of the bill in respect of undisputed bills. The contractor while referring the bill for payment shall certify that the wages of the persons deployed on the premises for the month for which the bill pertains, have been actually disbursed. The Agency would ensure that the wages to the guard shall be paid through bank and transfer details of wages to be provided with the monthly bills and shall provide the proof of EPF/ESI remittance of the employees for the concerned month.
- ii. Wherever any overpayment comes to the notice of the Institute, the same shall be deducted by the Institute from any sum due or which at any time thereafter may become due to the contractor.
- iii. The Institute reserves the right to carry out post payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. It further reserves the right to enforce recovery of any overpayment whenever detected.
- iv. If any underpayment is discovered, the amount shall be duly paid to the contractor by the Institute.
- v. The rates to be enhanced as per minimum wages order of the Government on satisfactory performance as and when announced.
- vi. It shall be the duty of the contractor to comply with all the regulations like subscriptions to EPF, ESI contributions etc and timely payment to the deputed personnel as per the prevailing minimum wages prescribed by the NCT of Delhi.
- vii. The Service Charges/profit & overhead charges quoted on the minimum wages amount alongwith other contributions like EPF/ESI etc shall not be NIL. Any offer with NIL profit and overheads/Service/Charge shall be considered as unresponsive and shall be summarily rejected.

9. LIABILITY OF THE INSTITUTE

- i. The Institute shall not provide any residential accommodation to the watch and ward personnel employed by the contractor. No cooking or lodging by the contractor shall be allowed in the premises.
- ii. The Institute shall not be under any legal obligation to provide employment to any of the personnel of the contractor at any point of time and the Institute does not recognize any employer-employee relationship between the Institute and the personnel deployed by the contractor.
- iii. The Institute shall not be responsible financially or otherwise for any injury to the watch and ward personnel in the course of performing the watch & ward functions as per this tender.

10. TERMINATION OF CONTRACT

- i. If the contractor defaults at any time in executing watch & ward job with due diligence and continues to do so and/or the contractor commits default in complying with any of the terms and conditions of the tender, the Institute may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to the contractor, shall cancel the contract after one month's notice and the performance security deposit shall be forfeited. The Institute shall have right to make necessary security arrangements through any other agency or by any other means at the risk and cost of the contractor.
- ii. The Institute reserves the right to terminate the contract, without assigning any reason, by giving one month's notice to the contractor of its intention to do so and on the expiry of the said period of notice, the contract shall come to an end without prejudice to any right of remedy that may accrue to the contractor.
- iii. If any information furnished by the contractor is found to be incorrect at any time, the contract shall be liable to be terminated, after one month's notice and the performance security deposit shall also be forfeited.
- iv. In case the contractor wants to terminate the contract he shall have to give three months' notice in advance to this effect to the Institute.

11. ARBITRATION

In the event of any dispute arising out of this contract or in connection with the interpretation of any clause in the terms and conditions of the contract or otherwise, the matter shall be referred to the arbitrator

appointed by the Institute. Courts at Delhi/New Delhi only shall have jurisdiction in connection with any dispute/litigation arising out of the contract.

12. PENALTIES

- i. For misbehavior on the part of security staff = Rs. 1000/- per default.
- ii. For non-wearing of uniform and/or identity card= Rs. 1000/- per default.
- iii. For causing nuisance/damage to public property in the Institute's premises = 3 times of the market value of such property or Rs. 5,000/- whichever is higher, per default.
- iv. For removal of any items for which the contractor is not authorized=3 times of the market value of such property or Rs. 5000/- whichever is higher, per default.
- v. For violation of any of the conditions of the contract = Rs. 5000/- per default.

13. TENDERING SCHEDULE

- i. **Issue of Tender Documents:** The Tender Document will be available on non-refundable payment of Rs.1000/- or the same can also be downloaded from IIPA website viz www.iipa.org.in In case of downloaded tender form (including tender document), the tender document charge (non refundable) of Rs.1000/- should be enclosed with the duly filled tender form in the form of Demand Draft/ Pay Order (drawn in favour of the Indian Institute of Public Administration).
- ii. Tender Document can be obtained from the office of the Assistant Registrar (Administration), IIPA, I.P. Estate, New Delhi after depositing the tender cost on all working days till 11th May 2018 upto 3.00 p.m. and completed bid in all respect may be sent by post or deposited in the box placed in the room of Assistant Registrar (Administration) on or before 14th May 2018 up to 3.00 p.m.

14. REJECTION OF TENDER

- i. The entire columns and rows in the Tender Form and Financial Bid should be filled up. Tender incomplete in any respect may be rejected without assigning any reason.
- ii. The Director, IIPA may reject any or all tender(s) without assigning any reason at any point of time during the bid process.

Check List

1. Duly completed tender form.
2. Earnest money deposit (Demand Draft/Pay order of Rs.1,00,000/- lakh in favour of IIPA, New Delhi)
3. Notice Inviting Tender
4. Terms and Conditions of the Tender duly signed by the tenderer.
5. Demand Draft/Pay order for Rs.1000/- in favour of IIPA, New Delhi (as the cost of the tender document, if the same was downloaded from website) or the cash receipt.
6. Registration No. of the Firm (under Shops & Establishment Act or registration no. of the company (under Companies Act, 1956), as applicable (attach self attested copy of certificate).
7. PAN No. of Firm/Company (attach self attested copy of PAN Card).
8. Provident Fund Account No. of Firm/Company (attach self attested copy of certificate).
9. ESI No. of Firm/Company (attach self attested copy of certificate).
10. GST Registration No. (attach self attested copy of certificate)
11. Details of Turnover of the Firm/Company to be submitted in the letterhead of the Tenderer. Also Job Execution certificate from all the clients to prove the turnover claimed, for the preceding three financial years.
12. Income Tax returns copy of the last 03 financial years from 2015-16 to 2017-18.
13. Financial Bid in the letterhead of the Firm/Company.
14. Proof of minimum 05 years experience in providing security services in Central Govt./State Govt. Department including Public Sector Companies/Undertaking /Autonomous bodies)/Multinational Companies and having an annual turnover of Rs. 2 Crore in the preceding three financial years (i.e. 2015-16 to 2017-18). Work orders to be attached.

15. The technical bid alongwith necessary documents and the EMD shall be put in one envelope super-scribed Envelope-I (Tender form EMD and Technical Bid for Watch & Ward Services) and the Financial bid shall be put in second envelope super-scribed as Financial bid Envelope-II (Financial Bid for Watch & Ward) . Both the envelop shall be sealed in one envelope super-scribed as Tender for Security/Watch & Ward Services at IIPA.

**IIPA NEW DELHI
TENDER FORM FOR PROVIDING WATCH & WARD
SERVICES AT IIPA**

Affix duly
attested P.P. Size
Photograph of
authorised
signatory of the
tenderer

- a. Name of the Company [in block letters] _____
- b. Status of the Contractor whether Public Ltd./Pvt. _____
Ltd./ Partnership Firm/ Proprietorship firm _____
- c. Registration No. and Year of Establishment of _____
the Firm/ Company (if any)_____
- d. PAN No. _____
- e. GST No. _____
- f. Name and designation of the authorized signatory _____
of the tenderer. _____
- g. Name of Father/Husband of the authorized _____
Signatory of the tenderer.
- h. Full residential address of the authorized _____
signatory.
- i. Tenderer's Registered office address _____

- j. Tenderer's address for correspondence: _____

- k. Details of Earnest Money
i) Demand Draft/ Pay Order /Cash Receipt No. _____
ii) Date _____
iii) Bank _____
iv) Amount (Rs. In words) _____

I/We the undersigned being the tenderer as mentioned above, hereby apply to the Institute for providing Security/ Watch & Ward services in the premises as described above in accordance with the terms and conditions of the tender. I/We have read and understood the terms and conditions of the tender and hereby unequivocally accept the same.

The terms and conditions of the tender and the Notice Inviting Tender are also signed and being submitted with the tender form.

**(Signature of the Authorized Signatory)
With Name & Seal**

Place : _____

Date: _____

Note:

- Any correction in the application form should be duly signed by the authorised signatory of the tenderer.
- All pages of the tender application form should be duly signed by the authorized signatory of the tenderer.
- Strike out item whichever is not applicable.

Annexure-I

Post	Day	Afternoon	Night	Duty
Security Supervisor	Round the clock (24 hours supervision)			
Security Guard				
Main Gate	6 am to 2 p.m.	2 to 10 pm	10 to 6 am	24 hrs
Hostel	6 am to 2 p.m.	2 to 10 pm	10 to 6 am	24 hrs
Director Residence	6 am to 2 p.m.	2 to 10 pm	10 to 6 am	24 hrs
Safal (including the residential quarters at backside)	6 am to 2 p.m.	2 to 10 pm	10 to 6 am	24 hrs
Office Gate	8 am to 8 pm			12 hrs
Library	9 am to 6 p.m.			9 hrs
Patrolling (Round the Clock)	6 am to 2 p.m.	2 to 10 pm	10 to 6 am	24 hrs
Lock & Key Duty				12 hours

* If there is need for extra guard the wages will be decided mutually.