



No. D -14011/01/2011-ISTM

Government of India  
INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT  
(Department of Personal and Training)  
Administrative Block, JNU (Old) Campus,  
Olof Palme Marg, New Delhi-110067  
TEL.2610 4038; TELEFAX:26104183

Dated 26<sup>th</sup> August, 2011

## NOTICE INVITING TENDERS

Sealed Tenders, duly superscribed “**Tenders for Providing Security Services at ISTM**” and addressed to the undersigned are invited by post so as to reach **by 15.00 Hours on 16.09.2011**. The tenders can also be deposited in the Tender Box kept in Room No. 103, Admn. Block , (Old) JNU Campus, New Delhi-110067 **not later than 15.00 hours on 16.09.2011**. Tenders received after stipulated date/time shall not be entertained. **The tenders will be opened on the same day at 16.00 hours** in the presence of the tenderers or their representatives who may like to be present.

2. Detailed information/terms and conditions for the purpose either be downloaded from ISTM's **website:www.istm.nic.in** or can be obtained from **the Section Officer(Admn.) Room No.201, Admn. Block, ISTM, (Old) JNU Campus, New Delhi -67 on all working days upto 15.09.2011 from 10.00 hrs to 17.00 hours.**

(Sandeep Mukherjee)  
Dy. Director(Admn.)  
Tel. No.26102597

INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT  
(Administrative Block, OLD JNU Campus, Olof Palme Marg, New Delhi 110067)

# BID DOCUMENT

for

Providing Security Services at  
ISTM, Old JNU Campus, New Delhi  
110067.

OPEN TENDER No.01/2011/ISTM

Dated: 26<sup>th</sup> August, 2011

Signature of the Bidder

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Signature of the Bidder

**INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT**  
 (Department of Personnel & Training)  
 Delhi- 110067  
**SECTION – I**

**DOMESTIC COMPETITIVE BIDDING**  
 (Through call of open Tenders)

**Tender No.01/2011/ISTM**

**Dated 26<sup>th</sup>, August, 2011**

Name of Work	Providing Security Services at ISTM Old JNU Complex, New Delhi 110067
Estimated value of contract	Rs. 11,00,000/-(p.a.)
Earnest Money Deposit	Rs. 20,000/-
Last Date & Time for receipt of Bid	16.09.2011 up to 15:00 hrs.
Time and Date of Opening of Technical Bid	16.09.2011 at 16:00 hrs.
Place of Opening of Technical Bid	Committee Room in Administrative Block, ISTM, Old JNU Campus, New Delhi
The tender documents can be obtained from:	Office of the Director, ISTM, Delhi
Tender documents can be submitted at:	Tender Box Kept at the Reception of the Administrative Block of the Director, ISTM, from 0900 hours to 1730 hours (upto 15.00 hours, on 16.09.2011)
Tenders addressed to:	The Director, ISTM, Old JNU Campus, Olof Palme Marg, New Delhi 110067.

Signature of the Bidder

**SECTION –II**  
**INVITATION FOR BID**

**Tender No.01/2011/ISTM**

**Dated: 26<sup>th</sup> August, 2011.**

ISTM, invites sealed bids from the eligible agencies for Providing Security Services at ISTM Old JNU Complex, New Delhi 110067 up to 14:00 Hrs. on 16.09.2011. The scope of work include providing round the clock security services with requisite Nos of security guards and one Security Supervisor at Institute Main Gate, ISTM Hostel, Seminar Hall Complex, Library building on holidays including Saturdays, Sundays and National holidays. The details of the security points and the requirement are as under:-

Sl.No	Security points	Duration
1	Main Gate (Admn Block side) on Olof Palme Road	24 hours
2	Main gate near <i>Ber Sarai</i> Market	24 hours
3	Hostel Block Main gate	24 hours
4	Hostel Block Gate No.02	12 hours ( 8 AM to 8 PM)
5	Library Building	12 hours( 8 PM to 8 AM)
6	Seminar Hall/SBI Gate	12 hours ( 8 AM to 8 PM)
7	Admn Block/Parking Area	12 hours (8 AM to 8 PM)

6. The agency shall have valid Empanelment Certificate from Director, General Resettlement, Ministry of Defence, Government of India for undertaking security services contract or the agency shall have experience in security services for a period of two years of value not less than Rs. 10.00 Lakh per annum in a single work order, executed with Central/State Govt. , Govt. Bodies Undertakings funded by Govt.
2. The Earnest Money Deposit (EMD) of Rs.20,000/- by means of demand draft/Bankers cheque drawn in favour of "Director, ISTM " and payable at Delhi shall be submitted along with the tender.
3. The contract will be awarded initially for a period of One year. The Competent Authority of ISTM reserves the right to reduce the contract period or may extend the contract on mutual consent for a further period of 24 months on the same rates, terms and conditions.
4. The bid document can be downloaded from [www.ISTM.nic.in](http://www.ISTM.nic.in) & [www.istm.gov.in](http://www.istm.gov.in).
5. ISTM reserves the right to issue the tender forms only to the agencies, who are fulfilling the eligibility criteria. The ISTM also reserves the right to accept or reject any bid, and to annul the bidding process at any time, without thereby incurring any liability to the affected Bidder or Bidders.
6. The Sealed tenders completed in all respect shall be submitted on the tender box kept at the office of the Director, ISTM, (Old) JNU Campus, New Delhi up to 15:00 hrs. on 16.09.2011 and the technical bids will be opened at 16:00 hrs on the same day at Committee Room, 1<sup>st</sup> Floor in Administrative Block, ISTM, Old JNU Campus, New Delhi-67.

Signature of the Bidder

### SECTION-III INSTRUCTIONS TO BIDDERS

1. This Invitation for Bids is open to the agencies having valid Empanelment Certificate from Director, General Resettlement, Ministry of Defence, Government of India for undertaking security services contract or the agency shall have experience in security services for a period of two years of value not less than Rs. 25.00 Lakh per annum in a single work order, executed with Central State Govt. Departments Govt. Bodies Undertakings funded by Govt.
2. The Bidder is expected to examine all instructions, forms, terms & conditions, and specifications in the bidding document. Failure to furnish information required by the bidding document or submission of a bid not substantially responsive to the bidding document in every respect will result in rejection of the bid.
3. The bidder is required to fill up the Profile of his Organization and other details in the format given as per Annexure – I of the Bid Document.
4. The bids are to be submitted in two parts in separate sealed envelopes, i.e., Technical Bid and Price Bid.
5. The Technical Bid (Part-A) submitted by the bidder shall include the following:
  - (a) Copy of valid Empanelment Certificate from Director General Resettlement, Ministry of Defence, Government of India for undertaking security services contract or full particulars of Govt. organizations, where the agency has carried out security services contract for a period of two years. (Self-attested copies of the relevant work orders are to be enclosed).
  - (b) Copy of the audited balance sheet, Profit and Loss Account of the bidder for the previous two financial years (2009-10 & 2010-11) and Income tax return particulars for the previous two financial years (2009-10 & 2010-11).
  - (c) A copy of PAN card.
  - (d) Copy of Registration with the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Agency under this contract. In case the agency is exempted from obtaining such Registration, the agency is required to produce an affidavit signed by the authorized signatory of the agency that their firm is exempted & is not required to obtain any such Registration or approval or order from the Labour Commissioner.
  - (e) Copy of Valid EPF registration particulars, Sales Tax Registration Certificate Service Tax Registration Certificate if any.
  - (f) Information regarding any litigation, current or during the last five years in which the bidder was/is involved, the opposite party(s) and the disputed amount.
  - (g) Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).

Signature of the Bidder

(h) Earnest Money Deposit (EMD) of Rs. 20,000/- by means of demand draft Pay/Banker's Cheque drawn in favour of 'Director, ISTM' and payable at Delhi

6. Sealing and Marking of Bids:

(a) The Technical Bid along with EMD instrument and requisite documents (listed in Para 5 above) shall be placed in one sealed envelope super scribed '**Technical Bid**'. The Price Bid shall be kept in a separate sealed envelope super-scribed '**Price Bid**'. Both the envelopes shall then be placed in one single, sealed envelope superscribed '**Bid for Providing Security Services at ISTM, New Delhi**' and shall be addressed to the Director, ISTM, Admn. Block Old JNU Campus, New Delhi 110067. The bidder's name, telephone number and complete mailing address shall be indicated on the cover of the outer envelope.

(b) Both the inner envelopes super-scribed Technical Bid and Price Bid shall have the name and address of the bidder so that if required, they may be returned to the bidder without opening them.

(c) If the outer and inner envelopes are not sealed and marked as required, the ISTM will assume no responsibility for the bid's misplacement or premature opening.

(d) If for any reason, it is found that the Technical Bid reveals the Price Bid related details in any manner whatsoever, or, the Price Bid is enclosed in the envelope super-scribed, "Technical Bid", the Bid document will be summarily rejected in the first instance itself.

(e) All the Bid documents submitted shall be serially page numbered and contain the table of contents with page numbers.

7. Deadline for Submission of Bids:

(a) Bids must be received by the ISTM at the address specified not later than the time and date specified in the Invitation for Bids. In the event of the specified date for the submission of Bids being declared a holiday for the ISTM, the Bids will be received up to the appointed time on the next working day.

(b) The ISTM may, at his discretion, extend the deadline for submission of bids which will be binding on all the bidders.

(c) Any bid received by the ISTM after the deadline for submission of bids prescribed by the ISTM in the bid document will be rejected and will not be opened.

8. Modifications and Withdrawal of Bids:

(a) The Bidders may modify or withdraw their bid after the submission of bid, provided that written notice of the modification or withdrawal is received by the ISTM prior to the deadline prescribed for submission of bids.

(b) The Bidder's modification or withdrawal notice shall be prepared, marked and dispatched in a sealed envelope. A withdrawal notice shall be through a signed confirmation by the bidder. The ISTM shall not receive it after the deadline for submission of bids.

(c) Bid withdrawn in the intervening period of the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the bid form will result in the Bidder's forfeiture of his EMD.

Signature of the Bidder

9. Bids shall remain valid for 90 days after the date of bid opening prescribed by the ISTM. A bid valid for a shorter period shall be rejected by the ISTM as nonresponsive.

10. In exceptional circumstances, the ISTM may request the Bidder's consent for an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting his EMD. A Bidder granting the request will not be permitted to modify the bid.

11. Opening and Evaluation of Technical Bids:

(a) The Tender Committee appointed by the ISTM will open all Technical Bids in the first instance on the appointed date, time and venue.

(b) During evaluation of the bids, the ISTM may, at his discretion, ask the Bidder for clarification of his bid. The request for clarification and response shall be in writing.

(c) No bidder shall contact the ISTM on any matter relating to his bid from the time of the bid opening to the time the purchase order is placed. If the Bidder wishes to bring additional information to the notice of the ISTM it shall be done in writing. However, all bidders are strongly advised to furnish all material information in the bid itself.

(d) Any effort by a Bidder to influence the ISTM in his decisions on bid evaluation, bid comparison or purchase order decision will result in rejection of the bid.  
Signature of the bidder

12. Opening and evaluation of Price Bids:

(a) The results of the evaluation of the Technical Bids along with the date of opening of the Price Bids will be communicated in writing to the qualifying bidders. The unsuccessful bidders will be notified separately.

(b) The Price Bid shall comprise the price component for all the services indicated in the Section-III of the bid document. The price quoted by the bidders shall include all applicable taxes, wherever applicable. The bidder shall include Service tax and surcharges etc. as applicable on the services that are provided under this contract in the lump sum rates quoted and ISTM would not bear any additional liability on this account.

(c) ISTM shall however, deducts such tax at source as per the rules and issue necessary certificates to the Agency. The prices once accepted by the ISTM shall remain valid till the currency of the contract. The ISTM shall not entertain any increase in the prices during the period.

(d) Rates shall ensure compliance of under noted statutory obligations:

- Contract Labour (Regulation & Abolition) Act, 1970
- Employee State Insurance Act and rules made there under.
- Minimum Wages Act, 1948 & Payment of Bonus Act, 1965, Payment of Wages Act, 1936 and rules made there under.
- EPF (Misc. Provisions) Act 1952 and rules made there under.
- Any other labour Legislate that may be applicable or may become applicable.
- Industrial Safety Rules.

Signature of the Bidder

(e) The rates are inclusive of all (i.e. Provident Fund, ESI, Bonus, Gratuity, Paid Leave, pay for National Holidays, Uniform Allowance, Operational Cost, Service Charges and all other levies that are applicable from time to time shall be met within the total invoice value<sup>13</sup>

(f) Prices shall be quoted in Indian rupees only.

(g) Arithmetical errors will be rectified on the following basis:- If there is a discrepancy between words and figures, the higher of the two shall be taken as the bid price. If there is any other discrepancy, the figure leading to the determination of the higher amount shall be adopted. If the bidder does not accept the correction of errors, as aforesaid, his bid will be rejected.

### 13. Payment terms.

The ISTM shall make the contract payment as per the payment schedule mentioned below:

(a) Monthly bills submitted in duplicate by the agency for the security services works executed in the preceding month, shall be paid after submission of bills in duplicate duly complete in all respects. The payment for the work will be released only after production of attendance records, log register for each security point and production of copies of Acquaintance rolls for proof of payment of wages to the security personnel. Inadequate supply of Security Guards and Security Supervisor and inadequate supply of security items like whistle, lathi, emergency lamps torch, umbrellas, etc. will attract deduction at pro-rata basis from the work bill towards compensation. The decision of Director, ISTM, shall be final and binding in this regard.

(b) If the performance of the security services by the agency is not found satisfactory the Competent Authority of ISTM shall have power to terminate the contract with one month's notice. Upon such termination, the security deposit of the Agency shall be liable to be forfeited and shall be absolutely at the disposal of ISTM.

(c) If at any time during currency of JOB, the SCOPE OF WORK for which this job has been awarded is reduced/abandoned, the payment value of this job order shall be reduced on pro-rata basis by the ISTM and the decision of Director, ISTM, Delhi shall be binding on the Agency.

14. The ISTM reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or bidders of the grounds for the ISTM's action.

15. The Bidder shall sign his bid with the exact name of the concern to which the contract is to be awarded.

16. The Bid document filed by the bidder shall be typed or written in indelible ink. No over writing or cuttings shall be permitted.

17. In case the Bid document submitted has deviations from the specifications or terms and conditions prescribed, the Bidder shall describe them in the Technical Bid covers separately and prominently (even though the deviations may not be material). It must be ensured that the price related deviations are not indicated in the Technical Bid cover in any manner. The ISTM reserves the right to reject the bid having deviations from the prescribed terms and conditions.

Signature of the Bidder

18. It will be the sole responsibility of the bidder alone to execute the entire contract on his award.

19. Prior to the submission of Bid, the Bidder/authorized representative shall personally inspect the ISTM complex and facilities available at the ISTM's premises at OLD JNU Campus, New Delhi 110067 at his own cost and under prior intimation. This is necessary to enable the bidder to gather all the information, so as to prepare the Bid accurately after taking into consideration all the relevant factors. Submission of the bid will, therefore, be considered as meeting the requirements of bidder having fully read and understood the tender document and the scope of work prescribed therein.

20. The contract shall be deemed to have been concluded in DELHI for all purposes and therefore, the Courts of India at DELHI will have exclusive jurisdiction to determine any unresolved dispute with respect to this contract.

21. Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any stage.

22. Where the bid has been signed by the Authorized Representative on behalf of the concern, the bidder shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the bidder to the contract. (ISTM may out rightly reject any bid, which was not supported by adequate proof of the signatory's authority).

Read and accepted.

Signature and stamp of  
Bidder or Authorized Signatory

Signature of the Bidder

## SECTION-IV TERMS & CONDITIONS OF CONTRACT

1. No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable to be ignored.
2. A sum of Rs. 20,000- (Rupees Twenty thousand only) must be deposited as Earnest Money Deposit (EMD) by means of Bank Draft drawn in favour of 'Director, ISTM, ' and must accompany the technical bid in the sealed envelope without which the Bid will be rejected. The said amount will be forfeited, if the successful bidder fails within the time fixed by the ISTM to sign the contract on terms contained in the bid document. The successful bidder will submit a Performance Guarantee, within 15 days after the receipt of Letter of Intent @ 10 % of the tendered value of contract. The Performance Guarantee will be refunded to the Agency on completion of contract period without interest after deducting liabilities if any. For other Bidders, the Earnest money instrument will be returned within 10 days of the completion of the financial evaluation of the tenders.
3. No bid will be considered unless and until all the pages documents comprising the Bid are properly signed and stamped by the persons authorized to do so.
4. In the event of bid being accepted, the bid will be converted into a contract, which will be governed by the terms and conditions given in the bid document. The instructions to bidders shall also form part of the contract.
5. The terms and conditions of contract given in Section-II & IV, along with the Instructions to Bidders in Section III shall be signed and returned in the envelope marked as 'Technical Bid', otherwise the tender will be rejected.
6. All above conditions will be enforced, unless written order of ISTM is obtained relaxing any specific condition in any specific instance.
7. The ISTM does not bind itself to accept the lowest bid.
8. Any change in the constitution of the concern of the Agency shall be notified forthwith by the Agency in writing to the ISTM and such change shall not relieve any former member of the concern from any liability under the contract. No new person shall be accepted into the concern by the Agency in respect of this contract unless he/they agree to abide by all the terms and conditions of the contract.
9. The Agency shall acknowledge that it has made itself fully acquainted with all the conditions and circumstances under which the supplies required under the contract will have to be made or furnished and the terms, clauses and conditions, specifications and other details of the contract and the supplies. The Agency shall not plead ignorance on any matter as an excuse for deficiency in service or failure to perform or with a view to asking for increase of any rates agreed to the contract or to evading any of its obligations under the contract.

Signature of the Bidder

10. In the event of the Agency failing to fulfill or committing any breach of any of the terms and conditions of this contract or indulge in following omission or commission then without prejudice to the ISTM's rights and remedies to which otherwise, ISTM, shall be entitled, the contract shall be terminated forthwith, forfeit the Security Deposit and to blacklist the Agency and execute the work or arrange otherwise at the Agency's risk and at the absolute discretion of the ISTM. The cost of such works together with all incidental charges or expenses shall be recoverable from the Agency:-

a) If the Agency or its agents or employees are found guilty of fraud in respect of the contract or any other contract entered into by the Agency or any of his partners or representatives thereof with the ISTM; or

b) If the Agency or its agents or employees attempt to or indulge in giving, promising or offering any bribes, gratuity, gift, loan perquisite, reward or advantages pecuniary or otherwise to any person in the employment of the ISTM ; or

c) If the Agency or any of its partner becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors or attempts to do so; or if

d) At any time during the pendency of the contract, it comes to the notice of the ISTM, that the Agency has misled it by giving false/incorrect information.

11. The Agency will be responsible for the conduct of all workers deployed by it and will be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the Agency or any of the workers agents and others deployed by the Agency in the course of providing any services stated in this contract, and will bear full responsibility and cost of the same. The ISTM will not be liable for any loss or harm to any person within or outside the ISTM campus from any act of omission or commission of any of the workers agents any others deployed by the Agency in the course of providing any services stated in this contract.

12. The ISTM shall not be liable for any compensation, claim or damages etc. due to any accident, injury or harm to any person deployed by the Agency or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at ISTM. The ISTM shall be indemnified by the Agency for all such claims.

13. Without prejudice to the preceding term of contract, the Agency will be liable to reimburse the ISTM of any cost or legal liability penalty fine imposed on the ISTM by any authority, because of any misconduct or any act of omission or commission, whether intentional or otherwise, of the Agency or any of the workers Sub Agency's agents any others deployed by the Agency in the course of providing any services stated in this contract

14. It shall be the responsibility of the Agency to comply with the provisions of various Labour Laws. The Agency shall faithfully discharge all the liabilities under the labour laws. The Agency shall indemnify the ISTM against the claims arising out of non-fulfillment of obligations by him under the various labour laws.

15. The Agency shall be solely responsible for compliance with all statutory laws/rules/regulations such as those concerning PF, ESI, Labour laws, Minimum wages, etc. The ISTM shall not be liable for any contravention/non-compliance on the part of the Agency. Any contravention/non-compliance on the part of the Agency would be construed as a sufficient ground for termination of the contract at the discretion of the ISTM. Notwithstanding, in the event of the ISTM being imposed with any penalty/fine etc., by any

agency/authority due to the non-compliance/contravention on the part of the Agency to any statutory laws/rules/regulations etc., the ISTM reserves the right to recover such fine/penalty etc., from the Agency by way of recovery from the bills raised by the Agency or by any other means.

16. The ISTM may discontinue the contract at any point of time, by giving a notice at least 30 days before the intended date of discontinuation, and will not be liable to any additional charges or compensation payable to the Agency or any other person.

17. The Agency may discontinue the contract at any point of time, by giving a notice at least 60 days before the intended date for discontinuation. But it will lead to forfeiture of its his Security Deposit (EMD) submitted by it, in case of discontinuation without a notice or a notice less than 60 days prior to the intended date of discontinuation. The ISTM will have the right to claim damages, and recover them from the payments due to the Agency or by any other means, in addition to forfeiting the Security Deposit of the Agency.

18. Employment Cards must be issued to the employees and their wages must be paid to them on acquaintance roll by 10<sup>th</sup> day of every month. Before submission of bills by the Agency to ISTM for payment against the jobs carried out by him a certificate will have to be submitted by the Agency of having paid in full to the workers employed by him.

19. The Agency has to maintain all the relevant register/records as per the laws related with labour engagement etc. An affidavit on a non-judicial stamp paper of appropriate value to the effect that the Agency will be entirely responsible for fulfilling all the statutory obligations under different statutes like workmen compensation Act., Contract Labour (Regulation & Abolition) Act, ESI Act, PF Act, Bonus Act, Gratuity Act for the workers employed by him on the job will be submitted by the Agency before execution of the contract agreement. The workers employed by the Agency will not be treated as the employees of the ISTM for any purpose whatsoever.

20. The Agency shall be required to enter into an agreement on a non – judicial stamp Paper of not less than Rs.150- for a period of one year within 07 days of receiving the intimation/letter of intent and to start the work within 07 days of the signing of Deed/Agreement.

#### 21. ARBITRATION

In the event of any dispute arising with regard to any of the clauses mentioned herein before the same shall be referred to the Director, ISTM and his/her decision shall be final and binding upon the parties to this agreement. Notwithstanding whatsoever stated above and in case of any controversy regarding the scope of work or any other terms and conditions of tender, the decision of the Director, ISTM shall be final and binding in this regard.

Read and accepted.

Date

Place

Signature and stamp of the Bidder  
or Authorized signatory

## SECTION- V SCOPE OF WORK

1. The agency shall provide round the clock security services at ISTM complex, New Delhi with requisite security guards and one Security Supervisor at the following entry points on all days including Saturdays, Sundays and National holidays:-

Sl.No.	Security Point	Duration
1	Main gate (Admin Block) near Olof Palme Road	24 hours
2	Main Gate near Ber Sarai Market side	24 hours
3	Hostel Block Main gate	24 hours
4	Hostel Block Gate No. 02	12 hours( 8 AM to 8 PM)
5	Library Building	12 hours( 8 PM to 8 AM)
6	Seminar Hall/SBI Gate	12 hours ( 8 AM to 8 PM)
7	Admn.Block(Parking Area)	12 hours ( 8 AM to 8 PM)

2. The Agency shall provide round the clock high standard security on a 24 x 7 basis on all the days to safeguard the premises and assets of ISTM. The agency shall ensure full security to the ISTM premises and its property from pilferages and maintain the standard security norms to protect the above premises from other insecurities.

3. The agency shall ensure proper locking of premises, common area etc.. In case of any theft, breakage, pilferage of any fixture and/or fittings, furniture, equipment etc., the responsibility shall be of the security personnel and the security personnel shall report the same to the office immediately but at least within 24 hours. If after a departmental enquiry, it is found that the loss has occurred due to the negligence of the security guard/guards on duty, the ISTM will have full power to recover the loss in full or adjust from the dues of the agency. The decision of the Director, ISTM in this regard will be final and binding on the agency.

4. The ISTM may increase or decrease the requirement of the manpower and the Agency shall be bound to provide/adjust the personnel accordingly and should be construed as a part of Agency's performance.

5. The Agency shall submit bio data along with identity proof & address proof of each security guards and security supervisor duly verified, within 07 days of execution of contract agreement.

6. During surprise checks by any of the authorized officers of ISTM , if a particular guard is found negligent/sleeping/drunk on duty, the agency will have to withdraw the guard from the premises forthwith, which may even entail cancellation termination of contract for the rest of the period.

7. The agency shall ensure immediate identification and proper handling of unclaimed material or goods lying in nearby premises.

8. The agency shall ensure immediate communication to ISTM for any mis-happening.

9. The agency shall maintain proper register/log book of security personnel.

Signature of the bidder

10. The Agency shall provide proper uniforms, identity cards, badges, whistle, lathi, emergency lamps torch, umbrellas, rain coats etc. to supervisor and guards manning the ISTM complex at OLD JNU Campus, New Delhi.

11. All the security guards posted shall be in sound health and free from any contagious disease. They must be able to answer telephone calls and reply in courteous manner for the details sought including location of the institute for the outstation trainees.

12. The rotation of duties shall be effected at various locations inside complex. They should note down the entry & movement of the vehicles, men & materials. They should collect the pass/delivery challans issued by the officer in charge for the out going and incoming materials/items.

13. The Security guards should maintain utmost vigil and shall be on rounds in the duty area allotted at frequent intervals of time. Any shortcomings in this issue will be dealt with seriously and action will be initiated which may include termination of contract. Any loss or theft of the property/valuables/plant & machinery/plants and trees fruits & flowers, etc. of will be the sole responsibility of the security service Agency and proportionate rates will be deducted from the bills submitted for the month or payment due to the Agency will not be released.

14. The Security guards should not accept any Registered Post, Speed Post or any signed document from Courier agency on any working day or holidays.

15. The behaviour of the deployed manpower by the Agency for the security duty so awarded shall be of decent nature and should cooperate with the officials, visiting guests, trainees and residents of complex. In case of report of any compliant on the issue or is found breaching this aspect, the said guard/supervisor shall be instantly removed from duty by the Agency and the decision of the Director, ISTM, will be final & binding on the Agency.

16. No accommodation shall be provided to the security guards or supervisor inside the complex. The Agency may arrange suitable accommodation for their stay in nearby area.

17. The performance guarantee shall be kept in the custody of the Institute till the expiry of the contract & will bear no interest. The Performance Guarantee will be refunded to the Agency after deducting any financial liabilities, which the Agency owes to ISTM. Delhi. If the financial liabilities are more than the Performance Guarantee, the Agency will be legally bound to pay the balance liability within 7 days from the date of issuance of notice for discontinuance of the contract so awarded .

18. Income tax as applicable will be deducted at source from each bill for which necessary PAN No. is required to be provided.

19. The work shall be executed as per the directions and to the satisfaction of the officer in charge.

20. No person below the age of 18 years shall be deployed on security work by the Agency.

21. The Agency shall have insurance coverage for their workers and follow all safety measures during the work execution. Any liability occurring during work such as accident, injury, loss of life, damage to the property, the same shall be compensated and made good by the Agency only and this institute is not responsible in any manner.

22. The contract will be terminated by the competent authority if the performance of the Agency is found un-satisfactory at any point of time.

23. During the contract period, the Agency shall make salary & other payments and provide other things in time without waiting for the bill payments passed and paid by ISTM.

Read and accepted.

Signature of the Bidder

## SECTION-VI TECHNICAL BID

(On the letter head of the concern submitting the bid )

To

The Director, ISTM,  
Institute of Secretariat Training and Management  
Old JNU Campus, Olof Palme Marg,  
New Delhi 110067

Ref: Tender No. \_\_\_\_\_ Dated \_\_\_\_\_

Sir,

I/We hereby undertake to provide the Security Services at ISTM Complex, Old JNU Campus, as specified in the Bid/tender document and agree to hold this offer open for a period of 90 days from the date of opening of the tender. I/we shall be bound by a communication of acceptance issued by you.

- I/we have understood the Instructions to Bidders and Terms and Conditions of Contract as enclosed with the invitation to the tender and have thoroughly examined the specifications of services to be rendered and are fully aware of the nature of the services to be rendered and my/our offer is to supply the services strictly in accordance with the requirements.

- Certified that I/we have the experience of more than \_\_\_\_\_ years in providing security services and related works. Certified copies of at least one work-order pertaining to each of the last two years are enclosed with this bid.

- A detailed profile of the organization as filled in as prescribed in the Annexure –1 of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are also enclosed as follows:

(d) Copy of valid Empanelment Certificate from Directorate General Resettlement, Ministry of Defence, and Government of India for undertaking security services contract or full particulars of Govt. organizations, where the agency has carried out security services contract for a period of two years, (Self-attested copies of the relevant work orders are to be enclosed).

(b) Copy of the audited balance sheet, Profit and Loss Account of the bidder for the previous two financial years (2009-10 & 2010-11) and Income tax return particulars for the previous two financial years (, 2009-10 & 2010-11)

© A copy of PAN card

(d) Copy of Registration with the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Agency under this contract. In case the agency is exempted from obtaining such Registration or approval or order from the Labour Commissioner, the agency is required to produce an affidavit signed by the authorized signatory of the agency that their firm is exempted & is not required to obtain any such Registration or approval or order from the Labour Commissioner).

Signature of the Bidder

(e) Copy of Valid EPF registration particulars, Sales Tax Registration Certificate Service Tax Registration Certificate if any.

(f) Information regarding any litigation, current or during the last five years in which the bidder was is involved, the opposite party(s) and the disputed amount.

(g) Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).

(h) Earnest Money Deposit (EMD) of Rs. 20,000/- by means of demand draft/Pay order/Banker's Cheque drawn in favour of 'Director, ISTM, " and payable at Delhi .

• We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully,

Signature and stamp of the Bidder  
or Authorized signatory

Dated this \_\_\_\_\_ day of \_\_\_\_\_ of 2011

Address \_\_\_\_\_

\_\_\_\_\_  
Company Seal

Telephone: \_\_ \_\_\_\_\_

FAX \_\_\_\_\_

E-mail \_\_\_\_\_

signature of the bidder

## SECTION-VII PRICE BID

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Price Bid for providing the Security Services at ISTM Complex, at OLD JNU Campus, New Delhi 110067 in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The Price quoted by us for the scope of work detailed in Section V of the bid document is as below:

Sl. No	Description of work	Qty (in No.)	Rate per person Per month	Total Amount Per month.
1.	<p>Providing round the clock security services by the security guards and one supervisor guard at Institute Main Gates, Hostel, Seminar Hall complex and library building as detailed in the scope of work (Section-V) including on Saturdays and Sundays, and National holidays as directed by the officer concerned of the institute. The rates shall include uniform allowance, night duty allowance &amp; compensatory allowance for holidays and National holidays. The rates shall be in conformity with the provisions contained in the minimum wages Act. Rates are inclusive of Service Tax and other levies and no extra payment on any account will be paid.</p> <p>a) Security Guards :</p> <p>b) Security Supervisor :</p>	<p>Nos(to be indicated by the bidder)</p> <p>01 No.</p>	<p>Rs..... (Rupees..... ..... .....)</p> <p>Rs..... ..... (Rupees..... ..... .....)</p>	<p>Rs..... (Rupees..... ..... .....)</p> <p>Rs..... (Rupees..... ..... .....)</p>
Grand Total				Rs.....

(Rupees ..... only)

Signature of the bidder

• We do hereby undertake, that, in the event of acceptance of our bid, we will carry out the security service works as stipulated in the tender document and that we shall perform all the incidental services.

Signature of the Bidder

- We agree to abide by our offer for a period of 90 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.
- We have carefully read and understood the terms and conditions of bid document and its implications. We do hereby undertake to supply all the specified items of service.
- We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully,

(Signature of authorized signatory)

Dated this \_\_\_\_\_ day of \_\_\_\_\_ of 2011

Telephone:

FAX

Email

Company seal

Signature of the Bidder

**ANNEXURE -I  
PROFILE OF ORGANIZATION**

Sl. No.	Name of the Work	Providing Security Services at ISTM Complex at Old JNU Campus, New Delhi 110067
1	Name of the Firm	
2	Registration No If any	
3	Address with Phone Fax Mobile Nos :	
4	Year of Establishment of the firm experience in the execution of security services contracts:	
5	PAN/TIN No: (enclose copies)	
6	Service Tax No: (if any)	
7	Details of works executed during the last 2 years ( add documentary proof of the same) with satisfactory completion certificates of the concerned organisations	(1) (2) (3)
8	List of similar work undertaken/in hand at present(proof documents)	(1) (2) (3)
9	Any other information in support of their past/present experience	

Note: Please attach extra sheet in support of your information, if space in the column is insufficient. It is requested to visit the site and ascertain the quantum of work before submitting the tender.

Signature & Seal of bidder

ANNEXURE- II

CERTIFICATE  
(None of relative is working in ISTM)

I..... S/o Shri..... r/o.....  
..... hereby, certify that none of my relative (s) is are employed  
in ISTM. In case at any stage, it is found that the information given by me (us) is false/ incorrect,  
The Director, ISTM, DELHI shall have the absolute right to take any action as deemed fit without  
any prior intimation to me (us).

Signature:  
Date :  
Place:

Name: .....  
Address: ... .....  
.....

Phone No .....

Signature of the Bidder