



भारतसरकार/GOVERNMENT OF INDIA

वित्तमंत्रालय, राजस्वविभाग/MINISTRY OF FINANCE, DEPARTMENT OF REVENUE  
प्रधानआयुक्तसीमाशुल्ककार्यालय/ OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS  
विमानमालपरिसर/AIR CARGO COMPLEX  
चेन्नै-VII आयुक्तालय/CHENNAI-VII COMMISSIONERATE  
मीनमबाक्कम, चेन्नै/ MEENAMBAKKAM, CHENNAI – 600 027

F.No.S.Misc.04/2015(pt)-EDI/ACC-CHS-AIR

Date: .03.2018

**NOTICE INVITING e-TENDER FOR PROVIDING SECURITY SERVICES  
AT EDI SITES FROM 01.04.2018 OR THE DATE OF AWARDING OF  
CONTRACT UPTO 31.03.2019**

Online e-tenders are invited from reputed firms engaged in the business of providing Security Services, for and on behalf of the Commissioner of Customs, Chennai-VII Commissionerate, Chennai-27 **at the locations as mentioned in the enclosed Annexure-A** by deploying adequate number of Security Supervisors and Security Guards from 04.01.2018 or the date of awarding of contract upto 31.03.2019.

**I. MODE OF TENDERING:**

Interested bidders may download the tender enquiry documents (TED) and submit their tenders online at Central Public Procurement Portal website: <https://eprocure.gov.in/eprocure/app> and bid online through the portal [www.eprocure.gov.in](http://www.eprocure.gov.in). The bids are invited in a two bid system (Technical and Financial) from reputed firms engaged in the business of providing housekeeping services and are required to be submitted in two parts, namely, (1) Technical Bid and (2) Financial/Price Bid. The Financial/Price bid should be valid for One (01) year from the date of opening of the Tender. Incomplete bid documents shall be rejected.

**II. Earnest Money Deposit(EMD):**

The tender document can be downloaded from the website <http://eprocure.gov.in>. Earnest Money Deposit (EMD) for Rs.70,000/- (Rupees seventy thousand only) may be enclosed in the form of Demand Drafts drawn in favour of "The Commissioner of Customs, Chennai" payable at Chennai must reach by hand or through registered post to the address at, the Assistant Commissioner of Customs(CHS-AIR), Chennai-VII Commissionerate, New Custom House, Meenambakkam, Chennai-600 027, on or before the scheduled opening of the technical bid.

The EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of successful bidder will be returned on receipt of performance guarantee as mentioned below.

**III. Performance Guarantee:**

The Successful bidder has to submit **10% of the Total Contract Value** as performance guarantee deposit in the form of a Bank Guarantee from a Nationalized Bank/ Scheduled Bank drawn in favour of "The Commissioner of Customs, Chennai" **within 10 days from the date of awarding contract**. The performance guarantee shall be returned to the selected bidder without any interest on the completion of contract period. The validity of the Bank Guarantee should be for 13 months from the

date of awarding of contract. Performance Guarantee will be released upon submission of proof/evidence of payment of all dues of Security Staffs including Wages, Bonus, ESI, EPF, and Relieving Charges as applicable. Performance Guarantee will be forfeited in case of any deviation is found for violating any terms and conditions of Tender.

- IV. The tenderer shall sign and stamp each page of this tender document with Digital Signature Certificate(DSC) and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and upload the same along with the qualifying bid.** Wherever required the price quoted shall be written in figures and words as well. Annexure shall also have to be signed and stamped by the bidder or its authorized signatory.
- V. a.** The bidders should quote a single amount with regard to total monthly charges for providing security services (in both words and figures), excluding GST. The bidder should also quote the number of persons proposed to be deployed in Annexure-E. If the contract is awarded from any date other than the first day of the month, the charges on *pro-rata* basis will be applicable. **If Financial Bid(BoQ) is uploaded in Technical BID Cover, it will be liable for rejection.**
- b.** The Bidders should enter the firm's name & the total rate per month alone in the financial bid (BoQ) of the given .xls format & upload the same. If Financial Bid(BoQ) is uploaded in Technical BID Cover, it will be liable for rejection.
- c.** The contractor should pay at least minimum wages at the prevailing rate as fixed by the **Govt. of India. Any breach of this condition will be liable for termination of the contract and forfeiture of Performance Guarantee amount.** Besides, ESI, PF & other statutory payments at the current rate should be paid by the contractor to their employees every month as per the existing rules.
- VI.** This office reserves the right to postpone/and/or extend the date of receipt / opening of Quotations or to withdraw the same without assigning any reasons thereof.
- VII.** This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for such action.
- VIII.** The tender forms shall be rejected if it is not completed in any aspect.
- IX.** The tender documents are not transferable.
- X.** Not more than one tender shall be submitted by one contractor having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- XI.** Late submission of tenders and EMD shall not be accepted.
- XII.** The technical bids will be opened first and financial bids of technically qualified bidders alone shall be opened thereafter, in the presence of the

proceedings with proper authorization from the bidding firm.

- XIII.** In the event of any of the above mentioned date being subsequently declared as a holiday / closed day for this office, the tenders will be opened on the next working day at the scheduled time.

**LIST OF ANNEXURES**

Annexure A : Areas to be covered under Security Services

Annexure B : Scope of Work

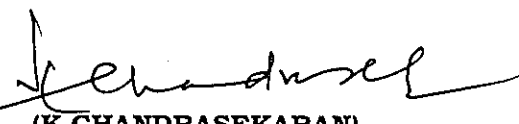
Annexure C: Eligibility Criteria-Conditions to be satisfied in the qualifying BID.

Annexure D : General terms and conditions

Annexure E : Qualifying/Technical Bid Document

Annexure F: Wage break-up- to be furnished by the successful bidder upon awarding of contract.

Annexure G: Undertaking by the Bidder

  
(K CHANDRASEKARAN)  
ASST.COMMISSIONER OF CUSTOMS(CHS)


17/3/18

Copy to:

1. The Dy. Commissioner of Customs,  
EDI, New Custom House, Chennai-27 (with a request to publish in the website [www.aircustomschennai.gov.in](http://www.aircustomschennai.gov.in))
2. The Dy/Asst.Commissioner of Customs,  
EDI, Custom House, Chennai-600 001 (with a request to publish in the website [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in))
3. The Webmaster, CBEC, New Delhi(with a request to publish in [www.cbec.gov.in](http://www.cbec.gov.in))
4. Notice Board – Custom House, Chennai-600 001.


**AREAS TO BE COVERED UNDER SECURITY SERVICES**

<b>S. No.</b>	<b>EDI Sites</b>	<b>Area to be covered &amp; duty hours</b>
(a)	EDI Host Room (in Custom House)	1 Room (24 hrs x 365 days)
(b)	New Custom House Gate	New Custom House Building (24 hrs x 365 days)
(c)	Import Cargo Shed (A.A.I. Complex)	5 Rooms (0800 hrs to 2000 hrs)[Except Sundays]
(d)	Export Shed-I (Air IndiaComplex)	3 Rooms (0800 hrs to 2000 hrs)[Except Sundays]
(e)	Export Shed-II (A.A.I. Complex)	3 Rooms (0800 hrs to 2000 hrs)[Except Sundays]

  
**(K CHANDRASEKARAN)**  
**ASST.COMMISSIONER OF CUSTOMS(CHS)**  
 17/3/18

**SCOPE & NATURE OF WORK**

- i. The scope of work is guarding the infrastructure of EDI Sites, where high value equipment like Servers, Desktop Computers, Thin Clients, Printers etc., are installed and used in the processing of customs documents.
- ii. The guarding at Host Room and Custom House Gate will be round the clock on all the days of the year. The persons engaged for Guarding shall be only males and they shall be in the age group of 18 to 58 years. The Guards shall be courteous but firm in manner and smart in conduct.
- iii. 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 (EDI) or authorized officials towards the work performance of the Security Guards. **An Attendance Register (include Name of the Security Staffs, Date, In-time, Out-Time etc.) should be maintained by the Supervisor & It should be made available to the proper officer of CHS/EDI Unit on demand.**
- iv. 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.
- v. No excuse will be entertained for the lapse of guarding.
- vi. 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.
- vii. 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.
- viii. The firm shall not assign any other job to the Security personnel other than the guarding of the EDI sites.
- ix. The Commissioner of Customs or any other person authorized by him/her, 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.
- x. Any other work relating to the Security of Office specially entrusted by the Commissioner of Customs, Chennai VII or his Authorized Officers shall be carried out.

  
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**ANNEXURE - C**

**ELIGIBILITY CRITERIA - CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:**

- i. Bidder should have minimum two years of experience in **providing Security Services** to various Central/State Government Organizations/Public Sector undertakings / Educational Institutions /Reputed Institutions.
- ii. The bidder must have ESI, EPF & GST Registration.
- iii. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act.
- iv. The Annual Turnover statement for the last 2 years should be enclosed along with the qualifying bid certified by a Chartered Accountant.
- v. The bidder must produce a Solvency Certificate from his banker for an amount not less than Rs. 20 lakhs.
- vi. The bidder should have obtained a valid license for running private Security Agency from Tamilnadu Police Dept and **it should be valid throughout the Contract Period.**
- vii. The bidder should quote the number of persons proposed to be deployed for the Security work in the Technical Bid subject to a minimum of 10 persons.
- viii. It should be ensured that all the fields of Annexure-E & Annexure-G are filled up; otherwise the tender document will be liable for rejection.
- ix. Service provider should have an office in Chennai. (Upload the proof as mentioned in Annexure E).
- x. Income Tax Return of past 2 Assessment year. (Copy should be uploaded).
- xi. The tenderer shall physically sign & Stamp & Upload each page of the Tender Document including all the annexure as a token of having read and understood the terms and conditions contained here.

  
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**GENERAL TERMS AND CONDITIONS:**

- i. The Firm participating in the tender is required to quote for the security services to be provided at "RATE PER MONTH" in both words and figures for the entire locations put together. **The Firms submitting conditional offers are liable for outright rejection.**
- ii. The contractor should pay minimum wages at the prevailing rate as fixed by the **Govt. of India**. Besides, ESI, PF & other statutory payments at the current rate should be paid by the contractor to their employees every month as per the existing rules. Any breach of this condition will be liable for termination of the contract and forfeiture of performance guarantee.
- iii. **The Bidders may see the area for providing security services work physically before submitting their Tender Document. Presently, the existing contractor has deployed 10 personnel for carrying out the security work at EDI Sites. New Customs House premises being spread over a vast area, the minimum personnel required for the entire area may be around 10 or more. The Security Supervisor(s) for supervising the Security Guards deployed in the EDI Sites is mandatory.**
- iv. Locations mentioned in Annexure-A at Sl.No. (a) & (b) and (c) to (e) requires 24 hours & 12 hours duty respectively. It may be noted that the duty in such areas shall not be carried out continuously by a single guard. Further, according to the convenience and availability of staff strength of the selected Firm, the duty may be performed by more than 1 Guard. Hence, it is the responsibility of the tenderer to ensure that eligible overtime allowances are paid.
- v. 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.
- vi. 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.
- vii. The Firm participating in the Tender should be in possession of valid Certificate issued by the Government for engaging in the business of providing security services. The firm should be registered under the ESI, EPF 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 Performance Guarantee submitted by the Firm will be forfeited.
- viii. **The Increase in wages on account of increase in Dearness Allowance to be announced by the Government of India, on April & October of every year should be foreseen and taken into account by the bidders while quoting the bid amount and must be adhered to strictly. No excess amount will be paid over and above the bid amount.**
- ix. 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.
- x. 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 Performance Guarantee provided by the Firm will be totally forfeited.

- xi. The Bidder, within 10 days after awarding of contract, should submit the list of Proposed Security Personnel for deployment for this contract & should give a declaration to the effect that the antecedents of the proposed security personnel including 'leave resource' personnel are verified and that no criminal cases are pending against them.
- xii. **The Service Provider should ensure that sufficient number of persons is deployed for carrying out the security work.** In the event of contract personnel being on leave/absent, the contractor shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the contractor shall make provision for 'leave reserve'. In case of non-carrying of duties, a penalty double than per day charge on *pro-rata* basis from the monthly bill of the service provider will be deducted.
- xiii. Contract will be awarded to one single Bidder for all the areas together and not on Site-wise.
- xiv. The charges for the services rendered in a month may be paid within 4 weeks from the date of receipt of the bill. No advance payment will be made during the contract.
- xv. The Firm must produce their monthly bill for the services rendered alongwith the Statement of Wages credited into the Bank Account of the Housekeeping Personnel and the proof for remittance of the statutory deductions like ESI, EPF etcalongwith the Firm's contribution to the respective (ESI / EPF / Bonus/ Relieving Charges& other statutory payments) Accounts of the deployed personnel.
- xvi. The monthly payment will be made after proper deduction of TDS as per prevailing rules / rates.
- xvii. Any breach of the said conditions will be liable for termination of the contract and in the event of the termination of contract, payments made in excess, if any, shall be refunded by the Firm to the Department.
- xviii. 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.
- xix. 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.
- xx. 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.
- xxi. The awarding of the contract of providing security services through this Tender is Not Transferable.
- xxii. The Firm should ensure that the salary for the Security staff is credited in the respective bank accounts of the employees within first 5 working days of every month. The Firm should ensure that there is no scope for any grievance from their employees on delayed payment of wages. The Customs Department will not involve in any dispute between the service provider and their employees.
- xxiii. Violation of any of the conditions mentioned above will entitle the Department to cancel / disqualify the tender application.
- xxiv. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration/conciliation clauses formulated by International Center of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Chennai jurisdiction only.

  
(K CHANDRASEKARAN)  
ASST.COMMISSIONER OF CUSTOMS(CHS)

17/3/18



**ANNEXURE - E**

**NOTICE INVITING e-TENDER FOR PROVIDING SECURITY SERVICES AT EDI SITES**

**QUALIFYING/TECHNICAL BID DOCUMENT:-**

1.	Name of the Bidder	
2.	Address (With Tel No., Fax No.)	
3.	Name & Address of the proprietor/ Partners/Directors (With Mobile No.)	
4.	Contact person(s) (mobile number)	
5.	No. of years of experience in providing Security Services.	
6.	Annual Turnover Statement (Last 2 years ended 31.3.2017) Certified by Chartered Accountant	
7.	Permanent Account Number (PAN)	
8.	Details of ESI & EPF Registration along with proof	
9.	Details of GST Registration along with proof	
10.	Details of EMD	
11.	Solvency Certificate issued by Bankers	
12.	Licence for running private security agency has been obtained from Tamil Nadu Police Department? Pl furnish details ( Should be valid throughout the Contact Period)	
13.	Total No. of Security Staff proposed to be Deployed Out of that No of Security Staff posted in 8 Hour Shift----- No of Security Staff proposed to be posted in 12 Hour Duty (If any)----- <b>(Please refer iii in Annexure-D)</b>	

**DECLARATION**

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

(Signature of Authorized signatory with Name & date)

**Wage Breakup Details**

<b>Sl No</b>	<b>Description</b>	<b>Amount (Rs)</b>	<b>Description</b>	<b>Amount (Rs)</b>
		<b>For 8 Hour Shift Duty (a)</b>		<b>For 12 Hour Duty(If any) (b)</b>
1.	Basic Pay + VDA per Person per month (26 Days)		Basic Pay + VDA per Person per month (26 Days)	
2.	EPF/EDLI/EPS etc – Employers’ Contribution per Person per month		EPF/EDLI/EPS – Employers’ Contribution per Person per month	
3.	ESI - Employers’ Contribution per Person per month		ESI - Employers’ Contribution per Person per month	
4.	Bonus – Employers’ Contribution per Person per month		Bonus – Employers’ Contribution per Person per month	
5	Relieving Charges per month/ Any other statutory payment		Overtime Allowance Per Month/ Any other statutory payment	

(Signature of Successful Bidder/Authorized Signatory)  
 With Name and Date and Office Seal

1. Rates mentioned in Annexure-F should be rounded off & upto two decimal digits.
2. Total Charges per month (including all security staff) for Providing Security Services (Excluding GST) should be uploaded in BoQ, not individual charges per security staff.
3. The above details are to be furnished by the applicant to ascertain whether the applicant is following the Minimum Wages Act and other allied acts. This will not be a parameter for deciding L1 Bidder.

**NOTICE INVITING e-TENDER FOR PROVIDING SECURITY SERVICES AT EDI SITES FROM 01.04.2018 OR THE DATE OF AWARDING OF CONTRACT UPTO 31.03.2019**

**UNDERTAKING BY THE BIDDER**

I/We undertake that our/my firm M/s.....  
.....has not been blacklisted by any Govt./Dept  
/Public Sector Undertaking/Autonomous Body.

2. I ..... Son / Daughter / Wife of  
Shri..... Proprietor /Partner/  
Director/authorized signatory of  
M/s..... is competent to sign this  
declaration and execute this tender document:

3. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:

4. The information/documents furnished along with the above application are true and correct to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information /fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;

**5. I/we undertake to pay not less than the minimum wages to the employees as per the Notifications of Govt. of India's, issued from time to time alongwith other statutory payments like EPF/ESI/Bonus, etc.**

6. I/we undertake to produce the Receipts of appropriate Salary, Bonus , Overtime Allowance etc. credited into Security Staff's Bank Account, receipts like GST paid, applicable ESI, EPF remitted into the respective employees account, etc. on monthly/bi-monthly basis along with monthly Bill as applicable.

7. I/we understand that in case any deviation is found in the above statements at any stage, the contract will be terminated by the Dept, my concern/firm/co. shall be blacklisted; the performance guarantee will be forfeited and shall not be entitled to have any dealing with the Department in future.

Date: Signature of the authorized Signatory of the  
firm/  
Place: Company/Organization Office Stamp /Seal

EDI  
Custom House  
Chennai - 1