



TENDER FORM

For

**Providing & managing security services in the
form of security staff/ guard to AICTSL for
different projects, Indore (M.P).**



“September-2014”

To be submitted to:
MANAGING DIRECTOR
ATAL INDORE CITY TRANSPORT SERVICES LIMITED
Plot No. 30, Residency Area, A.B. Road,
Opp. M.G.M. College, Indore - 452001
Ph.: +91-731-2499888, 2904488

ATAL INDORE CITY TRANSPORT SERVICE LTD.

ISSUED TO

THIS TENDER DOCUMENT FOR PROVIDING & MANAGING SECURITY SERVICES IN THE FORM OF SECURITY STAFF/ GUARD TO AICTSL FOR DIFFERENT PROJECTS, INDORE (M.P). HAS BEEN ISSUED BY THE MANAGING DIRECTOR, ATAL INDORE CITY TRANSPORT SERVICES LTD, INDORE TO _____ ON DATE _____, ON RECEIPT OF RS. 5000/- (RS. FIVE THOUSAND ONLY) BY D.D.NO. _____

(RECEIPT NO. _____)

**CHIEF EXECUTIVE OFFICER,
ATAL INDORE CITY TRANSPORT SERVICES LTD, INDORE.**

AICTSL» ATAL INDORE CITY TRANSPORT SERVICES LIMITED

Plot No.- 30, Residency Area, A. B. Road, Opposite M.G.M. College,
Indore, M.P. Telephone No. 0731-2499888, 2904488

NOTICE INVITING TENDER

AICTSL/2014-15/NIT No. 17

Indore, Dated : 30/09/2014

Atal Indore City Transport Services Ltd. invites sealed tenders from the eligible contractors for supply of security personnel's required for following work.

S. no.	Name of work	Amount of Earnest Money	Cost of Blank Tender Document	Period of Contract
1	Providing & Managing Security Services in the form of Security Staff/ Guard to AICTSL for different projects, Indore (M.P.)	₹ 1,00,000/-	₹ 5,000/-	One Year

- 1. Eligibility criteria :- • Providing Security Services:-** Reputed & Established Manpower Suppliers Agencies as well as individual companies having security experience duly registered with Police Department, Labour License of minimum 200 People, Security License (PASARA).
- 2.** The blank tender documents shall be issued during office hour's from **01.10.2014** upto **21.10.2014**.
- 3.** The tender duly filled in shall be received up to **1500** hours of **22.10.2014** and will be opened on same day at **1600 hours**.
- 4.** A pre- bid meeting has been scheduled on **11.10.2014** at **1500** hours in AICTSL conference room.
- 5.** Terms and Conditions and other details can be enquired from the same office during working hours.
- 6.** Detailed tender form can be purchased during the office hours by paying the tender fees mentioned above via Demand Draft in favour of "**Atal Indore City Transport Services Limited, payable at Indore**". If downloaded from website **www.citybusindore.com** the tender fees shall have to submit at the time of bid submission.
- 7.** AICTSL reserves the right to accept or reject any or all offers without assigning any reasons thereof.
- 8.** Conditional bids shall be treated as non-responsive bids.

Chief Executive Officer
Atal Indore City Transport Services Limited, Indore

Name of Work: Providing & managing security services in the form of security staff/ guard to AICTSL different projects, Indore (M.P).

1. Sealed tenders in prescribed form are invited from registered Manpower/ security Suppliers Agencies. The Agency should be registered in the Department of Police in state of Madhya Pradesh.
2. Printed form of tenders consisting of the schedule of the services and the set of conditions of the contract to be complied by the person whose tender may be accepted is enclosed.
3. The tender should be submitted in sealed cover and addressed to the Chief executive officer AICTSL, 30 Residency Area, Opp. M.G.M. Medical College Indore (M.P.). The word **“Providing & managing security services in the form of security staff/ guard to AICTSL different projects, Indore (M.P).”** should be written prominently on the envelope. Last date for issue of tender from is 21.10.2014 on all working days of AICTSL. Last date for receipt of complete tender forms including EMD/other relevant documents in this office shall be 22.10.2013 till 1500 hours. Tenders will be opened on the same day at 1600 hours in the presence of those tenders or their representative who would like to be present. In case there is a Public Holiday on the above-mentioned date the next working day shall be treated as the date prescribed from receipt of tenders as well as for opening of tenders.
4. A bank draft of Rs.1,00,000/- (Rupees one lac Only) drawn on any scheduled bank/ Nationalized Bank in favour of Atal Indore City Transport Services Limited Indore payable at Indore, shall be submitted towards Earnest Money Deposit and should be placed in separate envelope.
5. The agency should have the Minimum 5 year of Experience as security Agency.
6. No other mode of payment of the earnest money will be accepted.
7. The tender shall be received through Registered AD post or in person.
8. AICTSL reserves the right to reject any or all tenders without assigning any reasons thereof.
9. The tender shall remain valid for a period of 120 days from the date of opening the tenders. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions which are not acceptable, AICTSL shall without prejudice to any other right or remedy, be at liberty to forfeit the said Earnest Money absolutely.
10. The AICTSL does not bind itself to accept the lowest or any tender and reserves the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at quoted rates.
11. The tenderer should submit a list of AICTSL employees related to him.
12. Telegraphic tender will not be considered.
13. The AICTSL will not be responsible for any delay in receipt or loss of tender document during transit. Tenders received after due date & time will be

treated as late/delayed tenders and will be returned un-opened to the tender.

14. Before tendering, the contractor should visit the site and satisfy himself as to the conditions prevalent at the site. No claim on this account shall be entertained by AICTSL.
15. The details of services (Personnel) required is placed at Annexure to this tender document.
16. The tenderer should ascertain all his obligations under the contract before making his price bid.
17. The contractor whose tender is accepted will be required to furnish by way of Security Deposit for the due fulfilment of his contract such sum as will amount to 5% of the tendered cost of work at the time of executing an agreement.
18. Professional or any other tax on materials/services in respect of this contract shall be payable by the Contractor and AICTSL will not entertain any claim whatsoever in this respect.
19. If the contractor fails to make the payment of wages to the employees engaged by it by the 7th of the following month, he shall be liable to pay to AICTSL penalty @ 1% per week or part thereof of the total wages bill of that month subject to a maximum of 10% of the total wages of the month.
20. The Agency shall comply with all statutory provisions like ESIC and Provident Fund etc.
21. The contractor is liable to pay wages to his staff on or before 7th of every month. Thereafter, he will raise the bill against AICTSL for wage paid enclosing the month's PF & ESI challans, Salary Sheet, and Form 5/10 of PF & also submit the bank statement showing the clearance of PF& ESI cheques. The Agency will also submit a copy of ESI/PF returns with acknowledgement from concern departments. Then only his bill will be considered for payment.
22. The agency has to give minimum wages to the specified security staff/ guard and the same shall be randomly audited by AICTSL.
23. The income tax will be deducted from the monthly claims of the contractor at the rates prescribed by the Government from time to time and remitted to Government. Form 16A will be provided against such deductions.
24. The rates and amount should be quoted in figures and words and in the event of difference between the rates quoted in words and in figures the lowest rates quoted in shall be taken as correct.
25. The Security Deposit shall be refunded to the agency within a period of three months from the date of termination of the contract subject to such deductions/recoveries that may be made by the AICTSL authority for loss or damage to its properties.

26. If the number of staff found lesser in any day, the payment will be deducted as per man days from the contractor's bill.
27. The AICTSL shall pay the contractor each month at rates as accepted by the AICTSL after ensuring satisfactory performance of the contract by the AICTSL authorities & subject to fulfilment of provisions under clause 20 above.
28. The equipment (tools) and necessary consumable items will be brought by the contractor. This includes the security staff/ guard whistle, torch etc.
29. In case any of the staff employed by the agency is found to be indulging in any subversive activities or is found under the influence of alcohol or any other intoxicants while on duty or the conduct and integrity is found to be doubtful or performance is not found to be satisfactory, he shall be removed from duty immediately at the instance of the AICTSL Decision of the AICTSL shall be final and binding on the agency.
30. In case any staff employed by the contractor is absent and no substitute is provided by the Contractor then it will be treated as a default on the part of the Contractor for which he shall be liable to pay penalty at double the rate of daily wages of the absentees and the same shall be deducted from the monthly account bill.
31. Contractor shall provide the security services on seven-days a week (Monday to Sunday) 24 * 7. Agency has to manage the services.
32. The AICTSL property by the contractor's labour shall be made well by the contractor at his own cost and in case he fails to make good the loss, the same shall be recovered from his dues including security deposit.
33. The staff must not be less than 20 years age and shall be in good health. Regular health check up shall be done by the agency and report shall be submitted to AICTSL.
34. The agency shall not change the staff frequently without prior permission of the AICTSL authorities.
35. The agency shall ensure that the workmen of the agency must rigidly follow all the rules and orders regarding entry, exit and safety precautions, conduct, discipline as it is desirable in the campus of AICTSL and will have to maintain strict law and order.
36. AICTSL will not provide any residential accommodation/medical facilities, transport and canteen to the personnel deployed by the contractor for this work.
37. The contractual staff will be bound to observe all instructions issued by AICTSL authority (i.e.) concerning general discipline and behaviour.
38. The Agency shall comply with all statutory provisions like Minimum Wages, ESIC and Provident Fund etc. The Agency will have to get all the employees deputed to AICTSL Campus, covered under various labour Acts applicable to the Agency. AICTSL shall

have no liability whatsoever in respect of these employees. They shall not be deemed to be workmen of the AICTSL under any law relating to their employment. AICTSL authority will not be responsible financially or otherwise for any injury to the agency's personnel in the course of performing their duties. AICTSL shall not be treated as principle employer on any platform any stage.

39. The agreement may be extended for further period or periods by mutual consent on the same terms and conditions of the contract.
40. The agreement can be terminated by AICTSL upon giving one month's notice in advance in writing, except in the event of failure of providing services on the part of the agency in which event the agreement shall be terminated without giving any notice, what so ever by the AICTSL authorities and the AICTSL authorities shall not be responsible for any payments thereafter. The decision of the AICTSL authorities as to what constitutes failure of the services shall be final and binding on the agency and shall not be questioned by him in any manner.
41. The number of duty hours for staff should be as per provisions in the Labour Laws and in no case shall exceed 12 hours in times of emergency as otherwise extra fatigue will speak on the mental/physical health and the performance of the staff. However, infringement of Labour Laws, if any, will be sole responsibility of the contractor. The contractor/Agency shall comply with all provisions of minimum wages Act, 1948, Contract Labour (Regulation & Abolition) Act, 1970 and rules framed there under and other labour laws affecting contract that may be brought into force from time to time. Office helpers shall be available half an hour before opening & half an hour after closing of the office.
42. The agency shall ensure that the workmen of the agency must rigidly follow all the rules and orders regarding entry, exit and safety precautions, conduct discipline as is desirable in the campus of AICTSL ' and will have to maintain strict law and order.
43. The contractor shall provide uniform including shoes and identity cards to the persons employed by him at his own cost.
44. Increase/Decrease in minimum wages shall be the reimbursed/recovered as per law.
45. That the personal provided by the first party will not be the employees of the second party and there will be no relationship of employer and the employee between the second party and the personnel so provided/to be provided by the contractor. The personnel so provided will not be entitled to any claim, any benefits pecuniary or otherwise from the second party.
46. That the first party will be under obligation to supply additional personnel if any required by the second party, at the same rates as quoted by them and specified in the contract for that category of personnel. Similarly AICTSL will be at liberty to reduce the requirement of ticketing staff as per requirement.
47. That in the event of any accident etc. resulting in death or injury to any person of the

first party during the course of their employment in the premises of the second party, the first party shall pay them such compensation as may be payable under the law and the first party shall not raise any claim, whatsoever its nature may be, in respect of such payment to their employees, on the second party.

48. That attendance register of duty staff will be maintained by the first party and counter-signed by the second party authority whenever required. That the first party will not change its staff frequently. For less than 100% attendance of staff in a month, proportionate deduction based on man-days will be made from the monthly bill submitted by the first party.
49. That if any dispute or differences at any time arise between the second party and the first party in connection with this contract or regarding the rights and the liabilities of the party hereto, the matter shall be resolved through mutual discussion. If the mutual discussion fails, the matter shall be referred to collector, District Indore, for decision whose decision shall be final and binding on both the parties.
50. All payments to the first party shall be based upon the monthly bill submitted by the first party.
51. The agency has to take the communication system arranged by AICTSL at its own cost. It is mandatory for the field supervisors to have the communicating device.
52. The minimum requirement of security staff/ guard is for job shall have minimum following qualification.
 1. Security person should be Minimum 10th pass as the required for the work. The age should be between 20 years to 50 years.
 2. Documents regarding Police verification of the prospective person to be deputed for the work will be a "MUST".
 3. AICTSL shall check all the documents of the security and AICTSL decision shall be final.
 4. Tentative Duties of the persons shall be as under:-
 - i) There shall be 24 * 7 securities at the depots of AICTSL.
 - ii) The ibus station shall always be in the security 24*7.
 - iii) Females should be treated very respectfully. And for any complaints the call centre number could be shared.
 - iv) The security staff/ guard shall be responsible for all the assets, equipment, etc.
 - v) The security staff/ guard shall ensure the discipline and law and order at the project site.
 - vi) The security staff/ guard should always be in uniform and ensure the safety of the site and public.
 - vii) Always whistle when required and manage the passenger footfall.
 - viii) Note down the incoming and outgoing visitors on the register.
 - ix) Catch those who are smoking/ drinking alcohol in side the site.
 - x) Make sure the buses are parked as per the plan given and instructed by the AICTSL.
 - xi) Report to police / AICTSL if any criminal offence takes place.
 - xii) Do not allow any suspected person inside the site without any proper

- identity.
 - xiii) Monitor all the work and movements and react if any suspicious act is going on.
 - xiv) Security staff/ guard at the station will have special rights to check the tickets of the passengers and monitor if any theft is being done.
 - xv) Every week there shall be parade of the security staff/ guard and instructions shall be given to them by AICTSL.
 - xvi) The security agency shall be responsible for any of the police complaints to be made.
 - xvii) Any other instructions given by AICTSL time to time.
53. Security personnel deployed by Agency should not below 20 year & working for Seven day of week i.e. Monday to Sunday. Any leave provided by the agency to the security staff/ guard shall not affect the work provided by AICTSL.
 54. AICTSL field staff shall make the attendance and the AICTSL total attendance shall be final. The list of the security personnel shall have to be provided to AICTSL field staff daily and the duties shall be provided by AICTSL field staff.
 55. The agency has to deploy 2 supervisors in 20 security personnel i.e. if 20 security staff/ guard has been deployed than 2 supervisors to be deputed at its own cost. If supervisors are not found on the field than penalty shall be implemented.
 56. The ratio of the supervisors shall remain same for increase in the number of the security personnel.
 57. Other materials like Ticket checking machine, Sitting Stool, Whistle, Rain coat, Traffic Control material, Stationery etc. were provided by contractor to their employee.
 58. Any case of Incident/Accident at BRTS Corridor, Station & junctions, related responsible for Police complaint.
 59. The entire penalty shall be provided in a consolidated format by the end of the every month to the agency and same shall be deducted from the monthly bill. As per schedule of penalty.
 60. The number of security staff/ guard could be increased or decreased by the AICTSL as per the requirement. I.e. if not required than the counting of the security shall not be done in attendance. Only duty security staff/ guard shall be marked as present.
 61. No security staff/ guard / officials shall come to AICTSL for any issue and the agency shall be responsible for any of the mutual issues or concern with the security personnel.
 62. The wages to the security staff/ guard shall not be linked with the bill payment of the agency by AICTSL.

CONDITIONS OF ELIGIBILITY: -

- A) The tenderer should submit following documents with an application for obtaining blank tender documents.
- (i) IT returns for the last 3 years shall have to be furnished along with the tender.
- (ii) Valid registration certificate with the Regional P.F. Commissioner (RPFC) and ESIC office of the area, LABOUR LICENSE of minimum 200 People, SECURITY LICENSE (PASARA).
- (iii) Performance certificate of the current project / company by whom the agency has been appointed.
- (iv) Registration under the shops and Commercial Establishments Act, 1958.
- (v) Credentials or certificates in support of agency's experience in the last three years of work. A list of their clients with full address and phone numbers of the Head of Office/Division Head may also be submitted.
- (vi) Document to show satisfactory completion of work of similar work amounting to costing 100% during last 1 year or 80% during last 2 years or 50% during last 3 years of contract amount. Satisfactory Completion certificate is required from the agency by the employer.
- (vii) It will be obligatory on the part of the tenderer to sign each page of the tender documents. On a ward of work, the tenderer will have to enter into an Agreement with AICTSL of stamp paper. The cost of stamp duty shall be borne by the tenderer.
- (viii) Current safety law will be implemented under this agreement.
- (ix) The Agency must be registered under ISO9001-2008 or above.
- (x) Agency has to show Turnover of Last Financial Year Minimum – Rs.8 Cr.
- (xi) The financial bid shall be in different envelope as (B).
- (xii) In envelope (A) the technical documents, RFP should be sealed.
- (xiii) In envelope (C) EMD should be kept.
- (xiv) In envelope (D) all the above envelopes should be kept.
- (xv) The tender fees should be given separately in the form of DD at the time of tender submission.

Note: The financial bid shall only be opened after the technical eligibility of the agency. If not found eligible the financial will not be opened in any case.

a.

I/WE HAVE READ THE **ABOVE INSTRUCTIONS MENTIONED** FROM PAGE 1 TO AS WELL AS ALL THE OTHER PARAs OF INFORMATION, INSTRUCTIONS AND TERMS AND CONDITIONS BEFORE QUOTING THE RATE IN THE ENCLOSED ANNEXURE.

1. Tenderer's Signature
2. Name _____
3. Address & Seal of the Tenderer

SCHEDULE OF PENALTY

The following is the detail out of the penalty for the deployed security guard.

S.No	Clause	Penalty details
1	If not found present twice when checked at the given location	Marked absent
2	If not found in full uniform in all the days from Monday to Sunday. And any other necessary equipment.	Marked absent or 100 Rs. Fine or both
3	If found misbehaving/ abusing/ or found in illegal activities.	Penalty of Rs. 500 and replacement of the security guard immediately.
4	If found drinking alcohol/ smoking/ tobacco	Rs. 1000 Fine and the replacement of the security staff/ guard/ guard Immediately.
5	Found in theft / or any other related to this	Police complaint by the agency itself against the security staff/ guard/ guard and penalty of 1000 Rs. 2% deduction of the monthly bill or both.
6	If not found with necessary stationary/ equipment	Penalty of Rs. 500 shall be deducted
7	Any staff found sleeping at the station/ bus	1000Rs. Penalty
8	Any damage to the AICTSL property at station	Penalty of the item deducted from the monthly bill/ invoice
9	Any loss/ damage to the AICTSL property other than station.	Rs. 1000 penalty and cost of the item.
9	If found doing exchange of duties	Penalty of Rs. 1000 and the security staff/ guard/ guard shall be marked absent.
10	Spitting at the station, corridor or in AICTSL	Rs. 1000 Penalty

	campus	
11	Supervisor not found on the field	Rs. 1000 Penalty

Note:

If penalty on the agency shall be imposed than the decision of the same by AICTSL shall be final and no further corrections shall be entertained.

SCHEDULE OF RATES

Name of Work: Providing & managing security services in the form of security staff/ guard to AICTSL for different projects, Indore (M.P).

S. No	Description	Security staff/ guard required	Rate per security staff/ guard/ in figures	Rate per security staff/ guard/ in words
1	Security staff/ guard	80		

- (1) In case of variation of rates in words & figures, the lessor quote will be considered as valid.
- (2) The number shown is only approximate and may increase/decrease according to the requirement for which agency will not have any claim whatsoever.
- (3) The evaluation shall be done separately for different security staff/ guard required.
- (4) No minimum guarantee of security staff/ guard personnel shall be provided.

Tender's Signature

Name _____

Address & Seal of the Tender