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| <b>Government of India</b><br><b>Ministry of Finance</b><br><b>Department of Revenue</b>  |  | <b>Phone: 044-2256 0941</b><br><b>Fax: 044-2256 1445</b><br><b>e-mail: <a href="mailto:sysmgr.maa4@icegate.gov.in">sysmgr.maa4@icegate.gov.in</a></b> |
| <b><u>OFFICE OF THE COMMISSIONER OF CUSTOMS (COMMISSIONERATES I &amp; VII)</u></b><br><b><u>INTEGRATED CARGO COMPLEX, MEENAMBAKKAM, CHENNAI – 600 027</u></b><br><b><u><a href="http://www.aircustomschennai.gov.in">www.aircustomschennai.gov.in</a></u></b> |   |   |

F.No.S.Misc.04/2015-EDI-ACC

Dated : 09.02.2015

**NOTICE INVITING TENDER FOR PROVIDING SECURITY SERVICES AT THE EDI SITES OF**  
**THE OFFICE OF THE COMMISSIONER OF CUSTOMS, COMMISSIONERATE-VII,**  
**MEENAMBAKKEM, CHENNAI-600 027**

The Office of the Commissioner of Customs, New Custom House, Meenambakkam, Chennai-27 invites sealed quotations from reputed firms for providing Security Services at the EDI Sites of Customs in the New Custom House and Integrated Air Cargo Complex, Airport Authority of India, Meenambakkam, Chennai-600 027 by deploying adequate number of Security Supervisors and Security Guards for a period of **12 Months from 01.04.2015 to 31.03.2016**. The details of the area and time for providing security services are given below:-

| S.No. | EDI Sites                                | Duty Hours                            | Area to be covered  |
|-------|--|---------------------------------------|---|
| 1.    | EDI Host Room (in Custom House)          | 24 hours x 365 days                   | 1 Room of Size 76 x 48 = 3648 Sq.Ft.                        |
| 2.    | Custom House Gate                        | 24 hours x 365 days                   | Custom House Base Building of size 165 x 203 = 33495 Sq.Ft. |
| 3.    | Import Light Cargo Shed (A.A.I. Complex) | 0800 hrs to 2000 hrs (Except Sundays) | 3 Rooms, each of size 18 x 14 = 756 Sq.Ft.                  |
| 4/    | Import Heavy Cargo Shed (A.A.I. Complex) | 0800 hrs to 2000 hrs (Except Sundays) | 3 Rooms of sizes 30 x 16, 18 x 14 & 18 x 14 =984 Sq.Ft.     |
| 5.    | Export Shed-I (Air India Complex)        | 0800 hrs to 2000 hrs (Except Sundays) | 3 Rooms (22 x 10, 12 x 8 & 12 x 8) = 412 Sq Ft.             |
| 6     | Export Shed-II (A.A.I. Complex)          | 0800 hrs to 2000 hrs (Except Sundays) | 3 Rooms, each of Size 20 x 20 = 1200 Sq. Ft.                |
| 7.    | Appraising Hall (in Custom House)        | 0800 hrs to 2000 hrs (Except Sundays) | 1 Room of size 25 x 73 = 1825 Sq.Ft.                        |
|       | <b>Total Area</b>                        |                                       | <b>42320 Sq. Ft.</b>  |

- Type of Work :** Providing Security Services at the EDI Sites of (a) New Custom House, Meenambakkam, Chennai-27 and (b) Import & Export Sheds at the Integrated Cargo Complex of Airport Authority of India, Meenambakkam, Chennai-27.
- Contract period:** The period of the Contract will be for **12 Months from 01.04.2015 to 31.03.2016**
- TENDER PROCESS:** The tender is invited in two parts viz. (a) Technical Bid and (b) Financial Bid. In this tender document, the proforma for Technical Bid and Financial Bid of the tender are prescribed in Annexure-I and Annexure-II respectively. **The Tender Document will be available with the Superintendent of Customs (EDI), O/o The Commissioner of Customs [Airport (I) & Air Cargo (VII)], New Custom House, Meenambakkam, Chennai – 600 027 from 1000 hrs on 16.02.2015 to 1600 hrs on 28.02.2015 and may be obtained on payment of Rs.500/- (Rupees Five Hundred Only) in the form of Demand Draft drawn from any Nationalised Bank in favour of "The Commissioner of Customs (Commissionerate-VII), Chennai" and payable at Chennai. It may also be downloaded from the official websites [www.aircustomschennai.gov.in](http://www.aircustomschennai.gov.in) or [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in). However, the cost of the tender document of Rs.500/- has to be paid in the abovesaid form of Demand Draft alongwith the Technical Bid of the Tender Document, without which the submitted Tender Document will be rejected. The firms who have been issued Exemption Certificate by the Ministry of Micro, Small & Medium Enterprises, Government of India for exemption from the payment of EMD and application cost need not enclose the demand drafts for application cost and Earnest Money Deposit, but should enclose a copy of the said Exemption Certificate.**
- A Pre-Bid meeting for clarifying the doubts in the terms and conditions of this Tender Notice will be conducted on 23.02.2015 at 1100 hrs at the EDI Hall, 1<sup>st</sup> Floor, O/o Commissioner of Customs [Airport (I)

& Air Cargo (VII)], New Custom House, Meenambakkam, Chennai-27. The Firms fulfilling the terms and conditions of this Tender Notice and who propose to participate in the Tender may attend the Pre-Bid Meeting and get their doubts clarified about this tender notice.

6. The entities applying for the above contract of providing security services shall submit the duly filled forms furnished in Annexure I and Annexure II of this tender document. The duly filled forms of Annexure-I and Annexure-II shall be submitted in two separate sealed covers addressed to "The Joint Commissioner of Customs (EDI), O/o The Commissioner of Customs [Airport (I) & Air Cargo (VII)], New Custom House, Meenambakkam, Chennai – 600 027" before 1400 hrs on 02.03.2015. The sealed covers should be superscribed as "Technical Bid for Providing Security Services at the EDI Sites of Customs during 2015-2016, Commissionerate-VII, Chennai-27" and "Financial Bid For Providing Security Services at the EDI Sites of Customs during 2015-2016, Commissionerate-VII, Chennai-27" respectively and they have to be dropped in the Tender Box kept in the EDI Unit before the due date and time. Tenders received beyond the due date and time will be rejected.

7. *The Technical Bids of the Tenderors will be opened on 02.03.2015 at 1500 hrs before the Tender Committee, headed by the Joint Commissioner of Customs (EDI), in Board Room, III Floor, Office of the Commissioner of Customs [Airport (I) & Air Cargo (VII)], New Custom House, Meenambakkam, Chennai – 600 027. The bidders or their authorized representatives may be present at the time of opening of the tenders. Thereafter at 1600 hrs on the same day, the Financial Bids of the Tenderors will be opened before the Tender Committee. Only the Tenderors whose Technical Bids are valid will be allowed to participate in the opening of the Financial Bids.*

8. The details of the tenders and the proposal for awarding of the Contract to the Lowest Bidder (L1) by the Tender Committee will be forwarded to the CBEC Board Office, R.K.Puram, New Delhi-110 066 within the next 3 working days and on receipt of orders about the awarding of the contract from the Board Office, the concerned Security Firm will be intimated to provide security services from a specified date.

#### 9. TERMS AND CONDITIONS:-

9.1 The firm participating in the tender should have been successfully providing Security Services to Central / State Governments / Public Sector Units and other reputed offices / institutions for a minimum period of 5 years.

9.2 The Firms participating in the tender shall indicate their background, infrastructure, nature of support they propose to provide, details of expertise and the Name, Address & Telephone No. of their existing customers.

9.3 The firm participating in the tender should have annual turnover of Rs.10,00,000/- and above during each of the 3 (Three) preceding financial years. Copies of the Profit & Loss Account and Balance Sheet duly certified by a Chartered Accountant and copies of I.T. Returns for the last 3 years have to be enclosed with the tender documents.

9.4 The firm should not have incurred loss in any of the last three years viz. during the financial years 2011-12, 2012-13 and 2013-14.

9.5 The Firm should possess its own office with telephone and fax facility. The firm should possess minimum of 250 numbers of security fleet including Patrolling Supervisors and a 24 hours Control Room with Telephone or Mobile Phones. The Firm should compulsorily satisfy all Government Statutory Norms. Marketing Agencies are not considered for tender.

9.6 The Firm participating in the tender is required to quote for the security services to be provided at "RATE PER SQ.FOOT. PER MONTH" in both words and figures which should include wages,PF, ESI, Insurance, Service Charges etc. The Firm shall also quote the number of Security Supervisor(s) and Security Guards proposed to be deployed, so that the criteria of satisfying the minimum wages requirement can be worked out.

9.7 The firm participating in the tender shall submit a Demand Draft for Rs.50000/- (Rupees Fifty Thousand Only) drawn from any Nationalised Bank in favour of "The Commissioner of Customs (Commissionerate-VII), Chennai" and payable at Chennai towards the Earnest Money Deposit. The Demand Draft for Rs.50000/- has to be enclosed with the Technical Bid without which the submitted tender document will be liable for rejection. However the vendors who have been issued Exemption Certificate by the Ministry of Micro, Small & Medium Enterprises, Government of India are exempted from furnishing the said Earnest Money Deposit.

- 9.8 The Earnest Money Deposit of all the unsuccessful bidders will be returned by this Office within a period of 30 days from the date of opening of the received tenders. However, in case of the successful bidder breaking out from the terms and conditions of this Tender or refuses to honour the award of contract, the Earnest Money Deposit will be forfeited and a fresh tender will be called for.
- 9.9 The firm participating in the tender shall enclose the copy of Service Tax Registration Form with the Tender Documents.
- 9.10 **The Firm participating in the Tender shall grant the facilities of PF, ESI, Insurance etc. to their security personnel deputed at the EDI Sites.** The copy of relevant documents shall be enclosed alongwith the tender application.
- 9.11 The Authorised Signatory of the Firm participating in the tender shall sign and stamp all the pages and enclosures of this tender document as a token of having read and understood the terms and conditions contained therein and submit the same alongwith the Technical Bid. All the information in Annexure-I and Annexure-II relating to Technical Bid and Financial Bid have to be filled in clear and legible format.
- 9.12 The Firm participating in the Tender should abide by the terms and conditions specified in this tender document. **The Tender Documents of the Firms submitting conditional offers are liable for outright rejection.**
- 9.13 This Office reserves the right to postpone / and / or to extend the date of receipt / opening of bids or to withdraw the same, without assigning any reason thereof.
- 9.14 The Department shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.
- 9.15 The Firm which has participated in the Tender and which has failed to fulfill any of the above terms and conditions will be automatically disqualified from taking part in the tender process.
- 9.16 The firm should be registered under the ESI, Provident Fund and other relevant statutory enactments to the employment of labour. The Firm should adhere to all the relevant statutory enactments dealing with employment of labour. All existing statutory regulations of both State and Central Governments should be adhered to by the Firm and the prescribed records should be maintained and available for scrutiny by this Office. Any failure to comply with any of the regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to be initiated by the statutory bodies. **In such cases, the Security Deposit made by the Firm will be forfeited.**
- 9.17 **The Firm should pay to their personnel, atleast, the minimum wage at the prevailing rates as fixed under the Minimum Wage Act of Central Government and any breach of this condition will be liable for the termination of the contract and forfeiture of the Security Deposit. Besides, PF and ESI per head at the current rates should be paid by the Firm every month as per the existing rules.**
- 9.18 The Firm is responsible for the payment of monthly salary including bonus, gratuity etc to the personnel as applicable to them.
- 9.19 **In case of any increase in the tax and levies by the Government after awarding of the Contract, this Department will not reimburse the excess amounts towards the tax and levies.**
- 9.20 The Firm should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The Customs Department will not involve in any dispute between the service provider and their employees.
- 9.21 After awarding of the contract, if the Firm withdraws or the department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contractor through a similar tender process, will be adjusted against the security deposit provided by the Firm.
- 9.22 **In the event of satisfactory performance of the Service Provider (Contractor) during the contract period, the contract may be extended by 1 (one) year on the same terms & conditions of this Tender.**

9.23 Any dispute between the tenderor and the Department shall be subject to the exclusive jurisdiction of courts in Chennai.

#### 10. SCOPE OF WORK:

10.1 The scope of work is guarding the infrastructure of EDI Sites, where high value equipments like Servers, Desktop Computers, Thin Clients, Printers etc. are installed and used in the processing of customs documents.

10.2 During the contract period, the firm shall depute adequate number of Security Supervisors and Security Guards for the guarding purpose at the EDI sites mentioned above. The Security Supervisor(s) for supervising the Security Guards deployed in the EDI Sites is mandatory. The guarding at Host Room and Custom House Gate will be round the clock on all the days of the year. The Night Guarding timings at Host Room and Custom House Gate will be from 2000 hrs (8 p.m.) to 0800 hrs on the next day. The persons engaged for Guarding shall be only males and they shall be in the age group of 18 to 48 years. The Guards shall be courteous but firm in manner and smart in conduct.

10.3 The Supervisors shall carry out surprise checks at the Security Provided Sites to monitor the alertness and performance of all the security guards, particularly the guards posted for night duty. At the time of checks during nights, the Supervisors shall obtain the initials from the Customs Officer on night duty regarding the checks. Apart from this, the Supervisors shall obtain performance certificate in the prescribed format on monthly basis from the Assistant / Deputy Commissioner of Customs (ED) or authorized officials towards the work performance of the Security Guards.

10.4 The Firm shall ensure that the staff deputed by them for carrying out security services at the EDI Sites are in specified uniform, punctual in their duty timings and remain alert and vigilant while performing their duties. After awarding of the contract by the Department, any lapse in providing security services will lead to termination of the contract without any notice and the Department holds the right to claim compensation from the firm in case of any loss due to the negligence of the security guard.

10.5 If a Security Supervisor / Security Guard is absent in his duties, another person should be deployed in his place so that the Guarding work is not affected.

10.6 No excuse will be entertained for the lapse of guarding.

10.7 For the purpose of proper identification of the guards / supervisor deployed for security services, the firm shall issue photo identity cards to them and the security personnel shall display the identity cards at the time of duty.

10.8 The security guards should have been trained in fire fighting and should be fully knowledgeable in the use of fire fighting equipments and fire exits.

10.9 The firm shall not assign any other job to the Security personnel other than the guarding of the EDI sites.

10.10 The Commissioner of Customs or any other person authorized by the Commissioner of Customs shall be at liberty to carry out surprise checks on the security personnel deployed by the firm in order to ensure that the personnel are properly carrying out their duties.

10.11 Any other work relating to the Security of Office specially entrusted by the Commissioner of Customs or his Authorized Officers shall be carried out immediately.

#### 11. FINANCE

11.1 The Firm, to which the Security Services Contract has been awarded, shall deposit a security amount @ 10% of the total contract value for a period of 13 months from the date of contract. This security amount has to be furnished in the form FDR favouring "The Commissioner of Customs (Commissionerate-VII), Chennai-27" within 30 days from the date of the work order. The security deposit shall be forfeited in case of any breach of contract or any violation of the terms and conditions of this Tender Notice. On satisfactory completion of the contract, the security amount will be refunded to the Firm within 30 days from the expiry of the contract period.

11.2 Only the Firms meeting the above financial terms and conditions should apply in the proforma furnished at Annexure – I & Annexure-II to this tender document in sealed covers.

**12. SERVICE LEVEL COMPLIANCE / ASSURANCE**

12.1 The persons deployed for guarding work in the EDI sites should not approach this Department under any circumstances towards their employment in the Department in any manner. Also this Department is not responsible for their employment with the Firm engaging them for Security services.

12.2 It shall be open to either party i.e. the Department or the Firm, to terminate the contract of providing security services by giving one month notice in advance.

12.3 The awarding of the contract of providing security services through this Tender is Not Transferable.

12.4 During the period of contract, in case of absence by Guard(s) or by the Supervisor at the place of work, the firm shall immediately make necessary arrangement for alternate staff, failing which deduction on pro-rata basis will be made in the monthly bill. If the performance of the Guard(s) is not satisfactory even after intimation to the Supervisor or any authorized staff of the Firm, 20% of the monthly bill will be deducted as penalty for the poor service. If the performance does not improve or deteriorates further, the contract will be terminated and a penalty of 6 months salary will be charged or realized from the executed bank guarantee.

**13. PAYMENT OF CHARGES**

13.1 The charges for the services rendered in a month will be paid within 4 weeks from the date of receipt of the bill. No advance payment will be made during the contract

13.2 Apart from the normal working hours of 12 hours, if any additional service is required by this Department, the Firm shall provide such service without fail. The charges for the additional service will be calculated on hourly basis and it would be paid on quarterly basis.

13.3 The Firm shall produce their monthly bill for the services rendered alongwith the performance certificate (as mentioned in para 10.3), **Acquittance Roll** duly signed by the Security Personnel and the proof for remittance of the statutory deductions like ESI, EPF, Insurance etc alongwith the Firm's contribution to the respective (ESI / EPF / Insurance) Accounts of the deployed personnel.

13.4 The payment will be made after proper deduction of TDS as per prevailing rules / rates.

13.5 In the event of the termination of contract, payments made in excess shall be refunded by the Firm to the Department.


13.6 The Firm providing Security Services shall not have any legal rights to proceed against the Department in the event of late payment due to unforeseen reasons.

13.7 The payment will be through RTGS. Hence, it is requested to submit the bank particulars and RTGS details at the time of submission of bills towards the Security Service Charges.

**14. OTHERS:**

14.1 Violation of any of the conditions mentioned above will entitle the Department to cancel / disqualify the tender application.

14.2 The Firm applying for the tender shall enclose the conditions of this Tender Document duly signed and stamped by the authorized signatory of the Firm alongwith the other documents required for the Tender.

  
(B.YAMUNADEVI)  
ADDL. COMMISSIONER OF CUSTOMS (EDI)  
COMMISSIONERATE-VII, CHENNAI

TENDER FOR PROVIDING SECURITY SERVICES AT EDI SITES OF COMMISSIONERATE-VII OF  
CUSTOMS, MEENAMBAKKAM, CHENNAI-600 027

ANNEXURE -I  
TECHNICAL BID DOCUMENT

1. Name of the Registered Firm/Company :
2. Address of Firm/Company (with Telephone /  
Fax No.) :
3. Name & Address of the Proprietor /  
Partners / Directors (With Mobile No.) :
4. Contact person(s) (with mobile number) :
5. No. of Years of Experience in Providing  
Security Services :
6. Approximate Number of Clients For Whom  
the Security Services are Provided :
7. Approximate Number of Security Personnel :  
Deployed
8. Annual Turnovers During the Last Three  
Financial Years (2011-12, 2012-13 &  
2013-14) certified by Chartered Accountant
9. Permanent Account Number (PAN) :  
(The evidence for filing of IT returns along-  
with Profit and Loss Account & Balance  
Sheet for the Last Three Financial Years From  
2011-12, 2012-13 & 2013-14 to be enclosed)
10. List of clientele from atleast Three Important :  
Clients alongwith Certificate on the Quality of  
the Security Services provided to them
11. Details of **Service Tax** Registration :
12. Details of **Provident Fund** Registration :
13. Details of **E.S.I.** Registration :
14. Details of Earnest Money Deposit of : D/D No. \_\_\_\_\_ Dt. \_\_\_\_\_  
Rs.50000/- Drawn on \_\_\_\_\_
15. Details of Tender Document Cost of : D/D No. \_\_\_\_\_ Dt. \_\_\_\_\_  
Rs.500/- (**Applicable Only For** Drawn on \_\_\_\_\_  
**Downloaded Tender Document From Website**)

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I 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. I / We also undertake to abide by all the terms and conditions furnished in the Tender Notice issued in F.No.S.Misc.04/2015/EDI-ACC dated 09.02.2015 inviting quotations for Providing Security Services at the EDI Sites of New Custom House, Meenambakkam and at the Import / Heavy Sheds of the Integrated Cargo Complex, Airport Authority of India, Meenambakkam, Chennai-27.

(Signature of Authorized Signatory with Date & Seal)

**TENDER FOR PROVIDING SECURITY SERVICES AT EDI SITES OF COMMISSIONERATE-VII OF CUSTOMS, MEENAMBAKKAM, CHENNAI-600 027**

**ANNEXURE-II**

**FINANCIAL BID DOCUMENT**

1. Name of the Registered Firm / Company :
2. Address of Firm / Company (With Tel No., Fax No.) :
3. Name & Address of the Proprietor / Partners / Directors (With Mobile No.) :
4. Contact person (s) (with mobile number) :
5. Service Charges for Both Security Supervisors and Security Guards @ the Minimum Rates Prescribed by Central Government:-

| S. No. | EDI Sites   | Area to be covered  | Monthly Rate per Sq.Ft. (in Rs.)-in Figures & in Words) | Total Amount per Month (in Rs.) | Proposed Manpower Deployment(*) |
|--------|---|---|---|---------------------------------|---------------------------------|
| (a)    | EDI Host Room (in Custom House) (24 hrs x 365 days) | 1 Room of Size 76 x 48 = 3648 Sq.Ft.                        |   |                                 |                                 |
| (b)    | Custom House Gate (24 hrs x 365 days)               | Custom House Base Building of size 165 x 203 = 33495 Sq.Ft. |   |                                 |                                 |
| (c)    | Import Light Cargo Shed (A.A.I. Complex)            | 3 Rooms, each of size 18 x 14 = 756 Sq.Ft.                  |   |                                 |                                 |
| (d)    | Import Heavy Cargo Shed (A.A.I. Complex)            | 3 Rooms of sizes 30 x 16, 18 x 14 & 18 x 14 =984 Sq.Ft.     |   |                                 |                                 |
| (e)    | Export Shed-I (Air India Complex)                   | 3 Rooms (22 x 10, 12 x 8 & 12 x 8) = 412 Sq Ft.             |   |                                 |                                 |
| (f)    | Export Shed-II (A.A.I. Complex)                     | 3 Rooms, each of Size 20 x 20 = 1200 Sq. Ft.                |   |                                 |                                 |
| (g)    | Appraising Hall (in Custom House)                   | 1 Room of size 25 x 73 = 1825 Sq.Ft.                        |   |                                 |                                 |
| (h)    | <b>Total Area</b>                                   | <b>42320 Sq. Ft.</b>  | <b>Total Monthly Charges</b>                            |                                 |                                 |

(\* ) The Deployment should be in such a manner that Security Guard(s) should be deployed for EACH EDI Site and Security Supervisor(s) may be COMMON for ALL EDI Sites.

6. Total Services Charges for 12 months : Rs.  
[Total Amount mentioned in Sl.No. 5(h) x 12] (Rupees)
7. Service Tax @ the prevailing rate of 12.36% : Rs.  
(Amount in Sl.No.6 x 12.36 / 100) (Rupees)
9. Total Charges including Service Tax : Rs.  
[Total of Amounts in Sl.No.6 & Sl.No.7 i.e. (6) + (7) ] (Rupees)

**DECLARATION**

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

**(Signature of Authorized signatory with Date & Seal)**