



भारत सरकार / Government of India
वित्त मंत्रालय / Ministry of Finance
राजस्व विभाग / Department of Revenue



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प्रधान आयुक्त सीमा शुल्क का कार्यालय (विमानमाल)
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (AIR CARGO)
नवीन सीमाशुल्क भवन, विमान माल परिसर, मीनमबाक्कम, चेन्नई, 600 016
NEW CUSTOM HOUSE, CHENNAI-VII COMMISSIONERATE,
AIR CARGO COMPLEX, MEENAMBAKKAM, CHENNAI 600 016

E-TENDER FOR PROVIDING SECURITY SERVICES AT

सुरक्षा सेवाएँ प्रदान करने के लिए ई-निविदा

1. SECURITY SERVICES AT NEW CUSTOM HOUSE, CHENNAI-600016

न्यू कस्टम हाउस, चेन्नई-600016 में सुरक्षा सेवाएँ

2. INTEGRATED AIR CARGO COMPLEX

इंटीग्रेटेड एयर कार्गो कॉम्प्लेक्स

Tender Reference Number :

Start Date : 07.05.2024

Last Date for Submission : 20.05.2024



भारत सरकार / Government of India
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NEW CUSTOM HOUSE, CHENNAI-VII COMMISSIONERATE,
AIR CARGO COMPLEX, MEENAMBAKKAM, CHENNAI 600 016

F. No. II/(22)/OTH/615/2021-CHS

Date:

E-TENDER - /2024

NOTICE INVITING TENDER FOR
"SECURITY SERVICES" – WATCH & WARD [WITHOUT ARMS]

The office of the Principal Commissioner of Customs, Air Cargo Complex, New Custom House, Meenambakkam, Chennai – 600 016, herein after refer as Department invites offer/bid from the reputed concerns herein after refer as service provider/contractor/Agency engaged in the business of providing Security services, for providing Security Services at New Custom House and inside integrated air cargo complex (i.e. Transshipment, Export Examination Shed , Import Shed (both Heavy & Light Shed), Security Section, Courier , UB and APSO), Chennai – 600016, for the financial year from 01.07.2024 to 30.06.2025.

1. DOCUMENT DOWNLOAD:

Tender documents may be downloaded from GeM Portal <https://gem.gov.in> as per the TIME SCHEDULE given below:

TIME SCHEDULE OF TENDER

Sl. No.	Particulars	Date	Time
1.	Tender e-Publish Date	07.05.2024	11:00 Hrs
2.	Document download start date	07.05.2024	11:00 Hrs
3.	Start date for seeking clarification (on-line)	08.05.2024	11:00 Hrs
4.	Last date for seeking clarification (on-line)	13.05.2024	16:00 Hrs
5.	Bid submission start date	07.05.2024	11:00 Hrs
6.	Bid submission last date	20.05.2024	14:00 Hrs
7.	Tender opening date (Technical)	21.05.2024	14:15 Hrs

2. BID SUBMISSION:

- (a) Aspiring Bidder who has not enrolled/registered in GEM should enrol/register before participating through GeM Portal <https://gem.gov.in> under two bids system. The offers/bids which are received incomplete and/or filed after the due date shall be summarily rejected.
- (b) Tenderer/contractor is requested to submit their Bids through GeM Portal, <https://gem.gov.in> further, it has been decided to use the process of tendering for notice inviting tender and thus the physical copy of tender document would not be given or sold. Tender sent by any other mode will not be accepted.
- (c) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. All uploaded bid/supporting documents should be clear, visible, and legible for evaluation purpose, failing which the bid/tender shall be rejected.
- (d) Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance with 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.
- (e) Tenderer who has downloaded the tender from the GeM Portal <https://gem.gov.in> **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tampered / modified in any manner, tender will be completely rejected, and their Earnest Money Deposit would be forfeited and tenderer is liable to be banned from doing business with this office.
- (f) At any time prior to the date of submission of Bids, the Department may, for any reason, shall modify bid documents by amendments/Corrigendum/addendum and the same will be uploaded in the GeM Portal <https://gem.gov.in> portal and these amendments will be binding on them. Any amendment to the Bid document shall also be uploaded in the website as and when it is made. Bidders who download the Bid documents through the above said portal are to take care of these amendments while submitting their bids.
- (g) The rates shall be quoted in Indian Rupees only. The rates will be inclusive of all taxes (except GST), fees, levies, etc and any revision in the statutory taxes, fees etc will be the responsibility of the Bidder/Contractor.
- (h) In case of any discrepancy/difference in the amount indicated in figures and words the amount in words will prevail and will be considered.
- (i) The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
- (j) Tenders shall remain valid for **60** days from the last date for submission of tender.

- (k) This Department reserves the right to accept or reject any or all tenders without assigning any reason. In case of any dispute of any kind and in respect of whatsoever, the decision of the Principal Commissioner of Customs (Air Cargo Commissionerate), New Custom House, Chennai – 16 will be final and binding.

The bidders may seek clarifications if any from the Superintendent, CHS UNIT, Ground Floor, New Custom House, Meenambakkam, Chennai – 16, from Monday to Saturday between 11.00 A.M to 04.00 P.M till two days before the last date of submission of Bids/Tender. Contact Numbers: 044-26569578 email: chsacc.chennai@gmail.com

3. TENDER DOCUMENT:

Tender is invited in two parts – (1) Technical Bid and (2) Financial Bid. The tender form for Technical Bid in proforma prescribed in **Annexure – A, B, C, & D** and the tender form for the Financial Bid in proforma prescribed in **Annexure – D** complete in all respects and may be submitted online on the GeM Portal <https://gem.gov.in> on or before **18.05.2024, 14.00 Hrs.** The Technical Bids will be opened at **14.15 Hrs on 20.05.2024.** Bid documents incomplete in any respect shall be summarily rejected. The valid Technical Bids shall be scrutinized by the Tender Committee to short list the eligible bidders, thereafter the financial bids of the short-listed bidders shall be scrutinized. Late submission of tenders/any documents shall not be entertained. Bidders should take into account the Corrigendum / Addendum published in above said portals from time to time before submitting the bids online. The decision of the Tender Committee will be final.

The Tender documents contains the following Annexure –

Sl. No.	Description
1.	Tender Document with scope of work, Terms & Conditions
2.	Technical Bid – Annexure – A,B,C & D
3.	Annexure – D [FINANCIAL BID]

4. SCOPE OF THE TENDER

(A)

- 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 50 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 Contractor 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 Contractor 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 Contractor 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 firefighting and should be fully knowledgeable in the use of firefighting 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 Principal 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 Contractor 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/her Authorized Officers shall be carried out.
- xi. The Security guard delivering duties at wicket gate at the entrance gate of the New Custom House Building is responsible for ensuring that the individuals are allowed entering this office using Access Card or visitor's pass only. The individuals without access card shall be issued visitor's pass after concurrence of the control room officer. The Security guard shall issue the visitor's pass after verification of the identity and purpose of the visit.

(B) AREAS TO BE COVERED UNDER SECURITY SERVICES:

SI No	EDI Sites	Area to be covered	Minimum No. of Persons	Duty Hrs.

			Required (#)	
1	EDI Host Room (in New Custom House)	1 Room (24 hrs x 365 days)	3	8 hrs x3 Shifts (06.00hrs – 14.00hrs) (14.00hrs – 22.00hrs) (22.00hrs - 06.00hrs)
2	Wicket gate (New Custom House)	New Custom House Building (24 hrs x 365 days)	3 + 1*	8 hrsx3 Shifts (06.00hrs – 14.00hrs) (14.00hrs – 22.00hrs) (22.00hrs - 06.00hrs)
3	Import Cargo Shed(A.A.I. Complex)	5 Rooms (MON-SAT) Excluding SUNDAY	2	8 hrs x 2 Shifts (06.00 hrs-14.00 hrs) (14.00hrs-22.00 hrs)
4	Export Shed-I (Air India Complex)	3 Rooms (MON-SAT) Excluding SUNDAY	2	8 hrs x 2 Shifts (06.00 hrs-14.00 hrs) (14.00hrs-22.00 hrs)
5	Export Shed-II (AAI)	3 Rooms (MON-SAT)	2	8 hrs x 2 Shifts (06.00 hrs-14.00 hrs) (14.00hrs-22.00 hrs)
6	Supervisor		1	

(#) The minimum number of persons required is mentioned, however Contractor may deploy more than the minimum requirement.

(*) The security guard deployed at the wicket gate for issuing of visitor's pass should have the basic computer knowledge.

5. DURATION OF THE CONTRACT:

The contract is for a period of 12 months from 01.07.2024. The contract is extendable at the same Terms & Conditions and at the same rates up to a maximum of one more year subject to providing of services to the satisfaction of department and at the sole discretion of the Competent Authority, Air Cargo Commissionerate, New Custom House, Meenambakkam, Chennai-16.

6. AUTHENTICITY OF THE TENDER DOCUMENT:

Every page of tender document must be signed with date and affixed with office stamp by the bidder.

7. EARNEST MONEY DEPOSIT:

Earnest Money Deposit (EMD) of Rs. **50,000/-** (Rupees Fifty Thousand only) in the form of Demand Draft drawn in favour of "Principal **Commissioner of Customs**,

Chennai-VII have to be submitted to the Superintendent, CHS Unit, Ground Floor, New Custom House, Meenambakkam, Chennai, on or before **20.05.2024 14:00 Hrs** without which the Bid will not be considered. The EMD amount will be returned to the unsuccessful bidders. No bank commission or interest will be paid on the earnest money deposit. Earnest Money Deposit for other Tenders will not be adjustable with this Tender. Central/State Government and Central/State Government undertakings, firms registered with National Small Industries Corporation (NSIC), Ministry of Micro Small and Medium Enterprises (MSME) are exempted from deposit of EMD.

8. PERFORMANCE SECURITY:

The successful bidder shall submit Performance Security in the form of Bank Guarantee / Fixed Deposit Receipt (in original) from any Nationalised/Scheduled Bank amounting to **3%** of Total Contract Value in favour of **Principal Commissioner of Customs, Chennai-VII** within **seven days** from the date of awarding of the contract which is non-interest bearing. If the Contractor fails to perform his functions stipulated in this contract properly to the satisfaction of the Department or any loss, damage, pilferage, theft etc occurs in the premises or for any of the losses or damages either liquidated or un-liquidated, the Department can initiate proceedings against the Contractor for the recovery of damages/ losses and the Department can, in addition to all such remedies, forfeit the performance guarantee. On the question whether loss or damage is caused or not, the decision of the Department shall be final. Security deposit or balance of performance guarantee after recoveries shall be returned within three months after termination/ cancellation/ end of contract.

9. ELIGIBILITY CRITERIA – CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

- a) Bidders must have office at Chennai. The bidder must provide valid address proof (i.e.) in case of property owned by the bidder in Chennai then the copy of the land line telephone bills for the last three months and copy of recent Property Tax receipt in respect of the Chennai office address should be uploaded along with Technical Bid, and in case of rented office in Chennai the bidder must upload the relevant valid Rental Agreement for having office at Chennai and along with land line, telephone bills for the last three months in respect of the Chennai office address should be uploaded along with Technical Bid, failing which bids will be rejected.
- b) As on **31.03.2024**, the bidders should have **5 (Five)** years of experience and having successfully completed similar works in providing Security Services to various Central/State Government Organizations/Public Sector Undertakings/Educational Institutions like IIT, IIM, NIT and Universities recognized by the Government & Reputed Private Sectors.
- c) Similar works means - Providing Security Services/Contract.

- d) Copies of the work order/agreement and work completion certificate for the work completed with Audited Financials to be uploaded along with bid documents.
- e) The bidder should have completed similar service contracts and should have completed three (03) similar works each costing not less than the amount equal to **Rs. 50,00,000 (Rupees Fifty lakhs only)** during last 03 (three) years ending 31.03.2024. Upload the supporting documents of the respective contracts.
- f) The bidder should have had Average Annual Turn Over for an amount of Rs. 2 Crores (Two Crores only) during last three Financial Year ending 31.03.2024.
- g) Income Tax Return for the Assessment Years 2020-21, 2021-2022 and 2022-23 copies of Audited Financials for the Financial Years 2020-21, 2021-2022 and 2022-23, should be uploaded along with Technical Bid, failing which their bid shall be rejected.
- h) Copies of GST filed for last three months ending 31.03.2024 should be uploaded along with Technical Bid.
- i) The bidder should have not less than 125 personnel for providing security services on their pay roll during the Financial Year 2023-24.
- j) The Contractor/Service Provider should have provided minimum of 50 security guards to Government Department/Organization at a time in a Financial Years 2021-22, 2022-2023 and 2023-24. Proof for the same should be uploaded along with Technical Bid.
- k) The bidder must have ESI, EPF & GST Registrations and must have obtained Permanent Account Number (PAN) under Income Tax Act.
- l) The bidder must upload a Solvency Certificate from their banker for an amount not less than Rs. 50 Lakhs (Rupees Fifty Lakh only). Solvency Certificate should not be older than 06 months from the date of publishing of tender. Solvency Certificate obtained during earlier period will not be accepted, concerned bid shall be rejected and no correspondence shall be entertained.
- m) The bidder must have an unblemished record of providing Security Services and should not have any legal issue with any Government Departments/any other Agency.
- n) The bidder should have obtained a valid license for running private Security Agency from Tamil Nadu Police Department and it should be valid throughout the Contract Period.

10. GENERAL CONDITIONS:

- a) The uploaded Technical Bid will be evaluated based on the details uploaded under **Technical Bid/Cover-I** in the prescribed formats to ascertain whether the bidders qualify. After evaluation of technical bid, the **Cover – II (Financial Bid)** of only those firms who technically qualify under **Cover – I** will be decrypted and opened online.

- c) In case of more bidders quoting same rate, the Competent Authority, Air Cargo Commissionerate, New Custom House, Chennai reserves full rights to select the vendor.
- d) The Tender documents are not transferable.
- e) 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.
- f) All pages of Notice Inviting Tender for Security services should be duly signed by the Authorised Signatory with date and affix Firm/Company/Agency stamp (seal), as a token of having read and understood the terms & conditions contained and should be uploaded along with the Tender Document, if any discrepancies noticed the bids shall be rejected.
- g) Bidder should upload all the details in the prescribed proforma and as per the requirements set out in the tender documents under Cover-I. Incomplete Bids/Tenders will be rejected.
- h) No negotiation shall be entertained with any of the bidders/tenderers.
- i) The decision of the Tender Committee duly constituted by the Competent Authority in this regard will be final.

11. **MINIMUM WAGES:**

The minimum wages per day per person category wise are furnished below, accordingly the bidders/tenders are requested to quote the rates as per **ORDER** issued vide File No. 1/7(1)/2024-LS-II dated 01.04.2024 issued by Ministry of Labour & Employment w. e. f. 01.04.2024.

Sl. No.	CATEGORY OF WORKER	DESIGNATION	MINIMUM WAGES @ RATE (BASIC + VDA) PER DAY PER PERSON
1.	SEMI SKILLED	SECURITY GUARD (SUPERVISOR)	637 + 311 = 948
2.	SEMI SKILLED	SECURITY GUARDS	637 + 311 = 948

12. **SERVICE CHARGES:**

(a) The Bidder should quote his service charges in Rupees per month per person in such a way that gross service charge in Rupees per billing month should be more than the amount of TDS to be recovered from Total payment from such monthly bill which is aggregate of Wages (fixed), EPF (Fixed), ESI (Fixed, Service charge (as quoted) and Goods Service Tax (as applicable). It may be noted that the rate of TDS will be computed @ 2% of Total payment i.e. at the highest applicable rates irrespective of the status of the Bidder as an individual contractor/firm/trust.

(b) Service charges should be adequate to meet statutory deductions towards TDS and such other levies laid by Government. In case of the quoted service charge is less than such statutory deductions, then the bid will be summarily rejected. The percentage of service charges should not be less than the current applicable TDS rate i.e. 2%.

(In case of tie in the service charge. The criteria for final decision shall be taken as per the following order:

- a) Total Turnover of the contractor/ agency during the last two financial years.
- b) Number of years of experience from commencement by the contractor / agency for having done similar type of contracts.
- c) Number of outsourcing contracts undertaken/ completed by the contractor/ agency during the last two financial years in Central/ State Organizations Central/ State PSU's).

13. COST OF TENDERING:

The bidder shall bear all costs associated with the preparation and submission of their tenders and the department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process or the cancellation, if any, or tender by the Competent Authority, Air Cargo Commissionerate, New Custom House, Meenambakkam, Chennai – 600-016.

14. REJECTION OF TENDER DOCUMENTS:

- (a) The bidder shall read and understand the contents of the tender documents carefully. Failure to comply with the requirements of tender submission will be liable for rejection. Tenders, which are not responsive to the requirements of the tender conditions, will be rejected.
- (b) It is mandatory that, the tenderer/bidder should digitally sign the tender documents including all supporting documents submit the same along with the Technical Bid. The tenderers/bidder should fill up the information in all the annexures and must be digitally signed. The tender forms and supporting documents should be complete in all respect, failing which the bid/tender will be rejected.
- (c) No Additions / Modifications / Deletions in the tender documents and other related supporting documents shall be entertained during the tender process. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD will be forfeited, and Bidder is liable to be banned from doing business with this office. The decision of the Tender Committee will be final and no correspondence in this regard will be entertained.
- (d) The rate quoted shall be responsive and the same should be inclusive of all statutory obligations such as Minimum Wages, ESI, EPF contributions, service charges, all kinds of taxes/charges etc. **The offers of those prospective bidders who do not meet the statutory requirements of Applicable Minimum Wages, ESI, & PF** in respect of manpower deployment proposed by them are liable to be rejected.

Note: **"If a firm quotes 'nil' service charges or consideration, the bid shall be treated as unresponsive and will not be considered"**.

(e) If any other discrepancy is noticed by the Tender Committee, the tender/bids shall be rejected.

15. AMENDMENTS TO TENDER DOCUMENTS:

(1) At any time prior to the deadline for uploading the response to clarification, the Competent Authority, Air Cargo Commissionerate, New Custom House, Meenambakkam, Chennai – 600-016 may for any reason, Suo motu or in response to a clarification by a prospective bidder, modify the tender documents by issuing amendments (addendum / corrigendum etc.,)

(2) Any amendments (addendum / corrigendum etc.,) thus issued will be hosted on GeM website prior to the closing date of the Notice Inviting Tender and all the bidder who have downloaded the Bid document shall verify if any such amendments have been issued by this department, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder. No separate notice / intimation of amendments will be sent to the bidders.

16. DOCUMENTS COMPRISING THE TENDER:

The Bids/Tender submitted by the bidder shall comprise the following and should be read in conjunction with any Amendments / corrigendum issued in accordance with **Sl. No.14** above.

- (a) Documents to be uploaded with Cover – I (Technical Bid Documents)
- (b) Scanned copy of Earnest Money Deposit (EMD) / Exemption from payment of EMD.
- (c) Scanned copy of entire tender document including all supporting documents should be uploaded along with Technical Bid.
- (d) A self-attested undertaking as per **ANNEXURE –C – TECHNICAL BID.**
- (e) Technical Bid – **Annexure – A, Annexure – B, Annexure – C & D**
- (f) **Annexure - D** Financial Bid Format.
- (g) Any other documents as specified in the Tender Documents.

17. REFUND OF EARNEST MONEY AND PERFORMANCE SECURITY: -

- (i) Earnest money deposited by the unsuccessful bidder will be refunded to bidder at the earliest after finalization of the tender. Earnest money will be refunded to the successful bidder on receipt of Performance Security.
- (ii) Further, the Performance Security will be refunded / returned to the successful bidder after successful completion of the Contract Agreement and settlement of accounts within three months of completion of contractual period.
- iii) The Performance Security will be forfeited in case of unsatisfactory performance of the successful bidder. The decision of the Competent Authority, Air Cargo Commissionerate,

New Custom House, Chennai-16, on this account will be final and binding on successful bidder.

18. RATES: -

Rate / bid / offer must be without any condition, assumption, qualification, reservation or variation. Rate / bid / offer must be mentioned in prescribed Proforma in figures in respect of each category separately. Conditional tender offer or offer at variance from prescribed specification would be ineligible to compete for the tender. Prices and price components shall be firm and shall not be subject to any price variation or adjustment on account of any price escalations throughout the execution of the contract.

19. TERMS AND CONDITIONS:

- (i) The Department may increase or decrease the requirement of the man power and the Agency shall be bound to provide/adjust the personnel accordingly and should be construed as a part of Agency's performance.
- (ii) The Agency shall ensure proper safety and security of the premises. In case of any theft, breakage, pilferage of any fixture and/or fittings, furniture, equipment etc., the responsibility shall be of the security personnel and the security personnel shall report the same to the Controlling Authorities/Caretaker immediately. If after a departmental enquiry, it is found that a loss has occurred due to the negligence of the security personnel on duty, the Department will have full power to recover the loss in full or adjust from the dues of the Agency.
- (iii) During surprise checks by any of the authorized officers of Department, if particular Security personnel are found negligent/sleeping/drunk on duty, the Agency will have to replace the Security personnel with any other proper and fit person without questioning the decision of the officer concerned of the Department.
- (iv) A proper register / log book shall be maintained by the contractor for the contract personnel engaged in Custom House. It is mandatory that the Security Guards (without arms) should maintain the in / out register/log book at the Entry and Exit Gates respectively.
- (v) The Agency shall ensure immediate identification and proper handling of unclaimed materials or goods lying in nearby premises.
- (vi) The Agency shall ensure immediate communication to Controlling Authority/caretaker for any reportable incidence.
- (vii) The Bidders may see the area for providing security services work physically before submitting their Tender Document. New Customs House premises being spread over a vast area, the minimum personnel required for the entire area is mentioned in Point No: 4(B). The Security Supervisor for supervising the Security Guards deployed in the EDI Sites is mandatory.
- (viii) Locations mentioned in point no: 4(B) (1) & (2) and (3) to (5) requires 24 hours & 16 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(One) Guard. Hence, it is the responsibility of the tenderer to ensure that eligible overtime allowances are paid.

- (ix) The Agency shall provide proper uniforms, identity cards, badges, whistle, lathi, emergency lamps torch, umbrellas, raincoats etc. to Security personnel deployed at all the locations as specified in the Notice Inviting Tender.
- (x) The Agency shall ensure that the minimum educational qualification for the Security Guards (without arms) should be 10th pass along with two years experience.
- (xi) The Security personnel should maintain utmost vigil and shall be on rounds in the duty area allotted at frequent intervals of time. Any shortcomings in this issue will be dealt will be viewed seriously and action will be initiated which may include termination of contract.
- (xii) The Security personnel should not accept any Registered Post, Speed Post or any signed document from Courier Agency on any working day or holidays.
- (xiii) The behaviour of the deployed manpower by the Agency for the security duty so awarded shall be of decent nature and should co operate with the officials, visiting guests. In case of report of any complaint on the issue or is found breaching this aspect, the said Security Personnel shall be instantly removed from duty by the Agency and the decision of the Controlling Authorities/caretaker, will be final & binding on the Agency.
- (xiv) No accommodation shall be provided to the security personnel inside the complex. The Agency may arrange suitable accommodation for their stay in nearby area.
- (xv) The work shall be executed as per the directions and to the satisfaction of the officer in charge.
- (xvi) The Agency shall have insurance coverage for their workers and follow all safety measures during the work execution. Any liability occurring during work such as accident, injury, loss of life, damage to the property, the same shall be compensated and made good by the Agency only and Department will not be responsible in any manner.
- (xvii) The contract will be terminated by the competent authority if the performance of the Agency is found un-satisfactory at any point of time.
- (xviii) During the contract period, the Agency shall make salary and other payments and provide other things in time without waiting for the bill payments passed and paid by Department.
- (xix) The Agency shall have its own monitoring system to ensure that the security personnel are available at the designated points during their working hours.
- (xx) The Contractor shall provide dedicated security personnel and any change in the personnel supplied should be made only in very exceptional circumstances. Replacement of security personnel should be provided in the event of sickness or in any other circumstances, when the security personnel are absent. The Security personnel must report to duty strictly for 24 hours, 7 days a week as per the roster

or duty schedule to be prepared in this regard. This shall exclude the half hour lunch break, turn by turn.

- (xxi) The expenses on uniforms, other accessories, rain-wear etc shall be borne by the contractor alone.
- (xxii) A log sheet, specifying daily reporting and relieving time of the security personnel, shall be maintained and the contractor should submit the duly filled in log sheet, signed by the controlling officer/caretaker, along with the bill, on monthly basis.
- (xxiii) The Security personnel hired should satisfy all the conditions.
- (xxiv) Security personnel should wear the uniform, prescribed by the contractor, while on duty.
- (xxv) Security personnel should have undergone proper training on all security related issues, should be decent and well behaved.
- (xxvi) Once allotted a spot/site, he shall remain in the same spot till the completion of the shift.
- (xxvii) In case of the security personnel remaining absent from duty, a substitute shall be provided by the contractor immediately. In case a substitute is not provided, proportionate contract charges are liable to be deducted from the contract charges payable. In addition to the above, the penalty may also be levied for late reporting /non-reporting of security personnel.
- (xxviii) In case of non-compliance of the above terms and conditions of contract, a penalty may be levied on the basis of certificate signed by the Controlling Authority/caretaker. The penalty for some of the defaults is as furnished below:

Sl. No.	NATURE OF DEFAULT	PENALTY (Rs.)
1.	Late Reporting	Rs.100/- per day
2.	Non Reporting	Rs.500/- per day
3.	Refusal of duties	Rs.500/-per instance
4.	Non-observation of dress code	Rs.100/-per instance
5.	Change of security personnel without prior permission	Rs.1000/- per instance

20. OTHER TERMS AND CONDITIONS:

- (i) The Applicant Contractor should be in possession of requisite license from State Government or other Competent Authorities for running security Agency.
- (ii) Guards should have their antecedents verified from the local Police Station, at the instance of the Contractor and a copy of such verification reports should be submitted within 15 days from the date of contract.
- (iii) The applicant contractor should have complied with all the legal provisions pertaining to his / its line of business.
- (iv) The applicant contractor should have a reputed client list.

- (v) The applicant contractor should be in a position to supply the requisite number of Guards within 7 days of executing of agreement i.e. the Guards should take their positions, at various sites at appropriate time.
- (vi) The personnel deployed should be well experienced and trained adequately and should be with good physique and of sound health. They should be well behaved and well mannered. They should be provided with uniform, whistle, torch and identity cards prominently displayed. They should have knowledge of local language and preferably English also. The service provider should have complete bio-data of the persons to be deployed including photograph, mobile number etc. and submit copies of the same to the competent authority/caretaker.
- (vii) The contractor/firm will provide his personnel with protective equipment and should ensure safety of his contract labour engaged, if any accident occurs due to any cause, the Department shall not be held responsible, and any claim or legal penalties arising out of it will be the responsibility of contractor/firm.
- (viii) The cost of deploying Security Guards is to be mentioned and summed up. The **rates** shall be quoted as per the **Minimum Wage Act** norms. The L1 will be shortlisted on the basis of the total bid amount excluding GST in Financial Bid.
- (ix) The workers employed by the Agency will not be treated as the employees of this Department for any purpose whatsoever.
- (x) The Department shall have right to periodical inspection with a view to ensuring strict adherence to deployment of all categories of Supervisors and Security Guards at any designated location or spots. The Security Guards should Patrol the identified sensitive points during the night. It is the responsibility of the Contractor/Firm to safe guards the properties of the entire campus and facilities at the specified locations as mentioned in Notice Inviting Tender.
- (xi) No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and are liable to be rejected.
- (xii) If the Agency or its agents or employees are found guilty of fraud in respect of the contract or any other contract entered into by the Agency or any of his partners or representatives thereof with the Department shall be terminated immediately.
- (xiii) The Department shall not be liable for any compensation, claim or damages etc due to any accident, injury or harm to any person deployed by the Agency or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at Department.
- (xiv) The bidder/tenderer should have appropriate registration under statutory acts.

- (xv) The Bidder/tenderer should have labour laws, EPF, ESI, PAN and GST registration and copy of the relevant documents/certificates should be enclosed along with the tender documents.
- (xvi) The ESI and PF per head at the current rate shall be paid by the contractor every month, as per the existing rules. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.
- (xvii) The personnel deployed should attend to work punctually. The Security Guard should not leave the duty point unless and until reliever comes for shift duties. If a particular person is absent on any day another person should be deployed in his place immediately. The changing of Security Guard should be intimated to the CHS-ACC.
- (xviii) A proper register/log book shall be maintained by the contractor for the contract personnel engaged at New Custom House, Meenambakkam, Chennai-600016.
- (xix) No person below the age of 18 years and above the age of 50 years of age shall be deployed by the contractor.
- (xx) The applicant contractor should be in position to supply the requisite number of Security Guards immediately on awarding the contract.
- (xxi) In the event of the Agency failing to fulfil or committing any breach of any of the terms and conditions of this contract or indulge in following omission or commission then without prejudice to the Department's right and remedies to which otherwise, Department, shall be entitled, the contract shall be terminated forthwith, forfeit the Security Deposit and to blacklist the Agency and execute the work or arrange otherwise at the Agency's risk and at the absolute discretion of the Department. The cost of such works together with all incidental charges or expenses shall be recoverable from the Agency.
- (xxii) The Agency will be responsible for the conduct of all workers deployed by it and will be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the Agency or any of the workers agents and other deployed by the Agency in the course of providing any services stated in this contract, and will bear full responsibility and cost of the same. The Department will not be liable for any loss or harm to any person within or outside the Department campus from any act of omission or commission of any of the workers, agents any other deployed by the Agency in the course of providing any services in this contract.
- (xxiii) The Agency shall comply with all statutory liabilities and obligations of State and Central Government. The Department shall not be liable for any contravention/non-compliance on the part of the Agency. Any contravention/non-compliance on the part of the Agency would be construed as a sufficient ground for termination of the contract at the discretion of the Department. Notwithstanding, in the event of the Department being imposed with any penalty/fine etc., by any agency/ authority due to non-compliance/ contravention on the part of the Agency to any statutory laws/rules/regulations

etc., the Department reserves the right to recover such fine/penalty etc., from the Agency by way of recovery from the bills raised by the Agency or by any other means.

- (xxiv) The Department may discontinue the contract at any point of time, by giving a notice at least 30 days before the intended date of discontinuation, and will not be liable to any additional charges or compensation payable to the Agency or any other person.
- (xxv) Employment cards must be issued to the employees and their wages must be paid to them on acquaintance roll by 5th day of every month. Before the submission of bills by the Agency to Department for payment against the jobs carried out by him a certificate will have to be submitted by the Agency of having paid in full to the workers employed by him.
- (xxvi) The agency shall acknowledge that it has made itself fully acquainted with all the conditions and circumstances under which the services required under the contract will have to be provided and the terms, clauses and conditions, specifications and other details of the contract. The Agency shall not plead ignorance on any matter as an excuse for deficiency in service or failure to perform or with a view to asking for increase of any rates agreed to the contract or to evading any of its obligations under the contract.
- (xxvii) All the Security Personnel's should wear the uniforms and display the identity cards provided by the contractor/service provider. Any default/discrepancies noticed will attract a penalty of Rs. 500/- per person per day on each occasion.
- (xxviii) Mode of payment will be monthly and the service provider shall submit the monthly service bill/invoice excluding the GST and payments to the Service Provider will be made through NEFT/RTGS. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills. The persons deployed by the service provider will be in the payroll of the said contractor/service provider only and service provider has to make payments as per the existing statutory regulations.
- (xxix) The Contractor shall indemnify and shall keep the premises indemnified against Acts of omission or negligence, dishonesty or misconduct of the persons engaged for the work and this department shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the personnel shall be charged to the Service Provider and recovered from its dues/bills.
- (xxx) This office reserves the right to terminate the services of the Service Provider at any time without giving any notice whatsoever.
- (xxxi) All existing statutory regulations shall be adhered to and complied with by the Service Provider and all records maintained thereof should be available for scrutiny by this office. The Service Provider shall strictly comply with the terms and conditions of the agreement. Failure to do so shall result in termination of the contract.
- (xxxii) The Agency may discontinue the contract at any point of time, by giving a notice at least 60 days before the intended date of discontinuation. But it will lead to forfeiture of the Performance Security Deposit submitted by them, in

case of discontinuation without a notice or a notice less than 60 days prior to the intended date of discontinuation. The Department will have the right to claim damages, and recover them from the payments due to the Agency or by any other means, in addition to forfeiting the Performance Security Deposit of the Agency.

- (xxxiii) The contract will be in force for a period of one year from the date of awarding of contract. This office reserves the right to extend the duration of the contract for a further period subject to satisfactory performance and on mutually agreed terms and conditions.
- (xxxiv) The price should be quoted in **Indian Rupees** only. The rates are inclusive of all taxes, fees, etc (excluding GST) that are applicable from time to time shall be met within the total invoice value.
- (xxxv) 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, failing which the dispute will be subject to Chennai jurisdiction only.
- (xxxvi) Any clarification regarding the terms and conditions, the area and place can be had from the Superintendent of Customs (CHS), Ground Floor, New Custom House, Chennai: 600 016. (044-26569578) on or before **16:00 Hrs on 13.05.2024**. Tenders received without EMD would be rejected. Tenders received after the stipulated date and time will not be accepted.
- (xxxvii) If a bidder withdraws from bidding, after opening of Technical Bid or Financial Bid or before award of contract to other valid bidder, the earnest money deposited by them will be forfeited and banned from contesting tenders with this department,.
- (xxxviii) The contract for successful bidder will be awarded subject to submission of the Performance Security and Agreement as prescribed by the department within specified time as per intimation / request.
- (xxxix) The Competent Authority, Air Cargo Commissionerate, New Custom House, Chennai, reserves the right to accept or reject any or all tenders without assigning any reasons.


(C Thiagarajan)
ADDITIONAL COMMISSIONER OF CUSTOMS (CHS)
AIR CARGO COMMISSIONERATE,

C. THIYAGARAJAN, I.R.S.
ADDITIONAL COMMISSIONER OF CUSTOMS

Seen the notice inviting Tender Documents and may be uploaded in the Government e-marketplace (GeM) Portal.

[Signature]
02/05/2024

SUPDT-CHS
MEMBER

(Shri R. Suresh)

[Signature]
02/05/2024

SUPDT-CIU
MEMBER

(Shri E. Karunanidhi)

[Signature]
02/05/2024

AC-CHS
MEMBER

वि पी नटराजन, भा.रा.से
V.P. NATARAJAN, I.R.S.
सहायक आरक्षक सीमा (क.)
ASSISTANT COMMISSIONER OF CUSTOMS

TECHNICAL BID

1.	Name of the Firm/Company/Agency	
2.	Address of the Firm/Company/Agency (Proof for office at Chennai to be uploaded)	
3.	Contact No. / E-mail ID	
4.	Name and address of Partners/Directors with mobile numbers	
5.	Details of authorised person of the firm/company/agency.	
6.	* PAN No.	
7.	* GST Registration No.	
8.	* EPF Registration No.	
9.	* ESI Registration No.	
10.	* Details of the Earnest Money: (upload the scanned copy of original DD)	
	(a) Name of the Bank:	
	(b) D. D. No. & Date:	
	(c) Amount: Rs.	
	(d) In case of Exemption from EMD, upload the supporting documents viz., NSIC/MSME/CPO.	
11	Whether the bidder have minimum 5 years of previous experience as on 31.03.2024 in providing Security Services in various Central / State, Public Sector Organizations & Reputed Private Sector Organizations. Upload self-attested proof for the same along with a summary in the format as specified.	
12	Whether the bidder have Average Annual Turnover of Rs. 2,00,00,000/- (Rupees Two Crore Only) during the last 03 (Three) Financial Years ending 31.03.2024.	
13	The bidder should have completed similar service contracts and should have completed three (03) similar works each costing not less than the amount equal to Rs. 50,00,000 (Rupees Fifty lakhs only) during last 03 (three) years ending 31.03.2024.	

14	List of clients with certificate of appreciation from at least three contracts undertaken in Central / State Government / Public Sector organization/Reputed Private Section Organization (Upload proof of such documents).				
15	Whether copies of recent two contract orders / Letter of Award of such contract undertaken in Government/Public Sector Organization. (upload copies for the same)				
16	Whether in possession of requisite license from State Govt. Or other Competent Authorities for running security agency.				
17	Income Tax Returns for last 3 assessment years ending 31/03/2023 uploaded?				
18	Whether Audited Financials for the Financial Years 2021-22, 2022-23 and 2023-24?				
19	Solvency Certificate issued by Banker – Upload the copy with self attestation.				
20	Whether the bidder is uploaded the Under taking as per Annexure – C.				
21	Whether Copies of GST filed for the last three months ending 31.03.2024 uploaded?				
22.	Provide details of Security Service Contracts executed in last Five years in a separate attachment in the following format duly signed by the authorized signatory. [Copies of the work order/agreement and work completion certificate for the work completed with Audited Financials to be uploaded along with bid documents.]				
Sl. No.	Organization Name with Address	Period of Execution	Total Contract Value	Details of Completion Certificate	Index page number.

DECLARATION

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

Date:

**Signature and stamp of the Owner / bidder
/Authorized Signatory**

Place:

- Details in respect of Government and Non-Government Organisations may be provided in separate annexure accompanying this qualifying bid.
- Proof of requisite documents and details may be provided in separate annexure accompanying the technical bid.
- Work Completion Certificates should clearly show the value of contracts exclusively for Security Services only.

WORKSHEET – TECHNICAL BID

TENDER FOR PROVIDING SECURITY SERVICES IN NEW CUSTOM HOUSE,
CHENNAI AND INSIDE INTEGRATED AIR CARGO COMPLEX, CHENNAI-600016

1. MINIMUM WAGE DETAILS FOR SECURITY SERVICE CONTRACT:

Sl. No.	Particulars	Security Guard (without Arms) (Rs. P.)
1.	Wages per head/day fixed by the Chief Labour Commissioner (Central) as applicable to "Security Services" (Watch & Ward – Without Arms) BASIC+VDA	
1A	Basic Per Person (in Rs.)	
1B	VDA Per Person (in Rs.)	
2.	Total of 1A+1B (in Rs.)	
3.	Total Wages for 30.4 days (Sl. No. 2 X 30.4) Per Person	
4.	PF @ 13% of Sl. No. 3 Per Month/ Head. Subject to the ceiling of Rs. 15,000/- [Rounding off to the next higher rupee]	
5.	ESI @ 3.25% of Sl. No. 3 Per Month/Head. Subject to the ceiling of Rs. 21,000/- [Rounding off to the next higher rupee]	
6.	Bonus @ 8.33% of Sl. No. 3 Per Month/Head	
7.	Total Wages (3+4+5+6) (i.e.) Per Person Per Month (Rounding off to the next higher rupee)	
8.	No. of Persons Required	
9.	Total Wages Per persons/month [Sl. No. 5 X Sl. No. 6]	
10.	Total Amount in Rupees.	

NOTE: *As per the Statutory Rules, rounding off should be followed wherever required. Also, due care should be taken while rounding off the digits.*

Date:

Signature and stamp of the Owner / bidder / Authorized Signatory

Place:

ANNEXURE-C

The Notary (Public)

Civil Court,

I aged about
..... son of residing at
..... do hereby solemnly affirm state as follows:

1. That I am the proprietor of M/s
2. That my Agency / firm / Central or State Government / Central or State Government Undertakings has been allowed to participate in the tender dated
. of Principal Commissioner of Customs (Air Cargo) Chennai, for Security services.
3. That, I have neither been convicted nor any cognizance has been taken against by any Court of Law till date
4. That my Agency / firm has not been blacklisted from any Central / State Government Department and Central or State government undertakings.
5. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
6. I/We undertake to pay the minimum wages to the employees as per the Notifications of Chief Labour Commissioner (Central Government) Government of India issued from time to time along with other statutory payments like EPF/ESIC.
7. I/We undertake to produce the evidence like Wages credited into contract personnel's Bank Account, Applicable Payment of GST, Applicable Remittance of ESI/EPF/EPS/EDLI etc into the respective accounts etc., on monthly basis (on salary) and on quarterly basis (for ESI, EPF & GST contribution) along with monthly bill.
8. 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;
9. I/We understand that in case any deviation is found in the above statements at any stage, the contract will be terminated by the Department, my Concern/Firm/Company, shall be blacklisted, the performance guarantee will be forfeited and shall not be entitled to have any dealing with the Department in future.

The above statement is true to the best of knowledge and belief.

Witness

Deponent

1.

2.

ANNEXURE -D

FINANCIAL BID DOCUMENT

TENDER FOR PROVIDING SECURITY SERVICES AT NEW CUSTOM HOUSE, CHENNAI AND
INSIDE INTEGRATED AIR CARGO COMPLEX, CHENNAI-600016.

1. Name of the Concern :

2. Address of the Concern :
(with Tel. No., Fax & E-mail)

3. Name & Address of Partners/Directors :
(with Mobile Number)

4. Contact Person(s) :
(with Mobile Number)

5. Total Bid Amount (Monthly) :

Sl. No.	Service Required	No. of persons	Cost per person per month (in Rs. P.)	Amount per month (in Rs. P.)
1.	Security Guard (without arms)	14		
2.	Service Charges in respect of all categories.	--	--	
Total Bid (for 14 persons) per month Without GST.				

Total Amount (Rupees)

NOTE: Only Arithmetic rounding off is allowed for decimals up to two digits only.

DECLARATION

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

Date:
Signatory

Signature and stamp of the Owner / bidder / Authorized

Place:

