



**GOVERNMENT OF JHARKHAND  
DEPARTMENT OF TOURISM, ART CULTURE, SPORTS AND YOUTH AFFAIRS**

**OFFERS INVITED FROM REPUTED SECURITY SERVICES AND MANPOWER FOR  
CLEANING, GARDENING, MINOR REPAIRING SERVICES FOR ITS VARIOUS  
TOURISM SPOTS IN JHARKHAND**

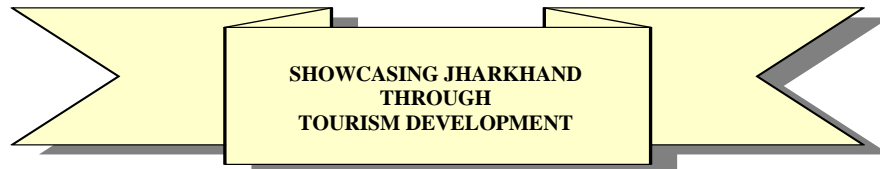
**Tender notice no – .1613 / dt.-02.12.2015**

**Sale of Tender document : 02.12.2015 to 16.12.2015**

**Submission of tender document : 21.12.2015 @ 1500 Hrs.**

**Opening of tenders : 23.12.2015 @ 1200 Hrs.**

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# **GOVERNMENT OF JHARKHAND DIRECTORATE OF TOURISM**

## **OFFERS INVITED FROM REPUTED SECURITY SERVICES AND MANPOWER FOR CLEANING, GARDENING, MINOR REPAIRING SERVICES FOR ITS VARIOUS TOURISM SPOTS IN JHARKHAND**

### **1. GENERAL INFORMATION**

The State of Jharkhand is widely being acknowledged as the region of natural magnificence with its beautiful hills, waterfalls, forests, sanctuaries, glorious tribal culture and climate as well as different places of famous pilgrimages etc.

The State Government aims at making Jharkhand as the most preferred destination for tourists. As such the Government has decided to protect and maintain its various tourist locations. Accordingly, proposals are invited from reputed security services and manpower for cleaning, gardening, minor repairing services companies having minimum Five years experience in its field.

### **Tender Procedure**

The Bidders should submit the proposals in two parts:

1. Technical Bid
2. Financial Bid
  - i) Technical part should contain all such details as mentioned in the Bid Document.
  - ii) Financial part should contain the financial bid inclusive of all admissible taxes, duties and levies, etc. The details of the financial bid should also be included for better appreciation of the bid.
  - iii) These two parts should be submitted in separate sealed and superscribed envelops.
  - iv) Both the envelops should then be sealed in a third envelop marked as "TENDER FOR SECURITY SERVICES AND MANPOWER FOR

CLEANING, GARDENING, MINOR REPAIRING SERVICES FOR ITS VARIOUS TOURISM SPOTS IN JHARKHAND”.

A complete set of Bid Document may be purchased by interested eligible Bidders on the submission of a written application to the Director, Directorate of Tourism, Government of Jharkhand, Ranchi upon payment of a non-refundable fee of **Rs. 10000/-** (Rupees Ten thousand only) in the form of **Demand Draft in favour of The Director, Directorate of Tourism, Ranchi**, payable at Ranchi.

The Bid Document may be purchased personally during office hours on all working days from 02.12.2015 to 16.12.2015 It may also be downloaded from [www.jharkhand.gov.in](http://www.jharkhand.gov.in) / [www.jharkhandtourism.in](http://www.jharkhandtourism.in) in which case, the fee in the form of demand draft should be enclosed with the bid document at the time of submission.

A pre-bid conference will be held on 18.12.2015 at **1500** hrs. in the office of the undersigned.

The last date for submission of bid is 21.12.2015 up to **1500** hrs at the following address:

**The Director,  
Directorate of Tourism  
FFP building, 2nd Floor  
HEC Campus, Dhurwa, Ranchi - 834004**

The technical bid shall be opened on 23.12.2015 at **1200** hrs. before the duly constituted committee. The bidder or his authorized representative may remain present during the opening of such bid.

**Director (Tourism)**

## **2. PURPOSE**

The purpose is to protect and maintain the various tourist destinations of Jharkhand to attract tourists in tourism sector in Jharkhand.

## **3. SCOPE OF WORK**

- 3.1 The scope of work shall be to provide security to various tourist destinations and maintain the beauty of the tourist spots. The successful bidders will have to carry out security and cleaning activities.
- 3.2 Security Personnel are required at Ten Tourist Locations as mentioned below.
- 3.3 Total requirement of security/cleaning personnel may increase or decrease as per need of the Corporation.
- 3.4 The Security personnel of the agency/company have to fulfill the following responsibilities:  
For Security Personnel as per specified shift duty -
  - (a) Exercising strict vigilance for protecting the property and assets from damage, loss, destruction and theft.
  - (b) Ensuring proper flow of visitors and preventing unauthorized entry.
  - (c) Ensuring and recording essential details of incoming and outgoing goods separately.
- 3.5 The cleaning services of the agency/company have to fulfill the following responsibilities:  
For Cleaning services as per specified shift Duty
  - (a) To keep the specified clean
  - (b) Maintain the specified Garden space.
  - (c) To do minor repairs where required.
- 3.6 All manpower shall be deployed after police verification and after providing adequate training. Uniform and identity cards shall be provided to all manpower deployed

## **4. ELIGIBILITY**

- 4.1 The security agency/company must fulfill the following criteria failing which their offer will be liable to be summarily rejected.
- 4.2 The agency/company must have at Five years experience in its field. The agency/company should submit documentary evidence in his support of above experience with tender paper.
- 4.2 The agency/company must have a minimum turnover of at least Rs. One Hundred crore in last three financial years. In this support the company/agency must attach a copy of its audited balance sheet of year 2011-2012, 2012-2013, 2013-2014 .

- 4.3 The agency/company must be operating in at least Five states of India. The agency must attach the detail addresses of their office with state and address of Principal Officer of the office with Telephone & Fax No. etc.
- 4.4 The agency/company must have at least two (02) running contracts, at present, which must not be less than Rs 80 lakhs each per annum. The copies of agreement or work order must be attached as documentary evidence.
- 4.5 The agency/company must have provided security service to at least two public sector undertaking /Govt. Department/Govt. Corporation and other Govt. Institution.
- 4.6 The security agency/company must have a proper training center for training of its security personnel having adequate resources. The address and details must be attached with tender paper.
- 4.7 The security agency/company must be registered under provident fund act, ESI Act & Copy of registration papers along with code number allotted to the agency/company may be provided.
- 4.8 The proprietors/partners/shareholders of the agency/company must all be Indians. In case any foreigner is associated, the agency/company must attach a copy of the clearance obtained from the Ministry of Home Affairs as required under their circular No. VI-24021/68/00 GPA-1 dated 13 Nov. 1992.

## **5. GUIDELINES FOR SUBMISSION**

- 5.1 Interested agencies with requisite experience, may submit required documents in two packets (Technical & Financial Bids) as detailed below:-
- 5.2 Packet – 1 (Technical Bid)
  - i) Profile & Track Record of the company
  - ii) Balance Sheet for last 3 financial years.
  - iii) Photo copy of PAN No. issued by Income – Tax Department.
  - iv) Photo copy of Service Tax Registration.
  - v) Earnest Money Deposit (EMD) in the Form of Demand Draft from a Scheduled Bank/NSC for Rs. 100,000/- drawn in favour of the Director, Directorate of Tourism.
  - vi) Tender Document Fee of Rs. 10000/- in the form of Demand Draft from a Scheduled Bank drawn in favour of the Director, Directorate of Tourism, Government of Jharkhand, Ranchi.
  - vii) Running Labour Licence

All the above documents should be put in an envelope sealed and superscribed as “**Technical Bid for SECURITY SERVICES AND MANPOWER FOR CLEANING, GARDENING, MINOR REPAIRING SERVICES FOR ITS VARIOUS TOURISM SPOTS IN JHARKHAND**” and the envelope should carry the due date for submission along with the name, address, telephone number, e-mail address of the agency.

The technical bids submitted will be evaluated on the basis of the following criteria:

SL.	CRITERIA	MARKING SCALE	MAXIMUM MARKS
1.	Number of years in Experience	One marks for additional year after three years	20
2.	Number of contracts in public sector undertaking /Govt. Department / Govt. Corporation and other Govt. Institution in last three years. (each costing more than Rs. 5 lakhs per month)	2 marks for each such contract	20
3	Experience Pan India in number of States working with single contract above 5 lacs pm .(Number of States)	2 marks for each State	20
4	Pan India Contract in last one year, not less than one crore per annum	2.5 marks for each such contract	5
5	Valid PSARA Certificate	Issued by Home Deptt. from Govt. Of Jharkhand	10
6	Annual Turnover, which will be average of last three years on the basis of balance sheet	2.5 marks for every 50 lakh rupees.	25
<b>Total</b>			<b>100</b>

Accordingly, above such information should be submitted must Submit documentary Proof.

## 6. PACKET – 2 (FINANCIAL BID)

### 6.1 Rates

The rates must be quoted in the form of service charge, which will be paid as percentage of the fee for deployment of manpower. Fee for the manpower shall be paid as per the prevalent minimum wages notified.

### 6.2 Tentative types of requirement of manpower

- (a) Trained Security Guard
- (b) Supervisor
- (c) Cleaning staff / Gardner.

- 6.3 The service charge for financial proposal shall be inclusive of:
- i. Any cost over and above Minimum wages
  - ii. Cost of statutory obligations including PF & ESI contribution, Bonus, Leave Gratuity etc.
  - iii. Cost of weekly off
  - iv. Cost of accommodation, uniform, identity cards, cost of police verification of deployed manpower and other overhead costs.
  - v. Cost of consumables for house keeping services. It may be noted that no separate payment to be made towards cost of house keeping materials, equipments, tools, consumables etc.
  - vi. Service tax shall be paid separately as per prevalent rate
- The financial bid (Part-II of Tender) shall be submitted in a separate sealed envelope.
- 6.4 Commencement of work will be one year from the date of approval and extendable year be year for a maximum period of 3 Years subject to satisfactory performance & mutual consent with same terms & conditions.
- 6.5 If any agency quotes less than the cost it has to submit the difference amount for the entire period as additional Security
- 6.6 The detailed financial cost should be put in an envelope sealed and superscribed as “**Financial Bid for SECURITY SERVICES AND MANPOWER FOR CLEANING, GARDENING, MINOR REPAIRING SERVICES FOR ITS VARIOUS TOURISM SPOTS IN JHARKHAND**” and the envelope should carry the due date for submission along with the name, address, telephone number, e-mail address of the agency.
- 6.7 The covers containing both the technical and financial bids (sealed) should be put in a big cover, sealed and superscribed as “**Tender for SECURITY SERVICES AND MANPOWER FOR CLEANING, GARDENING, MINOR REPAIRING SERVICES FOR ITS VARIOUS TOURISM SPOTS IN JHARKHAND**”. The big cover should be addressed to **Director, Directorate of Tourism, FFP Building, 2nd Floor, HEC Campus, Dhurwa, Ranchi 834004** and should be submitted on or before 1500 hrs. on 21.12.2015

## **7. SELECTION PROCESS**

- i. A nominated Committee will evaluate the technical bids received. Technical assessment will be based on technical evaluation criteria as mentioned in paragraph 5.2.
- ii. On the basis of technical assessment, bidders who have scored more than 70% in technical assessment will be considered for opening of financial proposal.
- iii. The financial proposal with the lowest cost shall be considered as preferred bidder. The committee may decide to award with or without negotiation.
- iv. The preferred bidder may be called for negotiation.
- v. In the event the bidder that has submitted lowest financial proposal did not want to take up the assignment, the next bidder that has submitted second lowest financial proposal shall be invited for negotiation and so on.
- vi. The accepted and agreed financial proposal after negotiation shall be considered and the such bidder shall be considered as selected bidder.
- vii. The selected bidder will be issued a letter of award intimating the selection and will be issued an work order with the details of the work to be done.

## **8. TIME LINE**

After selection of the agency, the agency will be issued a work order. On accepting the work order, the agency will start their work within 10 (Ten) Days from the date of work order issued to them.

## **9. DEPOSIT OF EARNEST MONEY**

- (a) Tender must be accompanied with an earnest money of Rs. 100,000/- (Rupees One lac Only), failing which the tender will be rejected and technical and price part will not be opened.
- (b) The Earnest Money should be deposited by way of account payee bank draft in favour of Director, Directorate of Tourism, Jharkhand, Ranchi on any Nationalize Bank payable at Ranchi.
- (c) Cheque/Bank Guarantee/fixed deposit receipt, money orders, etc. are not acceptable towards deposit of Earnest Money.
- (d) In no case, E/M will be accepted after opening of tender.



- (e) Details of E/M, i.e. draft number and date should be indicated on the cover of the envelope otherwise the tender may not be opened and returned to the party.

## **10. TERMS AND CONDITIONS.**

- 10.1 The security personnel of the security agency/company must be fully equipped with proper uniform including winter and rainy seasons kiting lathis, whistle torch etc.
- 10.2 The agency/company will have to abide by all the provisions of Law applicable to its establishment during the period of its engagement and shall be responsible and accountable for breach or violation of any of the provisions of any Act, Rules, Registration, Notification, Circulars issued from time to time by Govt. The agency/company shall provide an undertaking to this prior to the commencement of the job and indemnify Directorate of Tourism, Ranchi against any breach of statutes/laws etc.
- 10.3 The rates will be from for a period of 12 months from the date of commencement of the contract. However, in the event of revision of minimum wages by the appropriate Government, the minimum wages so revised will become payable from the date it is revised during operation of the contract.
- 10.4 The security agency/company will ensure effectively that its staff will not be any time divulge/make known any trust information or other matter relating to the affairs of Directorate of Tourism.
- 10.5 The security agency/company will ensure that all its personnel are physically fit and mentally alert. Minimum age of security / cleaning personnel should be eighteen years only.
- 10.6 The security agency/company will ensure that all its personnel are properly trained to carry out their duties.
- 10.7 All personnel to be deployed by the selected bidder only after police verification which will be done by the bidder at its cost. All security personnel and other resources of the agency/company must carry a proper photo identity card and nameplate.
- 10.8 In case of negligence, dereliction of duty, disorderly behavior, other misconduct by security personnel of the agency/company, the agency/company will take proper disciplinary action against such

- personnel.
- 10.9 The agency/company will raise monthly bills at the beginning of each month for the duties performed during the month immediately preceding and these bills will be paid by the 7th of the month in which they are raised.
- 10.10 The agency/company will ensure timely payment of wages to its personnel but in all cases within a week of the payment received from Directorate of Tourism.
- 10.11 The agency/company will provide additional manpower in any number within a reasonable time but not exceeding one month if so required on the written requisition of Directorate of Tourism, Ranchi at the approved rates and terms and conditions.
- 10.12 The security agency/company will execute the jobs undertaken by it directly and with its own resources and will not give out any part of assignment on sub-contract.
- 10.13 Directorate of Tourism, Ranchi is not bound to accept the lowest or any tender or to assign any reason thereof, Directorate of Tourism, Ranchi reserves the right to accept or reject any tender without assigning any reason whatsoever and the decision of Directorate of Tourism, Ranchi in awarding the work shall be final and cannot be subject to arbitration.
- 10.15 Directorate of Tourism, Ranchi has the right to increase or decrease the manpower of any site or to add or delete any site of deployment after giving one month in writing.

## **11. TERMS OF PAYMENT**

- i) No advance payment will be entertained.
- ii) Payment will be effected in Indian Rupees only in the form of cheque/Demand Draft.
- iii) A lump sum amount shall be paid by the Department every month towards the cost of consumables, like phenyl, duster, mopping cloth, soap, naphthalene, broom, bucket, fertilizer, plats, pots, bulbs, wires, etc., for which the agency shall submit bills, certified by the responsible officer from the department. No amount shall be paid for bills not signed, certifying actual purchase and consultation.

## **12. VALIDITY PERIOD**

Tenderers should specify the validity period of their offer which should be for a period of at least 365 days from the date of opening of tender and can be extended for another one year based on satisfactory performance.

## **13. OTHER IMPORTANT INFORMATION**

- a) The successful agency will execute a Performance Guarantee for 5% of the total value of the contract in the form of Account Payee Demand Draft from a Scheduled Commercial Bank in an acceptable form.
- b) The Department of Tourism, Art Culture, Sports & Youth Affairs is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. The Department of Tourism reserves its right to accept the tender either in full or in part. Conditional Bids will be rejected outright.
- c) The Department of Tourism, Art Culture, Sports & Youth Affairs reserves the right to summarily reject an offer received from any agency on national security considerations, without any intimation to the bidder.
- d) The Department of Tourism, Art Culture, Sports & Youth Affairs reserves the right to place an order for the full or part quantities under any items of work indicated above.
- e) The financial bid of the short listed agencies will be opened before the duly constituted Committee. The representatives of the agencies may remain present during such exercise for which, the agencies will be intimated in advance regarding the time, date and venue of opening of financial bids.

## **14. Service Tax**

Service Tax and cess shall be paid extra at the applicable rates

## **15. PENALTY CLAUSE**

Any delay from the stipulated schedule and any default, as stated herein would invite a penalty of Rs. 1000/- per day in respect of each of the items of work as enumerated in the Scope of Work indicated above.

After issue of the contract, the Performance Guarantee will be forfeited in case of undue delay in performance by the agency.

Penalty shall be imposed for the following instances:

- (i) deployment of any unskilled manpower,
- (ii) Any theft or damage done to the property.

- (iii) Lack of maintenance / cleanliness, if noticed at any location.
- (iv) Ill-maintained garden
- (v) Any manpower deployed without police verification.
- (vi) Any manpower found intoxicated, misbehaving with department official or any tourists.
- (vii) If the property or any part is found locked or if any tourist is stopped from using the tourist facility.

Amount of penalty for each of the above shall be decided by The Director, Directorate of Tourism, Government of Jharkhand, Ranchi, whose decision shall be final and binding on the service provider.

## **16. TERMINATION BY DEFAULT**

The Department of Tourism reserves the right to terminate the contract of any agency/agencies in case of changes in the Government procedures or unsatisfactory services.

## **17. FORCE MAJEURE**

Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country.

The party affected by an event of Force Majeure will immediately notify the other party of such an event and will also notify the unaffected party on cessation of disability resulting from such Force Majeure act.

## **17. ARBITRATION**

Venue of arbitration will be Ranchi and will be governed by provisions of the Indian Arbitration & Reconciliation Act.

## **18. JURISDICTION OF COURT**

The Civil Court, Ranchi shall alone have an exclusive jurisdiction to decide any difference, dispute and claim for and against DEPARTMENT OF TOURISM / BIDDER arising out in respect of the said NIT.

The Department of Tourism reserves the right to accept or reject any or all tenders without assigning any reason.

CERTIFICATE

I undertake to abide by the terms and conditions as laid down in the tender documents by this Department and also follow the instructions given by the Department (to be read with Terms and Conditions).

Signature :

Name of the person :  
with Designation

Name of the Firm :

**FORM F-2**

**Certificate**

I \_\_\_\_\_ certify that I am the Authorized person, organized under the laws of \_\_\_\_\_ and that \_\_\_\_\_ who signed the above tender is authorized to bind the Corporation by authority of its governing body.

(Signature and seal)