NOTICE INVITING E-TENDER FOR HIRING OF “UNARMED SECURITY GUARD”
FOR DIRECTORATE OF REVENUE INTELLIGENCE, SHILLONG REGIONAL UNIT

The Office of the Deputy Director, Directorate of Revenue Intelligence, Shillong Regional Unit invites e-Tender (in prescribed format) from registered Agency/Contractor/Manpower Service Providers for providing 01 (One) “Unarmed Security Guard” for the office of Directorate of Revenue Intelligence, Shillong Regional Unit, located at “Nar-Shy Building, 2nd Floor, Evalyne Ride Road, Opp. Lumshingain Ground, Pohkseh North-II, Shillong – 793006” (here-in-after referred to as the “said Office”), for a period of 01 (One) year.

Tender Critical Date Sheet

| Tender Publishing Date | 04.09.2020 at 05.00 p.m. |
| Bid document download start date and time | 05.09.2020 at 10.00 a.m. |
| Bid Submission Start Date & Time | 05.09.2020 at 10.30 a.m. |
| Bid Submission Closing Date & Time | 24.09.2020 at 02.00 p.m. |
| Technical Bid Opening Date & Time | 25.09.2020 at 02.30 p.m. |
| Financial Bid Opening Date & Time | To be notified later |

(Only for those bidders who have qualified in the Technical Bids)

2. The complete tender document containing general terms & conditions, pre- Qualification requirements etc. are available on http://eprocure.gov.in and can be downloaded free of cost. The Tender notice can also be downloaded from www.cbic.gov.in.

3. The interested Service providers who comply with the terms and conditions and scope of Work of this tender provided in the ANNEXURE-I & ANNEXURE-II may submit their bids in the prescribed format with all the necessary documents online with digital signature at http://eprocure.gov.in on or before bid submission closing date & time.

4. The bidders shall submit their bids online only at CPP Portal website: https://eprocure.gov.in. Tenderer/Bidder are advised to follow the “Instructions for Online Bid Submission” provided in the ANNEXURE-VI for online submission of bids.

5. Bidder who has downloaded the Tender from the Central Public Procurement Portal CPPP) website https://eprocure.gov.in/www.cbic.gov.in shall not tamper/modify the tender form
including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and bidder is liable to be banned.

6. Intending bidders are advised to visit CPPP website https://eprocure.gov.in regularly till closing date of submission of tender for any corrigendum/addendum/amendment.

7. Technical Bid will be opened as per date/time as mentioned in the Tender Critical Date Sheet.

8. The rates will be inclusive of all taxes (except GST) fees, levies, etc. and any revision in the statutory taxes, fees, etc. will be responsibility of the Bidder.

9. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

10. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

11. Not more than one tender shall be submitted by one or more service provider having business relationship. Under no circumstances persons/firms having business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable for rejection.

NOTE: The Deputy Director, Directorate of Revenue Intelligence, Shillong Regional Unit reserves the right to reject all or any of the offers without assigning any reason therefore and the decision of this office shall be final and binding.

12. Submission of Tender:

(a) The tender shall be submitted online in two parts viz., Technical Bid in Annexure-III and Financial Bid in Annexure-IV (In BOQ Format Only).

(b) All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

(c) The offers submitted by Fax/email/Post will not be considered. No correspondence will be entertained in this matter.

(d) The bidder is required to submit an undertaking in the Proforma placed at Annexure V.

13. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

14. For any queries regarding the bidding procedure, the following person is to be contacted: Shri Wanlambor Lawphniaw, Intelligence Officer, Mob: 7044389890.

Deputy Director,
Directorate of Revenue Intelligence,
Shillong Regional Unit

(Daniel V.L.Stone)
Deputy Director

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ANNEXURE-I

TERMS & CONDITIONS

(A) GENERAL:

1. The agreement shall be valid initially for a period of ONE year and thereafter it may be extended for a further period as may be necessary on mutual agreement.

2. The Security Service Personnel provided by the Agency should possess Minimum Educational Qualification with good physique without any communicable disease.

3. The Security Service Personnel provided by the Agency must wear a tidy uniform and identity card issued by the Agency.

4. The outsourced Security Service Personnel should have no past criminal record. His antecedents should have been got verified by the Agency from the local police authorities.

5. The Security Service Personnel provided by the Agency should submit Character Certificates from two Gazetted Officers of the Central Government/State Government.

6. The agency should be required to provide substitute Security Service Personnel in case any of the deployed personnel gets sick/ proceeds on leave with prior information to the said office. This office will have the right to deduct proportionate daily wages for the period of his absence/non-replacement.

7. The personnel engaged by the tenderer shall be their own employee and he will claim no privilege from the said office authorities. The contractor will be directly responsible for the administration, general discipline and courteous behaviour of outsourced employee.

8. The payment will be made directly to the agency/contractor on man-month bill on monthly basis. Accordingly, the offer/bid should also be on man-month basis. Pro-rata or applicable deduction in salary shall be made for absentee.

9. The Agency will be fully responsible to compensate the losses caused by its deployed employee to the department such as damage caused to the office documents and/or equipments, if the personnel provided by the Agency are found responsible for the said loss.

10. The Security Service Personnel should be provided on all days including Saturdays, Sundays and Holidays.

11. The service provider Agency will be wholly and exclusively responsible for payment of wages to the deployed service personnel. He will also be responsible for compliance of all statutory obligations under Minimum Wages Act, Employees Provident Fund, ESI Act, etc. The department will not be responsible for making any payment to the Security Service Personnel.

12. The Service Personnel provided by the service provider shall have no right or claim to direct or indirect for any employment in the said office/department.
13. The said office will maintain an attendance cum duty roster in respect of the Service Personnel so deployed by the Service Provider Agency, on the basis of which the cost of service will be paid.

14. The Service Personnel/Service Provider will not take out of the said office premises any articles or stores without a Gate-Pass issued by the proper Authorities of the said office.

15. The Service Personnel during course of his work shall be privy to certain classified document/information which he is not supposed to divulge to third parties. In view of this, he shall be required to take oath of confidentiality and breach of this condition shall make the service provider as well as the person concerned liable for penal action under relevant sections of the IPC, CrPC or any other laws for the time being in force.

16. The departmental security/officer shall have the right to search the Service Personnel at any time while going out of the office premises and there shall be no grievance expressed/felt on this account either by the Service Provider Agency or its employee.

17. In case of failure to provide the requisite, Service Personnel within the time frame prescribed for the purpose, the said office would be free to engage other personnel from any other Agency. The expenses of the same would be borne by the Service Provider Agency.

18. In case the said office has to pay more than the normal agreed upon amount, the difference shall be recovered from the agency from the unpaid bills etc, or by any other means if no such bills are outstanding.

19. The service provider Agency shall not assign or further outsource contract to any other person or party without obtaining written permission of the designated authorities of the said office who shall have every liberty to refuse such request.

20. The service provider Agency should comply with all the statutory regulations that are in force and which may come in future from time to time in all matters relating to the agreement/contract and matter arising there from and should certify so.

21. In case of any dispute, the decision of the DRI, Shillong shall be final and binding on all the parties concerned.

22. For termination of the agreement, two months of notice will be required from the service provider Agency side in writing. The said office authorities can however terminate this contract on a notice of thirty (30) days without assigning any reason whatsoever.

23. The department will bear no responsibility in the event of any accident/death and in any case and any claim being enforced by any court, the department will not bear any financial liability as the contractor shall bear all expenses in such cases.

24. The bidder is required to submit an undertaking in the Proforma placed at Annexure - V

25. The service provider Agency shall make available the extract of the ESI and EPF statements in respect of the hired personnel as and when sought by the said office.
26. In case of breach of terms and conditions mentioned herein, the competent authority shall have the right to cancel the contract without assigning any reason thereof and nothing will be payable by the said office in that event.

27. The Deputy Director, DRI, Shillong Regional Unit reserves the right to reject any quotation without assigning any reason. Also, the office does not bind itself to accept the lowest tender.

(B) TECHNICAL:

1. The Agency providing the services should be in business of providing Security Services/Manpower to Government/ PSU/ Corporate offices for the last 3 years or more. (Requisite documents to support this claim will have to be produced for verification).

2. The Agency must enclose documentary evidence of at least two offices or organisations where such outsourcing services had been running or presently being run by them.

3. A satisfactory performance certificate regarding outsourcing of security services from at least three Government Department/ PSU/ Corporate Offices should be furnished.

4. The Agency should be registered with GST Department and should submit a copy of GST Registration Certificate.

5. The Agency must submit a copy of their Income Tax PAN.

6. The Registration Certificate of the Agency along with address of the Office & telephone number should be furnished.

7. The Agency should have a trade license issued by the concerned authority.

8. The performance of the manpower provided by the contractor will be observed by the department to assess the quality of work. Only the Agency and its manpower meeting the above technical terms and conditions should submit their quotations. Technical bid shall include documentary proof in respect of each of the above points of Technical terms and conditions. Financial bids of Agencies, who fail to fulfill any of the above conditions, will not be considered.

9. The Technical Bid may be quoted in the Proforma placed at Annexure-III.

(C) FINANCIAL:

i. The Tenderer shall mention the rate for each Security Service Personnel (Guard) per month including Saturdays, Sundays and Holidays.

ii. The rates may be quoted in the sample Proforma placed at ANNEXURE- IV separately in BOQ format only.

iii. The rates quoted above shall remain valid during the entire contract period and no enhancement whatsoever shall be claimed by the Tenderer in excess of the rate agreed upon.

iv. The quotations offered over and above the minimum wages of the Central Government (as applicable) pertaining to Service Charge/ Administrative Charges quoted by the bidder necessarily has to be over and above Zero percent. Further zero percent includes all derivatives of zero up to
0.999 and thereof. Any service charge not adhering to the above guidelines will be considered unresponsive and such bid will not be considered.

v. The selected agency will have to sign a service agreement within seven days from the date of receipt of the work order.

[Signature]
Deputy Director
Directorate of Revenue Intelligence,
Shillong Regional Unit
ANNEXURE-II

SCOPE OF WORK

I. Scope of Work (Unarmed Security):
   A. To provide security of the office building and its fixtures.
   B. To attend incoming telephone calls at the gate of the said office.
   C. To provide safety and security to the office equipments including Vehicles, Photocopier, Fax, Computer, Furniture, Office documents and records etc.
   D. To maintain the inward-outward register for the visitors.
   E. To co-ordinate with the officers of the said office to collect misc. information.
   F. Any other job as assigned by the authorities of the said office from time to time.

Deputy Director,
Directorate of Revenue Intelligence,
Shillong Regional Unit

(Daniel V.L.Stone)
Deputy Director
# ANNEXURE-III

## TECHNICAL BID

(For Hiring of Security Services by DRI, Shillong Regional Unit)

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1.</td>
<td>Name of the Agency</td>
</tr>
<tr>
<td>2.</td>
<td>(a) Detailed office address of the Agency</td>
</tr>
<tr>
<td></td>
<td>(b) Office Telephone Number/Mobile No &amp; E-mail Id.</td>
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<td></td>
<td>(c) Name of the contact person and mobile number</td>
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<td></td>
<td>(d) Complete Local Address with Pin Code, Telephone No. and Name of Contact Person</td>
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<tr>
<td>3.</td>
<td>PAN/TAN Number (Attach Certificate)</td>
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<td>4.</td>
<td>GSTIN (Attach Certificate)</td>
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<tr>
<td>5.</td>
<td>EPF Registration No. (Attach Certificate)</td>
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<td>6.</td>
<td>ESI Registration No. (Attach Certificate)</td>
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<td>7.</td>
<td>Trade Licenses No. &amp; Validity (Attach Certificate)</td>
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<tr>
<td>8.</td>
<td>Registration No. of Firm (Attach Certificate)</td>
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<tr>
<td>10.</td>
<td>Whether the firm is blacklisted by any Govt. Department or any criminal case is registered against the firm or its owner/partner anywhere in India</td>
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<tr>
<td>11.</td>
<td>No. of years of experience in the field</td>
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<td>12.</td>
<td>Experience in dealing with Govt. Department (Indicate the names of the Govt. Department) (Please attach self-attested copies)</td>
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<td>13.</td>
<td>List of other clients</td>
</tr>
<tr>
<td>14.</td>
<td>Details of pending legal disputes relating to housekeeping services, if any.</td>
</tr>
<tr>
<td>15.</td>
<td>Bid Terms and conditions acceptance letter</td>
</tr>
</tbody>
</table>

## DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

Date: 
Signature of authorized person

Place: Full Name & Address:
Seal:
ANNEXURE-IV

FINANCIAL BID FORMAT

(To be submitted only in BOQ Format separately)

(FOR HIRING OF SECURITY SERVICES BY DRI, SHILLONG REGIONAL UNIT)

1. Name of the bidder Company /Bidding Firm/Company:

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Item Description</th>
<th>Rate per Security Personnel</th>
<th>Units</th>
<th>Basic wages per month per security personnel</th>
<th>Monthly EPF per security personnel</th>
<th>Monthly ESI per security personnel</th>
<th>Monthly Service charge per security personnel</th>
<th>Total Amount without taxes</th>
<th>Total amount (In words)</th>
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<tr>
<td>1</td>
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</table>

TO BE SUBMITTED IN BOQ FORMAT SEPARATELY

* GST as applicable will be extra.
** All taxes/Charges are as per rate prescribed/applicable under the relevant laws.
*** To be paid on actual basis by the Department only when there is liability on the Service Provider and the same is claimed in the bill.
ANNEXURE-V

UNDEARTAKING BY THE TENDERER

I/We certify that I/we have read the terms and conditions of the tender as well as the provisions as mentioned in the service agreement. I/we undertake that it is my/our responsibility to ensure that being the employer in relation to persons engaged/deployed by me/us to provide the services/activities under this service agreement as well as to make the payment of monthly wages/salary, which in any case shall not be less than the minimum wages as fixed or prescribed under the Minimum Wages Act, 1948 along with all other statutory dues such as Employees Provident Fund, Employees State Insurance, Employees Deposit Link Insurance, etc to the employees. I/We undertake to observe the compliance of all the relevant Labour Laws as applicable viz., payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract labour (Regulation & Abolition) Act, 1970, State Contract Labour/R&A Rules, 1974, EPPF Act, 1952, ESI Act, 1948, as applicable and as amended from time to time by the Central or State Government and or any authority constituted by or any other law, for the category of persons deployed by me/us.

Certified that I/We have read over the tender document containing the nature and scope of work, term & conditions and the Draft of service Agreement and have understood the contents.

I/We undertake to abide by the terms and conditions as laid down in the tender document and the service agreement in case the work order is allotted to me/us in near future.

Place: 
Signature of Tenderer: 

Date: 
Name of the Tenderer: 

Address: 

Deputy Director,
Directorate of Revenue Intelligence,
Shillong Regional Unit
ANNEXURE-VI

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

REGISTRATION

1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs’ to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.
PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use either “My Space” or “Other Important Documents” area available to them, to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.

6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the
secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message and a bid summary will be displayed with the bid no. and the date and time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Deputy Director,
Directorate of Revenue Intelligence,
Shillong Regional Unit