

BID DOCUMENT

for

SELECTION OF AGENCY

for

SECURITY SERVICES

at

“NEDFi HOUSE, DISPUR, GUWAHATI-6

and

NEDFi’s BRANCH OFFICES”

NORTH EASTERN DEVELOPMENT FINANCE CORPORATION LTD. (NEDFi),

G.S. Road, Dispur, Guwahati-781006

EXPRESSION OF INTEREST (EOI) FOR ENGAGEMENT OF AGENCY FOR SECURITY SERVICE AT NEDFi's HEAD OFFICE AND ITS BRANCH OFFICES

North Eastern Development Finance Corporation Ltd. intends to avail of the services of reputed Agency(s) for engagement of Security Service Staff for its Head office at NEDFi House, Dispur, Guwahati-06 and its branch offices, for a period of 3 (three) years with a provision for extension for another 2 (two) years from the date of engagement.

The format of application and Terms of Reference (TOR) can be downloaded from NEDFi's web site www.nedfi.com. on or **before 14/07/2023**. The last date for submission of completed application is **17.07.2023**.

[N.D. Singh]
DGM (HR& Admin.)

A. Minimum Qualification Limit:

The firm/Company fulfilling the following criteria may apply,

1. The Firm/Company should have necessary registration with PF, ESI, Labour department, License under the Assam Private Security Agencies Rules, GST Number etc.
2. The Firm/Company should have Minimum 10 years of experience in providing security service to reputed PSUs, Govt. or Govt. undertakings.
3. The Annual average turnover of the Firm/company should not be less than Rs. 100 Lakhs during the last three years ending March'2022.
4. Copy of IT Return (FY 2019-2020 to FY 2021-22).
5. References, information about the Firm and Work orders, Work Completion certificates from respective Clients should be submitted.

6. Method of Selection:

The technical quality of the proposal will be given weightage of 80%, the method of evaluation of technical score will follow as per Section B below. The price bids of only those consultants who qualify technically (**Minimum Qualifying Marks: 70**) will be opened. The proposal with the lowest cost may be given a financial score of 100 and the other proposals given financial score that are inversely proportionate to their prices. **The financial proposal shall be allocated weight of 20%**. For working out the combined score, the employer will use the following formula:

Total points = T (w) x T (s) + F (w) x LEC / EC, where

T (w) stands for weight of the technical score.

T (s) stands for technical score

F (w) stands for weight of the financial proposal

EC stands for Evaluated Cost of the financial proposal

LEC stands for Lowest Evaluated Cost of the financial proposal.

The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract and will be called for negotiations, if required.

B. Evaluation Criteria for Technical Scoring:

Sl No	Criteria	Weightage
1.	Organisational strength	40
2.	Relevant experiences	20
3.	Registration with statutory bodies	20
4.	Annual turnover	20

C. Instructions to Applicants:

- Each Page of the Applicant shall be stamped and signed by a person having necessary authority to do so.
- If the space in the performa is in-sufficient to furnish full details, such information may be given in separate sheets under same format as provided in the Annexures.
- The intending Company/Firms should have sufficient number of staff w.r.t. Security staff.
- Cost of tender document is Rs. 1,000/- (Indian Rupees One Thousand only) in the form of Demand Draft drawn in favour of the NEDFi, payable at Guwahati. The firm/company needs to submit EMD amounting Rs.50,000/- by way of demand draft in favour of NEDFi payable at Guwahati. Tender without EMD will not be accepted for evaluation.
- Applicants are required to furnish information against each item of the Application. Application containing in-correct or and in-adequate information is liable to be rejected.
- The Quality Cost Based Selection Method will be adopted for selection of the architect.
- Minimum Qualifying Marks: 70.
- **No correspondence will be made with any un-qualified bidders.**
- The Firm must not have been black-listed by any of the Public sector Banks, PSUs or central Govt. department. An undertaking on the Firm's Letter head has to be given by the Applicant.
- The Organization, reserves the right to accept or reject any application without assigning any reasons thereof to the Applicant or incurring any liability to the same. NEDFi also reserves the right to restrict the number of applicants for qualification at its sole discretion. NEDFi's decision on this matter shall be binding on all concerned.
- For the purpose of evaluation, The firm/Company needs to furnish details about their strength in terms of manpower, Technical Infrastructure, Financial criteria, past and on-going engagement criteria as per *Annexure A, B & C*.
- The Firm/Company shall be required to attach the requisite satisfactory documents towards pre-qualification, along with their application. Failure to submit the same may result into rejecting the application. NEDFi reserves the right to cross check the same besides obtaining confidential report from their previous clients.

- The original proposal, both technical and Financial Proposals shall contain no interlineations or overwriting, except as necessary to correct errors made by the Firm/company themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the enclosed Annexure (A to D).
- The Proposal, and its copy, shall be typed or written in indelible ink and signed by the authorised signatory of the Firm/Company who shall initial each page, in blue ink. In case of printed and published Documents, only the cover shall be initialed. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The Proposals must be properly signed by the authorised representative (the “Authorised Representative”) as detailed below:
 - by the proprietor, in case of a proprietary firm; or
 - by a partner, in case of a partnership firm and/or a limited liability partnership; or
 - by a duly authorised person holding the Power of Attorney, in case of a Limited Company or a corporation;
- The Proposal (both technical & financial proposals in sealed envelope separately) will be sealed in an outer envelope which will bear the address of the Employer, RFP Notice number, Firm/Company name and address. It shall bear on top, the following:
“Do not open, except in presence of the Authorised Person of the Employer”
- If the envelope is not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Employer.
- The completed Proposal must be delivered on or before the specified time on last date of submission. Proposals submitted by fax, telex, telegram or e-mail shall not be entertained.
- The rates quoted shall be firmed throughout the period of contract. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive. The demand draft for the cost of Tender document shall be enclosed separately in an envelope along with the Technical Proposal, failed to which the proposal will be considered non responsive and no further evaluation will be made for the said proposal.
- Evaluation of the technical proposal will start first and at this stage the financial bid (**Annexure D**) will remain unopened. Only firms/companies scored 70 or more marks, their Financial bids will be open.

The format of application and Terms of Reference can be downloaded from web site www.nedfi.com on or before not later than 3.00 P.M on 14/07/2023. The last date for submission of completed application is not later than 3.00 P.M on 17/07/2023. The same day at 3.30 pm, Technical Bids will be opened. Eligible Firms/Companies will be intimated for opening their financial bids.

ANNEXURE - A

Technical Bid Evaluation

Sl. No.	Heads	Details
1	Name of Firm/company and address	
1A	Date of incorporation of the firm/company	
1B	Details of earnest money	
1C	Name of the Director/Partners	
1D	Contact details	
1E	Banking details	
2	Whether Offices are also there in any other place in the North East If yes, please enclose the list along with address	
3	Turn over for the last three year (Please enclose Audited Annual Account for last three years)	
3A	Turn over 2019-20	
3B	Turn over 2020-21	
3C	Turn over 2021-22	
4	Income Tax Returns for last three years up to 2021-22	
4A	IT Return 2019-20	
4B	IT Return 2020-21	
4C	IT Return 2021-22	
5	Solvency certificates of any amount not less than Rs.10 Lakh issued by a nationalised bank within the last six months is attached.	

6	Enclose an affidavit duly certified by the Notary that tender has never been black listed or punished by any court for any criminal offence/ breach of contract and no police, vigilance enquiry/ criminal case is pending.	
7	Registration No. of the Firm (Copy to be enclosed)	
8	Permanent Account No. of the agency (PAN)	
9	License under the Assam Private Security Agencies Rules.	
10	Provident Fund Number allotted by Regional Provident Fund Office. (Enclose the documentary evidence)	
11	ESI Registration No. (Enclose the documentary evidence)	
12	GST Number (copy of the same may be attached)	
13	Trade Licence No. (enclose photocopy)	
14	Registration/ Licence No. (with labour Department)	
15	If Agency is registered with Director General (Resettlement) Ministry of Defence If yes, please enclose the registration copy as proof.	
16	Name(s) of Public Sector/ Govt. Organisation to whom similar services have been provided by the firm during last five years, (Please attach the Job Order/ Service Certificate from the Govt. Office/ Public Sector).	
17	Enclose the details of the workforce with infrastructure facilities.	
18	Details of pertaining to deployment of security personnel with reputed clients as below:- (a) Ex-servicemen (b) Ex-paramilitary (c) Other trained security personnel	
19	Details pertaining to the training imparted regarding handling fire fighting systems, disaster management etc.	1.
20	If your agency is ISO Certified (if yes, please enclose the certificate)	
21	Any other relevant information	

Signature

ANNEXURE - B

Particulars in respect of works (Govt., Semi-Govt & PSU) executed in the last five years

S. No.	Name of the work executed with address	Name and address of the owner/Client	Tendered Value of work	Attach copies of Work Order

Signature :
Date:
Name:
Seal:

ANNEXURE - C

Particulars in respect of works (Govt., Semi-Govt & PSU) on hand

S. No.	Name of the work executed with address	Name and address of the owner/Client	Tendered Value of work	Attach copies of Work Order

Signature:

Date:

Name:

Seal:

ANNEXURE - D

COMMERCIAL BID

Total contract value per month: The total amount of the monthly contract value under the scope of this contract will be as per prevailing minimum rates of wages fixed by Central Govt. Brief as follows:

Sl. No.	Particulars	Amount in Rs.
1.	Payment for full-time security personnel (per person per month at present minimum wages)	
2.	Supervisor one personnel per month	
3.	Sub Total	
4.	Service Charge on Sub Total at Sl No. 03	
5.	Sub Total with service charge	
6.	Add GST on Sub Total at Sl No. 05	
7.	Grand Total (Sl No. 05+ 06)	
	Say Rupees	

(a) You will have to provide additional man-power to the NEDFi offices as and when required for which extra payment will be made to you on *pro-rata* basis.

(b) Salary is to be inclusive of PF & ESI.

SECTION: A**# For Security guards**

Central Govt. Minimum Wage		
Sl. No.	Skilled category	Rate per person per month (in Rs.)
1	Basic Daily wage	
2	Monthly wage (26 days X -----)	
3	EPF (13.15% of monthly basic)	
4	ESI (4.75% of monthly basic)	
5	Uniform (in percentage of basic)	
6	Sub-total	
7	Leave reserve (in percentage of subtotal at sl. No.6)	
8	Total (sl. No.6+7)	
9	Service charge (in percentage of total at sl. No.8)	
10	Grand total (sl.no.8+9)	

SECTION: B**# For Security Supervisor**

Central Govt. Minimum Wage		
Sl. No.	Skilled category	Rate per person per month (in Rs.)
1	Basic Daily wage	
2	Monthly wage (26 days X -----)	
3	EPF (13.15% of monthly basic)	
4	ESI (4.75% of monthly basic)	
5	Uniform (in percentage of basic)	
6	Sub-total	
7	Leave reserve (in percentage of subtotal at sl. No.6)	
8	Total (sl. No.6+7)	
9	Service charge (in percentage of total at sl. No.8)	
10	Grand total (sl.no.8+9)	

Note: Government of India service tax/GST as applicable shall be paid extra.

Letter of Transmittal

(On the Letter head of Applicant)

From

To

**Dy. General Manager
NEDFi,
G.S. Road, Dispur,
Guwahati- 781 006**

Dear Sir,

Having examined the details given in notice of application documents for selection of Firm/Company for engagement for Security Services, we hereby submit our qualification and relevant documents.

1. We hereby certify that all statements made and information supplied in the enclosed forms "A to C" and accompanying statements are true and correct.
2. We have furnished all information and details and have no further pertinent information to supply.
3. We have submitted all the requisite Work order certificate/ completion certificate/ LOI/ empanelment certificates and other testimonials and authorize NEDFi to approach individuals, employers, firms and corporations to verify our submittals, competency and general reputation.
4. We hereby confirm that we have read and understood all the stipulations given in Bid document and the decision of NEDFi with regard to selection of Firm/Company shall be final and binding on us.

(Sign & Seal of
Applicant)

Terms of Reference

North Eastern Development Finance Corporation Ltd. intends to avail of the services of reputed Agency(s) for Security services for its Head office at NEDFi House, Dispur, Guwahati-06 and its branch offices, for a period of 3 (three) years with a provision for extension for another 2 (two) years from the date of engagement.

A. COMPLIANCE OF STATUTORY PROVISIONS:-

- i. The Firm/Company, being the employer, in relation to persons engaged/employed by you for providing the services under this agreement, shall alone be responsible and liable to pay wages/ salaries to such person which in any case will not be less than the minimum wage as fixed or prescribed for the category of workers employed by you from time to time or by the State Govt. and/or any authority constituted by or under any law.
- ii. You shall adhere to and comply with all the laws that may be applicable to you and will extend all the benefits / privileges as applicable to a persons engaged / employed by you including that of Provident Fund, ESI, Workman's Compensation Act, Bonus, Gratuity, Minimum Wages Act and leave. In case of any breach of any law, rules, notifications applicable to the employees of yours, you alone shall be responsible and liable for any act (s) of omission and / or commission committed by any employee, agent, representative, and person engaged/employed by you for discharging obligation under this Work Order.
- iii. You shall be directly responsible for any / all disputes arising between you and your personnel and keep the NEDFi indemnified against all actions, losses, damages, expenses and claims.
- iv. In the event of any loss/damage being occasioned to NEDFi on account of the negligence of your employees, you shall make good the loss sustained by NEDFi either by replacement of the material/equipment or payment of compensation.

B. MISCELLANEOUS CONDITIONS

- a. You will not, in any case, lease / transfer / sub-let/ appoint caretaker for the contracted services.
- b. You shall arrange manpower required for execution of the entire work. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the Agency to provide another workman in his/her place.

- c. You shall have no claim against NEDFi in respect of any work, which may be withdrawn.
- d. No other person except your authorized representative / worker will be allowed to enter in NEDFi.
- e. Within the premises of NEDFi, your personnel shall not do any private work other than their normal duties.
- f. You shall ensure that the persons sent to NEDFi wear proper uniform everyday while on duty.
- g. You shall have to attend to complaints relating to security service received from the employees of NEDFi and shall devise a system whereby such complaints when brought to your notice will be attended promptly by you or your employees concerned.

C. TERMS OF PAYMENT :-

- i. You will have to produce the Register of Wages or the Register of Wages cum Muster Roll of the preceding month alongwith the bill to be submitted on the 3rd day of every calendar month for verification, to the nominated official of NEDFi. You shall also ensure that payment to your employees is made in the presence of an authorized representative of NEDFi.
- ii. You will submit the monthly bill for reimbursement in duplicate enclosing the certificates as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
- iii. You shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws to its personnel deputed under service contract and furnish necessary proof whenever required.
- iv. Any complaint regarding non-payment of wages to your personnel may result in termination of the Contract.

D. PENALTIES:-

- i. In the event of failure in security services on any day upto the desired standard; in part or full you are liable to be penalized @ **Rs. 100/-** (Rs. One hundred only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the NEDFi will be final and binding on you and shall not be subject to dispute or arbitration.

- ii. You shall ensure that peace and order is maintained in the premises.
- iii. You would ensure that all its personnel would behave courteously and decently with employees of the NEDFi and also ensure good manners.

E. CHARGES AND PAYMENTS

Bills chargeable to the NEDFi shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment or any obligation under the contract, the NEDFi reserves the right to deduct the payments due from the Agency from monthly bill(s).

E. TERMINATION OF CONTRACT:-

- i. Notwithstanding anything herein, NEDFi reserves the right to terminate the contract by giving 30 days prior notice without assigning any reason and without incurring any financial liability whatsoever to you.
- ii. In case of default by you in any of the terms & conditions, NEDFi may without prejudice to any other right / remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or in part , by giving 15 days notice in writing to you.

G. Arbitration:

If any dispute, difference, or question shall at any time arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties hereunder, or as to the execution of the said works, except in respect of matters for which it is provided herein that the decision of the Employer is final and binding, the same shall be referred to the arbitration and final decision of an arbitrator to be agreed upon and appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, or two arbitrators, one to be appointed by each party, who shall before taking upon themselves the burden or reference, appoint an umpire.

Service to be provided

Service to be provided: - Detailed scope of works is as follows:

1. You will be required to arrange necessary technically qualified experienced, skilled manpower (Security staff and Supervisor) for providing 24 hours service throughout the year for maintaining smooth and efficient functioning of the NEDFi House at Dispur, Guwahati. A list of Technical personnel with their licenses and work experience to be submitted.
2. It will be your sole responsibility to ensure security and safety of all properties, movable and immovable of NEDFi House and its Branches offices, R&D centre at Khetri, Assam & Nagicherra, Agartala, Tripura (All seven days in a week), and in other places as time to time assigned to you.
3. The security guards should be trained in security duties for carrying out security and related works assigned to them by NEDFi. Security duty will have to be performed round the clock as per the security requirement of NEDFi.
4. You have to ensure that the personnel deployed for the security duties are well dressed in uniform and have all necessary equipments like torch, lighter etc with them. Off-hour inspection will be carried out by NEDFi officials.
5. You have to ensure that security personnel do not allow any property of NEDFi to be taken out the premises without a gate pass duly signed by a designated official from NEDFi. Your security personnel required to keep gate passes and gate pass register issued by us safely so that they can show these to the authorized person of NEDFi as and when required. You have to ensure specially that your security personnel should not remove any property of NEDFi lying there and no encroachment of land should take place.
6. Police verification for the security personnel deployed by you will be obtained by you and made available to NEDFi within 60 days. Without Police verification of the security personnel you can not deploy them at any site of NEDFi.
7. If the security personnel deployed by you are suspected to be directly or indirectly involved in any theft or pilferage, you will have to make good the loss. The decision of NEDFi in this regard shall be final & binding.
8. The security personnel must maintain proper code of conduct and shall not develop any sort of relationship with the inhabitants in and around the residence.

9. The Unit-in-charge of the party will render all assistance to NEDFi in dealing with the police authorities in all matters connected with security including follow-up action on FIRs. The responsibility for filing FIR rests with NEDFi.

10. You will have to provide additional man-power to the NEDFi offices as and when required for which extra payment will be made to you on *pro-rata* basis.

11. Before deployment of personnel on duty, you must ensure that they are covered under ESI. If they cannot be covered under ESI, you have to get insurance of Rs.2.00 lakh each Electricians/personnel.