

SHILPARAMAM, MADHAPUR

BID DOCUMENT

FOR

PROVIDING SECURITY SERVICES TO THE SHILPARAMAM, MADHAPUR, HYDERABAD

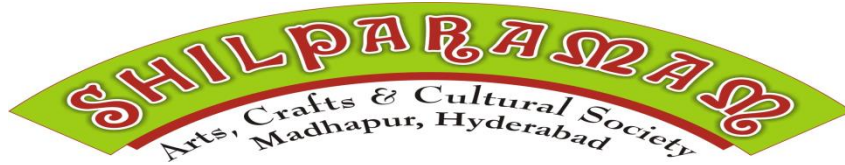
Name of the Agency :
and Address

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Schedule & Tender details:

Cost of Tender Document	: Rs.1,000/-
EMD (refundable)	: Rs.1,00,000/-
Date of issue of Tender Document	: 12-09-2026 to 21-09-2026 up to 1.00 PM
Last date and time for filling of Tenders	: 21-09-2026 up to 3.00 PM
Date and time of Opening Tenders	: 21-09-2026 at 04.00 PM
Place of Opening Tenders	: O/o. The Special Officer Shilparamam, Madhapur, Hyderabad, 500 081



TENDER DOCUMENT FOR PROVIDING SECURITY SERVICES THROUGH OUTSOURCING SHILPARAMAM, MADHAPUR, HYDERABAD

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 having License to engage in the business of Private Security Agency issued by Govt. of Telangana.
6. 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"**.

7. 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**.
8. Tenders received after the due date and time will be summarily rejected. Incomplete and conditional tenders shall not be accepted.
9. 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.
10. 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 for last three years i.e. for 2023-24, 2024-25, 2025-26 along-with the bid documents, failing which the tender will be treated as invalid and will be rejected.
11. Submission of more than one tender by a Tenderer for a particular work will render the bid liable for rejection.

12. The bidders may make a clear assessment about the nature and quantum of work before submitting the Tenders.
13. 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.
14. 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.
15. EMD of unsuccessful bidders will be refunded within 15 days after finalisation of Tenders without interest.
16. The Authority i.e. Special Officer, Shilparamam, Hyderabad reserves the right to cancel the process of Tenders at any stage without assigning any reasons thereof.
17. ACCEPTANCE OR REJECTION OF TENDERS:
 - A. The Special Officer, Shilparamam, Hyderabad reserves the right to:
 - a) Accept / Reject any of the tender in full or part thereof.
 - b) Revise the requirements at the time of placing the order.
 - c) Add, modify, relax or waive any of the conditions stipulated in the tender specifications wherever deemed necessary.
 - d) Reject any or all the tenders in part or full without assigning any reason thereof.
 - e) Award contracts to one or more Tenderers for the items covered by the tender.
 - B. The tender is liable to be rejected inter-alia:
 - a) If it is not in conformity with the instructions mentioned in the tender paper.
 - b) If it is not properly signed by the bidder.
 - c) If it is received only through soft copy.
 - d) If it is received after the expiry of the due date and time.
 - e) If it is not accompanied by the requisite EMD and proper documents.
 - C. If Tenderer quote the same rate of commission, then the Special officer has right to accept / reject the tender or on the basis of experience the tender may be accepted.

18. **EARNEST MONEY DEPOSIT**: The bidders shall enclose with the Tender EMD amounting of Rs 1,00,000/- (Rupees One Lakh Only) in the form of Bank draft drawn on any Nationalized/Schedule Bank in favour of the **Special Officer Shilparamam** payable in Hyderabad.
19. **PERIOD OF CONTRACT**: The period of contract would be One Year. Service Charges / Rates quoted by the Agency would be fixed for a period of One Year. Any statutory increase in wages / DA etc., affected as per the Government Orders issued from time to time should be followed by the Agency.
20. **GENERAL CONDITIONS**:
- 1) **The Agency to make payment of the minimum wages G.O.Ms. No. 6, Labour, Employment, Training & Factories (LAB-I) Department, Dt. 30-05-2026 the Labour Laws to the Security guards and Supervisors 1st 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.**
 - 2) 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.
 - 3) To give the wages slips to the Security guards and Supervisors regularly every month along with ESI & EPF cards.
 - 4) 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.
 - 5) 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.

- 6) 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.
- 7) Every year medical checkup will have to be conducted by the agency to the Security guards and Supervisors.
- 8) For every 15 Security guards one qualified supervisor, be provided as per the private security agency (Regulation) Act 2015.
- 9) The supervisors should maintain the attendance record and the timing of duties, turnouts of each security guards and their alertness.
- 10) As far as possible the provisions of private security agency (Regulations) Act 2015 and its Rules amended from time to time be followed.
- 11) Ssecurity Guard should be arranged on 24 x 7 bases for all 365 days in 3 shifts on each day.
- 12) The manpower will have to be supplied by the agency within 15 days of award of contract.
- 13) The Guards should be neatly dressed in prescribed Uniform with Cap & Shoe. They also should have the Name Badge and Duty Location Tag. Guard attending to duty without proper Uniform, and other accessories as mentioned above will be treated as absent.
- 14) No Security Guard should be posted to work more than 08:00 Hours in a day. If more than 25% of the guards are absent on any particular day, it will be treated as non-service and charges for the entire day will be deducted from the bill to be paid.
- 15) The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the Service Provider before their deployment through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect submitted to this office. The service provider will also ensure that the personnel deployed are medically fit and will keep in record

a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.

- 16) The Agency must submit resumes of each Security guard and Supervisor.
- 17) If any Security Guard is unsuitable for his services are found not satisfactory, by the Special Officer, Shilparamam, the Security Agency should replace such Security Guard / Guards with suitable Security Guard / Guards within 5 days.
- 18) The Agency shall pay the engage necessary persons as required by this office from time to time. The Deployment of personnel is to be on monthly basis. Thus deployment/arrangement of the personnel should be in such a manner that there shall be no violations of any leave Rules and weekly off days.
- 19) The Agency shall pay the salaries of the Security Guards every month through bank account only.
- 20) The Agency should engage extra guards as per requirement of Shilparamam, during Mela periods.
- 21) The persons engaged by the Agency for Shilparamam, shall not claim any benefit/compensation/absorption/ regularization of services from/in this office under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970 & 1971. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
- 22) The personnel engaged by the Agency should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer in charge upon any matter arising under the clause shall be final and binding on the agency.
- 23) That the persons engaged shall not be below the age of 18 years or above the age of 45 years and they shall not interfere with the duties of the employees of this office.
- 24) The functional control over the personnel deployed by the Agency will rest with this office and the disciplinary administrative / Technical control will be with the Agency.

- 25) This office may require the service provider to dismiss or remove from the site of work, any person or persons, engaged by the Agency, who may be incompetent or for his/ her/their misconduct and the service provider shall forthwith comply with such requirements. The Agency shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
- 26) The transportation, food, medical and other statutory requirements in respect of each personnel engaged by the Agency shall be the responsibility of the Agency only.
- 27) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc. and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation. The agency will require providing particulars of EPF, ESI of its employees engaged in this office. The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.
- 28) Payments to the Agency (service provider) would be strictly on certification by the officer with whom he is attached to the effect that his services were satisfactory and attendance as per the bill preferred by the Agency.
- 29) No wage/remuneration will be paid to deployed persons for the days of absence from duty.
- 30) The Agency shall provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this office.
- 31) The Agency shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.
- 32) The Agency shall be contactable at all times and messages sent by phone /e-mail/ fax / special messenger from this office shall be acknowledged immediately on receipt on the same day. The Agency shall strictly observe the instructions issued by the Department in fulfilment of the contract from time to time.

- 33) The Agency shall identify one of its office staff to coordinate with Shilparamam by regularly visiting the Shilparamam and having regular communication with the official of Shilparamam.
- 34) Shilparamam shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment's are vehicles of the personnel engaged by the Agency as Security Guards / Supervisors for Shilparamam.
- 35) That the Agency on its part and through its own resources shall ensure that the goods, materials and equipment's etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to this office for the same. The agency shall keep this office fully indemnified against any such loss or damage. Any accident/ casualty occurred during the course of working to any staff engaged by the Agency, the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.
- 36) **The Agency shall quote the service charges inclusive** of all costs such as implements and instruments like Torch light, Whistle, Lathies etc. required for the process of Security. The Agency should provide Uniforms to the individual on their own cost No. extra amount will be paid other than quoted price.
- 37) This Agency shall maintain an attendance register in respect of the staff deployed by the agency and the Supervisor / Manager of the Agency shall get it verified & checked by the officer concerned of Shilparamam every day. The wages/remuneration will be paid to the personnel engaged by the Agency based on the Attendance Reports.
- 38) The successful bidder shall furnish a security deposit of **Rs. 6.00 Lakhs** in the form of an account payee demand draft drawn in favour of the "THE SPECIAL OFFICER SHILPARAMAM payable at HYDERABAD, from a nationalized bank in an acceptable form safeguarding the interest of this office in all respects. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual Obligations of the Agency (service

provider). The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by this office or non-compliance of the terms of agreement by the Agency or frequent absence from duty/misconduct on the part of manpower supplied by the Agency. The Security deposit shall remain with Shilparamam Society during currency of the Agreement period. However, it will not carry any interest.

- 39) The successful Tenderer shall enter into an agreement with this office for supply of suitable and qualified manpower as per requirement of this office on these terms and conditions on non judicial Rs. 100/-stamp paper. The above stamp paper will be arranged by the bidder for execution of agreement. The agreement will be valid for a period of One year and shall continue to be in force in the same manner, unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of 12 months and no request for any change/modification shall be entertained before expiry of the period of 12 months.
- 40) The Agency shall not assign, transfer, pledge or sub contract let the performance of services.
- 41) That on the expiry of the agreement as mentioned above, the Agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the Agency, it shall be the entire responsibility of the Agency to pay and settle the same.
- 42) In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Executive Committee of the Shilparamam, whose decision shall be binding on both the parties.
- 43) The Agency shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in this office.
- 44) That if any amount is found payable by the Agency towards, wages, allowances and statutory dues in respect of personnel or any loss to this office property, the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.
- 45) The Contractor should have registered office at Hyderabad and all the statutory remittances such as EPF/ESI/GST etc. Should be made in the concerned office located in Hyderabad.

- 46) The Contractor / Firm should have the required experience in the relevant field of the Security personnel's should have minimum qualification of SSC and the selection may be made this office only.
- 47) The Agency should have the certificate from (Private Security Agencies Regulation Act) Issued by Govt. Of Telangana.
- 48) The Agency may be selected on the basis of their service on its past records, Firm Profiles, Experience in the Security services.

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