

F.No.11-23/2017-NCW(A) – Tender - Security  
National Commission For Women  
Plot No.21 Jasola Institutional Area  
New Delhi-110025.

**Sub: Tender for providing Security Services**

**A. INTRODUCTION**

The National Commission for Women was constituted as per the National Commission for Women Act, 1990 and has been functioning as per the mandates bestowed on it by the NCW Act, 1990 under the aegis of Ministry of Women and Child Development.

Sealed composite Bids are invited under two bids system (Technical Bids & Financial Bids) in the prescribed format superscribed with “**Tender for providing Security Services – 2017**” at the following address:

The Deputy Secretary  
National Commission for Women  
Plot No. 21 Jasola Institutional Area  
New Delhi 110025.

Interested parties, who have sufficient experience in the field, can submit tender document, technical and financial bids separately in sealed covers superscribed ‘Tender for providing Security Services accompanied by a Demand Draft of Rs. 50,000/- (Rupees fifty thousand only) as EMD in favour of PAO, National Commission for Women payable at Delhi/New Delhi or FDRs or Bank Guarantee from any of the Commercial Bank with validity of a period of 45 days beyond the final bid, which may be submitted in the office of the Commission at Plot No 21, Jasola Institutional Area, New Delhi-110025.

**IMPORTANT DATES**

- |                                   |             |             |
|-----------------------------------|-------------|-------------|
| 1. Date of Pre-Bid meeting        | :24.04.2017 | ( 3.00 pm ) |
| 2. Last date of Tender Submission | :28.04.2017 | ( 3.00 pm ) |
| 3. Date of Tender Opening         | :28.04.2017 | ( 4.00 pm ) |

  
(V.V.B. Raju) 17/4/2017  
Deputy Secretary

A. Scope of Work:

Providing Security Services to the office of the National Commission for Women at Plot No 21, Jasola Institutional Area, New Delhi-110025.

1. The Agency shall provide Security services by deploying adequately trained and well disciplined security personnel to safeguard the National Commission for Women moveable and immovable assets, equipment and other items at the above addresses from thefts, pilferage or damage and also ensure safety of the officers/employees, visitors, guests or any other person working in its premises.
2. The security personnel shall be deployed round the clock in 2/3 shifts at the places mentioned above to safeguard the premises.
3. The Agency shall ensure that water taps/lights/ACs are not left open/ON after close of working hours on normal days as well as on off days, as the case may be.
4. The Agency shall maintain records of inward and outward movement of officers/staff of NCW and also regulation of guests and visitors, material and vehicles, etc with proper check on the same as per instruction given from time to time by the Competent Authority, NCW.
5. The security Supervisor deployed shall take regular round of the premises to maintain vigil and remain alert.
6. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at NCW. Mock fire drills may be organized by the Agency from time to time and a report submitted to NCW.
7. The Agency shall keep the NCW informed of all the matters of security and co-operate in the investigation of any incident relating to security.
8. Protection of cash and documents, when so specified in transit.
9. Regulate access control at gates. prevent misuse of Commission facilities by outsiders, preventing tress-passing. unauthorized parking.
10. Prevent trespass in specified areas/offices in the office premises of the Commission.
11. Regulate parking of vehicles in designated areas of the Commission.
12. Conduct periodic training
13. Adhere to the Standard Operating Procedures (SOPs) given by the Competent Authority, NCW or his/her nominee which may be modified from time to time.

14. The company should be able to provide extra security guards at 2 days notice.
15. Carry out any other job assigned by the Competent Authority, National Commission for Women or his/her nominee in the interest of security of the NCW.

#### B. Eligibility Criteria

1. The Bidder may be Proprietor firms, Partnership firms, limited liability partnership firm, companies incorporated under companies act and should possess the required licenses, registrations under the Private Security Agencies (Regulation) Act 2005 etc. as per law, valid at least for 12 months from the date of the opening of tender.
2. The bidders should have at least 5 years experience of providing security services to Government/Semi Government/Statutory Bodies/Autonomous Body/PSU.
3. The bidder should have working office in Delhi/NCR with full address, phone, mobile numbers, email and fax. The agency will submit the benefited document along with the tender document.
4. There should be no case pending with the police or any Governmental agency against the Proprietor/Firm/Partner/Company /Agency
5. The bidder shall have the following Registration and details of the same be provided in the Technical Bid:
  - a) TAN
  - b) PAN
  - c) PF Registration
  - d) ESI Registration
  - e) Service Tax Registration
  - f) Valid License, issued by Regional Labour Commissioner, Govt. of India
  - g) Registration with Director General Resettlement, New Delhi
  - h) Registrations under the Private Security Agencies (Regulation) Act 2005

#### C. Manpower eligibility:

- a) The Agency shall provide Security Guards/Supervisor not above the age of 50 years and 55 years in the case of Ex-servicemen.
- b) The Supervisor/Security Guards should be of sound health and should be educationally qualified i.e. minimum 10th standard for Guard and 12th standard for Supervisor. Their character and antecedents must be verified from the concerned Police Station. The Company/Agency should maintain proper record/documents of the same. These documents are required to be produced to the Commission whenever required; failing which their engagement will be treated as cancelled.
- c) The Agency should comply with the provisions contained in Minimum Wages Act, 1948, Payment of Wages Act 1936. Contract Labour (Regulation & Abolition Act, 1970) and order of Directorate General of Resettlement Board for different categories as applicable, a certificate of which should be submitted with the financial bid.
- d) The security services and provision for the required manpower shall be as under:

Shift	Time	Security Guard
First	0900-1800 hrs	1 Supervisor/5 Guards
	0600-1400 hrs	2
Second	1400-2200 hrs	1
Third	2200 -0600 hrs	2 (1 Gunman)

However, the above number and arrangement of the deployment of the Manpower is without prejudice to the right of NCW to deploy the Manpower in any other number or manner considered to be more suitable and in the interest of the Commission.

## TERMS & CONDITIONS OF CONTRACT

1. The agency in all circumstances will disburse salary before 7th of every month through ECS/Cheque facility, even if the bill is delayed by the Administration for want of any information/document/clarifications or unfair practices. It will be the responsibility of the agency to submit the bill by 7th of every month along with payment sheet duly signed by authorized representative of employer and employees & complete in all respect.
  2. The list containing the names, verified addresses, affixing a photograph along with their signatures and bio-data of each ex-serviceman to be appointed by the agency should be submitted with the Technical bid along — with attested copy of documentary proof of “Ex-servicemen” as per rules.
  3. Bio-data with photo of all the employees should be submitted within seven days of award of contract for verification of Administration Division, NCW. The physical appearance of Security Guards in full dress be arranged before deploying them on duty.
  4. The Commission reserves the right to change the number of Guards, Drivers and Supervisor at its discretion at any time and the agency shall be bound to provide the amended number required.
  5. The agency will deploy security personnel after Medical Examination and verification of antecedents, character and conduct at its own cost. These documents are required to be produced to the Commission whenever required; failing which offer letter will be treated as cancelled.
  6. Any change in the personnel deployed will not be allowed without prior approval/permission of the Competent Authority, National Commission for Women or an authorized officer.
  7. In the case of revision in wages by Government of NCT Delhi/Ministry of Labour, Government of India/Director General Resettlement, Ministry of Defence, in writing, the corresponding revised rates shall be payable by the NCW after approval of the Competent Authority.
- Performance Security:
8. The selected Agency will have to deposit a Performance Security 10% (Ten percent) of the contract value within 15 days of the receipt of the formal order/signing of agreement. The performance security will be furnished in the form of the Account Payee Demand Draft drawn in favour of PAO, National Commission for Women or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of Service Provider Company but hypothecated to the National Commission for Women or Bank Guarantee from a Commercial Bank. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the agency.

9. The Bank Guarantee/FDR shall be returned to the Agency on the expiry of the contract period on furnishing usual clearance/No Demand Certificate. The Security Deposit shall be returned on the expiry and termination of the contract subject to conditions that the Security Agency has indemnified the National Commission for Women for all monthly payments to the security staff. The Security Agency while requesting for release of the Security Deposit shall certify that all payments to the employees & EPF, ESI & Welfare etc. have been fulfilled and that the NCW authorities shall not be responsible for any such payments & dues pending to the staff arising out of the decision of the Labour Court, if any.
10. The Contract shall come into force from the date of Agreement signed by both the parties. In case the Agency fails to execute the job after signing the Agreement Deed or leave the job before completion of the period of Contract at their own accord, the Competent Authority. NCW shall have the right to forfeit the Bank Guarantee deposited/FDR by the Agency for execution of the Contract.
11. The contract can be terminated by National Commission for Women, New Delhi by giving one Month's notice without assigning any reason.
12. The agency should have License under Private Security Agency Regulation Act, 2005 (PSARA) from the date of award of the contract and shall be valid for twelve months from the date.
13. In addition to existing criteria for selection, in case there is any tie in the rates, the documentary support on the past performance period of experience for provided security personnel and number of such personnel. shall be given more weightage in selection.
14. The Security agency should not have been black-listed/debarred by any organization during the last 5 years and an undertaking to this effect shall be submitted by the agency before award of the contract.
15. An undertaking will also be submitted by the agency that all the information & documents provided by them are correct & true. If any information & documents submitted by the agency are subsequently found to be false, the contract will be summarily rejected.
16. All the rules and regulation enforceable from time to time shall be complied with.
17. The personnel provided by the agency will at all time and for all purposes be the employee of the agency. The NCW shall have the right to remove any personnel from agency who is not discharging his duties satisfactorily or his conduct is found dubious or unbecoming in nature, without assigning any reason. In case of any replacement of personnel so provided, all replaced persons shall meet the eligibility criteria.

18. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.
19. The agency shall be responsible for all injuries and accidents to persons employed by it.
20. The agency will submit the proof of deposit of EPF, ESI and Service Tax within 3 weeks from the disbursement of wages every month, to the NCW. Copy of the vouchers in relation to ESI/EPF subscription and service tax deposit with the bank/authority should be submitted every month with certified copy of the list of deployed security guards and supervisor against whom the amount is deposited.
21. It would be desirable that the Security Staff provided should have knowledge of Fire Fighting, First Aid, Scooter/ Motor Cycle/LMV Driving& handling of Wire-less communication/metal detector/CCTV equipment. All Guards, Supervisor should have working knowledge of HINDI/ ENGLISH.
22. The Agency shall supply trained manpower. The Agency shall also undertake at its own expense in consultation with the Commission, a continual updating of skills and processes and procedure to be followed by the Security Staff provided to the Commission by organizing suitable training schedules for them. The Agency shall also provide a tentative schedule/plan for training its staff for one year. A proper record of the training of its staff shall be maintained by the Agency. The manpower provided by the Agency shall also be trained on the existing Fire detection and Alarm system and Fire Fighting System installed in the premises. In case of an outbreak of fire they should be able to undertake fire fighting operations. The Staff selected for deployment will compulsorily undergo ON-SITE training for at least 03 days under the Agency arrangements and expense.
23. The agency shall supply uniforms (all weather), raincoat/umbrella, with Photo Identity Cards to the persons engaged by it at the agencies cost for which no deduction should be made from the monthly wages of the security personnel so deployed by the agency. The Commission shall not allow any employee of the agency to work inside the premises without uniform except in cases where-in specifically asked for. If during the period of contract the uniform is torn, it shall be the responsibility of the agency to supply another uniform to the persons and ensure that the persons wear uniform while they are on duty in the Commission. The agency shall supply Guard pocket inspection Books to all guards post wise at its own cost
24. The Security Guards shall be normally required to work in three shifts basis. Security Guards/Supervisor will not be allowed to perform double duty and weekly offs must be given to the Security Personnel.
25. The agency shall have a proper system for checking the guards on duty, day & night for every shift. Records of the same should be effectively maintained and shortcomings if any should be immediately rectified. A daily/shift report should be submitted to the Officer assigned in NCW in respect of manpower deployed.

26. The agency shall employ & post “Field Officer” round the clock in each shift, experienced in the field of security at the Commission premises at its own cost for taking care of queries/matters relating to general discipline, incidents, accidents relating to the company and its employees and also for immediate interaction with the assigned officer of NCW New Delhi.
27. The agency shall not be allowed to change its name after the award of the contract. If the name is changed as per status their documentary evidence are required to be submitted.
28. Biometric system should be installed by the contractor at its own cost for daily attendance in three shifts and details should be sent by email after half an hour of the commencement of each shift followed by hard copy submitted during the course of the day. The bills shall be accompanied by attendance generated by biometric system.
29. The security agency shall maintain all the records including verified residential address of security personnel deployed at the Commission. The details of the security personnel involved in any incidence/case may be kept in the safe custody/ records so that the same could be produced to the civic/police authorities by the agency direct/even after completion of the contract.
30. The agency is liable to be debarred for a period up to 03 years to participate in any tender/contract in the Commission against any breach of contract at the discretion of the Competent Authority, National Commission for Women. The matter may also be referred further to the appropriate Govt. Authorities for initiation of procedure for blacklisting the agency.
31. The checklist is not exhaustive. The bidders are requested to read all the terms & conditions before submitting their tenders.

**Use of electronic equipments, gadgets and communication tools**

32. The agency may provide electronic equipments like mobile phones/walkie-talkies to Supervisor/Guard. The Agency will constitute a patrolling unit to oversee the working of security personnel especially at night hours (7.00 pm to 7.00.am) and they will also maintain a log book to be placed for scrutiny of security officer-in-charge.
33. The agency will also provide the electronic equipments, gadgets like Torches & cell, & Metal Detecting devices, and other implements and also stationery for writing duty charts, registers at security check points and record keeping as per requirements to their supervisor, security guards and patrolling party.
34. The agency will bear all the expenses incurred on the above electronic equipments, gadgets and stationery.

35. The NCW shall not be under any obligation for providing employment to any of the worker of the Agency after the expiry of the contract. The NCW does not recognize any employee/employer relationship with any of the workers of the Agency.
36. If, as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the NCW from the agency.
37. If any underpayment is discovered, the amount shall be duly paid to the agency by the Commission on receipt of a request in this regard.
38. The Agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Commission.
39. The Agency will have to enclose the proof/copies of the challans showing payment of statutory dues for the previous month along with monthly bills.
40. The Agency should have its own supervisory and quick response team to deal with emergent situations.
41. The agency shall have full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The bidder shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc., of the Agency in respect thereof, which may arise. The Agency shall also comply with all applicable statutory liabilities such as labour laws etc.
42. A local representative of the Agency shall be In-charge of the security system and shall be responsible for the efficient rendering of the service under the contract. While working at the premises of NCW, they shall work under directives and guidance of NCW and will be answerable to NCW. This will, however, not diminish in any way, the agencies responsibility under contract to the NCW.
43. The agency shall deploy Security guards trained in all facets of security work, including fire fighting. The Agency shall provide necessary undertaking and documentary evidence in this regard.
44. The visitors shall be regulated as per NCW procedure and records thereof maintained as stipulated. Further, the visitors shall be attended with due courtesy.
45. A senior level representative of the Agency shall visit NCW premises at least once-a-week and review the service performance of its personnel. During the weekly visit, Agencies representative will also meet the NCW officer dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.

46. The Agency shall ensure that any replacement of the personnel, as required by NCW for any reason specified or otherwise, shall be effected promptly without any additional cost to the NCW. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the NCW at the Agency's own cost.
47. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at NCW at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as, belt, shoes, socks, caps, torch with cell, cane stick, gun, bullets, etc shall be borne/supplied by the Agency at its cost.
48. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the NCW/Govt. of India/any State/or any Union Territory.
49. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the NCW. Proposals for efficient functioning of the security systems shall be discussed, considered and implemented from time to time by the agency with approval of NCW.
50. The agency shall be solely responsible for compliance with the provisions of various labour and industrial laws, such as wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at NCW or for any accident caused to them and the NCW shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the NCW for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The security agency shall specifically ensure compliance of various Law/Acts, including but not limited to the following and their re-enactments/amendments/ modifications.
  - (i) The Payment of Wages Act 1936
  - (ii) The Employees Provident Fund Act, 1952
  - (iii) The Factories Act, 1948
  - (iv) The Contract Labour (Regulation) Act, 1970
  - (v) The Payment of Bonus Act, 1965
  - (vi) The Payment of Gratuity Act, 1972
  - (vii) The Employees State Insurance Act, 1948
  - (viii) The Employment of Children Act, 1938
  - (ix) The Motor Vehicles Act, 1988
  - (x) The Minimum Wages Act, 1948
51. In case of any theft or pilferage, loss or other offences, the agency will investigate and submit a report to NCW and maintain liaison with the police. FIR will be lodged by NCW wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.

52. The agency shall ensure that security staff appointed by it is fully loyal-to and assist the NCW during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the NCW.
53. In case of any loss that might be caused to the NCW due to lapse on the part of the security personnel discharging security responsibilities, will be borne by the Agency and in this connection, NCW shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to NCW besides imposition of penalty. In case of frequent lapses on the part of the security personnel deployed by the contractor, NCW shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
54. In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
55. As and when NCW requires additional security staff on temporary/emergent basis, the agency will depute such security personnel under the same terms and conditions. For the same, a notice of two days will be given by the NCW. Similarly, if the security personnel deployed by the agency are found absent from duty or sleeping or found engaged in irregular activities any time, the NCW shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
56. The agency shall arrange to maintain at the security desk/booth, the daily shift-wise attendance record of the security personnel deployed by it showing their arrival and departure time. The Agency shall submit to NCW an attested photocopy of the attendance record copy of wages sheet, copy of ESIC & EPF deposited form and enclose the same with the monthly bill.
57. The NCW shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable.
58. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department of exemption of Income tax, necessary documentary proof to be submitted with tender.
59. The Security guards deployed by the agency shall have at least the minimum 10th standard and Supervisor should be minimum 12th standard. (Knowledge of reading and writing so as to be able to make entries in the registers kept at the security desk/booth whenever required and also to write their names in the attendance register and mark their arrival and departure by signing in the register.

60. In case of non compliance/non-performance of the services according to the terms of the contract, the NCW shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
63. The agency shall be solely liable for all payments/dues of the Workers employed and deployed by it. The agency shall fully indemnify NCW against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment/work in NCW premises/facility.
64. The Agency is supposed to provide 10 Guards and 1 Supervisor. If the Agency is not able to provide the required number of personnel, a penalty for shortage of manpower will be imposed to the extent of double the wages, per day for each day of absence.
65. Penalty will also be imposed if the behavior of personnel found discourteous & against the public interest.
66. If any Guard/Supervisor is found performing duty, submitting a fake name and address, NCW shall be at liberty to take action as deemed fit at the responsibility and cost of the Agency.
67. In case, the Agency continues to default on any account for more than three months, the Contract shall be terminated with one month's notice to the Agency and the same shall become liable for all consequences as per the terms and conditions forthwith.
68. **Dispute Resolution**
  - a) Any dispute/difference arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussions of the concerned parties. However, if disputes are not resolved by joint discussions, then the matter will be referred to arbitration as per the provisions of Arbitration and Conciliation Act, 1996, as amended from time to time, where the Member Secretary, NCW or his/her nominee will be the Sole Arbitrator.
  - b) The cost of Arbitration shall be borne by the respective Agency & Commission in equal proportions. During the pendency of the arbitration proceedings and currency of contract, the Agency shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the Agency shall continue to be made in terms of the contract.
  - c) All matters of jurisdiction shall be at the local courts located at Delhi.
  - d) Any violation of instructions/agreement of suppression of facts will attract cancellation of agreement without any reference.

**Note:** These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between NCW and the Agency and any non-compliance shall be deemed as breach of the Contract/Agreement.

### **Instructions for Submission of Bids**

1. The initial period of contract shall be for 12 months which may be extended for the period of one year at a time at the discretion of NCW as per the same terms and conditions contained herein.
2. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing "Technical Bid" and sealed Cover II containing "Financial Bid" should be placed in a third sealed cover "Tender for Providing Security Services" and should reach NCW on or before 28.04.2016 by 1500 hrs. The technical bids will be opened on the same day in the presence of the bidders or their authorized representatives at 1600 hours.
3. All the pages of the tender should be signed by the owner of the firm or his authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
4. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
5. The bidder shall pay (Bid Security) EMD of Rs.50,000/- (Rupees Fifty thousand only) along with the technical bid by Pay Order/Demand Draft in favour of "PAO National Commission for Women" drawn on any Nationalized Bank/Scheduled Bank and payable at Delhi/New Delhi or FDR's or Bank Guarantee. Bids received without EMD shall stand rejected and thus shall not be considered for evaluation etc at any stage.
6. The bid Security (EMD) without interest shall be returned to unsuccessful bidders after finalization of contract.
7. As a guarantee towards due performance and compliance of the contract work, the successful bidder agency will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of Demand Draft in favour of PAO National Commission for Women drawn on any Nationalized Bank/Scheduled Bank and payable at Delhi/New Delhi or FDR's or Bank Guarantee.
8. The EMD deposited by successful agency will be adjusted towards Security deposit as demanded above, If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of Letter of Award of Work, his bid security (EMD) shall be forfeited unless extension of time has been granted by the Competent Authority, NCW.
9. The bid shall be valid and open for acceptance of the Competent Authority of NCW for a period of 90 days from the date of opening of the tender and no request for variation on

quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.

10. To assist in the analysis, evaluation and computation of the bids, the NCW may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
11. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate after complying with the provision of Minimum Wages Act. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by NCW shall decide about the Agency to which the offer shall be granted based on the report of the past performance of the firm and length of experience number of personnel etc. The decision of the Competent Authority, NCW shall be final and no representation shall be entertained.
12. The quoted rates shall not be less than the minimum wages of Central Government/DGIR orders and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Employer EPF contribution. ESI contribution, bonus, insurance, leave salary etc.
13. NCW shall reimburse the Agency the extent of the amount of variation arising out of the upwards revisions in minimum wages as per Labour Commissioner of Delhi above the rates mentioned in the contract and derived statutory obligation thereof provided the documentary evidence is produced by the Agency making such payment to the extent only.
14. NCW reserves the right to accept or reject any or all bids without assigning any reasons. NCW also reserves the right to reject any bid which in its opinion is not responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

### **Site Visit**

Any site information given in this tender document is for guidance only. The tenderer is advised to visit and examine the site of works and its surroundings at his/her/their cost and obtain for himself/herself on his/her own responsibility, all information that may be necessary for preparing the tender and entering into a Contract. The agency shall be deemed to have inspected the Site and its surroundings before hand and taken into account all relevant factors pertaining to the Site in the preparation and submission of the Tender.

### **Payment:**

1. Contractor will submit monthly Pre Receipted (affixing the Revenue Stamp) bills duly supported with necessary check list, log sheets etc. along with the proof of deposit of ESI, PF and Service Tax (if applicable), copy of attendance sheet, copy of wages payment sheet etc. NCW will make payment to the contractor within one month after receipt of the bills after deduction of applicable taxes/TDS etc.
2. If the checklist, log sheets and instructions of NCW does not show proper compliance of works to be done by the contractor as per schedule; NCW will

make suitable deduction from the contractor's bills. If the contractor fails to maintain the services as per contract, in such event NCW will deduct actual cost incurred on this work plus 5% extra for departmental service charges.

3. In case of short deployment of manpower as given in the contract, NCW will make suitable deduction from the bills on the basis of minimum wages as applicable.
4. The contractor shall be responsible for proper maintenance of decorum, punctuality, discipline and work output. The staff at site will be in uniform with identity card provided by the contractor. The color of uniform will be decided by NCW.

### **Clarification of Tender Documents**

The tender is expected to examine carefully all the contents of the tender documents including instructions, conditions, forms, terms, etc. and take them fully into account before submitting his/her offer. Failure to comply with the requirements as detailed in these documents shall be at the tender's own risk. Tenders which are not responsive to the requirements of the tender documents will be rejected.

The tender shall not make or cause to make any alternation, erasure or obliteration to the text of tender documents.

Each agency shall submit only one tender. The tender who submits more than one tender for the same work will be disqualified.

While all efforts have been made to avoid errors in the drafting of the tender documents, the tender is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

NCW reserves the right to amend any of the terms and conditions contained in the Tender Documents or reject any or all applications (offers) without giving any notice or assigning any reason thereof. The decision of the competent authority in this regard will be final and binding.

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F.No.11-23/2017-NCW(A) – Tender - Security  
National Commission For Women  
Plot No.21 Jasola Institutional Area  
New Delhi-110025.

**TECHNICAL BID**

(In separate sealed Cover-I- super scribed as Technical Bid)

1..Name & Address of the Tender Organization/agency with phone number, email and name and telephone/mobile number of contact person			
2. Experience in the work of providing security services. Particulars of experience (Attach certificate, testimonials). This shall cover the detail of work of similar nature, approximate magnitude and duration carried out and/or on hand for 3 years along with a certificate from the agency where the job was carried out.		In following format	
Name of organization with complete address and telephone number to whom services provided.	From to	Contracted Amount Rs. per month	Reason for termination
3. Set-up of Organization. clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service: a) Is the establishment registered with the Government, DGR, PSA; please give detail with Document/evidence.  b) Do you have labour licenses, please provide the details and attach a copy. License to keep armed guards and license for gun/shots should also be enclosed. c) Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in NCW.			
4. Are you covered by the labour Legislation such as, ESI, EPF, Gratuity etc.			
5. Please give EPE No. ESI Code: Gratuity Act Reg. No. (Attach copies)			

6. Are you governed by minimum wages rules of the Govt. of India. If yes. please give details.	
7. Please attach copy of Income Tax returns of last 3 yrs.	
8. Please attach balance sheet of the company, duly certified by Chartered Accountant for last 3 financial years.	
9. PAN & TAN No.(Please attach copy)	
10. VAT No. (Please attach copy), if applicable	
11. Trade License No.(Please attach copy), if applicable	
12. Service Tax Registration(Please attach copy)	
13. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as taken of acceptance and submit as part of tender document.	
14. Power of Attorney/authorization for signing the bid documents.	
15. Please submit an undertaking that no case is pending with the police against the Proprietor/firm/partner or the company(agency). Indicate any conviction in the past against the company/firm/partner.	
16. Details of the DD/Pay order of Rs. 50,000/= towards bid security (EMD) and a DD for Rs. 1000/- in case tender documents is downloaded from NCW website  DD/PO No. Date: Drawn on:	

Declaration by the Tender:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

**End: 1. DD/Pay Order No.**

**2. Term & condition (each page must be signed and sealed)**

**3. Financial Bid**

**(Signature of Tender with seal)/with Date**

**Name:**  
**Seal:**  
**Address'**  
**Phone No. (0)/Mobile**

**FINANCIAL BID**

**(In sealed Cover-II super scribed FINANCIAL BID")**  
**TENDER FOR PROVIDING "SECURITY PERSONNEL TO NCW"**

The consolidated and all inclusive **quoted rates** should not contain the wages component less than the minimum wages of Govt. of Delhi and the break-up as invited in the Financial Bid of the tender should contain the break up in the following manner

<b>Sl. NO</b>	<b>DESCRIPTION</b>	<b>Percentage (to be read in conjunction with latest rules, Acts, policies etc. of the competent authorities)</b>	<b>Supervisor</b>	<b>Security Guards</b>
1	Basic wages plus variable dearness Allowance (VDA) on per day (as per norms)			
2	ESI+ VDA			
3	EPF + VDA			
4	EDLI + VDA			
5	Administration charges			
6	Gratuity/terminal benefits			
7	HRA			
8	BONUS			
9	Uniform outfit allowance			
10	Washing allowance			
11	Firms' service charges (per unit/per day)			
12	Total			
13	Total Quoted Rate (per head)			

14	Service tax			
15	Overtime Rate per hours			

Breakup of the rate may also be provided along with the copy of the Delhi Governmen Order in Minimum wages to facilitate revision of rate.

1. Supervisor and Guards should may be ex-servicemen/civilian.

### Declaration by the Tenderer

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them

Note:

- I. No other charges would be payable by NCW.
- II. There would be no increase in rates during the Contract period except provision under the terms and conditions.

**(Signature of Tenderer with seal)**  
**Name and address with phone number:**  
**Seal:**  
**Date:**

Format of Forwarding letter

With reference to the above Tender Enquiry I/We am/are submitting herewith our tender documents. The Tender documents are duly paginated and contains from page no. 1 to \_\_\_\_\_. A checklist chronologically indicating documents attached:

Checklist:

Sl. No.	Documents/Details	Page No.
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F.No.11-23/2017-NCW(A) – Tender - Security  
National Commission For Women  
Plot No.21 Jasola Institutional Area  
New Delhi-110025.

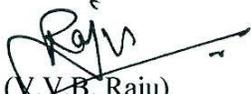
**Sub: Tender for providing Security Services**

**Corrigendum**

It is clarified that bids may be submitted for trained Civil Security Guards/Ex-serviceman Security Guards. In the case of Gunman, the Guard should have valid Gun licence.

NCW reserves the right to select the Civil Security Guards or Ex-Servicemen Guards without assigning any reason whatsoever.

The decision of NCW shall be final and binding to all concerned.

  
(V.V.B. Raju)  
Deputy Secretary