



**BUREAU OF INDIAN STANDARDS (BIS)**  
*1st Floor, B-Block, LIC Building,  
Pattom, Thiruvananthapuram 695 004*  
*Phone: 0471-2545416, 2545417*  
*E-mail: tbo@bis.org.in*

**Date: 06 Jul 2012**

**TENDER NOTICE**  
**(Security & House Keeping Services)**

**Sealed quotations are invited from reputed agencies for providing security and House keeping services. Tender document and other details can be downloaded or obtained from the office of Bureau of Indian Standards, LIC Building, Thiruvananthapuram - 695 004.**

**Sealed quotations sent by post/courier/parcel shall reach BIS, Thiruvananthapuram Office before 0011h on 25 July 2012. Those who wish to submit their quotations directly may drop their quotations in the drop box kept in our office. The quotations will be opened on the same day at 1430 h in the presence of tenderer(s) or their authorized representative(s).**

**DIRECTOR & HEAD**

**BUREAU OF INDIAN STANDARDS (BIS)**  
*1st Floor, B-Block, LIC Building,  
Pattom, Thiruvananthapuram 695 004*  
*Phone: 0471-2545416, 2545417*  
*E-mail: tbo@bis.org.in*



**Bid Document**  
**For**  
**Security & Housekeeping**  
**At**  
*1st Floor, B-Block, LIC Building, Pattom, Thiruvananthapuram 695 004*

<b>Last date for submission of Bids:</b>	<b>25th July, 2012 at 11 a.m.</b>
<b>Date of Opening of Technical Bid:</b>	<b>25th July, 2012 at 2.30.p.m.</b>

website: [www.bis.org.in](http://www.bis.org.in) or website: [www.e-procure.gov.in](http://www.e-procure.gov.in)

## SECTION - 1

### INVITATION FOR THE BID

1. Security, at *1st Floor, B-Block, LIC Building, Pattom, Thiruvananthapuram 695 004 (location)*

1.1 Sealed tenders in two parts: **(i) Technical Bid plus EMD** and **(ii) Financial Bid** are invited for Security and House Keeping job at the premises of BIS, the *1st Floor, B-Block, LIC Building, Pattom, Thiruvananthapuram 695 004*.

#### 1.2 Eligibility of Bidders:

(i) Only the registered contractors under the relevant Contract Labour Act are eligible for submitting the bids.

(ii) The bidders must have successfully and carried out at least one contract jobs of providing security guards and Safaiwalas preferably for any Govt. Depts., Semi-Govt. Organizations, Public Sector Undertakings or Statutory Bodies etc.

(iii) The Contractor have to employ preferably ex-servicemen/ retired employees of Para military forces or properly trained Security Guards for security work and trained civilians as Safaiwalas, who have experience of housekeeping work to the satisfaction of the Competent Authority

(iv) **Tender document will not be considered if no earnest money is deposited (EMD) with Financial bid.**

v) Tenders of only those contractors who can provide both Security & Housekeeping services will only be considered.

## SECTION - 2 SPECIFICATIONS AND REQUIREMENTS

### Introduction

Bureau of Indian Standards (BIS), the National Standards Body of Government of India has its Branch Office at 1st Floor, B-Block, LIC Building, Pattom, Thiruvananthapuram 695 004.

### Scope of the Work

It is proposed to award as one contract on job contract basis for services of Security and House Keeping Work of BIS, Thiruvananthapuram. The specifications of the work involved are:

#### 2.1 Requirement of Security and House-keeping persons on job contract basis:

(i) The Security Guards should be preferably Ex-servicemen or/retired employees of para military forces or properly trained security personnel.

(ii) Ex-servicemen or trained Security Guards should not be above the age of 50 years as on 01.08.2012.

(iii) Present deployment of Security& House Keeping persons manpower are shown in table below:

#### Manpower deployment:

Location	Security persons	House Keeping persons	
	Guards Semi-skilled* (Male)	Safaiwalas Unskilled (Male)	Safaiwalas Unskilled (Female)
1st Floor, B-Block, LIC Building,Pattom, Thiruvananthapuram695004.	3	1	1
<b>Total =</b>	<b>3</b>	<b>1</b>	<b>1</b>

\*Trained in fire-fighting

**Additional Manpower:** The contractor shall arrange to deploy additional manpower when requested by BIS within a period of 15 days from the date of letter of intimation. Whenever additional manpower is provided, the contractor will have to arrange it on the minimum wage rates, statutory charges, etc. quoted by the contractor in the financial bid.

## SECTION - 3

### INSTRUCTIONS TO BIDDERS

#### 3.1 Scope of the work

To provide security services round the clock for the protection of property against theft, pilferage, fire etc, safety of manpower, guiding visitors to the concerned officials, regulating entry of unwanted visitors/salesmen for maintaining office decorum, and maintenance of visitor register. To receive telephone calls after office hours and guide the callers accordingly. Round the clock patrolling of the premises. Checking of entry passes and allowing the exit of materials accordingly. To regulate the entry and exit of vehicles as and when needed. To maintain clean and Hygienic office environment.

#### 3.2 Eligible Bidders shall fulfill the criteria as laid down in bid along with the following:-

**3.2.1** This invitation for bids is open to only registered contractors under the relevant Contract Labour Act.

**3.2.2** The bidders must have successfully carried out atleast one contract jobs of providing security guards and Safaiwalas for National Institutes of repute, Govt. Depts., Semi-Govt. Organizations etc., Public Sector Undertakings or Statutory Bodies.

**3.2.3** The Contractor will have to provide ex-servicemen/ retired employees of Para military forces or properly trained Security Guards for security work and trained civilians as Safaiwalas, who have experience of House Keeping including cleaning of bathrooms, toilets, open areas/carpet areas and disposal of paper waste etc.

#### 3.3 Preparation of Bids:

##### 3.3.1 Technical and Financial Bids

The bids are to be submitted in following two parts in separate sealed envelopes:

- (a) Technical Bid + EMD
- (b) Financial Bid

##### 3.3.2 Technical Bid:

The Technical Bid document along with readable photocopies of all the required documents as per tender document should be provided /submitted.

##### 3.3.3 Financial Bid:

The Financial Bid showing total monthly amount on job contract basis with item-wise break-up, which will include all mandatory, statutory payments including other percentage expenses/other expenses as per Annexure I & II should be provided.

## SECTION - 4

### GENERAL TERMS AND CONDITIONS OF THE CONTRACT

**4.1** Sealed tenders in two parts (Technical Bid + EMD and Financial Bid) are invited from eligible registered contractors and who have successfully carried out minimum of one contract jobs of providing security guards and Safaiwalas for National Institutes of repute, Govt. Depts., Semi-Govt. Organizations etc., Public Sector Undertakings or Statutory Bodies.

The Contractor will have to provide ex-servicemen or trained Security personnel for security work and trained Safaiwalas, who have experience in House Keeping of office premises, The contractor is required to provide above manpower as per scope of the work given in sections 2 & 3.

**4.2** The bidders shall deposit along with the tender, an earnest money of 2% yearly contract amount for Security and House Keeping Services by way of Bankers Cheque/Demand Draft in favour of "Bureau of Indian Standards", payable at Thiruvananthapuram, which will be refunded to the unsuccessful bidders within three months from the date of opening of the tenders.

**4.3** Tenders without earnest money shall be rejected summarily. Financial bids of only technically competent bidders will be opened.

**4.4** The Security and house-keeping contract will be initially for a period of one year.

**4.5** Tenders received after 11.00 a.m. on 25.07.2012, whether sent by post or delivered in person are liable to be rejected.

**4.6** Sealed tenders in two separate covers super scribed on them (1) "Technical Bid + EMD for Security and House Keeping" and (2) "Financial Bid for Security and House Keeping" **due to open at 2.30 pm on 25.07.2012** should be submitted to BIS at 1st Floor, B-Block, LIC Building, Pattom, Thiruvananthapuram 695 004. **Tenders will be received up to 11.00 a.m. on 25.07.2012** and only **Technical Bid will be opened at 2.30 p.m. on 25.07.2012** in Chamber of the Chairman of the Purchase Committee, in the presence of the bidders, if any. Only one representative of each bidder will be permitted at the time of the tender opening.

**4.7** In the financial bid, the bidder must quote the rates in figures as well as in words. The amount of each item should be worked out and the total given.

**4.8** The successful bidder will be required, to furnish performance guarantee-cum-security deposit by way of Fixed Deposit Receipt (FDR)/Bank-Guarantee of 5% of the Total bid amount for the year from a Nationalized Bank in favour of "Bureau of Indian Standards" payable at Thiruvananthapuram valid for 15 months. Bank Guarantee/FDR will be required to be furnished within two weeks from the date of award of contract failing which the work award order may be cancelled.

**4.9** Director & Head, BIS, Thiruvananthapuram does not bind himself to accept the lowest tender and reserves the right to reject or accept, in part or full, any or all the tenders received without assigning any reasons.

**4.10** Canvassing in connection with the tender is strictly prohibited and the tender of anyone resorting to canvassing shall be liable for rejection on that ground alone.

**4.11** The bidder shall specifically declare whether he is related to any staff/officers of BIS.

**4.12** The tenders should be clear and without any conditions.

**4.13** Earnest money (EMD) shall be forfeited if the successful bidder fails to sign the formal agreement within seven days from the date of intimation to that effect or fails to start the work within seven days from the date of commencement given in the Work Order.

**4.14** Tenders should remain valid for 90 days from the date of opening of tenders with provision for further suitable extension.

**4.15** The tender document duly signed on all pages shall be submitted along with the technical bid, failing which the technical bid shall not be considered.

**4.16** The bidder shall enclose the following visible and duly signed documents along with the technical bid:

- a) Valid PAN Number.
- b) Documentary proof of minimum one security & House Keeping jobs separately by indicating clear cut deployed no. of persons in each field.
- c) Documentary proof of satisfactory completion of the Security & Housekeeping jobs of the firms mentioned (b) at least one in the last 10 years.
- d) Valid Registration Certificate/ certificates with relevant statutory bodies (Contract Labour/ESI/EPF etc.)
- f) Proof of valid Service Tax Registration Number.

Tenders without the required documents as above shall be summarily rejected

**4.17** The bidder should invariably mention valid Registration numbers in all their correspondence.

**4.18** Tenders which do not fulfill all or any of the above conditions or are incomplete/ conditional in any respect are liable to be rejected

**4.19** TDS/Service TAX etc. are to be deducted at source from the monthly claim/ bill of the contractor, as admissible under the rules.

**4.20** Service Tax is payable as admissible under the Rules.

**4.21** The contractor shall have a representative located at Thiruvananthapuram with telephone facility for smooth functioning of the contract.

**4.22** The above contract shall be subject to the Jurisdiction of Courts at Thiruvananthapuram

**4.23** Director & Head, BIS Thiruvananthapuram or any higher authority of BIS reserves the right to terminate the work award order without assigning any reasons thereof

**4.24** Unsatisfactory performance of contract at any stage of time shall be liable for termination of work award order and may also lead to forfeiture of performance guarantee-cum-security.

**4.25** The manpower deployed shall work in 8 hours, 7/6 days a week basis respectively as applicable for Security & House Keeping separate. There shall be no over time deployment failing which necessary deductions will be made from the monthly bills.

**4.26** That the Contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at BIS, Thiruvananthapuram in their respective names before submitting the bill for the subsequent month. In case the Contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of required documents.

**4.27** In the event of any contractor who fails to fulfill the conditions, the BIS Thiruvananthapuram Purchase Committee will have the right to award the next eligible bidder after giving a notice of 15 days.

### **SPECIAL TERMS & CONDITIONS OF CONTRACT**

1. The contractor shall deploy the Ex-Servicemen or experienced Guards to the satisfaction of the Competent Authority for performing the security duty at 1st Floor, B-Block, LIC Building, Pattom, Thiruvananthapuram 695 004 of Bureau of Indian Standards (hereinafter referred to as BIS). They should not be above 50 years of age as on 01.08.2012.
2. The contractor shall make security arrangements for the proper protection of BIS premises and equipment etc. as well as maintain the Reception area before and after office hours and on closed holidays.
3. The contractor shall deploy the required number of Security personnel in each shift or as may be decided by BIS according to exigency of work.
4. The contractor shall maintain register for marking the attendance by security & housekeeping personnel deployed by him, which may be seen/verified by the Section Officer or an authorized officer of BIS periodically.
5. The contractor shall ensure that proper verification of character and antecedents are completed for all the personnel to be engaged for security and housekeeping duty. He will also provide a complete list of the Security personnel and Safaiwalas to be deployed in this office indicating their names, father's name, local address and permanent home address to the Section Officer of BIS. Any changes in the list will be immediately informed subsequently with all the above details. The successful contractor should submit full details of the individual employee along with their individual ESI and EPF Account No. or a proof therein (copies of the respective applications of the individuals may be attached) by 10th day of the implementation of the contract.
6. The contractor shall issue photo-identity cards to his personnel deployed in the building for performing duty, which will be signed by him and displayed by them on their person while they are in the premises of BIS.
7. The security personnel on duty shall be rotated from one shift to another at proper frequency and reasonable time, and the contractor shall maintain a duty roster regarding deployment of security personnel in each shift which may be seen by the Section Officer or an authorized official of BIS periodically.
8. The contractor shall be responsible for proper maintenance of decorum, punctuality/ discipline and work output. The personnel so deployed should be in a proper and one colour neat and clean, well-dressed uniform. Contractor should provide uniform to the security personnel as well as Safaiwalas & other items. The choice of color of the uniform may be decided in consultation with BIS.
9. The contractor shall make payment of wages by cash or cheques to his personnel engaged by him in the premises of the BIS so that there is no disruption in the performance of duties of the deployed personnel. Wages should be according to Minimum Wages Act and other Statutory Acts applicable for Kerala State. BIS reserves the right to check periodically payment of wages made by him to security and housekeeping personnel deployed.
10. Terms of payment for wages etc. once decided at the time of the award of the contract and included in the agreement shall not be subject to revision except that payment on account of enhancement/escalation charges on account of revision of wages by appropriate Govt. from time to time shall be payable by the BIS to the contractor.
11. There shall be three shifts of eight hours each to the Security Personnel for the duty. However the contractor shall provide complete and continuous security measures round the clock by changing personnel in rotation or replacement.
12. The contractor shall provide his security guards on duty with working torches, etc. as supplied by BIS, to enable them to perform their duties efficiently and effectively particularly during the night. The



contractor will ensure that the torches provided to security guards on duty are always in perfect working condition.

13. The contractor shall properly maintain and account for all the items of furniture, registers. etc. provided by BIS.

14. The contractor shall ensure the following:

(a) No property of BIS premises of any kind is removed by any official/private person without proper gate-pass issued by the authorized officials of BIS.

(b) Any loss/damage to goods or property of BIS due to negligence on the part of any security personnel of the contractor shall be made good by the contractor within seven days from the date of its communication to him.

(c) No report for any loss/damage to property of BIS shall be lodged with the police by the contractor without written approval of the Director & Head, BIS, Thiruvananthapuram Branch.

(d) The contractor shall deploy security staff duly trained in fire-fighting. Mock exercise shall also be arranged by him periodically in this regard.

15. The contractor shall at their own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to BIS and shall comply with the statutory provisions of relevant Statutory and Regulatory Acts/Rules that may be applicable to them and shall further keep the BIS indemnified from all acts of omission, fault, breaches and/or any claim, demand; loss; injury and expense arising out from the non compliance of the aforesaid statutory/regulatory provisions.

Contractor's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations and or any bye-laws or rules framed under or any of these, the BIS shall be entitled to recover any of the such losses or expenses which it may have to suffer or incur on account of such claims, demands, loss or injury from the contractor's monthly payments.

16. Non-compliance with any of the conditions by contractor will lead to termination of contract and forfeiture of the amount of performance guarantee-cum-security as per decision of the authority.

17. The Director & Head, BIS, Thiruvananthapuram will have the right to adopt any measures/set-up system for ensuring proper performance of duty of security personnel deployed by the contractor, their being punctual and in proper uniforms, equipped with torches, whistles etc.

18. The contractor shall be required to sign an agreement on a non-judicial stamp paper of appropriate value for satisfactory performance of security and housekeeping of the building contract.

19. The payment of the security and housekeeping contract will be made on monthly basis within ten working days from the date of receipt of the contractor's bill in duplicate, duly pre-receipted on revenue stamp and complete in all respect. The contractor has to ensure that while discontinuing his staff member, he/she should be paid wages as well as bonus at the time of his/her discontinuation.

20. The House Keeping work should be carried out in such a way without disturbing smooth functioning of the office.

i) All the paper wastes shall be collected and dumped off at the pit situated within the campus, by using suitable methods or disposed off appropriately.

ii) All the material required for the work shall be provided by BIS. However, the contractor shall intimate the requirement well in advance.

iii) Workmen deployed for Safai/Upkeep should have good knowledge and experience in House Keeping. A weekly programme for lathering and mopping of floors with suitable accessories (to be provided to contractor by BIS), cleaning of fittings and fixtures, including ceiling fans, removing of cobwebs shall be planned and carried out by the contractor.

iv) The Safai/upkeep work has to be done with utmost care, diligently and the contractor shall supervise, inspect and issue instructions to its workers for the proper and efficient discharge of the work.

v) The security personal/upkeep workers shall work from Monday to Friday and be given weekly off. However, the contractor shall depute workers on holidays/weekly offs in case of urgency.

vi) BIS may arrange to verify the attendance record of the security and Safai/upkeep personnel as maintained by the contractor, daily or at regular intervals as convenient and certify to the correctness of the attendance to avoid any discrepancy in the monthly bills prepared.

vii) If BIS considers that, the replacement of a particular person is essential this will be done by the contractor immediately on receipt of specific instructions of BIS.

viii) That during the tenancy of this contract. the contractor will provide free of any charge, written or verbal advice on improving security and Safai/Upkeep in BIS premises from time to time and BIS shall consider such advice for implementation or otherwise.

ix) Disposal of the paper waste is to be made every day using appropriate method.

x) That the contractor would provide efficient, experienced, honest workmen to complete the Safai/upkeep work within the specified time. The Safai/upkeep work shall include House Keeping of floors, Corridors, staircases, Door, windows; panel/glazed aluminum portions, toilets, and removal of cobwebs, sweeping open area, removal of paper waste and as per details given below:

a) Sweeping of floors using soft brooms, daily (morning & post lunch) or more as required.

b) House Keeping and dusting doors, partitions, doorframes, windows, ventilators etc. once in a week or more as required.

c) House Keeping & washing of floors, urinal portion walls of toilets and mopping the surfaces with mops twice daily or as required.

d) Putting of naphthalene balls and air freshener cakes in urinals/commodes of toilets twice a week or more as required.

e) All the exposed porcelain surfaces shall be kept sparkling clean. No dirty stains/spots must be seen on the walls or floors.

f) Lathering and mopping of floors with suitable accessories shall be done once in every week.

g) Removal of cobwebs using cobweb brush inside and outside the building once in every month or more as required.

h) Sweeping of open area once daily early in the morning.

i) Housekeeping of building includes the cleaning of open verandas etc.

j) All House Keeping materials like brushes, Brooms, Vim. cleanzo etc. shall be provided by BIS and be kept in the storage space provided for the purpose.

**21. Arbitration:** In the event of any question. Dispute/differences arising under this agreement or in connection herewith (except as to matters the decision of which is specifically provided under agreement) the same shall be referred for the sole Arbitration to Deputy Director General, Bureau of Indian Standards, Southern Regional Office, Chennai or his nominee. The award of the arbitrator shall be final and binding on the parties.

The Arbitrator may from time to time, with the consent of all the parties, enlarge or extend the time for making (and publishing) the award. The Arbitrator may give interim award(s) and/or directions, as may be required. Subject to the aforesaid provisions, the Arbitration Act. 1940 and the rules made hereunder and any modification thereof from the time being in force shall be deemed to apply to the arbitration proceedings under the clause. The venue of the arbitration shall be Chennai.

**22. Indemnification:** That the contractor shall keep the BIS indemnified against all claims whatsoever in respect of the manpower deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever it will be the primary responsibility of the contractor to contest the same. In case BIS is made party and supposed to contest the case BIS will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the contractor to BIS on demand. Further, the contractor shall ensure that no financial or any other liability comes on BIS in this respect of any nature whatsoever and shall keep BIS indemnified in this respect.

The contractor shall further keep the BIS indemnified against any loss to the BIS property and assets. The BIS shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.

**23. Penalties/ Liabilities**

1. That the contractor shall be responsible for the faithful compliance of the work award order. Any breach or failure to perform the same may result in termination of the work award order and the forfeiture of the performance cum security deposit.

2. That if the contractor violates any of the terms and conditions of the work order or commits any fault or their services are not to the entire satisfaction of the officer authorized by the Director & Head, BIS, Thiruvananthapuram in this behalf, a penalty leading to a deduction of up to a maximum of 10 % of the total amount of bill for a particular month may be imposed.

**SIGNATURE  
&  
ADDRESS OF THE BIDDER**

**(SEAL OF THE BIDDER)**

**ANNEXURE-I****FINANCIAL BID**

**CONTRACT FOR ENGAGING SECURITY PERSONNEL**  
at 1<sup>st</sup> Floor, B-Block, LIC Building, Thiruvananthapuram 695 004

**Schedule of Quantities**

The bidder (contractor) shall deploy 3 Male Security Guards. Security Guards/Supervisor shall be Ex-servicemen or trained civilians in the field and below the age of 50 years as on 01.08.2012. The rates / amount on job contract quoted shall be as per existing Minimum Wages Rates Act and other statutory rates / payments including other expenses as indicated in the tender document and also applicable in the State of Kerala.

Sl. No.	Description	Full-time Security Guards (Three Numbers)		
		Number 2	Rate 3	Amount 4=2x3
1	Basic pay			
2	ESI(%)			
3	EPF(%)			
4	Bonus(%)			
5	Sub-Total (1-4)			
6	Service Charges & including any administrative charges on (5) (%)			
7	Total (5+6)			
8	Service Tax as applicable			
9	Grand Total			
	Total Rupees.....)			

Note 1. Sl. No. 2 to 4 to be indicated as % of Sr. No. 1

Note 2. Sl. No. 2-4 are mandatory and must be provided as per statutory provisions.

Note 3. Sl. No. 1 to Sl. No. 4 are to be paid to the employees of the contractor through cash or cheque in their respective account in the bank or to the statutory authorities as applicable in the name of the employee to whom payment is being made.

**DECLARATION**

I accept all the terms & conditions of the tender.

**Date:**

**Signature & Seal of Bidder**

**ANNEXURE-II****FINANCIAL BID****CONTRACT FOR ENGAGING SAFAIWALAS & GARBAGE DISPOSAL PERSONS**  
at 1st Floor, B-Block, LIC Building, Thiruvananthapuram 695 004**Schedule of Quantities**

The bidder (contractor) shall deploy 0 Male & 01 Female House Keeping persons. The rates / amount on job contract quoted shall be as per existing Minimum Wages Rates Act and other statutory rates / payments including other expenses as indicated in the tender document and also applicable in the State of Kerala.

Sl. No.	Description	Safaiwalas (Female) Part-time			Safaiwalas (Male) Full-time			Total 4 +7
		Number 2	Rate 3	Amount 4=2x3	Number 5	Rate 6	Amount 7=5x6	
1	Basic pay							
2	ESI(%)							
3	EPF(%)							
4	Bonus(%)							
5	Sub-Total (1-4)							
6	Service Charges & including any administrative charges on (5) (%)							
7	Total (5+6)							
8	Service Tax as applicable							
9	Grand Total							
	(Total Rupees.....)							

Note 1. Sr. No. 2 to 4 to be indicated as % of Sr. No. 1

Note 2. Sr. No. 2-4 are mandatory and must be provided as per statutory provisions.

Note 3. Sl. No. 1 to Sl. No. 4 are to be paid to the employees of the contractor through cash or cheque in their respective account in the bank or to the statutory authorities as applicable in the name of the employee to whom payment is being made.

**DECLARATION**

I accept all the terms & conditions of the tender.

**Date:**

**Signature & Seal of Bidder**