



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2023/B/3353347  
Dated/दिनांक : 13-04-2023

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	04-05-2023 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	04-05-2023 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Commerce And Industry
Department Name/विभाग का नाम	Department Of Commerce
Organisation Name/संगठन का नाम	Special Economic Zones
Office Name/कार्यालय का नाम	Santacruz Electronics Export Processing Zone
Item Category/मद केटेगरी	Security Manpower Service (Version 2.0) - Government Special Economic Zone; Security Supervisor , Security Manpower Service (Version 2.0) - Government Special Economic Zone; Unarmed Security Guard , Security Manpower Service (Version 2.0) - Government Special Economic Zone; Baggage Inspector , Security Manpower Service (Version 2.0) - Government Special Economic Zone; CCTV Operator
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	300 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

**Bid Details/बिड विवरण**

<b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	78604905.6
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	1572098

**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	12

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

Mumbai  
Santacruz Electronics Export Processing Zone, Department of Commerce, Special Economic Zones, Ministry of Commerce and Industry  
(Seepz Sez Authority Fund)

**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for eachcontract of providing manpower services to Central/ State Government Departments/ Public SectorUndertakings/ Autonomous Bodies in last N financial years:6.28 crores**

**The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in eachcontract of providing manpower services to Central/ State Government Departments/ Public SectorUndertakings/ Autonomous Bodies in last N financial years:1**

**Geographic Presence: Office registration certificate:Mumbai Metropolitan Region**

**Additional Conditions specific to this bid:Scope of Work and All other terms and conditions are mentioned in**

the PDF attached above.

**Scope Of Work For the Service:**[1681397527.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
18-04-2023 12:00:00	All interested bidders are requested to email their queries and request for participation in the online pre-bid meeting at the following address on or before 17th April 2023 till 1700 hrs - dcseepz-mah@nic.in, jdcseepz-mah@nic.in, r.nair@nic.in, mayur.gadage@gov.in

**Security Manpower Service (Version 2.0) - Government Special Economic Zone; Security Supervisor ( 9 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Establishment / Area	Government Special Economic Zone
Category of Profile	Security Supervisor
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	8
Qualification	Graduate
Ex Servicemen	Optional
Age Limit	Up to 55 years
Years of Experience	6 - 10 years
Additional Requirements for the Security Personnel	Driver's License , Typing Speed Certificate , PSARA Training Certificate and Medical Certificate and Antecedant Certificate
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Title For Optional Allowances 2	Washing Allowance
Title For Optional Allowances 3	Uniform Allowance
Title For Optional Allowances 1	House Rent Allowance

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rajesh Kumar	400096,DC office, Ministry of Commerce and Industry, SEEPZ, Gate Number 1, Andheri East	9	<ul style="list-style-type: none"> <li>• Number of working days in a month : 26</li> <li>• Basic Pay (Minimum daily wage) : 897</li> <li>• Bonus (INR per day) : 74.72</li> <li>• EDLI (INR per day) : 4.49</li> <li>• EPF Admin charge (INR per day) : 4.49</li> <li>• ESI (INR per day) : 0</li> <li>• Optional Allowance 1 (in Rupees) : 180</li> <li>• Optional Allowance 2 (in Rupees) : 26.91</li> <li>• Optional Allowance 3 (in Rupees) : 44.85</li> <li>• Provident Fund (INR per day) : 107.64</li> <li>• Tenure/ Duration of Employment : 12</li> </ul>

**Security Manpower Service (Version 2.0) - Government Special Economic Zone; Unarmed Security Guard ( 136 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Establishment / Area	Government Special Economic Zone
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	8
Qualification	Secondary School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	3 - 6 years

Specification	Values
Additional Requirements for the Security Personnel	PSARA Training Certificate and Medical Certificate and Antecedent Certificate
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Title For Optional Allowances 1	House Rent Allowance
Title For Optional Allowances 3	Uniform Allowance
Title For Optional Allowances 2	Washing Allowance

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rajesh Kumar	400096,DC office, Ministry of Commerce and Industry, SEEPZ, Gate Number 1, Andheri East	136	<ul style="list-style-type: none"> <li>• Number of working days in a month : 26</li> <li>• Basic Pay (Minimum daily wage) : 897</li> <li>• Bonus (INR per day) : 74.72</li> <li>• EDLI (INR per day) : 4.49</li> <li>• EPF Admin charge (INR per day) : 4.49</li> <li>• ESI (INR per day) : 0</li> <li>• Optional Allowance 1 (in Rupees) : 180</li> <li>• Optional Allowance 2 (in Rupees) : 26.91</li> <li>• Optional Allowance 3 (in Rupees) : 44.85</li> <li>• Provident Fund (INR per day) : 107.64</li> <li>• Tenure/ Duration of Employment : 12</li> </ul>

**Unarmed Security Guard ( 19 )****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Establishment / Area	Government Special Economic Zone
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Female
Duty Hours in a day	8
Qualification	Secondary School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	3 - 6 years
Additional Requirements for the Security Personnel	PSARA Training Certificate and Medical Certificate and Antecedent Certificate
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Title For Optional Allowances 3	Uniform Allowance
Title For Optional Allowances 1	House Rent Allowance
Title For Optional Allowances 2	Washing Allowance

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rajesh Kumar	400096,DC office, Ministry of Commerce and Industry, SEEPZ, Gate Number 1, Andheri East	19	<ul style="list-style-type: none"> <li>• Number of working days in a month : 26</li> <li>• Basic Pay (Minimum daily wage) : 897</li> <li>• Bonus (INR per day) : 74.72</li> <li>• EDLI (INR per day) : 4.49</li> <li>• EPF Admin charge (INR per day) : 4.49</li> <li>• ESI (INR per day) : 0</li> <li>• Optional Allowance 1 (in Rupees) : 180</li> <li>• Optional Allowance 2 (in Rupees) : 26.91</li> <li>• Optional Allowance 3 (in Rupees) : 44.85</li> <li>• Provident Fund (INR per day) : 107.64</li> <li>• Tenure/ Duration of Employment : 12</li> </ul>

### Security Manpower Service (Version 2.0) - Government Special Economic Zone; Baggage Inspector ( 16 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Establishment / Area	Government Special Economic Zone
Category of Profile	Baggage Inspector
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	0 - 3 years



Specification	Values
Additional Requirements for the Security Personnel	Baggage Scanner Training and PSARA Training Certificate and Medical Certificate and Antecedant Certificate
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Title For Optional Allowances 2	Washing Allowance
Title For Optional Allowances 3	Uniform Allowance
Title For Optional Allowances 1	House Rent Allowance

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rajesh Kumar	400096,DC office, Ministry of Commerce and Industry, SEEPZ, Gate Number 1, Andheri East	16	<ul style="list-style-type: none"> <li>• Number of working days in a month : 26</li> <li>• Basic Pay (Minimum daily wage) : 897</li> <li>• Bonus (INR per day) : 74.72</li> <li>• EDLI (INR per day) : 4.49</li> <li>• EPF Admin charge (INR per day) : 4.49</li> <li>• ESI (INR per day) : 0</li> <li>• Optional Allowance 1 (in Rupees) : 180</li> <li>• Optional Allowance 2 (in Rupees) : 26.91</li> <li>• Optional Allowance 3 (in Rupees) : 44.85</li> <li>• Provident Fund (INR per day) : 107.64</li> <li>• Tenure/ Duration of Employment : 12</li> </ul>

**Operator ( 8 )****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Establishment / Area	Government Special Economic Zone
Category of Profile	CCTV Operator
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	PSARA Training Certificate and Medical Certificate and Antecedant Certificate
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Title For Optional Allowances 1	House Rent Allowance
Title For Optional Allowances 2	Washing Allowance
Title For Optional Allowances 3	Uniform Allowance

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rajesh Kumar	400096,DC office, Ministry of Commerce and Industry, SEEPZ, Gate Number 1, Andheri East	8	<ul style="list-style-type: none"> <li>• Number of working days in a month : 26</li> <li>• Basic Pay (Minimum daily wage) : 897</li> <li>• Bonus (INR per day) : 74.72</li> <li>• EDLI (INR per day) : 4.49</li> <li>• EPF Admin charge (INR per day) : 4.49</li> <li>• ESI (INR per day) : 0</li> <li>• Optional Allowance 1 (in Rupees) : 180</li> <li>• Optional Allowance 2 (in Rupees) : 26.91</li> <li>• Optional Allowance 3 (in Rupees) : 44.85</li> <li>• Provident Fund (INR per day) : 107.64</li> <li>• Tenure/ Duration of Employment : 12</li> </ul>

## Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

### 2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

### 3. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

### 4. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

## 5. Payment

**PAYMENT OF SALARIES AND WAGES:** Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

## 6. Past Project Experience

**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.  
**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

## 7. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

SEEPZ SEZ Authority Fund

Account No.

3490116402

IFSC Code

CBIN0281490

Bank Name

Central Bank of India

Branch address

SEEPZ

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

## 8. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

### 1. Qualification Requirements

The SEEPZ SEZ Authority shall assess qualifications of participating bidders according to the following criteria, based on the corresponding documentary evidence to be submitted by the bidders:

SN	Criterion	Documents to be submitted	Applicability in case of JV/Consortium
1	Bidder must be a valid legal entity registered with appropriate government authority in the form of a firm / company / LLP / Consortium / Joint Venture and must be in existence for at least 5 years (i.e. since FY2016-17)	1. Registration / Incorporation certificate 2. Details of ownership, address, contact details including email and telephone numbers.	Documents of each JV/Consortium partner shall be submitted.

2	Bidder must be registered with GSTIN and must possess a valid PAN.	Copies of GSTIN and PAN .	Documents of each JV/Consortium partner shall be submitted.
3	Average Annual financial turnover of related/similar services during the last three years (FY 2019-20, 20-21 & 21-22), ending 31st March of the previous financial year, should be at least Rs. 3,00,00,000.	Audited financial statements for the past 3 financial years.  CA certificate clearly stating that the bidder has positive net worth during each of the past three FYs for related/similar nature of services in case of multiple businesses of the bidder.	Both partners should collectively meet the criteria; provided that the lead partner must meet at least 50% of the stipulated requirement alone and the other partner must meet at least 25% of the stipulated requirement alone.
4	The bidder must have successfully executed/completed similar Services i.e. Security Manpower Services, over the last three years i.e. the current financial year and the last three financial years  a. Three similar completed services costing not less than Rs. 2,35,00,000; or  b. Two similar completed services costing not less than Rs. 3,90,00,000; or  c. One similar completed service costing not less than Rs. 6,30,00,000.	Summary of relevant experiences.  Completion certificates issued by the clients clearly mentioning the name of the assignment, scope of work, value of the contract, etc. Satisfactory Performance Certificate from the previous Employer.  In case of ongoing project the corresponding contract agreement / work order and self certification may be submitted provided, at least 80% of the total payment has been received by the service provider.	Both partners should collectively meet the criteria; provided that the lead partner must meet at least 50% of the stipulated requirement alone and the other partner must meet at least 25% of the stipulated requirement alone.
5	Bidder should have a positive net worth during each of the past 3 financial years .	CA certificate clearly stating that the bidder has positive net worth during each of the past 3 FYs.	Documents of each JV/Consortium partner shall be submitted.

6	Must not be presently debarred / blacklisted by any procuring entity under the central government including PSUs and autonomous entities or by state governments or by multilateral agencies such as The World Bank, Asian Development Bank, etc.	Self-declaration of not having been debarred / blacklisted by any of the entities mentioned in this criterion at present. Refer Page Number 62- Self-certification of non-debarment.	Documents of each JV/Consortium partner shall be submitted.
7	The Bidders should have obtained a license from controlling authority, under Section 7(5) of "The Private Security Agencies (Regulation) Act, 2005.	Copy of valid license	Lead partner in JV/Consortium shall have the required licenses.
8	Bidder must have at least 50 persons on roll and must be registered with EPFO.	Self-certification regarding availability of manpower along with EPFO registration details.  Copy of recent EPFO Challan (April 2022 to March, 2023).	Both partners should collectively meet the criteria; provided that the lead partner must have at least 25 persons on roll of the stipulated requirement alone and the other partner must have at least 13 persons on roll of the stipulated requirement alone.

Bidders must ensure that the documentary evidence submitted by them as proof of their qualification must provide the necessary information in adequate details to establish the facts without a scope for doubt. Any scanned documents being submitted must possess adequate resolution to ensure their legibility without confusion. In case any information necessary for establishing bidder's qualifications is not clear from the documents submitted, the evaluation committee's interpretation in that regard shall be final. Incomplete or unclear documents may lead to disqualification of the bidder.

## Financial Evaluation Process

For the purpose of financial evaluation, the evaluation committee shall use the comparison generated on the GeM portal subsequent to financial bid opening. However, in case of any technical issues/multiple L1 in identifying the successful lowest bidder using the system-generated comparison, the evaluation committee shall select a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system as per Gem Terms and Conditions **(GTC) 4.0 version 1.9** clause no. **4(xiii)(h)(a)** dated 31<sup>st</sup> March 2023.

9. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

## **Section 5 - Activity Schedule**

**A. Background**

Santacruz Electronics Export Processing Zone (SEEPZ) is a Special Economic Zone in Mumbai, India with a geographical spread of nearly 110 Acres with 9 major buildings (and other private buildings built by units on leased plots) with multiple private buildings (approximately 4 Lakh square feet of space).

**B. Objectives and Scope of Work**

The purpose of this service is to provision fool proof Security Measures at the SEEPZ, SEZ Authority's premises. The service provider would provide required equipment and personnel for the mentioned shifts as per the requirements of the SEEPZ, SEZ Authority.

The following indicate the different roles in the security services for which hiring is being done and the qualifications and experience required for the service persons.

**B.1. Role and Responsibilities**

<b>Roles</b>	<b>Desired Qualifications</b>	<b>Responsibilities</b>
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<p>Assistant Security Officer (Supervisors shall play the role of ASO on rotation basis)</p>	<p>Should have knowledge of security related matters, industrial safety, fire fighting and allied functions</p> <p>Should be able to exercise command and control over the security personal deployed</p> <p>Physical standards and medical fitness as per PSARA Act and Rules</p> <p>(As per Maharashtra Private Security Agencies (Regulation) Rules, 2007 - point number 6- <i>“Standard of physical fitness and educational qualification for security guards”</i>)</p> <p><b>Appendix F)</b></p> <p>Should be minimum Graduate</p> <p>Should have knowledge of English, Hindi &amp; Local Language</p> <p>Experience of 10 years as Assistant Security Officer</p> <p>Outstanding surveillance and observation skills.</p> <p>Strong reporting skills.</p> <p>Working knowledge of public safety, security operations, and procedures.</p> <p>Knowledge of state laws and regulations.</p>	<p>Patrol premises regularly to maintain order and establish presence</p> <p>Monitor and authorize entrance of vehicles or people in the property</p> <p>Presents losses and damage by reporting irregularities and informs violators of policy and procedures. Check surveillance cameras periodically to identify disruptions or unlawful acts</p> <p>Investigate people for suspicious activity or possessions</p> <p>Respond to alarms by investigating and assessing the situation</p> <p>Apprehend and detain perpetrators according to legal protocol before arrival of authorities</p> <p>Submit reports of daily surveillance activity and important occurrences</p> <p>Should be available in general shift on all working days</p>
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<p>Security Supervisor</p>	<p>Should have knowledge of security related matters, industrial safety, firefighting and allied functions.</p> <p>Should be able to exercise command and control over the security personal deployed</p> <p>Physical standards and medical fitness as per PSARA Act and Rules</p> <p>(As per Maharashtra Private Security Agencies (Regulation) Rules, 2007 - point number 6- <i>“Standard of physical fitness and educational qualification for security guards”</i> See <b>Appendix F</b>)</p> <p>Should be minimum Graduate</p> <p>Should have knowledge of English, Hindi &amp; Local Language</p> <p>Experience of 10 years as Assistant Security Officer</p> <p>Outstanding surveillance and observation skills.</p>	<p>Should be required to carry out supervision of all security related activities in the organization as well as advice and assist security</p> <p>guards and other security related persons in carrying out their duties</p> <p>should be able to carry out or supervise protocol activities of</p> <p>receiving, escorting, seeing VIPs to and to liaise with police and other investigating agencies as and when required</p> <p>Should be available in general shift on all working days</p>
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<p>Un Armed Male Security Guard</p>	<p>Should have knowledge of Security related matters, industrial safety and allied Functions</p> <p>Preference will be given to a person who has served in police and Home Guards</p> <p>Minimum 10 pass</p> <p>Should have knowledge of Hindi or English and local language</p> <p>Good physique and personality</p> <p>fulfilling requirements of physical standards and medical fitness as per PSARA Act and Rules</p> <p>(As per Maharashtra Private Security Agencies (Regulation) Rules, 2007 - point number 6- <i>"Standard of physical fitness and educational qualification for security guards"</i> See <b>Appendix F</b>)</p> <p>Minimum Experience 3 years</p>	<p>Working shifts round the clock.</p> <p>Carry out activity of protecting the premises from any unauthorized entry, robbery, theft etc.</p> <p>To provide private security to another person or property or both,</p> <p>To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.</p> <p>To bring to the notice of supervisor the violation of any law noticed during the course of discharge of his duties</p>
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<p>Un Armed Lady Security Guard</p>	<p>Should have knowledge of Security related matters, industrial safety and allied</p> <p>Functions</p> <p>Preference will be given to a person who has served in police and Home Guards</p> <p>Minimum 10 pass</p> <p>Should have knowledge of Hindi or English and local language</p> <p>Good physique and personality</p> <p>fulfilling requirements of physical standards and medical fitness as per PSARA Act and Rules</p> <p>(As per Maharashtra Private Security Agencies (Regulation) Rules, 2007 - point number 6- <i>“Standard of physical fitness and educational qualification for security guards”</i> See <b>Appendix F</b>)</p> <p>Minimum Experience 3 year</p>	<p>Should be available on all working days. However it should be ensured that they are given weekly offs and shifts are rotated</p> <p>Carry out activity of protecting the premises from any unauthorized entry, robbery, theft etc.</p> <p>To provide private security to another person or property or both,</p> <p>To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.</p> <p>To bring to the notice of supervisor the violation of any law noticed during the course of discharge of his duties</p>
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<p>Baggage Inspector</p>	<p>Should have knowledge about Baggage screening procedures and experience using baggage screening equipments.</p> <p>Fulfilling requirements of physical standards and medical fitness as per PSARA Act and Rules</p> <p>(As per Maharashtra Private Security Agencies (Regulation) Rules, 2007 - point number 6- "<i>Standard of physical fitness and educational qualification for security guards</i>" See <b>Appendix F</b>)</p> <p>Minimum 12 pass</p> <p>Should have knowledge of Hindi or English and local language</p> <p>Minimum experience 1 year</p>	<p>Work in shifts round the clock</p> <p>To undertake screening of bags or packages and articles being brought in and out of the premises</p> <p>To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed</p> <p>To bring to the notice of supervisor the violation of any law noticed during the course of discharge of his duties</p>
<p>CCTV Operator (on need basis from Un armed Security Male Guard)</p>	<p>Back ground of surveillance and monitoring through CCTV systems</p> <p>Knowledge of security procedures and protocols</p> <p>Minimum 12 pass</p> <p>Should have knowledge of Hindi or English and local language</p> <p>Minimum experience 3 years</p>	<p>Work in shifts round the clock</p> <p>overall responsible for all CCTV surveillance security, vigilance including maintenance of documents related to CCTV operations</p>

## B.2. Additional Responsibilities

In addition to roles and responsibilities indicated above following shall also be part of responsibilities of security man power.

(i) To Provide Security services for protection of life, Security against theft, pilferage, fire etc for man and material in the premises.

(ii) Physical guarding of entry/exit points, Responsible for frisking/checking of the visitors during office hour

s and after, Screening /Directing of visitors .Visitor management in common and during special occasions. Guiding visitors to the concerned officials/occupants, regulating entry. Control the access of persons/vehicles in to and out of the complex and regulating entry of unwanted visitors/sales man and maintenance of visitor register.

(iii) Checking of gate passes, allowing the entry and exit of material and regulating the entry and exit of vehicles accordingly. Records of the inwards and outwards movement of men and material's, vehicles etc to be maintained with proper checking as per instructions given from time to time by the SEEPZ, SEZ Authority.

(iv) Patrolling and guarding various common areas and surroundings to ensure adequate safety and security. Preventing entry of stray animals like cow, dogs etc. Round the clock patrolling of sites. Ensuring that boom barriers and access control systems are monitored and are in operational condition.

(v) Assisting the occupants during emergency evacuation of building. Effective involvement during the crisis management like accidents and bomb threats. Involve in frequent drills for preparation for emergencies. Handling of disaster management in case of emergencies and disasters.

(vi) Rescue operation of passengers if stranded in lifts, Help occupants in any accidents or medical emergencies. Handling situation in case of fire.

(vii) Liaison with appropriate agencies in case of disaster and emergencies and keep excellent liaison and contact with all such agencies.

(viii) Lodging of Complaints/FIR in case of any crime or violence and assist the police and other security agencies in their investigation in any related matter.

(ix) Any other responsibility in connection with performance of the roles specified though not specifically covered above shall also be considered as part of the responsibilities of the security man power.

## **C. Terms and Conditions**

### **C.1. SEEPZ, SEZ Authority's obligations**

(i) The SEEPZ,SEZ Authority will give basic training/familiarization of the Security services required to be done by the personnel to be deployed by the Service Provider under the contract for 2 to 3 days in premises and this period will not be counted as shift manned by Service Provider's personnel for the purpose of payment under the contract.

(ii) SEEPZ, SEZ Authority shall provide necessary infrastructure, Equipments such as X ray baggage screening if such screening is involved , furniture etc for the security personnel to carry out their functions .However uniform, torches, lathi Arms, badges, etc shall be provided by service provider.

(iii) Deployment of security man power shall be with the concurrence of nominated official of SEEPZ, SEZ Authority and nominated official shall be responsible for close coordination with the service provider and shall monitor the activities performed by the service provider persons and will be responsible for its optimum

m utilization.

(iv) The SEEPZ, SEZ Authority shall share deployment maps, patrol routes, time slots for deployment and a standard operating protocol for adherence by the Service provider and non-compliance thereof shall be interpreted as violation of the Service Level Agreement.

(v) The SEEPZ, SEZ administration shall notify a Contract Management framework wherein a hierarchical contract monitoring of management of the service providers adherence to the Contract Conditions and SLA's shall be monitored, evaluated and payment milestones appeared as per pre-agreed rates quotes, accepted and contract awarded thereof. Penal fine as per due provision of contract shall be levied on failure to conform to all SLA's as per the Vendor/Service provider having shortcoming in the SLA's as per the contract agreement such conflict management shall have a pre-defined periodicity.

(vi) The SEEPZ, SEZ Authority may specify a digital platform or an electronic interface in the nature of a HRMS for calculating/confirming attendance, SLA compliance and mandated labour compliances, grievances, misdeed or non compliance of SLA mandates and the service vendor shall be bound to provision the same and report as per periodically specified the HRMS/digital application shall be provisioned at the SEEPZ, SEZ Authority cost and shall be provisioned free to the Service Vendor.

(vii) The SEEPZ, SEZ Authority shall provide minimum 10 number of 'A' type quarters in SEEPZ residential colony and the deductions as per the HRA of Rs. 5400/- per month for each quarter will be deducted from the monthly billing.

## **C.2. Service Provider's Obligations**

### **(a) Employment of man power by service provider:**

(i) Service provider providing the security services shall not employ or engage any person unless he or she is a citizen of India or a citizen of such other country as permitted to be employed in terms of Government rules and regulations in force.

(ii) Service provider shall employ only man power who has completed eighteen years of age and not above 40 years of age and in any case, Security Supervisor shall not be more than 55 years of age. Security agency shall only employ man power who satisfied the service provider about his character and antecedents and has completed the prescribed security training. Service provider shall only engage man power fulfilling such physical standards as may be prescribed in the PSARA 2005 and rules as amended on date. Further man power shall satisfy any other conditions as may be prescribed in relevant rules.

(iii) The CCTV operators shall be deployed on need basis from the Unarmed Male security Guards. In-house training will be provided by SEEPZ, SEZ authority and no additional remuneration/incentives will be given.

(iv) No person who has been convicted by a competent court or who has been dismissed or removed on grounds of misconduct, or moral turpitude while serving in any of the armed forces of the Union, State Police Organization, Central or State Governments or in any private security agency shall be employed or engaged by the service provider.

(v) The antecedents of security staff deployed shall be verified by the service provider from local police aut

hority and an undertaking in this regard is to be submitted to the department and SEEPZ, SEZ Authority shall ensure that the service provider complies with the provisions.

(vi) The service provider shall deploy his personnel only after obtaining the SEEPZ, SEZ Authority approval upon interview, duly submitting Curriculum Vitae (CV) and police verification details of personnel. SEEPZ, SEZ Authority shall be informed at least one week in advance and service provider shall be required to obtain departments approval for all such changes along with their CVs.

(vii) The SEEPZ, SEZ Authority shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the SEEPZ, SEZ Authority, emergencies, excepted

(viii) The Service Provider, at all times, shall ensure that the manpower deployed meets the minimum qualification and experience requirements stipulated in the scope of work above.

(ix) The Service Provider shall, at all times, abide by the applicable minimum wages rules as notified by the Ministry of Labour and Employment, Government of India (for Watch & Ward). The current minimum wage requirements are consolidated and specified under **Appendix G1**. The service provider must ensure that remuneration paid to all employees deputed under this assignment is commensurate with the minimum wages applicable at that time directly to the employees bank account & evidences of the same to be produced in reference of condition **“C.3 Special Terms and Conditions (h)(viii)”**. Any charges to be paid over and above will not be borne by SEEPZ, SEZ Authority. Also, it is mandatory for the service provider to strictly follow the Appendix – G1 and its particulars while disbursing the salary to the contracted employees irrespective of deployment of ex-servicemen or civilians

(x) The PoSH Act mandates that any organization having 10 (ten) or more employees shall constitute an Internal Complaints Committee by an order in writing. The PoSH Act has been implemented with an aim to prevent and protect women from sexual harassment at the workplace and thereby ensure a safe working environment for women. Service provider shall have an Internal Complaints Committee in the prescribed manner in order to receive and address the complaints of any sort of sexual harassment from women in a time-bound and extremely confidential manner.

## **(b) Registers to be maintained by Service provider**

(i) Service Provider shall maintain a register/digital platform containing name and addresses of the persons managing the private security agency, names, addresses, photographs and salaries of the security manpower and supervisors under its control and such other particulars as may be prescribed under PSARA act. The client may provision for a HRMS application or a digital platform wherein the details of all personnel shall as instructed be hosted as per clients requirement including wage, labour mandate compliance attendance etc.

(ii) Service provider will maintain a register/digital platform on which day employment of personnel with SEEPZ, SEZ Authority will be entered and same will be countersigned by the authorized official of the SEEPZ, SEZ Authority. While raising bill the deployment particulars of the personnel engaged during the month, shift wise attendance should be shown to SEEPZ, SEZ Authority. SEEPZ, SEZ Authority may call for such information as it considers necessary from service provider.

(iii) The Service Provider shall maintain all statutory registers/digital platform under the Law and shall produce the same, on demand, to the SEEPZ, SEZ Authority or any other authority under Law.

### **(c) Issue of photo identity card & other equipments**

(i) Every security man power deployed by the service provider shall be issued a photo identity card, by the service provider.

(ii) The photo identity card shall be issued in such form as may be prescribed by the SEEPZ, SEZ Authority and complying with PSARA Act and rules.

(iii) Every security man power shall carry on his person the photo identity card issued under and shall produce it on demand for inspection by the SEEPZ, SEZ Authority or any other officer authorized by same.

(iv) Service provider should provide the following equipments at a cost inclusive in their service charges i.e. between GeM notified 3.85% to 7% as quoted by the successful bidder:

<b>Sr. No.</b>	<b>Item Name</b>	<b>Qty for each manpower</b>
1	Uniform and Badge as per PSARA	2 (Two)
2	Hand held Baton	1 (One)
3	Hand held Torch	1 (One)
4	Raincoat	1 (One)
5	Gum boots	1 (One)
6	Notebook	1 (One)
7	Pen	1 (One)

### **(d) Requirements of Licenses**

(i) Service provider shall be holding a valid license under the provision of Private Security Agency Regulations Act (PSARA) providing for operation in the respective State or Union territory where services are being offered. Service provider shall ensure that all the relevant licenses/registrations/permissions which may be required for providing the services are valid during the entire period of the contract failing so shall attract the appropriate penalties.

The documents relevant in this regard shall be provided by the service provider to the SEEPZ, SEZ Authority on demand.

(ii) The service provider shall comply with all the legal requirements for obtaining license under contract labor regulations and abolition act 1970 if any at his own part and cost. The requirement shall be depending up on the number of persons engaged for the organization in terms of the provisions of the relevant act.



(iii) The service provider shall maintain all statutory registers required to be maintained as per license provisions under the law and shall produce same on demand to the SEEPZ, SEZ Authority or any other authority under the law.

(iv) The Service Provider shall furnish the certificates of qualification, NCC, Fire Fighting Training, etc attested by the gazette officer.

#### **(e) Training**

(i) The Service Provider shall have its own Establishment/set up/mechanism/Training institute recognized under PSARA 2005 or have tie up with institutions recognized in terms of PSARA 2005 to provide training for security man power with them to ensure correct and satisfactory performance of his/her liabilities and responsibilities. Only such man power who have undergone training and holding certificate should be deployed under the contract, The training shall be for a minimum period as specified in the PSARA act and in terms of the detailed training syllabus as prescribed in the act.

#### **(f) Reports**

All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the SEEPZ, SEZ Authority.

#### **(g) Conduct of the security man power deployed**

(i) The security manpower shall not accept any gratitude or reward in any form

(ii) Under the terms of their employment agreement with the Service Provider the Security staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Service Provider.

(iii) The personnel engaged by service provider have to be extremely courteous with very pleasant mannerism in dealing with the SEEPZ, SEZ Authority and should project an image of utmost discipline. SEEPZ, SEZ Authority shall have right to have any person removed in case of its staff complaints or as decided by representative of the SEEPZ, SEZ Authority if the person is not performing the job satisfactorily or otherwise. The Service Provider shall have to arrange suitable replacement in all such cases.

(iv) Security man power engaged by the Service Provider shall not take part in any staff union and association.

(v) The persons deployed shall, during the course of their work be privy to certain confidential documents and information which they are not supposed to divulge to third person. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make Service Provider as well as the persons deployed liable for penal action under the applicable laws besides, action for breach of contract.

#### **(h) Uniform and Badges**

(i) Service provider shall ensure that all security man power shall put on arms badge distinguisher the Agency for which they are working, shoulder or chest badge to indicate his role or function. Man power employed as Security guards shall, have whistle attached to the whistle cord and to be kept in the left pocket,. Shoes with eyelet and laces, headgear which may also carry the distinguisher mark of the service provider.

(ii) The clothes worn by the security man power while on active duty shall be such that they do not hamper in his efficient performance. In particular they will neither be too tight nor too loose as to obstruct movement or bending of limbs.

(iii) Every man power functioning as security guard will carry a notebook and writing instrument with him.

(iv) Every security person shall carry one good quality torch and one baton.

(v) Every man power functioning as security guard while on active security duty will wear and display photo - identity card issued on the outer most garment above waist level on his person in conspicuous manner.

(vi) Parameters of the uniform shall conform to provisions of PSARA 2005.

#### **(i) Monitoring and Supervision by the service provider**

(i) Service provider shall ensure that adequate supervision will be provided to ensure correct performance of the man power deployed in accordance with the prevailing assignment instructions agreed upon between the service provider and SEEPZ, SEZ Authority. Service provider should keep track of performance of the staff deployed and give necessary support to ensure good performance.

(ii) The Service Provider will deploy supervisors as per the need given by the SEEPZ, SEZ Authority. The supervisor shall be required to work as per the instructions of SEEPZ, SEZ Authority.

(iii) The Service Provider shall do and perform all such Security services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Department may issue from time to time and which have been mutually agreed upon between the two parties.

(iv) The Service Provider shall be responsible to maintain all property and equipment of the SEEPZ, SEZ Authority entrusted to it.

(v) The Service Provider shall nominate a coordinator who shall be responsible for regular interaction with the SEEPZ, SEZ Authority so that optimal services of the persons deployed could be availed without any disruption.

#### **(j) Working hours and Reporting Time**

i. The personnel will have to report to the SEEPZ, SEZ Authority's security office at least 30 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by the SEEPZ, SEZ Authority.

ii. The working hours and days of the outsourced employees will be as per the existing applicable rules of the respective Central/State Government. However, they have to work on holidays, if necessary and required based on demand of work.

- iii. In an event of deployed personnel availing leave and if required by SEEPZ, SEZ Authority suitable substitute(s) shall be provided by service provider.
- iv. Consequent to poor performance of deployed manpower, service provider shall immediately replace the deployed manpower.
- v. Working shifts (includes day and night shift) hours shall be mutually agreed upon between SEEPZ, SEZ Authority and service provider prior to deployment of manpower.
- vi. The attendance of the employees will be entered in the register provided by the Service Provider and/or in the Aadhar based Biometric attendance system at the SEEPZ, SEZ Authority. In case biometric system insisted, same is to be made available by SEEPZ, SEZ Authority and access to be provided to the security persons deployed by service provider
- vii. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the organization or office. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.

#### **(k) Physical standards and Medical check up**

(i) The security man power deployed shall be eligible for being engaged or employed if he or she fulfills the standards of physical fitness as specified in the PSARA Act 2005. Service provider is therefore required to ensure that all deployed man power fulfill the requirements specified in PSARA Act. Service provider Agency should get medical check-up of its staff at the time of their induction in the rolls of the agency to ensure their fitness for the job assigned and annual medical check-ups to be done as prescribed under PSARA. A record of the same shall be maintained in the personal file of the security personnel. In case SEEPZ, SEZ Authority demands for a copy of medical fitness certificate at time of deployment to their organization same shall be given

(ii) The security man power deployed should be free from evidence of any contagious or infectious disease. He or she should not be suffering from any disease which is likely to be

aggravated by service or is likely to render him unfit for service or endanger the health of the public.

(iii) No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by the SEEPZ, SEZ Authority.

(iv) The security man power deployed shall be prohibited from Smoking also prohibited from the use of any intoxicating substances including, but not limited to, intoxicating beverages during the service period or on-site or near the site or in any of the facilities, sites, buildings, encampments, or SEEPZ, SEZ premises. The service provider shall exercise influence and authority to the utmost extent to secure strict compliance with this condition.

#### **(l) Applicable Leave**

(i) Services hired are for all 7 days also it shall be ensured that service personnel's are given at least 4 holi days in a month.

(ii) The applicable casual leave is to be provided to the personnel and the payment for the applicable leave also shall be taken in to account for calculation of the payment to be made by the SEEPZ, SEZ Authority. 10 casual leaves are provisioned in a year per person.

(iii) Beyond specified leaves as applicable, leave will be treated as leave without pay (LWP) for which necesary deduction will be made by the SEEPZ, SEZ Authority in the billed amount if no replacement is provided besides any penalty for not providing substitutes as indicated in SLA

(iv) Weekly day of rest - As per the "Minimum Wages (Central) Rules, 1950 "

(i) Subject to the provisions of this rule, an employee in a scheduled employment in respect of whic h minimum rates of wages have been fixed under the Act, shall be allowed a day of rest every week (herein after referred to as "the rest day") which shall ordinarily be Sunday, but the employer may fix any other day of the week as the rest day for any employee or class of employees in that scheduled employment

PROVIDED that the employee has worked in the scheduled employment under the same employer f or a continuous period of not less than six days:

PROVIDED FURTHER that the employee shall be informed of the day fixed as the rest day and of an y subsequent change in the rest day before the change is effected, by display of a notice to that effect in th e place of employment at the place specified by the supervisor in this behalf.)

### **C.3. Special Terms and Conditions**

#### **(a). Legal Status**

(i) The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization by whatever name be called without th e prior written consent of the Authority.

(ii) For all intents and purposes, Service Provider shall be the "Employer" within the meaning of differ ent Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not hav e any claim whatsoever like employer and employee relationship against the SEEPZ, SEZ Authority.

(iii)The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and oth er facilities admissible to regular / confirmed employees during the currency

or after expiry of the Agreement

(iv) The SEEPZ, SEZ Authority will in no way be responsible for the violation of any rules and/or infringemen

t of any other laws from the time being in force, either by the employee or by the Service Provider. The employees as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the SEEPZ, SEZ Authority would not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules shall only rest with the Service Provider

**(b) Indemnity**

(i) The Service Provider will not be held responsible for the damages/sabotage caused to the property of the SEEPZ, SEZ Authority due to the riots/mobs attack/armed dacoit activities or any other event of force majeure

(ii) The SEEPZ, SEZ Authority will in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the employee or by the Service Provider.

(iii) The employees as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the

SEEPZ, SEZ Authority would not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules shall only rest with the Service Provider.

(iv) The SEEPZ, SEZ Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation

**(c) Disclosure of Information related to services rendered**

(i) Man power engaged by the Security man power service provider shall not divulge any information acquired by him or her during such employment with respect to the work which he or she has been assigned to anyone other than the SEEPZ, SEZ Authority or to such person as the SEEPZ, SEZ Authority directs. However such disclosure as may be required under PSARA Act or in connection with any inquiry or investigation by the police or as may be required by an authority or process of law shall be exempted from this.

(ii) All security man power engaged by the service provider shall however render necessary assistance to the police or to such authority in the process of any investigation pertaining to the activities of that agency. If violation of any law is noticed by any security man power during the course of discharge of duties, he or she shall bring it to the notice of superior, who in turn shall inform the police either through SEEPZ, SEZ Authority or service provider or on his own.

**(d) Ownership and retention of Material**

(i) SEEPZ, SEZ Authority shall own the material and documents provided to the Service Provider if any in connection with performance of this contract. Service Provider shall not, without the prior written consent of SEEPZ, SEZ Authority store, copy, distribute or retain any material or Documents.

(ii) Service Provider shall, upon termination of this agreement for any reason, or upon demand by SEEPZ, SEZ Authority, whichever is earliest, return any and all material and information provided to Service Provider by SEEPZ, SEZ Authority, including any copies or reproductions, both hardcopy and electronic.

(iii) The Service Provider or man power provided shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by SEEPZ, SEZ Authority, out of SEEPZ, SEZ Authority premises without prior written permission from SEEPZ, SEZ Authority.

**(e) Changes:** Nodal officer of the SEEPZ, SEZ Authority or any other authorized official shall be competent to ask for any changes in the scope of work. SEEPZ, SEZ Authority is entitled to increase the quantum of order regarding number of man power by 25% and similarly shall be competent to reduce the man power also by 25%. The hiring of additional manpower shall be completed within 10 working days from the issue of order by the SEEPZ, SEZ Authority.

**(f) Transportation:** The responsibility of arranging commutation for the man power and transportation of any items which are in the scope of service provider and requiring the transportation shall be responsibility of service provider.

**(g) Insurance requirements.**

Service provider shall be responsible for any insurance requirements for the man power deployed regarding accidents etc. No claim for any compensation or damages on account of

Any injury or death of man power while performing the duties shall be entertained by the SEEPZ, SEZ Authority Insurance requirements if any for the property or premises for which security is offered shall be the responsibility of the SEEPZ, SEZ Authority.

**(h) Payment terms**

(i) The Service Provider Agency shall also deposit EPF of both employer and employee share within 15th day of the month of payment for the support staff engaged from their account.

(ii) Proof of deposit of both employers share and employees share of EPF shall be submitted to the SEEPZ, SEZ Authority by the end of 15 day of succeeding month.

(iii) The Service Provider shall furnish statement of amounts paid for the month to the persons deployed along with cheque number or bank transfer details and date and Bank account from which the payment has been made. Service Provider is to furnish a copy of bank statement in support of amount paid as and when required by SEEPZ, SEZ Authority.

(iv) The Service Provider shall be responsible for timely payment of take home remuneration to the supporting staff and deposit of EPF (both employee and employer share), failing which suitable penalties as per SLA and any other actions as per existing rules and regulations shall be taken

(v) The Service Provider shall submit before the SEEPZ, SEZ Authority, one copy of the monthly challan with Electronic Challan Cum receipt sheet indicating break down of contribution of each and every hired employee regarding EPF within 7 days from the date of filing. In case of any return in the form of monthly, quarterly and annual returns applicable same also to be filed and copy to be furnished to SEEPZ, SEZ Authority.

(vi) The payment to the Service Provider will be made on monthly basis, after the end of the month, depending

ng upon the actual duration of the services rendered as per order.

(vii) Any violation of contractual obligations by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider is deemed to have confirmed that penalty whenever becomes payable, the same shall be deducted by the SEEPZ, SEZ Authority from the payments due to the Service Provider.

(viii) The Service Provider shall ensure payment regularly for the deployed man power to their entitlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the breakup of components given by the SEEPZ, SEZ Authority. Bill for a month will be paid only after submission of certificate of disbursement of wages along with breakup of salary components of previous month. The format for breakup of salary paid is attached as **Appendix G2**. The total monthly salary to be paid by the SEEPZ, SEZ Authority shall be as per the **Appendix G1** which is fixed in accordance with the Minimum Wages Act and the Basic+VDA fixed as per the notice of revision of minimum wages as per the Order Dt. 03.04.2023, File No. 1/5(6)/2023-LS-II, Ministry of Labour & Employment, Govt. of India, Watch & Ward (Without Arms) . No other salary remuneration shall be paid by SEEPZ, SEZ Authority other than **Appendix G1**.

(ix) Bonus in accordance with the Bonus Act which at present is one month basic wage (not below Rs 7000/-) which comes to monthly payment 8.33% of minimum wage or Rs 7000/-. In case of any changes in the bonus rates as per relevant notifications same shall be applicable. Bonus shall be payable only to the resources completing the required number of working days and fulfilling the requirements.

(x) In case of any changes in the minimum wages as per the Central Government Minimum Wages Notification during the Contract period, SEEPZ, SEZ Authority shall pay the Service Provider the difference in wage from the amount mentioned in the contract on pro rata basis. Therefore the increase in minimum wages shall be applicable and contract value amount shall be considered as revised up to the extent of increase due to increase of minimum wages. Accordingly the service provider will submit the 3% Performance Guarantee of differential increased value/amount.

(xi) The payment shall be made as per the contract and after deduction of relevant penalties, if any. Service Provider shall raise the invoice as per the arrangement in the contract towards the Services rendered in the previous month to the SEEPZ, SEZ Authority. Payment shall be effected by credit into the bank account of the Service Provider within 10 days of receiving the invoice, complete in all respects. The Service Provider shall provide correct bank account number and other details of the bank to enable the SEEPZ, SEZ Authority to credit the payment directly into the account. SEEPZ, SEZ Authority shall pay the Service Provider all due amount as per the invoice, that are not the subject to dispute, within 10 days after receipt of a valid invoice that complies in all material respect in terms of this agreement; the payment shall be subject to any reduction such as penalty, statutory deductions, etc.

**(i) Statutory compliances** - Service provider shall abide by the PSARA Act, Minimum wages Act, Contract labor Act etc. as applicable from time to time for man power employed for undertaking the services. The Labour Compliance statutes and codes to be followed are annexed as **Appendix I**.

**(j) Requirements of Manpower**

<b>SN</b>	<b>Category</b>	<b>Quantity of Manpower (Nos.)</b>	<b>Quantity of Reliever (Nos.)</b>
1	Assistant Security Officer (Security Supervisors on rotation)	1	<b>1</b>
2	Security Supervisor	7	
4	Un Armed Male Security Guard	117	<b>19</b>
5	Un Armed Lady Security Guard	16	<b>3</b>
6	Un Armed Male Security Guard - Baggage Inspector	14	<b>2</b>
7	Un Armed Male Security Guard - CCTV Operator (on need basis)	7	<b>1</b>
<b>Total</b>		<b>162</b>	<b>26</b>

**(k) Deployment of Manpower**

Deployment of SEEPZ security guards is managed shift wise (3 shifts each of 8 hours), deployment is as following:

<b>Location</b>	<b>Nos.</b>	<b>No. of SEEPZ Security Deployment</b>		
		<b>First Shift (7AM to 3PM)</b>	<b>Second Shift (3PM to 11PM)</b>	<b>Third Shift (11PM to 7AM)</b>
Deployment Location - 1	40	16	16	8
Deployment Location - 2	19	9	9	1
Deployment Location - 3	33	16	16	1
Deployment Location - 4	4	2	1	1
Deployment Location - 5	6	2	2	2
Deployment Location - 6	2	1	1	-
Deployment Location - 7	2	1	1	-



Deployment Location - 8	9	3	3	3
Deployment Location - 9	3	1	1	1
Deployment Location - 10	3	1	1	1
Deployment Location - 11	6	1	1	4
Deployment Location - 12	3	1	1	1
Deployment Location - 13	3	1	1	1
Deployment Location - 14	3	3	-	-
Deployment Location - 15	2	1	1	-
Deployment Location - 16	16	-	8	8
Deployment Location - 17	5	2	2	1
Deployment Location - 18	3	1	1	1
<b>Total</b>	<b>162</b>	<b>62</b>	<b>66</b>	<b>34</b>
<b>Reliever</b>	<b>26</b>			

\*Deployment location are kept confidential in the tender document. Successful Bidder as being awarded tender shall be shared the restricted maps, deployment location and SOP subject to a non disclosure agreement thereof.

### (I) Penalties and Termination

(I) The Service Provider shall be responsible for faithful compliance of the terms and conditions of this agreement. In case of noncompliance of Service obligations, penalty per default will be imposed as per SLA and in case of three Consecutive defaults against same events, the contract will be liable to be cancelled. However non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements will be considered as a major default and the contract will be cancelled immediately without giving any further notice.

SL.NO	Service Level Agreement	Baseline Penalties For Breach	1 Instance	2 Instance	3 Instance

1.	Delay in deployment of security personnel by the service provider	Deployment to start Within 2 weeks of the placement of service order	In case of deployment is made after 2 weeks of placement of order and delay is due to service provider 1% of the value of the contract shall be levied as penalty. However SEEPZ, SEZ Authority shall be at liberty to cancel the order without any further reference to service provider in case so desire	In case of deployment is made after 3 weeks of placement of order and delay is due to service provider 2% of the value of the contract shall be levied as penalty. However SEEPZ, SEZ Authority shall be at liberty to cancel the order without any further reference in case so desire	In case deployment not made 4 weeks after placement of order the contract shall be terminated without any reference
2	If the employee of service provider is found to have misconduct or misbehaved in any manner  or resort to any violent behaviour etc with public or employees of SEEPZ, SEZ Authority or other employees of service provider	No instance	Replacement of security personnel and Rs 500 fine on the service provider	Replacement of security personnel and Rs 1000 fine on the service provider	Replacement of security personnel and Rs 5000 fine on the service provider
3	Security personnel not found displaying photo id or not in proper uniform	No instance	One day Salary due to the employee concerned for the day and Rs 500 penalty on service provider	One day Salary due to the concerned employee and Rs 1000 penalty on service provider	One day Salary due to the employee concerned and Rs 2500 penalty on service provider

4	Security personnel indulging in drinking/sleeping	Zero instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs 1000 on the service provider	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs 2500 on the service provider	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs 5000 on the service provider
5	If the resource is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute	No instance	Penalty equal to wage of the person who was to do duty shall be levied along with an amount of Rs 500 on the service provider	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with Rs 500 on the service provider	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with Rs 1000 on the service provider
6	In case of expiry of any of the licenses required for performing the services such as PSARA, etc	Termination of the contract			
7	Delay in payments of take home remuneration by the Service Provider to resources employed, Delay in deposit of EPF (both employee and employer share)	Rs 1000 for each default			

8	In case of violation Minimum wages Act , Contract labor Act etc. as applicable from time to time applicable for the services	Penalty of Rs 5000 for default in addition to termination of contract and all responsibility on account of violation shall be responsibility of service provider			
9	Penalty for non-compliance of the salary breakup provided in Appendix G-1	No instances	Rs. 500/- for each employee for each month	Rs. 1000/- for each employee for each month	10% of the monthly billing amount

## Format of Financial Bid

The tender is published on GeM - Security Manpower Service Version 2.0 Category and the bidder is liable to quote only the service charges (*without amending or tempering the Appendix G1*) as per GeM OM no. F.6/1/2023-PPD dtd. 06.01.2023 i.e. between @3.85% to @7.00%. The Service Charge includes the cost of all the consumables that are to be provided by the Service Provider during the contract period.

### 10. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.

9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**