



भारत सरकार / GOVERNMENT OF INDIA
आयुक्त का कार्यालय / OFFICE OF THE COMMISSIONER
केंद्रीय जी एम टी, उत्पाद शुल्क एवं सीमा शुल्क, अपील आयुक्तालय, भुवनेश्वर
CENTRAL GST, EXCISE & CUSTOMS, APPEALS COMMISSIONERATE, BHUBANESWAR
केंद्रीय राजस्व भवन, राजस्व विहार, भुवनेश्वर - 751007 / C.R. Building, Rajaswa Vihar, Bhubaneswar - 751007
☎ Tel. No. 0674 - 2589153 / 2973341 ☎ Fax No. 0674 - 2589629

NOTICE INVITING BID/TENDER FOR HIRING SECURITY SERVICES

The Commissioner, CGST, Cx. & Customs, Appeals Commissionerate, Bhubaneswar invites sealed quotations for **9(nine)** numbers of Security Guard from eligible Security Agencies having at least five years of experience in providing Security Services in Government Organizations/ Semi-Government Organizations/ Government Undertaking/ Reputed Banks for supply of Security Services as per Terms and Conditions of this bid document.

2. Tender documents can be collected from the undersigned on all working days from 03.03.2021 to 10.03.2021 till 03.00 PM on payment of Rs.2000/- (Rupees Two Thousand only) in the shape of Demand Draft/Banker's Cheque only drawn on any Nationalized Bank in favour of the Joint Commissioner (P&V), CGST, Cx. & Customs, Appeals Commissionerate, Bhubaneswar payable at Bhubaneswar. The tender documents can also be downloaded from www.cbic.gov.in. In case of downloaded form, Demand Draft/ Banker's Cheque drawn on any Nationalized Bank in favour of the Joint Commissioner (P&V), CGST, Cx. & Customs, Appeals Commissionerate, Bhubaneswar payable at Bhubaneswar for an amount of Rs.2000/- (Rupees Two Thousand only) to be furnished with the 'Technical Bid' document.

3. Quotation should be submitted in 2 (two) bid pattern, i.e. Technical Bid containing Technical and other details as per **Annexure-I** and Financial Bid as per **Annexure-III**. Both the bids in the prescribed formats along with other required documents as prescribed should be placed in separate sealed envelopes and be superscribed as "**Tender for providing Security Guards Technical Bid**" and "**Tender for providing Security Guards - Financial Bid**" as the case may be. Both the envelopes should be placed in a single sealed cover and superscribed as "**Quotation for hiring Security Guards by CGST, Cx. & Customs Department, Bhubaneswar**" and should be submitted to the Joint Commissioner, CGST, Cx. and Customs, Appeals Commissionerate, Bhubaneswar, C.R. Building, Rajaswa Vihar, Bhubaneswar-751007.

Continued to the next page

4. The Bids will be opened on **16.03.2021 at 16 hours** in the Chamber of the Joint Commissioner (P&V), CGST, Cx. and Customs, Appeals Commissionerate, Bhubaneswar 4th Floor, C.R. Building, Rajaswa Vihar, Bhubaneswar-751007. Bidders or their authorized representative may remain present there at the time of opening of the Tenders. Bid documents incomplete or deficient in any respect may be rejected at the discretion of the Tender Committee. The valid Technical Bids will be scrutinized by the Tender Committee constituted for this purpose to shortlist the eligible Bidders. **Financial Bids of such shortlisted Bidders will only be opened.**

Encl: - General Terms and condition
Annexure-I, II, III & IV

(K.M. Nayak)
Joint Commissioner (P&V)
CGST, Cx. & Customs,
Appeals Commissionerate, Bhubaneswar

C.No.I(22)1/GL/Appeals/BBSR/2021/

Dated:- 26.02.2021

Copy for information to: -

1. Notice Board
2. The Superintendent (Systems), CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar for uploading the above tender notice on the CBIC website.
3. Hindi version follow (Hindi Cell)

TENDER DOCUMENT FOR HIRING THE SERVICES OF PRIVATE SECURITY GUARD FOR THE OFFICE OF THE CHIEF COMMISSIONER, GST, CUSTOMS & CENTRAL EXCISE, BHUBANESWAR ZONE, BHUBANESWAR, ODISHA.

SECTION-I

Name of Work	Providing Security Guards at Central Revenue Building of GST, Central Excise and Customs, Bhubaneswar/ Central Revenue Colony or any other places/ Premises of GST, Central Excise and Customs, Bhubaneswar Zone.
Period of Contract	For a period of 1 (one) year from the date of commencement of contract
Earnest Money Deposit	Rs.15,000/- (Rupees fifteen thousand only) by the Bidders in the form of DD/Banker's Cheque drawn on any Nationalized Bank in favour of the Joint Commissioner (P&V), CGST, Cx. and Customs, Appeals Commissionerate, Bhubaneswar and payable at Bhubaneswar.
Last Date & Time of receipt of Bid	Date: 15th March, 2021 Time: 16 hours
Time and Date of Opening of Technical Bid	Date: 16th March, 2021 Time: 16 hours
Place of Opening of Technical Bid	Office Chamber of the Joint Commissioner (P&V), CGST, Cx. and Customs, Appeals Commissionerate, Bhubaneswar 4 th floor, C.R Building, Rajaswa Vihar, Bhubaneswar.
Time and Date of Opening of Financial Bid	Date: 22nd March, 2021 Time: 16 hours
Place of Opening of Financial Bid	Office Chamber of the Joint Commissioner (P&V), CGST, Cx. and Customs, Appeals Commissionerate, Bhubaneswar 4 th floor, C.R Building, Rajaswa Vihar, Bhubaneswar.
The tender documents can be obtained from	Administrative Officer, CGST, Cx. and Customs, Appeals Commissionerate, Bhubaneswar, 4 th floor, C.R Building, Rajaswa Vihar, Bhubaneswar.
Tenders to be addressed to	The Joint Commissioner (P&V), CGST, Cx. and Customs, Appeals Commissionerate, Bhubaneswar, 4 th floor, C.R. Building, Rajaswa Vihar, Bhubaneswar -751007.

SECTION-II

TERMS AND CONDITIONS

1. This Invitation for Bids is open to the Security Agencies fulfilling the eligibility criteria as stated below:-
 - (i) The Applicant Contractor (Security Agency) should have been in the business of providing security guards and services for minimum of 5 years.
 - (ii) The Annual Turnover of the Applicant Contractor should not be less than Rs. 25 lakhs for each of the last three Financial Years 2017-18, 2018-19 & 2019-20.
 - (iii) The Applicant Contractor should be in possession of requisite license from the State Government or other Competent Authority for running security agency as required under the P.S.A.R Act, 2005.
 - (iv) Guards should have their antecedents verified from the local Police Station, the instance of the Contractor and a copy of such verification reports should be submitted within 15 days from the date of contract without fail. In case of default, the contractor shall be liable to fine / penalty of Rs. 200/- for each day of default in compliance.
 - (v) The Applicant Contractor should have complied with all the legal provisions pertaining to his/ its line of business.
 - (vi) The Applicant-Contractor should have a reputed client list.
 - (vii) The Applicant Contractor should be in a position to supply the requisite number of Security Guards within 7 days of execution of agreement i.e. the Guards should take their positions at various sites at appropriate time.
 - (viii) The Applicant Contractor should be able to provide additional guards if required by the Department during the currency of the contract. The additional requirement may be up to 30 %of the existing strength.
2. The Bidder is expected to examine all instructions, forms, terms and 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 its Organization and other details in the Format given as per Annexure-II of the Bid Document.
4. The bids are to be submitted in two parts in separate sealed envelopes i.e. Technical Bid and Financial Bid. The Technical Bid (Annexure-I) submitted by the bidder shall include the following:-
 - (a) Full Particulars of Government or other organizations where the Applicant Agency has carried out security services contract in last 5 years (self attested copies of the relevant work orders are to be enclosed).
 - (b) Copy of the Balance Sheet, Profit and Loss Account for the last four Financial Years and Income Tax Return particulars of the Bidders for the Assessment Years 2018-19, 2019-20 and 2020-21.
 - (c) A copy of Permanent Account Number (PAN) Card.
 - (d) Copy of the Registration with the Central Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Agency under this Contract.
 - (e) A Copy of valid GSTN Number.
 - (f) AADHAR Card Number of the Proprietor/Partners/Directors of the firm.

- (g) Earnest Money Deposit (EMD) of Rs.15,000/- (Rupees Fifteen thousand only) by means of Demand Draft/ Banker's Cheque in favour of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar, payable at Bhubaneswar and must accompany the Technical Bid in the sealed envelope without which the Bid will be rejected. The said amount shall be forfeited, if the successful bidder fails within the time fixed by this office to sign the contract on the Terms contained in the Bid Document.

5. **Sealing and Marketing of Bids.**

- (a) The Technical Bid along with EMD instrument and requisite documents (listed in Para- 4 above) shall be placed in one sealed envelope super scribed "Technical Bid". The Financial Bid shall be kept in a separate sealed envelope super scribed "Financial Bid". Both the envelopes shall then be placed in on single sealed envelope super scribed as "**Quotation for hiring Security Guards by GST and Central Excise Department, Bhubaneswar**" and should be submitted to the Joint Commissioner (P&V), CGST, Cx & Customs, Appeals Commissionerate, 4th Floor, Central Revenue Building, Rajaswa Vihar, Bhubaneswar-751007. 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 Financial 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 for any reason, it is found that the Technical Bid reveals the Financial Bid related details in any manner whatsoever, or the Financial Bid is enclosed in the envelope super scribed "Technical Bid", the Bid document will be summarily rejected in the first instance itself.

6. **Deadline for Submission of Bids:**

- (a) Bids must be received by the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar, 4th Floor, C.R. Building, Rajaswa Vihar, Bhubaneswar-751007 at the address specified not later than the time and the date specified in the tender document.
- (b) The office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar at its discretion, extend the deadline for submission of bids which will be binding on all the bidders.
- (c) Any bid received by the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar after the deadline for submission of bids prescribed by the office in the bid document will be rejected and will not be received.

7. **Modifications and Withdrawal of Bids**

- (a) No modification or substitution of the submitted application shall be allowed.
- (b) An Applicant may withdraw its Tender after submission, provided that written notice of the withdrawal is received by the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar before the due date for submission of the Tenders. In case an Applicant wants to resubmit its/ his / her application, he/ she/ it shall submit a fresh application following all the applicable conditions.
- (c) The withdrawal notice shall be prepared in Original only and each page of the notice shall be signed and stamped by authorized signatories. The copy of the notice shall be duly marked "WITHDRAWAL".

8. **Validity**

Bids shall remain valid for 90 days after the date of Bid opening. A bid valid for a shorter period shall be rejected by the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar as non-responsive.

Opening and Evaluation of Technical Bids:

- (a) The Tender Committee appointed by the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar will open all Technical Bids in the first instance on the appointed date, time and venue.
- (b) During evaluation of the Bids, the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar at its discretion, ask the Bidder for clarification of its bid. The request for clarification and responsive shall be in writing.
- (c) No Bidder shall contact the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar on any matter relating to its bid from the time of bid opening to the time the issue of work order. All Bidders are strongly advised to furnish all material information in the bid itself.

9. **Opening and evaluation of Financial Bids.**

- (a) Financial Bids of such shortlisted Bidders whose Technical Bids are found to be complete and valid in all respects will be opened on the appointed date, time and venue.
 - (b) The results of the bid will be communicated in writing to the qualifying bidder. The unsuccessful bidders will be notified separately.
 - (c) The rates quoted in the Financial Bid (Annexure-III) shall be inclusive of all, i.e. Minimum wages, dues as per Labour laws applicable, etc., Service Charges and all other levies etc. that are applicable under relevant statutory provisions from time to time, including the Service Tax. The office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar would not bear any additional liability to this account over and above the agreed amount.
 - (d) Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar shall however, deduct such tax at source as per the rules and issue necessary certificates to the Agency. The prices once accepted by the office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar shall remain valid till the contract remains in force. The Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar shall not entertain any request / plea to increase in the prices during the period.
 - (e) 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.
10. The successful bidder will submit a Performance Bank Guarantee (*As per Annexure-IV*), within 15 days after the receipt of letter of Intent @ 5% 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 15 days of the completion of the financial evaluation of the tenders.

11. In the event of bid being accepted, a contract will be entered into with the successful bidder, which will be governed by the terms and conditions given in the bid document.

12. 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.

13. The Agency shall acknowledge that it has made itself fully acquainted with all the conditions and circumstances under which services required under the contract will have to be provided and the terms, clauses and conditions, specifications and other details of the contract. 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.

14. **Payment Terms.**

The contract payment shall be made as per the payment schedule mentioned below:-

- a) Monthly bill submitted in duplicate by the agency for the security services rendered 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 and or any other control records prescribed, duly certified by the Supervisor. Inadequate supply of Security Guards will attract deduction at pro-rata basis from the work bill towards compensation. The decision of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar shall be final and binding in this regard.
- b) If the performance of the security services by the agency is not found satisfactory, the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar 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 the department.
- c) If at any time during the period of contract, 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 Central Excise Department and the decision of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar shall be binding on the Agency.

15. Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar, without assigning any reasons, reserves the right to accept or reject any bid, and to annual the bidding process and reject all bids at any time without thereby accepting any liability to the affected Bidder or bidders or any obligations to inform affected bidder or bidders of the grounds for the action of the Office of Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar.

16. The Bidder shall sign his bid with the exact name of the concern to which the contract is to awarded. Any change in the constitution of the Agency shall be notified forthwith by the Agency in writing to the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar and the bidder shall ensure that such change shall not relieve any former member of the concern form any liability under the contract.

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

18. The Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar reserves the right to reject the bid having deviations from the prescribed terms and conditions.

19. The bidder shall not subcontract or permit anyone other than himself to perform any of the work, service or other performance required of the vendor under the contract.

20. Prior to the submission of Bid, the Bidder/ authorized representative may personally inspect the places/ Offices/ property of the CGST, Cx & Customs Department at Bhubaneswar and facilities specified in the Bid at his own cost and under prior intimation to the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar. 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.

21. Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any sate. At any time during the pendency of the contract, if it comes to the notice of the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar that the Agency has mislead it by giving false/ incorrect information, the contract will be annulled and Performance Guarantee will be forfeited.

22. 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 other 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 Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar will not be liable for any loss or harm to any person within or outside the office of the Chief Commissioner, GST, Cx. & Customs, Bhubaneswar Zone, Bhubaneswar campus from any act of omission or commission of any of workers, agent any others deployed by the Agency in the course of providing any services stated in this contract.

23. 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 contract. Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar may out-rightly reject any bid, which was not supported by adequate proof of the signatory's authority. Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar 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 the Office of the Chief Commissioner, GST, Cx & Customs, Bhubaneswar Zone, Bhubaneswar.

24. Without prejudice to the preceding term of contract, the Agency will be liable to reimburse the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar of any cost or legal liability, penalty, fine, etc. imposed on this office by any authority, because of any misconduct or any act of omission or commission, whether international or otherwise, of the Agency or any of the workers deployed by the Agency in the course of providing any services state in this contract.

25. It shall be the responsibility of the Agency to comply with the provisions of all Labour Laws including Minimum Wages Act (as applicable by Central legislation or Odisha state legislation, whichever is beneficial to the guards) along with statutory contributions. The Agency shall faithfully discharge all the liabilities under all labour laws. The Agency shall indemnify the GST & Central Excise Department against the claims arising out of non-fulfillment of obligations by him under all labour laws.

26. The agency shall comply with all statutory liabilities and obligations of State and Central Government. Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar 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 contrasted as a sufficient ground for termination of the contract at the discretion of the office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar. Notwithstanding, in the event of the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar 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 Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar 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.

27. Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar may discontinue the contract at any point of time, by giving a notice of 15 days before the intended date of disconnection, and will not be liable to any additional charges or compensation payable to the Agency or any other person.

28. The Agency may discontinue the contract at any point of time, by giving a notice at least 60 days prior to the intended date for discontinuation. However, it will lead to forfeiture of its 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 Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar 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.

29. The workers employed by the Agency will not be treated as the employees of Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar for any purpose whatsoever.

30. In the event of any dispute or differences arising as to the execution of the contract or as to the respective rights or liabilities of the parties hereto or interpretation of any of clause thereof on any condition of agreement (except as to any matters the decision of which is specially provided for or the specially condition) the dispute shall be resolved in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the Rules there under and any statutory modifications thereof, for the time being in force, shall be deemed to apply to the arbitration proceedings. The award of the Arbitrator shall be final and binding on parties to the agreement.

31. In case of non-compliance of the above terms and conditions of contract, a penalty may be levied on the basis of certificate signed by the Controlling Authority. The penalty for some of the defaults is as under:-

Sl. No.	Nature of default (applicable per person)	Penalty in Rs.
1.	Late reporting	Rs. 100/- per day.
2.	Non reporting	Rs. 500/- per day.
3.	Refusal of duties	Rs. 500/- per instance.
4.	Non-observation of dress-code	Rs. 100/- per instance.
5.	Misconduct or untoward behavior of a any type.	Rs. 100/- per instance.
6.	Change of security guards without prior permission.	Rs. 1000/- per instance.

SECTION-III

Scope of work

1. The Agency shall provide round the clock security services at the indentified places/ offices/ property of the GST & Central Excise Department in Bhubaneswar with requisite security guards on all days including Saturdays, Sundays and National holidays.
2. The Agency shall provide round the clock on a 24x7 basis on all the days to safeguard the premises and assets of the Office of the Chief Commissioner, GST, Central Excise Customs , Bhubaneswar Zone, Bhubaneswar. The agency shall ensure full security to the premises and its property from pilferages and maintain the standard security norms to protect the above premises from other insecurities.
3. The Agency shall check 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 Controlling Authorities immediately. If after a departmental enquiry, it is found the loss has occurred due to the negligence of the security guard/ guards on duty, the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar will have full power to recover the loss in full or adjust from the dues of the agency.
4. The Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar may increase of 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. Payment will be adjusted on pro-rata basis.
5. The Agency shall submit bio-data along with identity proof, address proof of each security guards duly verified, before commencement of the contract. No person below the age of 18 years shall be deployed on security work by the Agency.
6. The Agency shall provide proper uniforms, identity cards, badges, whistle, lathi, emergency lamps, torch, umbrellas, rain coats etc. to supervisor and guards deployed at the premises of the Chief Commissioner, GST, Cx. and Customs, Bhubaneswar Zone, Bhubaneswar. The expenses on uniforms, other accessories, rain-wear etc. shall be borne by the contractor.

7. During surprise checks by any of the authorized officer of the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar, if a particular guard is found negligent/ sleeping/ drunk on duty, the agency will have to replace the guard.
8. The Agency shall ensure immediate communication to Controlling Authority for any reportable incident.
9. The Agency shall maintain proper register/ log book of security personnel.
10. 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.
11. The Security guards should not accept any Registered post, Speed post or any signed document from Courier agency on any working day or holidays.
12. The behavior of the deployed manpower by the Agency for the security duty so awarded shall be of decent nature and they should cooperate with the officials, visiting guests etc. In case of report of any complaint on this issue, or of any breach in this aspect, the said guard/ supervisor shall be instantly removed from duty by the Agency and the decision of the Controlling Authorities, will be final & binding on the Agency.
13. 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.
14. The performance guarantee shall be kept in the custody of the Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar 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 Office of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar. 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.
15. The guards must report to duty strictly for eight hours (in each shift), seven days a week as per the roster or duty schedule to be prepared in this regard. This shall exclude the half hour lunch break, turn by turn. A log sheet, specifying daily reporting and relieving time of security guards, shall be maintained for each guard. The contractor should submit the duly filed in log sheet, signed by the controlling officer, along with the bill, on monthly basis.
16. In case of security guard remaining absent from duty, a substitute shall be provided by the contractor immediately. In case a substitute is not provided, proportionate contract charges are liable to be deducted from the contract charges payable. In addition to above, prorated penalty may also be levied for late reporting/ non-reporting of guards.

ANNEXURE-I

TECHNICAL BID

(On the letter of the concern submitting the bid)

To,

The Joint Commissioner (P&V),
CGST, Cx & Customs,
Appeals Commissionerate, Bhubaneswar
C.R. Building, Rajaswa Vihar,
Bhubaneswar-751007

Sir,

I/ we hereby undertake to provide the Security Guards at different premises of the Office of the Chief Commissioner, GST, Cx. and Customs, Bhubaneswar Zone, Central Revenue Building, Rajaswa Vihar, Bhubaneswar-751007, 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 the communication of acceptance issued by you.

I/ we have understood the Scope of Work and the 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-II** of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid documents are also enclosed as follows:-

- (a) Copy of valid Empanelment Certificate from appropriate authority for undertaking security services contract.
- (b) List of reputed Clients along with documentary evidence (Self-attested copies of the relevant work orders are to be enclosed).
- (c) Copy of the Balance Sheet, Profit and Loss Account for the past three years and Income Tax return particulars of the bidder for F.Y. (2017-18, 2018-19 and 2019-20).
- (d) A copy of PAN Card.
- (e) 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 of 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 and is not required to obtain any such Registration or approval or order from the Labour Commissioner.

- (f) Copy of Registration Certificate from the concerned State Government or any other Competent Authority for operating Private Security Agency as required under the Private Security Agencies (Regulation) Act, 20015. In case the agency is exempted from obtaining such Registration or approval or order from the said Competent Authority, the agency is required to produce an affidavit signed by the authorized signatory of the agency that their firm is exempted and is not required to obtain any such Registration of approval or order from the concerned State Government/ Competent Authority.
- (g) Note on compliances of liabilities & obligations of State and Central Government viz. Minimum Wages Act, and other statutory obligations.
- (h) Information regarding any litigation, current or during the last three years in which the bidder was/ is involved, the opposite party(s) and the disputed amount.
- (i) 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 or relevant documents to be enclosed).
- (j) Details of Earnest Money Deposit (EMD) of Rs. 15,000/- (Rupees Fifteen Thousand only) by means of demand draft pay/ banker's cheque drawn in favour of the Commissioner, CGST, Cx & Customs, Appeals Commissionerate, Bhubaneswar payable at Bhubaneswar.

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.

Dated this.....day of.....of 2019

Telephone/ Fax..... Mobile No.

.....Company Seal.

Signature of the bidder.

Yours faithfully

Signature and stamp of the
Bidder or Authorized Signatory

E-mail.....

ANNEXURE-II**PROFILE OF ORGANIZATION**

Sl. No.	Particulars	Information/ Documents
1.	Name of the Farm/ Company/ Concern:	
2.	Address with email, Phone, Fax, Mobile Nos:	
3.	Name and address of the Proprietor/ Partners/ Directors and their PAN/ADDHAR No	
4.	Details of Registration with Labour Commissioner having jurisdiction over the territory of exemption certificate, if any. (Copy to be enclosed)	
5.	Years of Establishment of the Farm/ Company/ concern and experience in the execution of security services contracts (copy of document to be enclosed):	
6.	PAN (enclose copy):	
7.	Service Tax No. (copy of Certificate to be attached):	
8.	GST Registration No.(Copy of certificate to be attached) :	
8.	Provident Fund Registration No. (copy of Certificate to be attached):	
9.	ESI Registration No. (copy of certificate to be attached):	
10.	Copy of License for operating Private Security Agency as required under the P.S.A.R. Act, 2005	
11.	Annual turnover during the F.Y : 2015-16, 2016-17, 2017-18, 2018-19 (Furnish copies of the Returns of Income along with Audit report obtained u/s 44AB of the Income Tax Act wherever necessary and authenticated copy of P&L Account and Balance Sheet for the F.Y. 2015-16, 2016-17 ,2017-18 2018-19,	
12.	List of Reputed clients (along with documentary evidence):	
13.	List of similar work undertaken/ in hand at present (proof documents):	
14.	Whether sufficient number of guards in each category is available with the Applicant Contractor (Furnish Documentary evidence):	
15.	Details of Demand Draft/ Banker's Cheque in respect of Earnest Money	

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 with prior appointment from

Date:

Place:

Signature & Seal of bidder

ANNEXURE-III

FINANCIAL BID FOR HIRING SECURITY GUARDS

1. Name of the bidder company/Firm/Agency :

2. Full Address (with Tel. & Fax No.) :

3. Rate of Payment for each Security Guard for 08 hours of duty

For Unarmed Guard	Rate	For Armed Guard	Rate
Daily wage		Daily wage	
PF contribution (Employer)		PF contribution (Employer)	
ESI Contribution (Employer)		ESI Contribution (Employer)	
GST		GST	
Total		Total	

3. Service Charge claimed (in percentage):-

4. Total amount payable including service charges per Guard:-

For Unarmed Guard:-

For Armed Guard:-

Date:

Place:

Name & Signature of the Authorized signatory

ANNEXURE-IV

FORM FOR PERFORMANCE BANK GUARANGTEE
In Connection with Hiring of Security Services by Central
Excise Department, Bhubaneswar Zone.

To,

The President of India

**WHEREAS.....(Name & address of the contractor
.....(Hereinafter called ‘the contractor’) has undertaken, in pursuance of the
contract.....dated.....to supply Security Services.**

**And whereas it has been stipulated by you in the said contract that the contractor shall
furnish you with a bank guarantee by a scheduled commercial recognized by you for the
sum specified therein as security for compliance with its obligations in accordance with the
contract:**

AND WHEREAS we have agreed to give the contractor such a bank guarantee:

**Now therefore we hereby affirm that we are guarantors and responsible to you, on behalf of
the contractor, up to a total of(amount of the guarantee in words and figures),
and we undertakes to pay you, upon your first written demand declaring the contractor to
be in default under the contract and without cavil or argument, any sum or sums within the
limits of (amount of guarantee) as aforesaid, without your needing to prove or to show
grounds or reasons for your demand or the sum specified therein.**

**We hereby waive the necessity of your demanding the said debt from the contractor
before presenting us with the demand.**

**We further agree that no change or addition to or other modification of the terms of
the contract to be performed there under or of any of the contract documents which may be
made between you and the contractor shall in any way release us from any liability under
this guarantee and we hereby waive notice of any such change, addition or modification.**

This guarantee shall be valid until the.....day of, 20.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

(Bank’s common seal)