भारत सरकार
GOVERNMENT OF INDIA
वित्त मंत्रालय, राजस्व विभाग
Ministry of Finance, Department of Revenue
सीमा शुल्क आयुक्त का कार्यालय (निवारक)
Office of the Commissioner of Customs (Preventive)
पूर्वोत्तर क्षेत्र, North Eastern Region
110 MG Road, Shillong, Meghalaya
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C.No. II(35)02/CUS/HQRS/PRO/SECURITY SERVICES/SH/2022-23 **Dated:**

NOTICE INVITING E-TENDER FOR OUTSOURCING OF SECURITY SERVICES FOR THE PERIOD W.E.F. 01.04.2022 TO 31.03.2023

Online bids are invited in two bid system (i.e. Technical bid and Financial bid) from reputed registered Firms/Companies engaged in the business of Security Services (without Arms) to provide Security Service having previous experience in this field, for providing security as per requirements mentioned below in the schedule for the Office of the Commissioner of Customs (Preventive), NER, 110 M.G. Road, Shillong – 793 001 on contract basis.

Sl No	Name of the office with address	No of security personnel required.
1	O/o the Commissioner of Customs (Preventive), NER, 110, M.G. Road, Shillong	03 (Three) round the clock Security
2	Hired premise at Laitkor, Shillong where seized vehicles are kept by the Department.	03 (Three) round the clock Security

The interested bidders may also download the Tender Documents from shillongcustoms.gov.in and from the Superintendent, Hqrs., Customs House, 110, M.G. Road, Shillong as per the schedule as given in the DATE SHEET as under:

e-Tender Publishing Date	14.03.2022
Start Date & Time for downloading Tender Document	14.03.2022 from 1630 hrs onward
Last Date and Time for Submission of Online Bid	28.03.2022 upto 1600 hrs
Bids Opening Date and Time	29.03.2022 at 1600 hrs

GENERAL TERMS & CONDITIONS

1. The bidder should provide security services by providing **03 (three) nos. of Security Personnel** at the Office premises and **03 (three) nos. of Security Personnel** at the hired premises where seized vehicles are kept by the Department round the clock on all days including Sundays and holidays. **Total 06 (six) nos. of Security Personnel.**

2. The bidder should have sufficient experience in the field of providing security services preferably to the establishments of Central /State Govt. Public Sector undertakings or reputed Private Sectors. A List of companies/departments where security is being deployed by the bidder along with relevant supporting documents may be furnished along with the bid. List of Government organizations where the bidder is currently providing services may also be indicated.

3. **The bidder should quote the total amount per month and inclusive of all charges and statutory taxes but excluding GST for providing security services.**

4. The Security personnel deployed should have clean antecedents duly verified by police and be in good health, be medically fit and not above 50 years of age. The bidder should ensure that the personnel deployed by them at the premises are adequately trained in the field and are kept abreast of the happenings in the city /state/country with regard to security angles.

5. The deployed personnel shall maintain law and order in the premises. The bidder should ensure that adequate supervision is exercised over the personnel posted on round the clock basis.

6. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.

7. If any lapses are reported/noticed on the part of the deployed personnel in providing adequate services at the premises, the bidder shall be held responsible and penalized.

8. The Agency shall keep the PRO/APRO, Customs Hqrs Office informed of all the matters of security and co-operate in the investigation of any incident relating to security.

9. The bidder should indicate their registration certificate as security service provider **/PAN /GST Registration /ESI/EPF Nos** and submit the necessary registration certificates in support of the same.

10. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, etc relating to security personnel deployed in said premises. The Commissioner of Customs (Prev), NER, Shillong shall have no liability in this regard.

11. The bidder shall be responsible for complying with all statutory requirements in execution of the contract and must abide by all the corresponding rules and regulations, Acts etc.
12. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. office.
13. The agency should hold certificate from the Police Authorities for performing Security Services.

14. The payment will be made to the security agency on monthly basis against bills after verification of attendance Register of the personnel deployed as per the agreement by the department. The security agency will be responsible for payment of salaries etc of security personnel engaged in security work.

15. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as, belt, shoes, socks, caps, torch with cell, cane stick, gun, bullets, etc shall be borne/supplied by the Agency at its cost.
16. Taxes if any will be deducted at source only in cases where applicable by law.
17. In case of any doubt or need of any inquiry the bidder may contact the Superintendent (Hqrs), Customs Hqrs Office, Shillong, on any of the working days on above address.

TECHNICAL TERMS & CONDITIONS

1. The Agency should be in the business of Security at least for the last 2 years.
2. The agency should have a minimum experience of two years in providing security service out of which at least for two years they should have handled the entire security system of a reputed Government Organization and a reputed Public Sector Company.
3. The Agency must provide satisfactory service certificate from at least two Central Government/ State Organizations (Ministries, Government Department, PSU etc.).
4. The Agency should be registered with the GST Department and should submit copy of GST Registration Number.
5. The Agency should submit valid Income Tax clearance certificate/Returns for last one year.
6. The Agency should submit Copy of PAN Number.
7. The address of the Agency with telephone No. and Fax Nos. in Shillong should be given.
8. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of a firm who fails to fulfill any of the above conditions would not be considered.

The firms meeting the above technical terms & conditions only should submit their Quotations in sealed cover.

MODE OF SUBMISSION OF BIDS:

1. Aspiring Bidders who have not enrolled/registered in GeM/e-procurement should enroll/register before participating through the website http://gem.gov.in/ and/or hhtps:///eprocure.gov.in/eprocure/app. Interested bidders may submit their quotation online on https://gem.gov,.in/ and/or http://eprocure.gov.in/eprocure/app under two bid systems i.e.

(i) Technical/Qualifying bid and (ii) Financial bid in the prescribed proforma. All the self-attested documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. **Tender sent by any other mode will not be accepted.**

2. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions. All the rates must be mentioned both in figures and words. In case of discrepancy between the words and figures the rates indicated in figures shall prevail.

3. Rates/Quotations should be submitted and signed by the firm with its current business address.

4. The Contractors must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the Service Provider in the rates/quotations and accepted by this office.

5. **THE LAST DATE FOR SUBMISSION OF TENDER IS 28.03.2022 upto 1600 hrs**
This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.

6. The tenders will be opened on **29.02.2022 upto 1600 hrs** in the presence of the Tender Committee, at the O/o the Commissioner of Customs (Preventive), NER, Shillong, 110 M.G. Road, Shillong -793001.

7. This office reserves the right to postpone/and/or extend the date of receipt/opening of rates/quotations or to withdraw the same without assigning any reason thereof.

8. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Shillong jurisdiction only. This office is entitled to withhold payments due to the Service Provider in case of any dispute, till it is resolved.

9. For any clarification in the matter and/or for inspection of the premises, prior appointment may be made with the Deputy Commissioner (Hqrs), O/o the Commissioner of Customs (P), NER, Shillong, 110 M.G. Road, Shillong – 793 001.

G. Pathak

Deputy Commissioner (Hqrs)
Customs (HQRS), Shillong.

C.No. II(35)02/CUS/HQRS/PRO/SECURITY SERVICES/SH/2022-23 **Dated:** 11 MAR 202

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Copy forwarded to :

1. The Commissioner of Customs (Prev), NER, Shillong
2. The Superintendent (Comp. & Training), Hqrs Office, Shillong for uploading at the official webstite www.shillongcustoms.gov.in
3. Notice Board of Customs Hqrs/CGST Hqrs/Shillong Customs Division/GPO/DC office.

G. Pathak

Deputy Commissioner (Hqrs)

ANNEXURE – I

TECHNICAL BID

1	Name of the Organisation/Firm	
2	Address (with Tel.No. & Fax No.	
3	Status of Ownership (Proprietary/Partnership/Company-attach proof)	
4	Name & Address of the Proprietor/partner/Directors (with Mobile Number and copy of RC)	
5	Contact Person (s) with Mobile Numbers	
6	No. of years of experience in providing housekeeping services (endorse proof such as work orders/performance reports from at least two clients)	
7	Average Annual Turnover (last 3 years ending 31.03.2019. Certified by Chartered Accountant	
8	Total No. of employees engaged by the provider (Total man power available with the firm)	
9	Permanent Account Number (PAN) (The evidence for filling of IT returns along with profit and loss account & balance sheet for the last three financial years to be enclosed)	
10	Details of ESI & EPF Registration along with copies of such Registration Certificate	
11	Details of GST Registration along with copy of Registration Certificate and Copy of Service/GST Return for 2018-19,2019-20,2020-21	
12	Details of EMD (Earnest Money Deposit)	
13	Details of Solvency Certificate issued by Bankers	
14	List of present clients relating to Government Department (at least two)	
15	Details of legal disputes relating House keeping services pending, if any	

DECLARATION

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

Station : (Signature of Authorized Signatory with date)

Date :

INSTRUCTIONS FOR ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e-Procurement are at https://eprocure.gov.in/eprocure/app. The bidders must carefully follow the instructions:

i) Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-procurement/e-tender portal is a prerequisite for e-tendering.

ii) Bidder should do the enrolment in the e-Procurement site using the "Click here to Enroll" option available on the home page. Portal enrolment is generally free of charge. During enrolment/registration, the bidders should provide the correct/true information including valid e-mail id. All the correspondence shall be made directly with the contractors/bidders through e-mail-id provided.

iii) Bidder need to login to the site through their user ID/ password chosen during enrolment/registration.

iv) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by NIC/SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken / Smart Card, should be registered.

v) The DSC that is registered only should be used by the bidder and should ensure safety of the same.

vi) Contractor/ Bidder may go through the tenders published on the site and download the required tender documents/ Annexures for the tenders he/she is interested.

vii) After downloading /getting the tender document/ Annexures/ Appendices, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.

viii) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum / Addendum published before submitting the bids online.

ix) Bidder then logs in to the site through the secured log in by giving the user id/password chosen during enrolment/registration and then by giving the password of the e-Token/ Smart Card to access DSC.

x) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the „my tenders" folder.

xi) From my tender folder, he selects the tender to view all the details indicated.

xii) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender Annexure and appendices carefully and upload the documents as called for; otherwise, the bid will be rejected.

xiii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ Annexure and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded, if permitted. Bidder"s Bid documents may be scanned with 100 dpi with black and white option. However if the file size is less than 1 MB the transaction uploading time will be very fast.

xiv) Bidder should take into account the corrigendum / Addendum published from time to time before submitting the online bids.

xv) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.

xvi) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the same should be uploaded as part of the offer.

xvii) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

xviii) The bidder has to select the payment option as offline to pay the Tender FEE/EMD as applicable and enter details of the instruments.

xix) The details of the DD physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.

xx) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

xxi) The bidder has to upload the relevant files required as indicated in the covered content. In case of any irrelevant files, the bid will be rejected.

xxii) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/ BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.

xxiii) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per

Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

xxiv) After the bid submission (i.e after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.

xxv) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the E tender system. The bidders should follow this time during bid submission.

xxvi) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

xxvii) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

xxviii) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.

xxix) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

xxx) Filling all the fields in both technical and financial bids is mandatory. Incomplete bid will summarily be rejected at the discretion of the Department.

xxxi) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Simultaneously for any further queries, the bidders are asked to contact over phone: 1800-3070-2232 or send an email to cppp-nic@nic.in.