



**PROVIDING SECURITY SERVICES TO THE SHILPARAMAM, MADHAPUR,
Uppal & Shilpakalavedika, HYDERABAD**

Schedule & Tender details:

Cost of Tender Document	: Rs.1,000/-
EMD (refundable)	: Rs.1,00,000/-
Date of issue of Tender Document	: 20-09-2024 to 25-09-2024 up to 1.00 PM
Last date and time for filling of Tenders	: 25-09-2024 up to 3.00 PM
Date and time of Opening Tenders	: 25-09-2024 at 04.00 PM
Place of Opening Tenders	: O/o. The Special Officer Shilparamam, Madhapur, Hyderabad, 500 081

ELIGIBILITY CRITERIA:

1. Sealed tenders in conformity with detail tender call notice are invited from the service provider Agencies/ Firms having valid Registration Certificate, including registration with the Regional Labour Commissioner, EPF Registration, ESI Registration, GST Registration, **ISO 9001-2008 Certificate** and PAN Card, up to date and having similar line of business for more than 3 years towards outsourcing of Security services in Hyderabad. The service providers should have local Office at Hyderabad to ensure satisfactory fulfilment of contractual obligations.
2. The Tenderer should be Firm/Company Registered under the Partnership Act / Companies Act 1956/ Societies Act /LLP having Experience of Minimum of 3 years in the same line of Business with Public sector enterprises and Government Institutions.
3. The Tenderer should have an annual turnover of Rs. 20.00 Lakhs, during each of the last 3 years and should have a staff of 10 (Ten) or more per shift for one client and should have a minimum experience of 3 years in providing Security Services to large MNC's / Public Sector Companies / Industries / Banks etc.
4. The Tenderer should also have license for wireless and weapons, possess adequate infrastructure in terms of Vehicles, Electronic / Non-Electronic gadgets and basic crowd control devices for an efficient functioning.
5. The tender document can be obtained from The General Manager, Shilparamam, Madhapur, Hyderabad on payment of **Rs. 1,000/- (Rupees One Thousand Only)**, towards the cost of the tender document (Non Refundable), in the form of Demand Drafts drawn in favour of the "**Special Officer Shilparamam, Hyderabad**".
6. The tenders should be submitted in two sealed covers.
 - (A) The first sealed cover should be super scribed "**Technical Bid**" and should contain
 - I. Checklist of documents submitted (**Annexure-I**)
 - II. The Proforma at **Annexure-II** duly filled in.
 - III. Agency profile including previous experience of manpower supply to Government / Semi Government / autonomous agencies.
 - IV. Acceptance of terms and conditions there under.
 - V. Demand Draft for Rs. 1,00,000/- towards the Earnest Money Deposit, in the form of DD drawn in favour of "**Special Officer, Shilparamam**".

VI. Demand Draft towards the cost of Tender document.

VII. All other required documents as per the check list furnished by the Tenderer.

(B) The second sealed envelope super scribed '**Financial Bid**' should contain only the quoted Service charges of the Agency (Agency Commission) (**Annexure-III**).

(C) Both the sealed covers should be placed in the main sealed envelope super scribed '**Tender for Outsourcing of Security Services**'. This should be addressed to **THE SPECIAL OFFICER, SHILPARAMAM, MADHAPUR, HYDERABAD - 500 081** and submitted by depositing in the sealed Tender box latest by 03:00 PM of **25-09-2024**.

7. Tenders received after the due date and time will be summarily rejected. Incomplete and conditional tenders shall not be accepted.
8. The Technical Evaluation Committee will assess the ability of the agencies to render the requisite services based on its past record, profile and on such other criteria as it may fix. The financial bid of only the technically qualified Tenders will be opened.
9. The Tenderers are required to submit EMD and along-with the attested copies of valid Registration Certificate, EPF Registration, ESI Registration, ISO 9001-2008 Certificate, Pan-Card and up-to date GST clearance, IT returns and Audited statements duly certified by Chartered Accountant for last three years along-with the bid documents, failing which the tender will be treated as invalid and will be rejected.
10. Submission of more than one tender by a Tenderer for a particular work will render the bid liable for rejection.
11. The bidders may make a clear assessment about the nature and quantum of work before submitting the Tenders.
12. The wages and other allowances to be paid to different categories of manpower will be as per the minimum wages prescribed by the Government from time to time under contract labour (R&A) Act-1970 & 1971 and the Minimum Wages Act 1948.
13. The Tenderers are required to quote their Service Charges (Agency commission) and put their signature; they should also sign on any overwriting or any correction made in the tendered rate.

14. The successful bidder shall furnish a Security deposit of Rs. 10:00 Lakhs in the form of an account pay demand draft draw in favour of the Special Officer, Shilparamam payable at Hyderabad.

15. **The Agency to make payment of the wages as per the Labour Laws to the Security guards and Supervisors before 5th of every month and claim from Shilparamam after 5th with proof paying of EPF, ESI for 30 days** i.e. one month along with the Bank statements in taken of receipt. They should be given 8 hours duty only. No over time payment will be allowed.

16. **GENERAL CONDITIONS:**

- 1) The agency to provide Security guards and Supervisors every year.
 1. 2 pairs of Uniform with name and Logo of Shilparamam.
 2. Shoes 2 pairs.
 3. Torch lights to each Security guards and Supervisors to use in the nights on duty.
 4. To carry ID cards while on duty.
- 2) To give the wages slips to the Security guards and Supervisors regularly every month along with ESI & EPF cards.
- 3) The agency shall be prepared to provide the required personal for a shorter period in case of exigencies and necessities. Such extra payment will be reimbursed by Shilparamam.
- 4) Basic training will have to be given by the agency and train the staff in dealing with the visitors as Shilparamam which is a hospitality institution.
- 5) All relevant documents in respect of Security guards and supervisors i.e. Training certificate, Educational qualification certificate, antecedent certificate full personal details and attendance register should be maintained by the Agency and copies be given whenever asked for.

- 6) Every year medical checkup will have to be conducted by the agency to the Security guards and Supervisors.
- 7) For every 15 Security guards one qualified supervisor be provided as per the private security agency (Regulation) Act 2015.
- 8) The supervisors should maintain the attendance record and the timing of duties, turnouts of each security guards and their alertness.
- 9) As far as possible the provisions of private security agency (Regulations) Act 2015 and its Rules amended from time to time be followed.

SCOPE OF WORK FOR SECURITY SERVICES:

GENERAL ROLES & RESPONSIBILITIES:

Visitors Movement:

- At the Main gate entry the Security personnel deployed shall attend all the visitors in a polite manner after through checking their valid tickets and physical checking with metal detectors (HHMD) and allow the visitor inside the premises.
- The Security personnel shall discharge their duties strictly in accordance with the written guidelines given by the concerned department from time to time and will follow the same without any lapses.
- The Security personnel will function in coordination with CCTV surveillance Team and watch all the visitors from place to place.

Movement of equipment, Men, Material related to business Stalls run by different private parties:

- Since all the shops are doing business in open market systems and therefore clear instructions about their men and material movements (gate passes etc.) to be defined specifically and pass orders by the management / competent authority of Shilparamam and conveyed the same to all security personnel from time to time.

Fire extinguisher System:

- All the Security personnel shall be trained for fire fighting periodically.
- All records of such training is to be maintained in appropriate register.

Emergency Procedure:

1. In case of theft/break in :

- a. The Security staff will summarily inform the shift duty in-charge and security team leader without loss of time.
- b. Alert all other security staff
- c. Apprehend / detain the person(s) involved.
- d. If needed call police – 100/Fire Brigade – 101 and call (Security agency)

2. In case of fire:

- a. Raise alarm
- b. Try extinguishing it by using Fire-fighting equipment.
- c. Inform contact person / duty manager / in charge
- d. Call fire brigade – 101, if ordered by admin / duty manager and direct them to the location.

3. Accident / Personal injury:

- a. Give first aid
- b. Inform concerned staff
- c. Call for ambulance

4. Provision of First Aid:

- a. Know the location of the first aid box.
- b. Security should inform the in charge in case of emergency staff.

5. To know the location of the following:

- a. Fire hydrants
- b. Fire extinguishers
- c. Siren / Alarm Bells
- d. Fire Control Panel
- e. Electrical Panel
- f. AC Switch
- g. Glow Sing Board Switch
- h. Emergency Exit
- i. Admin, Manager Location
- j. Duty Manager Location
- k. First Aid Box Location
- l. Nearest Location of Ambulance
- m. Near Fire Station
- n. Nearest Police Station

- o. Local Doctor

6. Perimeter Patrolling:

- a. Any suspicious item seen lying around, check but do not touch
- b. Check all security lights are in working condition
- c. Any person moving without valid ticket to be stopped and report to the concerned staff for needful action and avoid beyond visiting hours.
- d. Check no person is moving in restricted areas.

7. Watching of Staff Movements:

- a. Check ID card (match the photographs)
- b. ID to be always displayed
- c. During patrolling if anyone is seen without ID card / Visitor card – enquire and check. Request the staff to wear the ID card and in case of a visitor take them to the Security desk and enquire.
- d. Do not argue with staff.
- e. Be always polite and courteous, but firm
- f. Allow staff only after full and proper identification.