



KENDRIYA VIHAR APARTMENT OWNERS WELFARE ASSOCIATION (KVAOWA)
KENDRIYA VIHAR, SECTOR-56, GURUGRAM (HARYANA) – 122011
(Registered under Societies Registration Act No.1 of 2012 Registration No. 00651 Dated 25/4/2013)

No. KVAOWA/GGN/2024/20/4633

Dated: 8th June, 2024

Price Rs 1000/-

TENDER DOCUMENT
FOR
SECURITY SERVICES IN KENDRIYA VIHAR, GURUGRAM

Time schedule for tender process

Date of publication of tender notification on official website and News papers	09.06.2024 (Sunday)
Availability of tender document commence from	09.06.2024 (Sunday)
Pre-bid Meeting date & time	16.06.2024 (Sunday) 5.00 pm.
Last date for Sale of tender document -online	22.06.2024 (Saturday)
Last date and time for receipt of duly filled in tenders	23.06.2024 (Sunday) 4.45 pm
Date and Time of the opening Technical Bids	23.06.2024 (Sunday) 5.00 pm.

Note: The cost of this Tender Document is Rs. 1000/- (Rupees One Thousand only) which may be paid in cash at the counter in the Society Office or by Electronic Transfer/Demand Draft in favour of "KVAOWA, Gurugram". The Demand Draft/Cash Receipt or details of electronic transfer towards the cost of the Tender Document shall be attached with the Technical Bid.



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Sealed tenders are invited by the President, KVAOWA, Kendriya Vihar, Sector-56, Gurgaon -122011 (Haryana) from the Registered Security Organizations for providing Security services for a period of three years from the date of entering into the contract subject to the Terms and Conditions as mentioned in the Tender document.

ELIGIBILITY CONDITIONS AND CRITERIA FOR TECHNICAL EVALUATION OF THE TENDERER.

- i. Minimum Three Years' experience in the field of providing Security Services.
- ii. Minimum Annual turnover of Rs. 3 Crores (as a single entity) in the immediately three preceding Financial Years viz FYs 2020-21, 2021-22, 2022-23.
- iii. Possess the requisite Statutory License/ Permits prescribed by the Central/ State Govt. and the Local Administration etc. for providing security services as asked for in the tender document.
- iv. Serving at present at least 3 current clients having at least 15-20 guards in single GH Society/Commercial Premises or Establishment in Gurugram District.
- v. The manpower supplied shall be minimum 10th pass, less than 50 years of age and have height not less than 5 feet and 6 inches.
- vi. The manpower shall know the use of technical apps like My Gate, No Broker hood and also Supervisor should know to operate CCTV devises/software related to CCTV.
- vii. Satisfactory Performance Certificate from three present clients (till the date of issue of tender) where the agency should be serving at least 15-20 guards in same GH Society, Commercial Premises or Establishment in Gurugram District.
- viii. The Technical level prioritisation/weightage of the tenderer shall be done as per the following criteria:

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Turn over	>3 Cr to 5 Crores (5 marks)	>5 to 10 Crores (10 marks)	>10 Crores (15 marks)	30 % weightage
No. of GH Societies being catered to at present in Gurugram District	>3 to 5 (8 marks)	>5 to 8 (12 marks)	> 8 (20 marks)	40 % weightage
Years of experience	>3 to 5 years (5 marks)	>5 to 8 years (10 marks)	>8 years (15 marks)	30 % weightage

- ix. Financial bid of only those tenderers shall be opened who fulfil the eligibility criteria prescribed at (i) to (iv) above.
- x.

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Annexure- I

SERVICES TO BE RENDERED BY THE SECURITY ORGANISATION

1. To provide manpower in order to take care of the Security related requirements of KVAOWA as detailed hereunder.
2. To provide protection and safety to Kendriya Vihar (KV) Residents/ occupants/ visitors and their properties (including properties belonging to KVAOWA) both movable & immovable by providing fool proof security in the entire KV Complex within the perimeter, utility buildings which houses electrical substations, DG sets, telephone exchange, control room, parking areas, other open areas, authorized shops all floor of buildings including terraces, staircases and building under construction, KVAOWA Office & gates etc. and to prevent pilferage theft and sabotage.
3. To regulate the entry & exit of persons with a view to ensure entry only of genuine persons and permitting only authorized contractors and labor to enter & work in the premises by devising a suitable mechanism in consultation with KVAOWA authorities. It shall maintain records of visitors and outside vehicles entering the KVAOWA complex and prevent the entry of vendors and hawkers inside the premises.
4. To regulate the incoming and outgoing movable property and material with a view to prevent theft, pilferage and unauthorized transportation.
5. To ensure orderly and trouble-free operation of scheduled and authorized functions and activities held in the premises and prevent unauthorized function and any kind of disturbance and disruption of any lawful activity in and around KVAOWA premises.
6. To deal with any kind of protests, demonstrations or any kind of unruly or disorderly situation, by exercising effective crowd control.
7. To implement, Management instructions and guidelines given from time to time and to advise Management on security matters and to carry out regular assessment of the security needs and security systems with a view to make effective improvements in consultation with KVAOWA management.
8. To deal effectively with unforeseen contingencies like fire, flood or bomb threat, etc.

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9. To administer First Aid to the occupants and guests in case of any emergency.
10. To attend to the crimes and offenses taking place at the premises and take effective steps to deal with them which would include preservation of the evidence relating to crime and other related duties like informing the police, Management and other concerned authorities and follow up action with police in consultation with Management.
11. To keep a watch on activities in KVAOWA complex prepare and submit report on the negative incidents occurring and observed in the premises to the Society and to take necessary preventive remedial steps to avoid their reoccurrence.
12. To liaise with local police, fire brigade and relevant Government/ Public agencies and secure their speedy assistance whenever required.
13. To regulate arrangements in the parking areas with a view to ensure:
 - Proper security of the areas.
 - To regulate orderly movement of incoming & outgoing vehicles.
 - To ensure vehicles are parked at assigned parking areas.
 - To ensure that only authorized vehicles are allowed parking and that no unauthorized person is allowed to drive a vehicle out from the complex.
 - To provide parking booth attendants to issue tokens and collect parking charges if levied as per policy of Management.
 - Traffic management near their point of duty.
14. The Security Agency will keep the KVAOWA Complex free of stray dogs/monkeys and other animals under its own arrangement & as per Govt. guidelines.
15. To arrange training of the security personnel in respect of the jobs being performed by them on a regular basis which would comprise of drills relating to
 - a. sounding a fire alarm,
 - b. use of hose pipes, fire extinguishers, smoke/ heat detectors & other firefighting equipment,
 - c. use of First Aid equipment.
16. CCTV/ Cameras have been provided at appropriate places. Guards should be able to handle them & be trained from time to time for the new technology gadgets provided in Kendriya Vihar Society.

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17. Agency has to ensure any guards leaving / on leave etc are replaced with new guard and no duty point is left unattended.
18. Present deployment of manpower at KVAOWA with about 50 Guards in a 12 hourly shift is as given below. This may be taken as indicative. The Tenderer shall quote for the following manpower:

Security Officers : 2
Security Guards : 50 (Including one lady Guard)
Special Task Officer: 2

Deployment of Security Staff at present

Sr. No	LOCATIONS	STRENGTH							
		Security Officer		Security Guard		Lady Guard		Special Task Officer (STO)	
		D	N	D	N	D	N	D	N
i)	Gate No.1	1	1	3	4	1	0	1	1
ii)	Gate No.2			1					
iii)	Gate No.3			3					
iv)	B Block			2	2				
v)	In front of Sahyog Building (Market Area)			1	0				
vi)	C Block (1 to 387) SW Corner			2	3				
vii)	DX Block (1 to 178) NW Corner			1	1				
viii)	A and AA Block (1 to 406) (1 to 12), NE Corner			1	1				
ix)	MS 1 to MS 12			12	12				
x)	General Duty				1				
	TOTAL	1	1	26	24	1		1	1

D=Day, N=Night

During night, patrolling is conducted in Western and Eastern zones by pooling from static guards. Areas on eastern side of Roads separating DX and B Block and C and MS Block is Eastern zone and on Western side as Western zone.

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Annexure II

TERMS AND CONDITIONS OF ENGAGEMENT

- 1) **GENERAL:**
- a. The Security Agency after award of the work will have to submit a detailed security manual to KVAOWA in the prescribed period as indicated in the instructions to tenderers on specific communication issued by KVAOWA. It shall cover all aspects of foolproof security arrangement for the complex.
 - b. KVAOWA will provide suitable office space to the Organization, on need basis. The Security Agency shall be allowed free use of water, electricity and designated area in the building, for *bona fide* use for office and storage and performance of this contract. Telephone facility will be provided by KVAOWA as per the requirement of Security Agency. The charges, however, will be billed to the Security Agency as per the BSNL/Service provider's bills, on the rates applicable from BSNL/Service provider from time to time.
 - c. All requirements under various statutory labour laws must be complied with. Any default will be to the liabilities of the Security Agency and the Security Agency will reimburse any amount paid by the KVAOWA by way of default, interest, and penalty.
 - d. The Security Agency shall undertake to furnish all details as and when asked for by the KVAOWA and will also maintain and produce to the satisfaction of the KVAOWA management relevant records of all payments made by the Security Agency, which will be intimated to the management, immediately.
 - e. The Security Agency, within his scope of work, will provide all stationery item, for their employees, such as registers, pens, pencils and other such items for noting down the necessary details in Parking areas, gates, offices mentioned above and other areas in the scope of work mentioned above and any other records as required/informed by KVAOWA from time to time and visitor's temporary passes
 - f. The Security Agency shall not sub-contract/ assign any part of the "Services" to be performed.
 - g. KVAOWA reserves the right to reject any or all the tenders without assigning any reasons whatsoever.
 - h. KVAOWA reserves the right to accept the tender in whole or in part. The Security Agency shall be bound to perform the same at his quoted rates.
 - i. Within 15 days of the award of the contract, the Security Agency shall sign a formal agreement with KVAOWA. Failure on the part of the Security Agency to do so shall make him liable to forfeit his claim to the refund of Earnest Money deposit, and KVAOWA shall have full powers to carry out the work at the Security Agency's cost and risk.

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- j. **The KVAOWA authorities shall review performance of the Security Agency's work every quarter, wherein senior executive of the contracting Organization will have to be present.**
- 2) **MANPOWER:**
- a. The Management already has a pattern of deployment of security manpower in the Society. Any reduction or increase in the number of personnel deployed shall be carried out in mutual consultation with the express written approval of KVAOWA.
- b. The Security Agency shall under no circumstance employ existing employees already working in Kendriya Vihar without approval in writing from KVAOWA.
- c. The Security Agency shall employ for the execution of various works, only such persons as are skilled and experienced in their trades and submit the list of workers so employed, and the President, Secretary or Estate Manager/CSO shall be at liberty to object to and require the Security Agency to remove from the works any person employed by the Security Agency who in the opinion of the such person misconducts himself or is incompetent or negligent in the proper performance of his duties and such person shall not be again employed upon the works without permission of the President/ Secretary. Decision of the President KVAOWA in this respect shall be final and binding on the Security Agency.
- d. **The manpower supplied shall be minimum 10th pass, less than 50 years of age and have height not less than 5 feet and 6 inches.**
- e. **The manpower shall know the use of technical apps like My Gate, No Broker hood and also Supervisor should know to operate CCTV devises/software related to CCTV**
- f. The Organization shall provide, for security reasons, the following details of the staff, proposed to be deployed viz. Total no. of staff proposed to be deployed, their name, age, residential address, category and scale of pay for the proper identification along with recent passport size photograph.
- g. **No Security Personnel shall be a permanent resident of nearby villages within 8 KM radius of Kendriya Vihar.**
- h. The Security Agency shall pay wages to manpower employed by it directly through Bank account cheque / transfer which shall not be less than the minimum wages and DA, as notified by Govt. of Haryana from time to time.
- i. The Security Agency shall, wherever applicable, comply with the provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Provident Fund & Miscellaneous Provisions Act 1952, ESI Act 1948, Employer's Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, PSARA, 2005, Maternity Benefit Act 1961, and Contractor's Labor (Regulations and Abolition) Act, 1970 or the modifications thereof or any other laws relating thereto and the Rules/Regulations made there under from time to time.

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- j. The Security Agency shall indemnify the KVAOWA against any payment to be made under and for the observance of the above mentioned laws & rules.
- k. The Security Agency shall ensure that the workers are properly dressed and in uniforms, as approved by KVAOWA. Identity cards must be carried and displayed by each of his staff at all times. Movement in the Complex shall be done only for *bona-fide* works. General discipline and good behaviour shall be maintained by his staff and at all times and shall enforce same on residents/visitors.
- l. **In case of any accidental damage etc. caused due to the negligence of the staff deployed by the Security Agency, the loss shall have to be made good by the Security Agency.**
- m. The security staff deployed by the Security Agency shall not accept any gratification or reward in any shape or form from the visitors or the residents in the client's premises.
- n. **The Security Agency shall ensure that the security staff deployed by him shall not engage in any other profession, work or activity detrimental to the interest of the security duties of the clients' premises.**
- o. The Security Agency shall not at all any time do cause or permit any nuisance in area of the work in offices or do allow anything which shall cause unnecessary disturbance of inconvenience to owners, tenants or occupants of other properties near the work area and to the public generally. If any security personnel are found creating any nuisance then the Security Agency shall remove his services (After making him all the payments and dues) on the specific recommendation of Office Bearer/ Estate Manager.

3) CONTRACT PERIOD AND PRICE:

- a. The contract period shall be 3 years from the date of award of work. The contract period may be extended beyond this period on mutually agreed terms.
- b. KVAOWA may terminate the contract during the currency of the contract including the extended period by giving 2 months' notice in case it feels dissatisfied with the services/performances/discharge of obligations under the contract. However, the Security Agency cannot terminate the contract during the currency of the tenure except in case of non-payment of contractual payment by giving two months' notice. Otherwise, six-month period is required to enable KVAOWA to make alternative arrangement.
- e. The Tenderer shall quote the rates of Manpower for three years. The rates given by the Tenderer for the manpower shall be firm for the first 12 months. Thereafter, for the second and the third years, the wage shall be revised on an ongoing six-monthly basis as per the percentage increase announced by the Government of Haryana for the corresponding category of the manpower supplied i.e. Skilled/Semi-skilled, etc. Say for example, if the Government of Haryana has hiked the minimum wage by Rs. 450/-, this amount shall be added to the wage quoted by the tenderer from the date the increase has taken place during the second and the third years.

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4. SECURITY DEPOSIT:

- a. **Successful bidder will have to remit Security Deposit of Rs. Ten Lakhs within 30 days of communication of award of contract by KVAOWA** through a bank draft/Electronic Transfer in favour of KVAOWA. No interest shall be payable to the Security Agency under any circumstances against the security deposit furnished / recovered from the Security Agency by KVAOWA. Ten percent of the Security amount shall be deductible in case the bidder fails to commence the work within 45 days of the award of work for reasons whatsoever or if the bidder fails to supply required manpower during the currency of contract.
- b. 50% of the security deposit will be refunded on successful completion of the contract. Balance 50% of the security deposit will be refunded within 3 months, after settlement of the final bill. KVAOWA reserves the rights to forfeit the Security in case the Security Agency withdraws its services without proper notice.

5. SUPERVISION BY KVAOWA:

- a. Estate Manager (EM)/ Chief Security Officer (CSO) or his representative shall watch/ supervise the duties and test and examine any material to be used or workmanship employed in connection with the works.
- b. If the Security Agency is dissatisfied with any decision of the EM/ CSO or his/ her representative(s), he shall be entitled to refer the matter to the President who shall there upon confirm, revise or reverse or vary such decision.
- c. EM/ CSO will issue a certificate of satisfaction of work being done by the Organization in an appropriate format and Security Agency shall submit same along with the monthly bills Certified by EM/ CSO. EM/ CSO will also point out any dissatisfaction in the services being provided. EM/ CSO or any Committee formed by the Executive Committee of KVAOWA will specify penalty, if any, as provided in the contract, to be levied.
- d. EM/ CSO or any of the Executive Committee members of KVAOWA may cross check the deployment of staff at Kendriya Vihar at any time.

6. PAYMENTS:

- a. Bills shall be submitted by the Security Agency monthly on first day of every month to the EM/ CSO along with the record/ certification to the effect that all the liabilities owing out of compliance of the labour laws have been discharged for the work executed. EM/ CSO shall then arrange to have the bill verified after satisfying himself of the fact that such legal obligations have been discharged.
- b. Payment of the monthly Security Agency's bills shall be made by KVAOWA within 7 day from the date of submission of the bill subject to, there being no dispute or discrepancy in the bill.

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- c. Payment on account for amount admissible shall be made by the Treasurer by crossed account payee cheque/ on-line transfer after certifying the sum to which the Security Agency is considered entitled by way of interim payment for the following: "All works executed, after deducting there from the amounts already paid, the security deposit and such other amounts as may be deductible or recoverable in terms of the contract".
- d. Taxes at source shall be deducted from all the payments, in accordance with the provisions of the Income Tax Act, 1961, or any other relevant act in force.
- e. If, at any time, any security personnel is found absent unauthorisedly, deduction will be made at twice the rate of wages payable to him per day and in case of any surprise check/ raid if any security personnel is found sleeping while on duty, a penalty @ INR 1,000/- will be levied for each such surprise check/ raid per member.

7. COMPLIANCE WITH VARIOUS LABOUR LAWS:

- a. The Security Agency shall, at its own expense, comply with or cause to comply with Model Rules for labour welfare or rules framed by the Government from time to time for the protection of health of workers employed directly on the works. In case the Security Agency fails to make the arrangement as aforesaid, KVAOWA shall be entitled to do so and recover the cost thereof from the Security Agency.
- b. The Security Agency shall, at his own expense, arrange for safety provisions as required by the EM/ CSO, in respect of all labour directly or indirectly employed for the performance of the works and shall provide all facilities in connection therewith. In case the Security Agency fails to make such arrangements in providing necessary facilities as aforesaid, the KVAOWA shall be entitled to do so and recover the cost thereof from the Security Agency.
- c. Failure to comply with rules for labour welfare, Safety Code or the provisions relating to report on accidents and to grant of maternity benefits to female workers shall make the Security Agency liable to pay to KVAOWA as damages an amount as fixed by KVAOWA based on reports from the Inspecting Officers as defined in the Contract Labor Regulation Act will be final and binding and deductions for recovery of such damages may be made from any amount payable to the Security Agency.
- d. KVAOWA reserves the right to carry out post payment audit and technical examination of the final bill including all supporting vouchers, abstract etc. KVAOWA further reserves the right to enforce recovery of any over payment, when detected.
- e. If, as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the Security Agency or alleged to have been done by him under the contract; it shall be recovered by KVAOWA from the Security Agency by any all the methods prescribed above. If any under payment is discovered, the amount shall be duly paid to the Security Agency by KVAOWA, provided that the aforesaid right of KVAOWA to adjust over payments against amounts due to the Security Agency under any other contract with KVAOWA shall not extend beyond the period of **two years** from the date of payment of the final bill or in case the final bill is a minus bill, from the date the

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- amount payable by the Security Agency under the minus final bill is communicated to the Security Agency.
- f. Any amount due to the Security Agency under this contract for under payments may be adjusted against any amount then due or which may at any time thereafter become due before the payment is made to the Security Agency, from him to KVAOWA on any other contract or account whatsoever.
- g. **It any damage/ theft is caused to the assets/ property/ office equipment of KVAOWA by staff or supervisor of the Security Agency, or by their negligence then the Security Agency shall bear the cost of repair or replacement. The decision of President KVAOWA in this regard shall be final and binding on the Security Agency.**
- 8. FORECLOSURE OF CONTRACT IN FULL OR IN PART DUE TO ABANDONMENT OR REDUCATION IN SCOPE OF WORK:**
- a. If, at any time after the acceptance of the tender, KVAOWA shall decide to abandon or reduce or increase the scope of work for any reasons whatsoever and hence not require the whole of any part of the work to be carried out, the Estate Manager shall give 2 months notice in writing to that effect to the Security Agency and the Security Agency shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of work in full but which he did not derive in consequence of the foreclosure of the whole or the part of the works.
- b. The Security Agency shall, if required by the KVAOWA, furnish books of account, wage books, muster rolls, PF returns, License with job on time sheets and other relevant documents as may be necessary to enable him to certify the reasonable amount payable under these conditions.
- 9. CANCELLATION OF CONTRACT IN FULL OR PART:**
- a. If, at any time, the Security Agency makes default in proceeding with the works with due diligence, and continues to do so, after a notice in writing of 7 days from the Secretary/ Estate Manager, or commits default in complying with any of the terms and conditions of Contract and does not remedy it or take effective steps to remedy it or fails to complete the items of work as per schedule attached and does not complete them within the period specified in the notice given to him in writing, KVAOWA may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to KVAOWA, by written notice, cancel the contract.
- b. On such cancellation, KVAOWA shall have powers to take possession of the site and any materials thereon; and / or carry out the incomplete work by any means at the risk and cost of the Security Agency.
- c. Any excess expenditure incurred or to be incurred by KVAOWA in completing the works or part of the works, or the excess, loss or damages suffered or may be suffered by the

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aforesaid, after allowing such credit as shall be due, shall be recovered from any money due to the Security Agency on any account, and if such money is not sufficient, the Security Agency shall be called upon in writing to pay the same within 30 days.

10. ARBITRATION

- a. The provisions of the Arbitrations Act 1940, or any statutory modification or re-enactment and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.
- b. It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.
- c. The arbitrator shall be appointed by the President of KVAOWA as mutually agreed.
- d. The arbitrator(s) may from time to time with consent of the parties enlarge the time for making and publishing the award.
- e. The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings, and no payment due or payable to the Security Agency shall be withheld on account of such proceedings.
- f. The arbitrator shall be deemed to have entered the reference on the date, he issues notice to both the parties fixing the date of the first hearing. The arbitrator shall give a separate & reasoned award in respect of each dispute.
- g. The venue of arbitration shall be within Gurgaon, such place, as may be fixed by the Arbitrator with his sole discretion within Gurgaon.
- h. The award of arbitrator shall be final, conclusive and binding on all parties to this Contract.
- i. The cost of arbitrator shall be borne by the parties to the dispute as may be decided by the arbitration(s).

11. LAWS GOVERNING THE CONTRACT

The Indian Laws in force shall govern this contract and courts of Law in Gurgaon shall have jurisdiction on any dispute about any of the terms of Contract.

12. CONFIDENTIALITY:

The Security Agency or his staff shall not, at any time, divulge or make known any matter or transaction undertaken or handled by the client and shall not disclose to any person any information relating to the instructions of the client.

13. OTHER TERMS & CONDITIONS OF THE CONTRACT

- i. Subject to otherwise provided in the contract, all notices to be given on behalf of KVAOWA and all other actions to be taken on its behalf may be given by the President/ Secretary or the Estate Manager or CSO for the time being entrusted with such functions, duties and powers.

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- ii. All instructions, notices and communications etc., under the Contract shall be given in writing and if sent by e- mail (as latest given)/ Registered Post to the last place of abode or business of the Security Agency, shall be deemed to have been served on the date when in the ordinary course of the post these would have been delivered to him.
- iii. The Security Agency or his representative shall be in attendance at the work places during the working hours and shall superintend the execution of the works with such additional assistance in, as the KVAOWA may considered necessary. Orders given to the Security Agency's representative shall be considered to have the same force as if they had been given to the Security Agency itself.
- iv. The EM/CSO communicate or confirm the instructions to the Security Agency in respect of work in a Site Order Book maintained in the office of KVAOWA and the Security Agency or its authorized representative shall confirm receipt of such instructions by signing the relevant entries in this book. If required by the Security Agency, he shall be furnished a certified true copy of such instruction(s).
- v. KVAOWA shall have absolutely no liability/responsibility whatsoever concerning the Security Agency's employees for any reason.
- vi. The Security Agency shall be solely responsible for staff deployed by him in all matters relating to their performance, claims etc. He shall indemnify KVAOWA against any payment to be made under various labour laws and for the observance of this.
- vii. The Security Agency shall obtain, at his own cost, all permissions and licenses etc., under various laws/ regulations/ rules, which are prevailing, or which may be enforced during the currency of Contract in connection with carrying out obligations under this contract.
- viii. The Security Agency shall be bound to perform the assigned job even though the same may not have been included in the schedule of service of services. The changes, if any, for these extension services shall be settled immediately.
- ix. All the complaints shall be routed through the Central Control room, which is manned on a 24-hours basis. Even if the Security Agency receives the complaint directly, the same may be forwarded to the control room for necessary follow up and action. The Security Agency shall follow the call logging and rectification procedures, which are in force from time to time.
- x. The Security Agency shall be fully responsible for smooth taking over as well as handing over of the work from or to other Organization(s) on starting/or expiry/termination of the contract. It shall be responsible & it shall also settle all issues viz retrenchment benefits, PF, Gratuity, Livery, Bonus, Leaves, E.S.I., etc. pertaining to currency of its contract to its workers as per law & acknowledgement submitted to KVAOWA. Thereafter only Security Agencies security deposit shall be refunded.
- xi. The Security Agency shall pay & continue to pay during contract and also pay till full and final settlement with the labour or workers for all statutory requirements applicable as per rules and applicable law, including gratuity/retrenchment benefits pertaining to the

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- currency of the contract. He shall indemnify KVAOWA and shall keep KVAOWA indemnified against such claims.
- xii. The Security Agency shall be fully responsible & liable for payment & settlement for all the matters arising out of labor employment & benefits, labor court or court of law. HE shall represent himself as well as may also represent KVAOWA in labor court or court of law, and shall care of all responsibilities & liabilities, cost on this behalf. KVAOWA shall not be responsible or pay other than rates agreed to in the proposed contract.

P. Padmavati

(P Padmavati)
Secretary, KVAOWA



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Email: info@kvgurgaon.com, Web-site: kvgurgaon.com



Annex III

CHECKLIST OF DOCUMENTS TO BE ATTACHED

S. No.	Document	Document Nos	PI Tick(✓) if attached
1.	Tender form in original, with each page duly signed by authorized signatory.		
2.	Earnest money deposit in the form of DD/ Pay Order/ in the name of KVAOWA for INR 1,00,000.00 (Rupees One Lakh only)		
3.	Attested copy of Registration of security Organization.		
4.	Tenderer profile		
5.	Satisfactory Performance Certificate from three present clients (till the date of issue of tender) where the agency should be serving at least 15-20 manpower in same GH Society, Commercial Premises or Establishment in Gurugram District.		
6.	List of Establishments and GHs located in Gurugram District where the Tenderer is at present providing Security Services.		
7.	Audited financial statement in the immediately three preceding Financial Years viz FYs 2020-21, 2021-22, 2022-23.		
8.	PSARA License Details including number date & validity & Copy.		
9.	PF Registration No.(Enclose copy of Self-Attested Certificate)		
10.	ESI Registration No.(Enclose copy of Self-Attested Certificate)		
11.	PAN No. (Enclose Self-Attested copy)		
12.	GST No. (Enclose Self-Attested copy of Certificate)		
13.	Undertaking/Declaration that no legal suit / departmental action is pending against Tenderer for any violation of EPF Act, ESI Act Labour Laws etc. and details of cases if any pending.		

Signature of Authorized signatory _____

Name of Authorized signatory _____

Seal of the Organization

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Annex IV

INSTRUCTIONS TO TENDERERS

The Tender should be submitted in the prescribed form only.

1. Tender will be receivable in the Office of the KVAOWA, Kendriya Vihar Sec-56, Gurgaon-122011. (Haryana) between 10.00 AM to 5.00 PM on any week day except Wednesday. The time schedule for the tender process has been indicated at the top sheet of this tender document.
2. Eligibility conditions and criteria for technical evaluation of the tenderer have been specified in the beginning of this tender document and may be read and complied with carefully.
3. Tenders shall be submitted complete in all respects. Incomplete tenders shall be liable to be dismissed summarily.
4. Tenders received, after the time and date set out for receipt of tenders, shall be returned unopened/ shall not be considered.
5. Tenderer shall submit NOT more than one tender. Not two or more concerns, which have common financial interest, shall tender. If they do so, all such tenders shall be rejected.
6. The tender should be accompanied by an Earnest Money of INR 1,00,000/- (Rupees One Lakh Only) in the form of DD/PO in favour of **KVAOWA**, payable at Gurgaon.
7. On acceptance of tender, the earnest money amount will be held as part of initial security deposit amount for the due and faithful performance of the contract for the entire contract period.
8. KVAOWA will refunds the earnest Money to all unsuccessful tenderers, soon after the award of the work, against a written request from respective vendor(s).
9. The tenderers may inspect the site, the ground conditions, examine the tender documents so as to make themselves fully aware of the scope of work, terms and conditions as also the conditions under which the services are to be provided. No claim for any extra payment of any kind on account of lack of information as to risks, contingencies and other circumstances which may influence or affect their tender shall be entertained after the award of the work. Chief Security Officer may be contacted for site visit, if required.
10. All rates should be quoted at proper place in the Tender Form only.
11. The rates should be quoted neatly both in figures and in words. In case of discrepancy in the rates quoted in words and figures, rates quoted in words shall prevail.

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12. All additions / deletions or other changes in the tender documents shall bear the initials of the person signing the tender.
13. Tender documents shall be returned duly completed and signed by an authorized signatory. **Power of Attorney in favor of authorized signatory shall be furnished with the tender.**
14. No alteration of any kind shall be made in tender documents. If the tenderer, deems it essential to explain any aspect, he may list out the same separately, as his terms and conditions.
15. The tenderer shall sign at the bottom right hand corner of every page of the tender documents and put the company seal also.
16. The tenderers have to submit two bids in two separate covers i.e. (A) Technical bid & (B) Financial bid. Both the bids should first be sealed in separate covers. Words- "(A) Technical bid" shall be written on the envelope containing Technical/pre- qualification bid and the envelope containing Financial bid shall bear the words "(B) Financial bid." Both the bids then are enclosed in a bigger envelope, which should also be properly sealed. On the top of this envelope, words "Tenders for Security Service and should be legibly written. The earnest money of INR 1,00,000/- (One Lakh only) should be enclosed with Technical bid as otherwise this tender will be summarily rejected.
17. In the first instance, cover containing the Technical Bid will be opened. The covers containing financial bids of only those tenderers will be opened, who have been found technically qualified for security contract on the basis of satisfying of minimum conditions laid down in the pre-qualification bid form. However, KVAOWA reserves the right to open both bids simultaneously.



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**Annex V
TENDER FORM**

**The President,
KVAOWA,
Kendriya Vihar, Sector-56,
Gurgaon- 122011**

Subject: - Tender for security arrangement services at Kendriya Vihar, Sec-56, Gurgaon

Dear Sir,

I / we* have read and examined the complete tender documents relating to the above said work.

I/ We* hereby submit my/our* tender for providing security arrangements for the complex referred to in the aforesaid documents, upon the services to be rendered and terms & conditions contained or referred to therein, and in accordance to and in all respects of specifications and instruction issued from time to time at the rates quoted for the services/ manpower in the financial bid form during the period set out in the tender documents.

I/ We* hereby undertake to keep my/our* tender valid for a period of 4 months from the date of opening of tender.

I/we* hereby further undertake, that during the said period, I/We* shall not vary/ alter/ revoke my/our* tender.

I/We* hereby forward earnest money deposit of INR 1,00,000.00 (Rupees One Lakh Only) in the form of demand draft in favor of **KVAOWA** drawn at Gurgaon.

Demand Draft Number: _____ Dated _____
Issuing Bank: _____

If I/ We* fail to keep the tender open as aforesaid or make any variation, alteration or revoke the tender, I/We* hereby agree that this sum shall stand forfeited in the event of acceptance of my/ our* tender, and failure on my/our* to execute the contract when called upon to do so, within the stipulated time.

I/We* also hereby agree to treat the earnest money sum as part of security on award of the contract.

Should this tender be accepted, I/We* hereby agree to provide services prescribed in the tender document and shall abide by, and fulfill all the terms, conditions and provision of the aforesaid tender documents.

I/We* understand, that KVAOWA, Kendriya Vihar, Sector-56, Gurgaon is not bound to accept lowest tender or not bound to assign any reason for rejecting my/our tender.

Signature: _____

Name: _____

Designation: _____

(Only authorized Signatory to sign the tender on Behalf of the Organization)
Seal of the Company

Date:

Place:

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(A) TECHNICAL BID FORM

A. The technical bid is being invited to decide whether the tenderer is technically qualified to secure the contract.

B. ELIGIBILITY CONDITIONS AND CRITERIA FOR TECHNICAL EVALUATION OF THE TENDERER.

- i. Minimum Three Years' experience in the field of providing Security Services.
- ii. Minimum Annual turnover of Rs. 3 Crores (as a single entity) in the immediately three preceding Financial Years viz FYs 2020-21, 2021-22, 2022-23.
- iii. Possess the requisite Statutory License/ Permits prescribed by the Central/ State Govt. and the Local Administration etc. for providing security services as asked for in the tender document.
- iv. Serving at present at least 3 current clients having at least 15-20 guards in same GH Society/Commercial Premises or Establishment in Gurugram District.
- v. The manpower supplied shall be minimum 10th pass, less than 50 years of age and have height not less than 5 feet and 6 inches.
- vi. The manpower shall know the use of technical apps like My Gate, No Broker Hood and also Supervisor should know to operate CCTV devises/software related to CCTV.
- vii. Satisfactory Performance Certificate from Three present clients (till the date of issue of tender) where the agency should be serving at least 15-20 guards in single GH Society, Commercial Premises or Establishment in Gurugram District.
- viii. The Technical level prioritisation/weightage of the tenderer shall be done as per the following criteria:

Turn over	>3 to 5 (8 marks)	>5 to 10 Crores (10 marks)	>10 Crores (15 marks)	30 % weightage
No. of GH Societies being catered to at present in Gurugram District	>3 to 5 (8 marks)	>5 to 8 (12 marks)	>8 (20 marks)	40 % weightage
Years of experience	>3 to 5 years (5 marks)	>5 to 8 years (10 marks)	>8 years (15 marks)	30 % weightage

- ix. Financial bid of only those tenderers shall be opened who fulfil the eligibility criteria prescribed at (i) to (iv) above.

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KENDRIYA VIHAR APARTMENT OWNERS WELFARE ASSOCIATION (KVAOWA)
KENDRIYA VIHAR, SECTOR-56, GURUGRAM (HARYANA) – 122011
(Registered under Societies Registration Act No.1 of 2012 Registration No. 00651 Dated 25/4/2013)

C .List of GHSs, Commercial Premises or Establishment in Gurugram District where the Tenderer is at present providing Security Services.

D A copy each of the following documents/certificates be enclosed as part of the Technical Bid to ascertain the authenticity of the Organization and its credentials:

1. Registration No. of the Organization a/w the certificate of Regn.
2. PSARA License Document
3. PF Registration Certificate.
4. ESI Registration Certificate.
5. GST Registration Certificate.
6. PAN Card.
7. Audited financial statement of the Organization for FYs 2020-12, 21-22, 22-23 to show the turnover.
8. Requisite experience certificates as indicated above.
9. An Undertaking that no legal suit / departmental action is pending with regard to any violation in the PF Act, ESI Act, Labor Laws etc. & provide details in case there is any suit pending against the Organization.

E.The Tendering Organization shall also supply the following information supported by the documentary evidence.

S. No.	Parameter	Details
1.	Name of the Organization	
2.	Legal status of the Organization: Proprietorship Company/ Partnership Company/LLP/ Pvt. Ltd. Co./ Public Ltd. Co.	
3.	Registered Office address.	
4.	Office Telephone No.	
5.	Office E Mail Id	
6.	Office FAX No.	
7.	Place of Headquarter or Corporate Office of the Organization, if different from above.	
8.	Date of Establishment & Registration of the Organization	
9.	Location of the Local Office of the Organization nearest to the Society.	
10.	Name(s) of the MD/CEO/Prop	

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Tel. 0124-2392393; 2572817, Mob: - 8800853661 Email: kv006_gurgaon@yahoo.co.in;
Email: info@kvgurgaon.com, Web-site: kvgurgaon.com





KENDRIYA VIHAR APARTMENT OWNERS WELFARE ASSOCIATION (KVAOWA)
KENDRIYA VIHAR, SECTOR-56, GURUGRAM (HARYANA) – 122011
(Registered under Societies Registration Act No.1 of 2012 Registration No. 00651 Dated 25/4/2013)

i)	Telephone No. (Mob/Landline)							
ii)	Email Id							
B	Name, designation and address of the person (s) authorized to sign on behalf of the bidding Organization.							
i)	Address							
ii)	Telephone No. (Mob/Landline)							
iii)	Email id							
10.	Annual Turnover of the Organization (In INR Lakhs)	<table border="1"><tr><td>2020-21</td><td>2021-22</td><td>2022-23</td></tr><tr><td></td><td></td><td></td></tr></table>	2020-21	2021-22	2022-23			
2020-21	2021-22	2022-23						
11.	Total Persons employed							
12.								
13.								

It's certified that that the above information is true and nothing is being concealed therefrom.

Signature of the Tenderer
Name: _____
Designation: _____

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Tel. 0124-2392393; 2572817, Mob: - 8800853661 Email: kv006_gurgaon@yahoo.co.in;
Email: info@kvgurgaon.com, Web-site: kvgurgaon.com





(B) FINANCIAL BID FORM

The tenderers may please quote their complete rates. The rates should be competitive. All statutory requirements will be the responsibility of the tenderer. To provide effective and security certain minimum equipment need to be supplied to the security personnel. The tenderer is to quote rate for these items in the prescribed format.

The Tenderer shall quote the cost of the services in the following format:

Sl.No.	Manpower	12/8 Hour duty	Wage Component (In any form) (Per person rate for 30 days)	Charges towards Statutory Compliances (Per person rate for 30 days)	Service Charge (Per person rate for 30 days)	Total cost to the Society (Per person rate for 30 days)
1	Security Officer (2)	12				
2	Special Task Officer (STO) (2)	12				
3	Lady Guard (1)	12				
4	Security Guards (49)	12				

The Organization shall provide the following equipment to KVAOWA and to Security staff. Details of equipment aids proposed to be supplied by the tenderer to security personnel for efficient manpower within the scope of work. The cost factor of these equipment be added in the under the head Service Charge. No separate amount will be paid for the same.

S.No.	Description	Make	Required No. of Aids
(i)	One active mobile phone connection with latest available instruments for KVAOWA. (Inclusive of all monthly recurring expenses)		1
(ii)	Hand Set Wireless Communication equipment to Supervisors and one to each Security guard in Kendriya Vihar Complex		1 Each Total 26
(iii)	Bicycle(s)		8
(iv)	Batons for each guard		1 Each
(v)	Search Light for every guard in night shift		1 Each

Signature of the Tenderer: _____
Name: _____
Designation: _____
Company's Seal

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(C) Undertaking

**The President,
KVAOWA,
Kendriya Vihar, Sector-56,
Gurgaon- 122011**

**Subject: - Undertaking for security arrangement services at Kendriya Vihar, Sec-56,
Gurgaon**

Dear Sir,

I / We have examined the various terms and conditions listed in the Tender Form (Technical & Financial Bid) for providing security services at Kendriya Vihar (KV), Gurgaon. I/We agree to all these conditions and offer to provide security services at KV. I/We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We have inspected the KV premises and have acquainted ourselves with the tasks required to be carried out, before making this offer. I/We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Further, I/We hereby undertake that there is no legal suit / departmental action is pending against us or any of our Proprietors/ Partners/Directors for any violation of EPF Act, ESI Act Labour Laws etc in any court of law.

The details of cases, if any pending are as under (Say Nil in the box, if there are none):

Thanking you,

Sincerely,

Signature: _____

Name: _____

Designation: _____

(Only authorized Signatory to sign the tender on Behalf of the Organization)

Seal of the Company

Date:

Place:

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